



The CPD Standards Office

CPD PROVIDER: 50164  
2023-2025

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## FY24/ 4<sup>TH</sup> Quarter 2023-2024 Corporate Training Brochure

- ✓ **People Skills**
- ✓ **Soft Skills**
- ✓ **Human Skills**
- ✓ **Leadership Skills**

**Published October 2023**

**Being A CPD Accredited Training Provider Means**

**This Is Training You Can Trust!**

**[www.DrTinaTalksWork.com](http://www.DrTinaTalksWork.com)**

The gap in today's workplace environment cannot be ignored. More than ever, employers are finding that employees lack essential personal, team, and business leadership skills.

Studies show that 75% of long-term job success depends on people skills, while only 25% on technical knowledge, making a strong case for ongoing leadership and soft skills training across the organization.

## **Invest In Developing The Traits That Your Employees Need**

***What If We Train Them &  
They Leave?  
What If We Don't & They  
Stay?***

# FY24/2024 Price Schedule\*

\*ODC not included

ONSITE LIVE	VIRTUAL LIVE	VIRTUAL BLENDED	VIRTUAL LIVE MICRO-COURSE
\$17,400	\$17,400	\$15,000	\$8,000
25 STUDENTS	25 STUDENTS	25 STUDENTS	25 STUDENTS
6-8 HOURS	6-8 HOURS	2-HOURS LIVE Plus 4-6 HOURS LMS	2-HOURS
✓ CPD	✓ CPD	✓ CPD	X NO CPD
✓ READ-AHEAD	✓ READ-AHEAD	✓ RE AD-AHEAD	✓ READ-AHEAD
✓ Access to LMS	✓ Access to LMS	✓ Access to LMS	X No Access to LMS
✓ Slide Deck	✓ Slide Deck	✓ Slide Deck	✓ Slide Deck
✓ Survey & Report	✓ Survey & Report	✓ Survey & Report	✓ Survey

The Leadership Challenge. Unlike other DTTW workshops the extensive use of resource materials, (such as the 360+ instrument and prework coaching, and a second post-workshop 360 assessment) necessitates a different price structure than the rest of the training portfolio. Each workshop cohort ranges from a minimum of 7 learners up to 25 learners and participation is \$2595 per individual slot.

We are delighted to present a total of 160 leadership and soft-skill workshops topics during FY24 (4<sup>th</sup> Quarter 2023 through 2024). Each of the highly interactive live or virtual instructor-led training (VILT) events will be delivered at your site or virtually through Microsoft Teams or ZOOM, to up to 25 learners (over a six/eight- or two-hour period). Additional asynchronous and verifiable learning and development content is available on our TalentLMS site.

For clients committed to investing in developing the behaviors that your employees need **The Dr Tina Talks Work** training platform typically offers a monthly or bi-monthly leadership or soft-skills topic towards building a repertoire of effective interpersonal skills. Additionally, the annual program achieves substantial cost savings over the published individual workshop rates – so please enquire directly to [info@DrTinaTalksWork.com](mailto:info@DrTinaTalksWork.com) to discuss a recurring program rate for 6 or 12 workshops.

In addition to the valuable learning content provided during the 6/8-hour synchronous workshops, we also offer a deeper dive into each topic through our learning management system, TalentLMS, which can be undertaken in bitesize sessions to facilitate various schedules. Learners who complete the extended training can earn continuing professional development credits (CPD), that are especially valuable for engineers, accountants etc. for their annual licensing requirements.

In 2022 we have also secured academic accreditation at the graduate/masters' level from both Excelsior University, NY and Glasgow Caledonian University, UK for a series of 12 workshops (which clients can present as a bespoke leadership development program). Simply ask us how you can offer academic credit for inhouse professional development and training.

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# 1. Accountability In The Workplace Workshop



Accountability helps to ensure that every employee will take responsibility for their performance and behaviors and continue to manage this responsibility. When we implement goals and communicate with one another, we can achieve powerful results. Building an accountable workplace

requires strong teamwork and collaboration. Every team member must have a strong understanding of the values of the company and recognize the importance of their dedication, in order to attain success.

This workshop will provide you with informative tools and practical strategies that can be used to help empower the team to work towards achieving the benefits of accountability. Accountable employees will fuel performance and productivity and generate an enhanced workplace.

## Workshop Objectives

- Define accountability and personal accountability
- Differentiate between ownership and accountability
- Use feedback as a tool to enhance performance
- Understand the barriers of workplace accountability
- Focus on building accountability leadership
- Effectively set SMART goals
- Identify the components of the cycle of accountability
- Work towards achieving the benefits of accountability

## 2. Administrative Office Procedures Workshop



Administrative office procedures may not be glamorous, but they are essential to the success of any enterprise. A well-run office reduces miscommunications and helps to eliminate common errors. By making the administrative office a priority, you will establish clear policies

and procedures with employee understanding and buy-in, which ensures that your work environment runs smoothly.

With our Administrative Office Procedures workshop, your participants will understand how an Administrative Office Procedure binder demonstrates professionalism and efficiency in an organization or office setting. It is also a marvelous instrument for quick reference and utilization. Strategies and procedures are a vital connection between the company's vision and its everyday operations.

