

## Workshop Descriptions

---

- **Briefing and Effective Communication**
  - **(1-Day or 2-Day Format)**

### Workshop Description:

This dynamic workshop will help participants enhance their confidence and competence in speaking in a variety of professional settings, including briefings, meetings, and extemporaneous situations. Participants will learn to identify the elements of the communication process and explore ways of tailoring their message to their audience, organizing ideas for maximum impact, and using their individual styles effectively. Through a variety of activities, participants will increase their competence and confidence as presenters by analyzing each audience's needs, interests, and expectations. Participants will also learn how to establish a purpose for the presentation, organize information that supports their purpose, and deliver presentations that are effective using both verbal and non-verbal communication techniques. Emphasis is placed on building rapport with the audience and creating effective, targeted presentations.

### Workplace Application:

After attending this workshop, participants will be able to create and deliver well-organized, substantive presentations that capture the attention of their audiences and achieve desired results. Participants will be able to use what they know about an audience to make their presentations targeted and meaningful for that audience. Participants will also be able to adapt their material to the needs of different groups. Participants will understand the presentation style that best suits them, and will feel more confident in situations in which they need to speak publicly.

- **Coaching and Mentoring Skills for the 21<sup>st</sup> Century**
  - **(1-Day or 2-Day Format)**

### Workshop Description:

In this full-day workshop, participants will be able identify coaching opportunities, apply a model for coaching, recognize what motivates employees, and identify and use behaviors that foster a coaching climate. One of the biggest contributions a manager can make in a work setting is that of mentoring and coaching. The skills require an ability to pick up on daily coaching opportunities, create a climate that fosters development and growth, and interact with employees to bring out their best.

### Workplace Application:

After participating in this workshop, participants will be able to return to their departments and begin to immediately apply the tools and techniques with coworkers.

- **Communication: Assertiveness and Crucial Conversations**
  - **(1-Day or 2-Day Format)**

### Workshop Description:

Planning for difficult but important conversations helps minimize conflict and bad feelings – and maximizes fruitful outcomes and improved communication. While avoiding occasional, job-related conflict is impossible, it doesn't have to become so upsetting that it drives a wedge between you and the people you work with. This workshop, designed for managers and staff, presents a participatory and engaging environment for learning key skills for managing difficult conversations with your supervisor and coworkers. Participants will discover and practice:

- Keys to navigating difficult conversations
- How to avoid the typical mistakes we make when engaged in a difficult conversation
- What beliefs and assumptions often get in the way when we conduct difficult conversations
- How to handle predictable resistance from others
- Proven techniques to communicate more clearly and drastically reduce misunderstandings
- How to pave the way for 2-way dialogue rather than lectures and disagreement
- Assertiveness skills to help express facts and opinions honestly and directly

### Workplace Application:

This workshop will help participants identify skills to help them and their team better deal with sensitive issues, be able to clearly name and face challenging situations, enhance problem solving, and improve communication in their departments.

- **Conflict Resolution: Moving from Conflict to Collaboration**
  - **(1-Day or 2-Day Format)**

### Workshop Description:

Organizations expect employees at all levels to work together, often across functions, to make decisions that were formerly the exclusive responsibility of management. This type of collaboration can bring out new potential for conflict, thus creating a need for employees at every level of an organization to have the skills to deal successfully with conflict. In this highly interactive workshop, participants will be offered the skills they need to turn conflicts into opportunities to achieve positive, productive results.

### Workplace Application:

As a result of participating in this workshop, participants should be able to return to their respective units, branches, and divisions with the skills to: a) explain the influences that contribute to conflict in the workplace; b) identify and discuss behavior patterns that undermine the ability to address conflict constructively; c) describe productive methods of dealing with these undermining behaviors; d) distinguish between positions taken in a conflict and the underlying issues; and e) be able to use and apply key actions to address conflict facing them on the job. Key actions and interpersonal techniques offered will include: 1) establishing mutual involvement; 2) seeking to understand the other person's point of view; 3) presenting one's perspective of the problem and its impact; 4) deciding on an appropriate action plan; and 5) expressing one's appreciation for another's active efforts. Participants should also be able to pass on knowledge about how the basic principles of a collaborative workplace help to create a climate where everyone is able to cooperate, share ideas, and work together in the organization for a common purpose.

- **Creating a Motivated Workforce**
  - **(1-Day or 2-Day Format)**

### Workshop Description:

In this dynamic full-day workshop, participants will examine several ways to create a motivated work environment. When people are fearful or feel threatened by their managers or supervisors, they tend to be less productive and less willing to communicate with employers about conflicts, problems, and on-the-job stresses. Studies further show that motivated employees are more productive and creative. Participants will learn what makes a work environment motivated.