### Workshop Objectives

- Organize a binder
- Develop procedures
- Prepare checklists
- Understand succession planning
- Collect the correct tools

## 3. Adult Learner: Mental Skills Workshop



Bloom's Taxonomy is not just for elementary school teachers. The three domains of the taxonomy apply to adult education as well. In this manual, we will pay attention to the cognitive domain. This is the domain of knowledge and intellect, and it is the main focus of most educators.

With our "Adult Learner: Bloom's Taxonomy – Cognitive Domain" workshop, your participants will discover the specifics of how the cognitive domain increases intellectual capability.

### Workshop Objectives

- Understand Bloom's Taxonomy
- Explain the cognitive domain
- Explore the two cognitive domains
- Explain types of knowledge
- Identify training in the cognitive domain

## 4. Anger Management Skills Workshop



### Anger Management Skills

Benjamin Franklin once said, 'In this world nothing can be said to be certain, except death and taxes.' We would add a third item to his list: anger. Controlling and limiting anger is important in every aspect of one's life. Without control you are putting limits on what you can accomplish in your personal and professional life.

Anger can be an incredibly damaging force, costing people their jobs, personal relationships, and even their lives when it gets out of hand. However, since everyone experiences anger, it is important to have constructive approaches to manage it effectively. The Anger Management workshop will help teach participants how to identify their anger triggers and what to do when they get angry.

### Workshop Objectives

- Understand anger dynamics in terms of the anger cycle and the fight and flight theory.
- Know common anger myths and their factual refutations.
- Know the helpful and unhelpful ways of dealing with anger.
- Understand the difference between objective and subjective language.
- Know tips in identifying the problem.
- Express a feeling or position using I-messages.
- Negotiation and solution-building.
- Reflect on one's hot buttons and personal anger dynamics.
- Learn and practice de-escalation techniques.

## 5. Appreciative Inquiry Workshop



Organizations can be thought of as living beings made up of the individuals working within it. Appreciative Inquiry has the ability to change the whole organization by changing the people. Through positive questioning people will be directed to move in a positive direction. Recognizing the strengths and

values of what works as opposed to what is wrong will transform the individuals and thus transform the organization. Appreciative Inquiry is a shift from looking at problems and deficiencies and instead focusing on strengths and successes. It is a tool for organizational change, and it will strengthen relationships. Who does not like to share good positive stories and events? Think about it.

### Workshop Objectives

- Know the meaning of appreciative inquiry
- Think in positive terms and avoid thinking negatively
- Encourage others to think positively
- Recognize positive attributes in people
- Create positive imagery
- Manage and guide employees in a positive environment

## 6. Assertiveness And Self Confidence Workshop



Self-confident and assertiveness are two skills that are crucial for success in life. If you don't feel worthy, and/or you don't know how to express your self-worth when communicating with others, life can be very painful. These skills will provide opportunities and benefits to your participants in their professional and personal lives. The

Assertiveness And Self-Confidence workshop will give participants an understanding of what assertiveness and self-confidence each mean (in general and to them personally) and how to develop those feelings in their day-to-day lives. These skills will encompass many aspects of your participant's lives and have a positive effect on all of them.

### Workshop Objectives

- Define assertiveness and self-confidence, and list the four styles of communication
- Describe the types of negative thinking, and how one can overcome negative thoughts• Explain the difference between listening and hearing.
- Define the importance of goal setting, and practice setting SMART goals for assertive behavior
- Utilize methodologies for understanding your worth -- and use of positive self-talk
- List reasons why a pleasing appearance and body language are critical for creating a strong first impression• Practice sending positive communications phrased as "I-Messages"• Practice strategies for gaining positive outcomes in difficult interpersonal situations.



## 7. Attention Management Skills Workshop



A distracted employee is a less effective employee. Employees who do not pay attention to their work can waste valuable time and make careless mistakes. Your participants will be more efficient at their job, make fewer mistakes, and overall be more productive.

Attention Management is a useful skill that allows managers to connect with their employees on an emotional level and motivate them to focus on their work and how to reach their personal and company goals. Your participants will gain valuable insight and strategies into what it takes to be more attentive and vigilant.

### Workshop Objectives

- Define and understand attention management.
- Identify different types of attention.
- Create strategies for goals and SMART goals.
- Be familiar with methods that focus attention.
- Put an end to procrastination.
- Learn how to prioritize time.
- Increased productivity
- Increased job satisfaction

## 8. Basic Bookkeeping Workshop



### Basic Bookkeeping

impact that numbers actually have on just about everything, you deserve a cookie. Welcome to Basic Bookkeeping!

Numbers! Numbers! Numbers! Wherever you go, you are bound to see them. On addresses, license plates, phones, prices, and of course, money! Numbers connect us all to each other in many more ways than we might imagine. Essentially, our world revolves around numbers.

Some of us enjoy dealing with numbers while others may have a fear of them, or even a phobia. For those of you who have already recognized and appreciate the

### Workshop Objectives

- Understand basic accounting terminology.
- Identify the differences between the cash and accrual accounting methods.
- Keep track of your business by becoming familiar with accounts payable and accounts receivable.
- Use a journal and general ledger to document business financials.
- Utilize the balance sheet.
- Identify different types of financial statements.
- Uncover the reasons for and actually create a budget.
- Be familiar with internal and external auditing

## 9. Basic Business Acumen Workshop



Through our Business Acumen workshop your participants will improve their judgment and decisiveness skills. Business Acumen is all about seeing the big picture and recognizing that all decisions no matter how small can have an effect on the bottom line. Your participants

will increase their financial literacy and improve their business sense. Business Acumen will give your participants an advantage everyone wishes they had. The workshop will help your participants recognize learning events, manage risk better, and increase their critical thinking. Business Acumen has the ability to influence your whole organization and provide that additional edge that will lead to success.

### Workshop Objectives

- Know how to see the big picture
- Develop a risk management strategy
- Know how to practice financial literacy
- Develop critical thinking
- Practice management acumen
- Find key financial levers

## 10. Become A More Likeable Boss Workshop



Becoming a more likeable boss can sometimes be a difficult process to describe. It can be one characteristic that facilitates great communication and great employee relationships. It can be the special way that

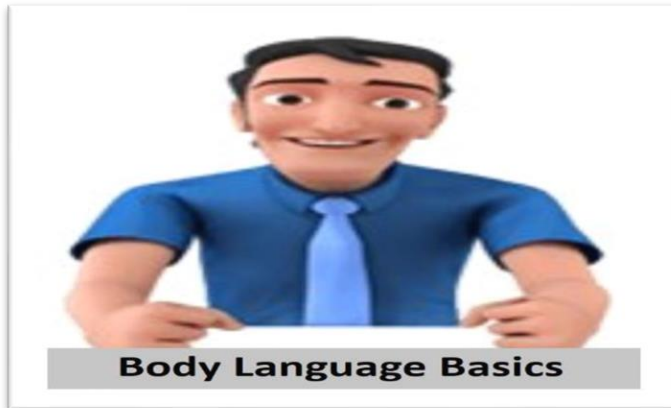
you show confidence in among your team. These and other events can become more easily managed with this great workshop.

With our How to Become a More Likeable Boss workshop, your participants will begin to see how important it is to develop better managerial skills. By managing and looking at the way people interact and seeing things in a new light, your participants will improve on almost every aspect of their career.

### Workshop Objectives

- Understand how to develop leadership qualities
- Know how to delegate effectively
- Choose inspirational and engaging tasks for yourself and others
- Use wisdom and understanding to lead others
- Identify the roles of your team
- Learn how to trust others and earn their trust.

# 11. Body Language Basics Skills Workshop



Can you tell if someone is telling the truth just by looking at them? It is a skill that a lot of people do not have. Through Body Language Basics you will be given a set of tools to use to your advantage. These tools can be utilized in the office and at home. Understanding Body Language will provide you a great advantage in your

daily communications.

Body Language Basics will provide you with a great set of skills to understand that what is not said is just as important than what is said. It will also give you the ability to see and understand how your own Body Language is being seen. You will be able to adjust and improve the way you communicate through non-verbal communications.

## Workshop Objectives

- Define body language.
- Understand the benefits and purpose of interpreting body language.
- Learn to interpret basic body language movements.
- Recognize common mistakes when interpreting body language.
- Understand your own body language and what you are communicating.
- Practice your body language skills.

## 12. Budgets And Financial Reports Workshop



Money matters can be intimidating for even the smartest people. However, having a solid understanding of basic financial terms and methods is crucial to your career. When terms like ROI, EBIT, GAAP, and

extrapolation join the conversation, you'll want to know what people are talking about, and you'll want to be able to participate in the discussion.

The Budgets And Financial Reports workshop will give you a solid foundation in finance. We'll cover topics like commonly used terms, financial statements, budgets, forecasting, purchasing decisions, and financial legislation.

### Workshop Objectives

- Identify financial terminology
- Understand financial statements
- Identify how to analyze financial statements
- Understand budgets
- How to make budgeting easy
- Understand advanced forecasting techniques
- Understand how to manage the budget
- Identify How to make smart purchasing decisions
- Identify the legal aspects of finances

# 13. Business Ethics Skills Workshop



A company's ethics will determine its reputation. Good business ethics are essential for the long-term success of an organization. Implementing an ethical program will foster a successful company culture and increase profitability. Developing a Business Ethics program takes time and effort but doing so will do more than improve business; it will change lives.

A company's ethics will have influence all levels of business, and will influence all who interact with the company, including customers, employees, suppliers, competitors, etc. All of these groups will have an effect on the way a company's ethics are developed. It is a two-way street; the influence goes both ways, which makes understanding the importance of ethics within a business very important.

## Workshop Objectives

- Define and understand ethics.
- Understand the benefits of ethics.
- Create strategies to implement ethics at work.
- Recognize social and business responsibility.
- Identify ethical and unethical behavior.
- Learn how to make ethical decisions and lead with integrity.

# 14. Business Etiquette Workshop



**Business Etiquette**

This course examines the basics of business etiquette: consideration for others, personal dress/appearance, the workplace versus social situations, business meetings, proper introductions and 'the handshake', conversation skills/small talk, cultural differences affecting international business opportunities, dealing with interruptions, and proper business email and telephone etiquette. Have you ever been in a situation where:

- You met someone important and had no idea what to say or do?
- You spilled soup all over yourself at an important business event?
- You showed up at an important meeting under or overdressed?

Let's face it: we've all had those embarrassing etiquette gaffes. Our Business Etiquette workshop will help your participants look and sound their best no matter what the situation.