### Workplace Application:

Through guided discussion and practice, supervisors will be offered tools and techniques to return to their respective departments and begin to create this environment by a) setting goals and telling employees what is expected of them and by keeping them informed; b) ensuring employees are trained to perform their jobs as this decreases anxiety and maximizes productivity; c) giving employees the means to gauge the success of their efforts; d) teaching how to provide corrective action if necessary; e) providing effective feedback and bringing employees into the "loop", and f) complimenting employees when they do something praiseworthy.

- **Cutting Edge Customer Service**
  - **(1-Day or 2-Day Format)**

### Workshop Description:

This energizing full-day workshop teaches participants new trends in customer service, as well as tried and true customer service values. Included in this session are topics such as: identifying my customer; holding myself accountable for customer service; and creating a culture of customer service with peers.

### Workplace Application:

As a result of participating in this workshop, participants should return to their department with a new appreciation for customer service. Participants will have a heightened sense of personal accountability to customers and tips for providing superior customer service.

- **Employee Engagement: Tips for Future Success**
  - **(1-Day or 2-Day Format)**

#### **Workshop Description:**

This learning workshop affords participants the opportunity to deal with the critical leadership skill of motivating others to be more engaged at work. They will learn the characteristics of an effective coach/motivator, and have the opportunity to assess their own skills on a self evaluation. Participants will learn the core elements of coaching/motivation and will practice how to apply these concepts in their departments through dialogue in small group work. The four action elements of coaching/motivation will also be covered in this workshop, and an action plan will be completed.

#### **Workplace Application:**

As a result of participating in this interactive workshop, participants will return to their departments with the skills and confidence to help their peers and the staff who report to them feel more motivated and engaged at work. They will have a better understanding of coaching and motivational concepts and how to be more engaged in their own work as a result of this workshop. The workshop will focus on the application of these best practices and behaviors in day-to-day work.

- **Intergenerational Leadership**
  - **(1-Day or 2-Day Format)**

#### **Workshop Description:**

Generational differences are a challenge for many managers, supervisors, and team leaders. For the first time in history, they have to coach, counsel, and discipline four generations working together, as well as an influx of ethnically diverse employees. Because the rules have changed, a team's ability to communicate, motivate, and delegate to others could be in serious need of an overhaul. Unless supervisors are trained to manage across *generations* and *cultures*, everything from retention to productivity could be dramatically affected. In this full-day workshop, participants will be provided the tips, tools, and techniques to better prepare them to deal with the dynamic of leading across generations.

#### **Workplace Application:**

Through guided practice and observation participants will be able to return to their departments and engage in group interactive exercises and critical discussion to more closely examine the skills needed when leading each of the four generational workforces of today.

- **Leading Change**
  - **(1-Day; 3-Day or a 5-Day Format)**

#### **Workshop Description (being developed):**

Organizations are being asked to embrace and facilitate change at every turn. Leaders at all levels must be able to initiate and support this dynamic with a critical insight into the process. Dynamic and challenging, the process can only be led by someone who possesses an in depth understanding of the change process and its impact. Strategic thinking, coupled with a clear vision of the desired end result, is the basis for effectively initiating and facilitating change.

#### **Workplace Application (being developed):**

After participating in this workshop, participants should be able to engage in healthy actions and responses to change at all levels.

- **Leadership and Communication Dynamic**
  - **(1-Day or 2-Day Format)**

### Workshop Description:

This full-day learning dialogue will provide participants with communication skills they need to be successful managers at their organizations. Topics of conversation include the function of organizational communications; the manager's role in organizational communications; the function of written directives; and the Harvard Negotiation Project. Participants will also have the opportunity to assess their communication and conflict management styles and discuss the impact of their individual style. Case studies will be used to bring more realism into the learning session.

### Workplace Application:

As a result of participating in this highly interactive workshop, participants will return to their departments with the communication skills to be clear in their organizational communications, and be more effective in persuading others to their point of view as leaders. They will also have a better understanding of their own communication and conflict management style and the opportunity to create an action plan for improvement.

- **Leading and Developing Employees**
  - **(1-Day or 2-Day Format)**

### Workshop Description:

This educational workshop opens with a highly interactive situation for developing a workforce using the strengths of all employees. The foundation of leading and developing employees is developed with trust and respect. Participants learn from the Stephen M.R. Covey book *The Speed of Trust* about ways to demonstrate respect and gain trust. This workshop will use the Organizations' Individual Development Plan (IDP) or a government model to assist participants in engaging discussions and strategies for individual development. This workshop includes seven strategies for developing a workforce.

### Workplace Application:

As a result of participating in this powerful interactive workshop, participants will have the resources to recognize people as the organization's core asset and to value the importance of enhancing competencies and capabilities. Organizational leaders, both in formal and informal leadership positions, will focus enhance their knowledge, skills, and abilities to work effectively with diverse individuals. Participants will gain experience is using an IDP to identify developmental opportunities for growth and individual development. To demonstrate personal commitment for leading and developing a workforce, participants will be invited to select a development opportunity from the list in the workbook or one of their own and create an action plan.