## Workshop Objectives

- Define etiquette and provide an example of how etiquette can be of value to a company or organization.
- Understand the guidelines on how to make effective introductions.
- Identify the 3 C's of a good impression.
- Understand how to use a business card effectively.
- Identify and practice at least one way to remember names.
- Identify the 3 steps in giving a handshake.
- Enumerate the four levels of conversation and provide an example for each.
- Understand place settings, napkin etiquette and basic table manners.



# 15. Business Succession Planning Workshop



**Business Succession Planning**

The loss of valuable leadership can cripple a company. Business succession planning is essentially preparing successors to take on vital leadership roles when the need arises. It is essential to the long-term survival of a company. Every company should have a form of succession planning in its portfolio, as it is not the expected absences that can cripple a company, but the unexpected ones.

Whether it is preparing someone to take over a position of leadership in a corporation, or the sole proprietor of a small business, Business Succession Planning will teach you the difference between succession planning and mere replacement planning. How you prepare people to take on the responsibilities of leadership so that the company thrives in the transition, is just as important as picking the right person for the job.

## Workshop Objectives

- Define business succession planning and its role in your company.
- Lay the groundwork to develop a succession plan.
- The importance of mentorship.
- Define and use a SWOT analysis to set goals.
- Create a plan, assign roles, and execute the plan.
- Communicate to develop support and manage change.
- Anticipate obstacles and evaluate and adapt goals and plans.
- Characterize success.

# 16. Change Management Workshop



Change is a constant in many of our lives. All around us, technologies, processes, people, ideas, and methods often change, affecting the way we perform daily tasks and live our lives. Having a smooth transition when change occurs is important in any situation and your participants will gain some valuable skills through this

workshop. The workshop will give any leader tools to implement changes more smoothly and to have those changes better accepted. This workshop will also give all participants an understanding of how change is implemented and some tools for managing their reactions to change.

## Workshop Objectives

- List the steps necessary for preparing a change strategy and building support for the change.
- Describe the WIFM – the individual motivators for change
- Use needed components to develop a change management and communications plans, and to list implementation strategies.
- Employ strategies for gathering data, addressing concerns and issues, evaluating options and adapting a change direction
- Utilize methods for leading change project status meetings, celebrating a successful change implementation, and sharing the results and benefits
- Describe the four states of Appreciative Inquiry, its purposes, and sample uses in case studies.
- Use strategies for aligning people with a change, appealing to emotions and facts.
- Describe the importance of resiliency and flexibility in the context of change.

# 17. Civility In The Workplace And Conflict Resolution Workshop



Wherever two or more people come together, there is bound to be conflict. This course will give participants a seven-step conflict resolution process that they can use and modify to resolve conflict disputes of any size. Your participants will also be provided a set of skills in solution building

and finding common ground.

In the Conflict Resolution workshop, participants will learn crucial conflict management skills, including dealing with anger and using the Agreement Frame. Dealing with conflict is important for every organization no matter what the size. If it is left unchecked or not resolved it can lead to lost production, absences, attrition, and even lawsuits.

## Workshop Objectives

- Understand what conflict and conflict resolution mean
- Understand all six phases of the conflict resolution process
- Understand the five main styles of conflict resolution
- Be able to adapt the process for all types of conflicts
- Be able to break out parts of the process and use those tools to prevent conflict
- Be able to use basic communication tools, such as the agreement frame and open questions
- Be able to use basic anger and stress management techniques

# 18. Civility In The Workplace

## Workshop



**Civility In The Workplace**

While a training program on workplace manners and courtesy may seem like overkill, the reality is: rudeness is an epidemic costing industry million a year. Indeed, what society seems to be gaining in terms of both knowledge and technological advancement, it's losing out on basic social values that directly impact the bottom line. To address the growing problem of incivility in the work setting, this workshop introduces the concept of civility, its

importance to a company, as well as its typical causes and effects. Skills needed to effectively practice civil behavior, as well as different ways organizations can systematize civility in the workplace, will also be discussed. The benefits to Civility In The Workplace are countless and will pay off immensely in every aspect of your job.

### Workshop Objectives

Define civility, understand its causes, and enumerate at least three of its behavioral indicators. Understand the costs of incivility, as well as the rewards of civility, within the workplace. Learn practical ways of practicing workplace etiquette.

Learn the basic styles of conflict resolution.

Learn skills in diagnosing the causes of uncivil behavior.

Understand the role of forgiveness and conflict resolution.

Understand the different elements of effective communication.

Learn facilitative communication skills, such as listening and appreciative inquiry.

Learn specific interventions that can be utilized when there's conflict within the workplace.

Learn a recommended procedure for systematizing civil behavior within the workplace.

# 19. Coaching And Mentoring Workshop



You are in your office looking over your performance report and it happened again. Your low performing employee failed to meet quota this month even after you spoke with them about the importance of meeting goals. This employee has a great attitude, and you know they can do better. You just do not know how to motivate them to reach the goal. Money used to work, but that has worn off. You are

baffled and you know being frustrated makes matters worse. What do you do? The workshop focuses on how to better coach your employees to higher performance. Coaching is about relationship building and setting goals. How well you coach is related directly to how well you are able to foster a great working relationship with your employees (understanding them / strategic goal setting).

## Workshop Objectives

- Define coaching, mentoring and the GROW model.
- Identify and set appropriate goals using the SMART technique of goal setting.
- Identify the steps necessary in defining the current state or reality of your employee's situation.
- Identify the steps in developing a finalized plan or wrapping it up and getting your employee motivated to accomplish those plans.
- Identify the benefits of building and fostering trust with your employee.
- Identify the steps in giving effective feedback while maintaining trust.
- Identify and overcoming common obstacles.
- Identify when the coaching is at an end and transitioning your employee to other growth opportunities.

## 20. Coaching Essentials Workshop



You are in your office looking over your performance report and it happened again. Your low performing employee failed to meet quota this month even after you spoke with them about the importance of meeting goals.

This employee has a great attitude, and you know they can do better. You just do not know how to motivate them to reach the goal. Money used to work, but that has worn off. You are baffled and you know being frustrated makes matters worse. What do you do? The workshop focuses on how to better coach your employees to higher performance. Coaching is about relationship building and setting goals. How well you coach is related directly to how well you are able to foster a great working relationship with your employees (understanding them / strategic goal setting).

### Workshop Objectives

- Define coaching, mentoring and the GROW model.
- Identify and set appropriate goals using the SMART technique of goal setting.
- Identify the steps necessary in defining the current state or reality of your employee's situation.
- . • Identify the steps in developing a finalized plan or wrapping it up and getting your employee motivated to accomplish those plans
- . • Identify the benefits of building and fostering trust with your employee.
- Identify the steps in giving effective feedback while maintaining trust.
- Identify and overcoming common obstacles. • Identify when the coaching is at an end and transitioning your employee to other growth opportunities.

# 21. Collaborative Business Writing Workshop



## Collaborative Business Writing

Writing and communication skills have degraded with more and more people communicating through email and instant messaging. Developing writing skills is still important in the business world, as is creating proper documents (such as proposals, reports, and agendas) giving you that extra edge in the workplace.

The Collaborative Business Writing workshop will give your participants the knowledge and skills to collaborate with others and create that important

document. Your participants will touch on the types of collaboration, and ways to improve them. They will understand the benefits of coming together as a team and will build confidence in their individual abilities.

## Workshop Objectives

- Define collaborative business writing
- Know different types of collaborative writing
- Know how to collaborate with team members
- Learn methods of handling conflict in writing
- Build collaborative writing teams

## 22. Communicate To Motivate, Inspire, And Influence Workshop



The Key To Your Survival And Success As A Supervisor And Manager – AND Your Pathway To Developing And Coaching Your Team Towards Greater Engagement. Social & Emotional Intelligence refers to the competencies linked to self-awareness, self-management, social awareness and relationship management, which enable

people to understand and manage their own and others' emotions in social interactions. The workshop offers an insight to understanding your environment and having a positive influence. Participants will become more confident in their social situations by learning how to express and interpret social cues and will learn how to create positive connections and increase their influence during social situations. Increasing Social Intelligence and understanding Emotional Intelligence will provide benefits throughout your professional and personal lives. It is a fantastic tool for coaching and development as participants will learn “people skills”. Improving social skills through active listening, understanding body language, and being more empathic will give participants the advantage in their interactions.

### Workshop Objectives

- Be aware of your own behaviors • Learn to be empathetic with others
- Know tools for active listening • Effectively communicate interpersonally
- Recognize various social cues • Determine appropriate conversation topics
- Know various forms of body language



## 23. Communication Strategies Workshop



For the better part of every day, we are communicating to and with others. Whether it's the speech you deliver in the boardroom, the level of attention you give your spouse when they are talking to you, or the look you give the cat, it all means something.

The Communication Strategies workshop will help participants understand the different methods of communication and how to make the most of each of them. These strategies will provide a great benefit for any organization and its employees. They will trickle down throughout the organization and positively impact everyone involved.

### Workshop Objectives

- Understand what communication is
- Identify ways that communication can happen
- Identify barriers to communication and how to overcome them
- Develop their non-verbal and paraverbal communication skills
- Use the STAR method to speak on the spot
- Listen actively and effectively
- Ask good questions
- Use appreciative inquiry as a communication tool
- Adeptly converse and network with others
- Identify and mitigate precipitating factors
- Establish common ground with others

## 24. Conducting Annual Employee Reviews Workshop



An annual review can help you keep your employees happy, engaged, and focused. It is human nature to want to succeed. Giving your employees feedback on their positive and negative attributes is part of the pathway to success. A poorly designed annual review can have the reverse effect.

With our Conducting Annual Employee Reviews workshop, your participants will discover how to conduct a well-designed employee review. By determining the categories for an annual review and understanding how it affects employee compensation, an overall increase in performance should be seen throughout your organization.

### Workshop Objectives

- Understand the process of conducting an annual review.
- Determine the categories for an annual review.
- Know the mistakes managers make during an annual review.
- Understand the concept of pay for performance.
- Know how to tie employee compensation to firm-wide returns.
- Know the value of employee communication.
- Gauge employees' happiness.

## 25. Conflict Resolution Workshop



Wherever two or more people come together, there is bound to be conflict. This course will give participants a seven-step conflict resolution process that they can use and modify to resolve conflict disputes of any size. Your participants will also be provided a set of skills in solution building and finding

common ground.