- **Legacy Leadership**
  - **(1-Day or 2-Day Format)**

### Workshop Description:

**Coming soon!**

### Workplace Application:

- **Managing Your Teams**
  - **(1-Day or 2-Day Format)**

### Workshop Description:

In today's challenging workplace, organizations are faced with a wide array of demands. All of them encompass a common a theme--the demand to provide highly-competitive productive products and services. This, coupled with the fact of a hugely diverse workforce, requires attention to their employees. No longer can employers depend on a single person to provide the end result that they need to achieve their mission. They must establish and promote healthy group dynamics by developing strong work teams. Whether you are a team leader or team member, this highly interactive two-day course gives participants the skills for effective team performance.

### Workplace Application:

As a result of participating in this powerful interactive workshop, participants will have the resources to a) define basic team concepts (e.g. why teams are important, stages of team development, and their challenges); b) identify and describe the various roles and present models of dysfunctional team interaction and how these behaviors can and should be addressed; c) recognize and adjust behaviors and attitudes to promote teamness (effective teamwork); and d) apply knowledge and attitudes to practice team-related exercises followed by critique and reflection.

- **Myers-Briggs Type Indicator (MBTI) and Johari Window**
  - **(1-Day or 2-Day Format)**

### Workshop Description:

This highly participatory, full-day workshop will showcase proven techniques to enhance team-building. Participants will explore the elements present when teamwork is operating at its peak. By identifying and understanding the characteristics of successful teams, participants will increase their ability to:

- Recognize, appreciate, and utilize differences
- Communicate to achieve results
- Capitalize on strengths of each team member

### Workplace Application:

As a result of participating in this workshop, participants will return to their court units with a greater ability to create and manage teams. Participants will have a sharper understanding and appreciation of individual differences in the workplace, be able to recognize various communication patterns and preferences for receiving information, and be more familiar with diverse sources of personal energy and different work styles. Armed with greater awareness of these crucial elements of collaboration, participants will be better prepared to encourage successful teamwork.

- **Performance Management: A New Method for Managing Employee Performance**
  - **(1-Day or 2-Day Format)**

### Workshop Description:

This course will provide participants with a comprehensive introduction to performance management. Participants will learn: the function of performance management; the organization's performance management cycle; and how to apply Personnel Policies of the Organizations' Comprehensive Personnel Policies.

### Workplace Application:

After participating in this workshop, participants will be able to return to their departments to immediately begin to apply critical contemporary coaching and development techniques at work. They will also be able to make recommendations to inform and improve current performance management practices.

- **Political Savvy and Emotional Intelligence**
  - **(1-Day or 2-day Format)**

### Workshop Description:

This dynamic full-day workshop provides insights and awareness into the demands on working professionals for developing emotional intelligence. Emotional intelligence is the capacity for recognizing our own feelings and those of others, for motivating ourselves, and for managing emotions in others and ourselves.

### Workplace Application:

After participating in this workshop, participants will be able to return to their departments to immediately begin to apply emotional intelligence principles and techniques at work. They will also be able to confidently work with others on teams and challenging team projects.

- **Project Management: Project vs. Task**
  - **(1-Day or 2-Day Format)**

**Workshop Description:**

This workshop is designed for project managers at all levels who want to increase their project management skills by learning how to apply a standards-based approach to project management.

**Workplace Application:**

This workshop expands upon the basic concepts of project management they discovered in the Project Management Fundamentals workshop, and offers a job-related approach to successful project management across application areas and industries.

- **Staff Development for New Supervisors**
  - **(1-Day or 2-Day Format)**

**Workshop Description:**

In this highly interactive full-day workshop, participants will learn the foundations of effective staff development skills— skills guaranteed to make their job easier. Participants can also expect to be immersed in the critical knowledge and techniques that will make the difference to their success as a new supervisor.

**Workplace Application:**

Through guided discussion, observation, and practice, participants will be offered the critical techniques and must-have skills that will help them overcome supervisory challenges. They will examine ways to: a) create a climate for growth and success; b) influence employees to strengthen their knowledge bases; c) affect change in employees' behaviors, beliefs, and values and motivate them to give 110%; d) build a cohesive, high-performance team by communicating effectively with employees; e) teach employees to effectively manage projects, objectives, and timelines; and g) discover how-to's for dealing with difficult and underperforming employees.

- **Staff Development: How to Develop a Top-Notch Workforce**
  - **(1-Day or 2-Day Format)**

**Workshop Description:**

This instructive, research-based workshop will teach proven techniques for creating a top-notch workforce. Participants will learn how to have conversations about performance, how to identify skills and competencies that are integral to the development of the workforce, and how to create plans to guide employees to the next level of performance.