In the Conflict Resolution workshop, participants will learn crucial conflict management skills, including dealing with anger and using the Agreement Frame. Dealing with conflict is important for every organization no matter what the size. If it is left unchecked or not resolved it can lead to lost production, absences, attrition, and even lawsuits.

### Workshop Objectives

- Understand what conflict and conflict resolution mean
- Understand all six phases of the conflict resolution process
- Understand the five main styles of conflict resolution
- Be able to adapt the process for all types of conflicts
- Be able to break out parts of the process and use those tools to prevent conflict
- Be able to use basic communication tools, such as the agreement frame and open questions
- Be able to use basic anger and stress management techniques

## 26. Contract Management Workshop



### Contract Management

your participants will discover the specifics of how contract management works and how to effectively source agents.

It is easy to overlook the importance of contract management because it seems to be a boring, mundane topic. Contracts, however, are the basis of most business relationships. If contracts are managed well, business relationship will flourish. If they are not, companies face financial loss, relationship harm, and damaged reputations. With our “Contract Management” workshop,

### Workshop Objectives

- Identify contract elements
- Understand ethical contract management
- Calculate value
- Negotiate contracts
- Create basic amendments

## 27. Creating A Great Webinar Workshop



### Creating a Great Webinar

Webinars are a great inexpensive way to reach a large number of people. Webinars are great tools if you want to market a new or improved product, train employees, demonstrate a new task, or have a meeting with employees located throughout the globe. Being an interactive form of media, Webinars provide a great environment for these activities and so much more. Creating a Great Webinar is all about providing a great interaction between the presenter and the audience. Your participants will develop the skills needed to

promote, host, or facilitate a great Webinar for your company. Sharing your passion and knowledge through a Webinar is the best way to reach many, via the power of one.

### Workshop Objectives

- Define webinars and their purpose
- Choose the best formats
- 
- Prepare for webinars
- Avoid common mistakes
- Understand how to interact with the target audience
- Follow up successfully

## 28. Creative Problem Solving/ DMAIC Workshop



In the past few decades, psychologists and businesspeople alike have discovered that successful problem solvers tend to use the same type of process to identify and implement the solutions to their problems. This process works for any kind of problem, large

or small. The Creative Problem-Solving workshop will give participants an overview of the entire creative problem-solving process, as well as key problem solving tools that they can use every day. Skills such as brainstorming, information gathering, analyzing data, and identifying resources will be covered throughout the workshop.

### Workshop Objectives

- Understand problems and the creative problem-solving process
- Identify types of information to gather and key questions to ask in problem solving
- Identify the importance of defining a problem correctly • Identify and use four different problem definition tools. • Write concrete problem statements. • Use basic brainstorming tools to generate ideas for solutions • Evaluate potential solutions against criteria, including cost/benefit analysis and group voting. • Perform a final analysis to select a solution • Understand the roles that fact and intuition play in selecting a solution • Understand the need to refine the shortlist and redefine it. • Understand how to identify the tasks and resources necessary to implement solution. • Evaluate and adapt solutions to reality

## 29. Creativity: Thinking Outside The Box Workshop



Creativity allows individuals to view every aspect on earth, explore new paths, and find new discoveries that help to advance our consistently thriving world of business. Without creativity, we would only see what is visible to the

eye. To evolve as a business, it is critical to look beyond what is visible and consider new ideas. When creativity is incorporated into daily workplace practices, there is an increase in opportunity for growth, engagement, and productivity. Creativity and innovation will turn ideas and dreams into reality. This workshop will provide you with informative tools and practical strategies that will help shape a creative workplace. Creativity plays a big role in building a positive work environment, in which employees will feel confident in expressing their ideas. Be mindful that there is creativity in all of us. When this creativity emerges, powerful opportunities and advancements will happen.

### Workshop Objectives

- Define creativity
- Differentiate between creativity and innovation
- Work toward achieving the benefits of creativity for business success
- Successfully build a creative team and work culture
- Learn techniques for effective brainstorming
- Identify the stages of the creative process
- Understand the barriers of creativity

## 30. Crisis Management Workshop



Crisis management is as important as finance management, personnel management, etc. Having a clear and effective program and plan for an event is critical not only to your survival, but critical to the profitability and possibly the

survival of the company. Being able to identify risk, assess the situation and respond appropriately is important, and requires not only training, but practice.

### Workshop Objectives

- Identify potential risks
- Understand the myths behind workplace violence
- Define escalation and identify examples
- Learn concerning behaviors
- Know what a trigger is and how that can escalate
- Understand the proper response to an event



# 31. Critical Thinking Skills Workshop



We live in a knowledge-based society, and the more critical you think the better your knowledge will be. Critical Thinking provides you with the skills to analyze and evaluate information so that you are able to obtain the greatest amount of knowledge from it. It provides

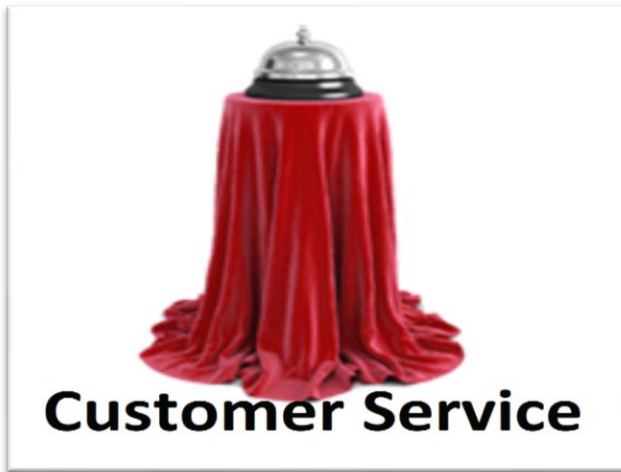
the best chance of making the correct decision and minimizes damages if a mistake does occur.

Critical Thinking will lead to being a more rational and disciplined thinker. It will reduce your prejudice and bias which will provide you a better understanding of your environment. This workshop will provide you the skills to evaluate, identify, and distinguish between relevant and irrelevant information. It will lead you to be more productive in your career and provide a great skill in your everyday life.

## Workshop Objectives

- Understand the components of critical thinking
- Utilize non-linear thinking and logical thinking
- Recognize what it means to be a critical thinker
- Evaluate information using critical thinking skills
- Identify the benefits of critical thinking
- Revise perspective, when necessary
- Comprehend problem solving abilities

## 32. Customer Service Workshop



Each and every one of us serves customers, whether we realize it or not. Maybe you're on the front lines of a company, serving the people who buy your products. Perhaps you're an accountant, serving the employees by producing their pay checks and keeping the company running. Or maybe you're a company owner, serving your staff and your customers.

The Customer Service workshop will look at all types of customers and how we can serve them better and improve ourselves in the process. Your participants will be provided a strong skillset including in-person and over the phone techniques, dealing with difficult customers, and generating return business.

### Workshop Objectives

- State what customer service means in relation to all your customers, both internal and external
- Recognize how your attitude affects customer service
- Identify your customers' needs
- Use outstanding customer service to generate return business
- Build good will through in-person customer service
- Provide outstanding customer service over the phone
- Connect with customers through online tools
- Deal with difficult customers

## 33. Customer Support Workshop



Customer support used to mean a face-to-face conversation with a customer, or a phone call. Today, technology has changed how we approach customer support. It now encompasses the internet, websites, webchats, and even smart phone apps. The customer

experience begins long before the purchase is made.

With our “Non-Telephone Customer Support” workshop, your participants will discover the new opportunities in customer support services via the internet, but also how to use these opportunities to their advantage.

### Workshop Objectives

- Define customer support
- Know the different venues for customer support
- Recognize challenges of customer support
- Learn different applications
- Know proper forms of documentation
- Learning to be proactive in customer support

## 34. Delivering Constructive Criticism Workshop



Delivering Constructive Criticism is one of the most challenging things for anyone. Through this workshop your participants will gain valuable knowledge and skills that will assist them with this challenging task. When an employee commits an action that requires feedback or criticism it needs to be handled in a very specific way.

Constructive Criticism if done correctly will provide great benefits to your organization. It provides the ability for management to nullify problematic behaviors and develop well rounded and productive employees. Constructive feedback shows an employee that management cares about them and will invest time and effort into their careers.

### Workshop Objectives

- Understand when feedback should take place
- Learn how to prepare and plan to deliver constructive criticism
- Determine the appropriate atmosphere in which it should take place
- Identify the proper steps to be taken during the session
- Know how emotions and certain actions can negatively impact the effects of the session
- Recognize the importance of setting goals and the method used to set them
- Uncover the best techniques for following up with the employee after the session

## 35. Developing A High-Performance Team Workshop



This course offers insights on how to Develop High Performance Teams by avoiding certain interpersonal behaviors and using various effective leadership techniques /behaviors as an intervention to significantly enhance both employee wellbeing and performance.

### Workshop Objectives

- Explore challenges of the teams, incl. demanding workloads, uncertainty, difficulty with communication
- Hofstadter's Law: It always takes longer than you expect, even when you take into account Hofstadter's Law.
- Turnover and program compliance
- Successful application of the HPT Program as an effective intervention to significantly enhance both employee wellbeing and performance.



## 36. Developing A Learning And Development Strategy For Your Remote Team Workshop



It is tempting to defer staff training indefinitely, waiting until there is greater clarity of need or more money. But for you to succeed, your employees' skill sets must be complete and constantly refreshed. Employee development is one of the most important investments your organization can

make. When you do take on a training effort, you'll want to be sure you're spending your money wisely. It's therefore best to create an overall training strategy to steer your plans for staff development. But without a firm strategy that is comprehensive, resourced and supported by leadership you may flounder. If you do not know where you are heading, then any road can take you there.

### Workshop Objectives

- **ANALYZE YOUR NEEDS:** Take the time to carefully analyze your needs when designing your training plan. This will help you choose the right type of training for your requirements.
- **IDENTIFY SKILL GAPS:** Understanding where there may be gaps will help you identify the types of training you need.
- **PRIORITIZE:** Assign the training you would like to provide into categories. Is it mandatory, or nice-to-have?
- **PLAN AND DELIVER THE TRAINING:** There are several factors to consider: Internal resources: Ask yourself what resources you have in-house. External resources: Formal seminars, conferences, private trainers, and videos are all good methods for learning.
- **MEASURE/CHECK**

## 37. Developing A Lunch And Learn Workshop



Crating a Lunch and Learn session is a low-cost training option. It is a great way to introduce a topic or give a small demonstration on a new product or service. Your participants will be shown the criteria involved in creating a great Lunch and Learn environment. They are usually voluntary; thus, attendance can sometimes be an issue. With this workshop you will be

given the knowledge work through this issue and others. Our Lunch and Learn workshop will give your organization a quick and useful tool to add to its training department. Your participants will be able to use it as a follow-up or refresher to a previous training session. It does not have to be just about a learning event, it can also involve collaboration, networking, or sharing best practices between employees.