**Workplace Application:**

As a result of participating in this workshop, participants will return to their department with an ability to communicate effectively with direct reports and peers, to develop integral skills and competencies needed for the future of learning organization, and to enhance their own leadership.

- **Strategic Leadership**
  - **(1-Day or 2-Day Format)**

**Workshop Description:**

In this highly interactive full-day workshop, participants will discover what strategic leadership is and why it is so important in the workplace by examining processes, tools, techniques, and the basic skills of effective strategic leadership.

**Workplace Application:**

As a result of participating in this highly interactive workshop, participants should be able to return to their respective divisions with a solid understanding about strategic leadership and why it is such a critically

important tool. Specifically, participants will understand that strategic leadership is the ability to anticipate, prepare and get themselves, their units, divisions, and departments better positioned for the future.

- **Strategic Planning and Management**
  - (1-Day or 2-Day Format)

**Workshop Description:**

**Coming soon!**

**Workplace Application:**

- **Succession Planning and Talent Management Implementation Strategies**
  - (1-Day or 2-Day Format)

**Workshop Description:**

This high-impact workshop is designed to assist participants with defining and formulating a strategic set of skills for putting together and implementing a succession plan and competencies with which to properly ensure that internal organizational talent is identified, cultivated, and sustained. Succession planning and management is a critical process that helps ensure organizational stability. Succession planning and management is a deliberate and systematic effort by organizations to ensure leadership continuity in key positions, to retain and develop intellectual and knowledge capital for the future, and to encourage individual advancement. Participants will also be provided tools and techniques to assist them with identifying and developing the competencies of their talented employees with a view to retain their top talent and strategies to sustain the process.

**Workplace Application:**

As a result of participating in this highly interactive workshop, participants should be able to return to their departments with the ability to begin formulating an effective succession plan by providing valuable input and applying the tools, techniques, and strategies that they were given to develop the plan.

- **Time Management: Timing is Everything**
  - (1-Day or 2-Day Format)

**Workshop Description:**

This highly interactive full-day session covers setting goals, defining objectives, dealing with interruptions, delegating effectively, managing incoming and outgoing calls, communicating effectively, organizing workspace, prioritizing projects, analyzing workload, and managing stress. Employees who are able to successfully implement time management strategies are able to control their workload rather than spend each day reacting to crisis after crisis. Developing competence in these skills increases both employee output and organizational productivity. In this workshop, participants gain the personal insight and practical skills to develop and implement a framework for successful time management.

**Workplace Application:**

As a result of participating in this workshop, participants should return to their department with proven tools and techniques to make better day-to-day choices about investing time and achieving goals.

- **Workplace Basics: Conduct and Performance Challenges**
  - (1-Day or 2 Day Format)

**Workshop Description:**

**Coming soon!**

**Workplace Application:**

- **Workplace Bullying: Eradicating the Behavior**

- **(1-Day or 2-Day Format)**

**Workshop Description:**

This workshop is designed to provide employees with the most recent data and best practices on how to create and manage a safe work environment where bullying and offensive behaviors are identified and effectively addressed. The effective use of influence, power, authority, and leadership in the workplace will be explored. The participants will learn how those many different behaviors and decisions impact the work morale and productivity of the work environment.

Through guided small group discussions and practical interactive exercises, the workshop will reinforce the values of integrity, fairness, and non-hostility, all of which are vital to the organization's effective functioning. The workshop will also help participants learn how to take personal responsibility for their own behavior. The teaching level of instruction will range for the most part from introduction to intermediate.

**Workplace Application:** One of the essential goals of the workshop is to foster **awareness** of the essential skills needed to prevent hostile workplace behavior: effective use of contemporary leadership, power, influence, and authority. The aim is to help participants become more attuned to the importance of each of these elements and how they can impact behavior and performance in units, departments, and divisions.

- **Workplace Violence**
  - **(1-Day or 2-Day Format)**

**Workshop Description:**

**Coming soon!**

**Workplace Application:**

- **Writing Effective Ranking Factors for Job Applications**
  - **(1-Day or 2-Day Format)**

**Workshop Description:**

In this practical full-day session, through guided discussion and practice, the instructor will provide participants easy-to-follow tips for getting maximum points on their **Ranking Factors** to gain a big advantage over their competition.

**Workplace Application:**

Ranking Factors make the difference between getting promoted and staying in the same grade. Specifically, participants will (a) discover how rating officials score and rate their Ranking Factors; (b) learn what hiring officials are looking for; (c) discover a simple 5-step formula for writing KSA's and Ranking Factors; (d) determine the "right" words to use to earn high scores; (e) determine the best experiences to write about; (f) learn how to effectively write about their "success stories" and accomplishments; (g) receive sample knowledge, skills and abilities (KSAs) and numerous examples to take back to the workplace and practice.