### Workshop Objectives

- Understand what a lunch and learn is and is not
- Be able to set up and break down
- Create new content
- Address difficult situations and people
- Create useful takeaways
- Use feedback to improve future lunch and learns



## 38. Developing Corporate Behavior/Ethics Workshop



With this workshop your participants will be able to develop a business environment that reflects a positive set of values and ethics. Aligning these characteristics with the standards of conduct is what makes a business stand out and be a leader in the business world. Through our Developing Corporate Behavior workshop your

participants should see improved team building, better communication, and trust. By realizing the benefits of corporate behavior and developing a successful plan your participants should see a reduction in incidents and an increase in teamwork and loyalty.

### Workshop Objectives

- Understand what behavior is
- Understand the benefits of corporate behavior
- Know what type of behaviors you want to implement in your company
- Know how to implement corporate behaviors
- Know how to maintain corporate behaviors



## 39. Developing Creativity Workshop



Children have an innate creative ability when they are born, but for some reason adults can lose it along the way. Your participants will move out of the mundane, be more curious, engage, and explore new ideas. Recognize creativity and be ready when it happens.

With our Developing Creativity course your participants will learn how to remove barriers that block or limit their creativity. They will improve their imagination, divergent thinking, and mental flexibility. Participants will learn mind mapping, individual brainstorming, and when to recognize and look for what inspires them to be more creative.

### Workshop Objectives

- Define creativity
- Act with confidence
- Engage in curiosity
- Stop acting out of fear
- Learn from introspection
- Take risks

## 40. Developing Emotional Intelligence Workshop



### Developing Emotional Intelligence

Taking control over the emotions that shape our lives can have powerful effects. Emotional intelligence (EI) is the ability to recognize and manage our emotions, behaviors, and impulses, as well as apply this knowledge to the world around us. It encourages self-awareness, internal motivation, and the exploration of diverse perspectives. Through effective and authentic communication, emotional intelligence will create positive relationships within any organization.

Emotional intelligence is a skill that can be developed, in which these skills will help you to maximize your personal and professional success. The Developing Emotional Intelligence course will provide participants with the tools to gain control over emotions, navigate challenging situations, and communicate empathetically. With emotional intelligence, you can build a happy and prosperous life.

### Workshop Objectives

- Define emotional intelligence and emotions
- Identify the components of emotional intelligence
- Identify tools to gain control over emotions
- Determine effective verbal and nonverbal communication skills
- Successfully execute conflict resolution and manage relationships with others
- Identify the benefits of being emotionally aware
- Recognize ways to apply emotional intelligence in the workplace
- Determine ways to make a great impression on others

## 41. Developing New Managers Workshop



Management must be effective for the success of any business. Unfortunately, it is all too easy to overlook the training and development of new managers. When you provide your managers and employees with the skills and tools they need, you will greatly boost morale and strengthen your organization. With our Developing New Managers workshop, your participants will understand the value of investing in

employees and developing management. By focusing on development opportunities, your participants will establish a culture that retains top talent and improves succession planning.

### Workshop Objectives

- Discuss strategies for developing new managers
- Understand the importance of defining a clear management track
- Determine core roles and competencies for managers
- Understand the importance of continuous development for managers
- Apply the principles of manager development to your own organization

## 42. Digital Citizenship Workshop



### Digital Citizenship

Our Digital Citizenship course will give your participants the guidance needed in the ever-changing digital world. As our lives are lived more and more online, we all need to translate our social skills into the virtual world.

Digital Citizenship allows us to connect, collaborate, and share, by using technology appropriately. In person meetings are on the decline which makes it necessary to engage people digitally. Being a good digital citizen means you have a set of skills to work effectively in the digital world.

### Workshop Objectives

- Define digital citizenship
- Use technology appropriately
- Use social networking to create your brand
- Protect your reputation online
- Practice safe use of technology
- Understand digital etiquette

## **43. Diversity, Equity, Inclusion And Belonging (Managing Multicultural And Geographically Diverse Organization) Workshop**



Do You Have a Diversity and Inclusion Culture Problem? Experiencing diversity is a part of living in a civilized society. Difference does not equal a right way and a wrong way; it is variety that can lead to a common goal. Understanding the various forms

of diversity makes for a better company and world in general. So, What is The State of Your Diversity, Equity, and Inclusion Culture? To begin with equity is born naturally from establishing a diverse, inclusive and equal workplace. But if you don't feel you have a solid footing in those areas, you may be wondering where you should start.

### **Workshop Objectives**

- Define Diversity, Equity, Inclusion and Belonging
- Comprehend the importance of Diversity, Equity, Inclusion and Belonging training
- Understand various forms of diversity and explore the root issues behind your Diversity, Equity, Inclusion and Belonging challenges.
- What are the root solutions to your diversity and inclusion challenges?
- Handle conflicts

## 44. Emotional Intelligence At Work Workshop



### Definition

What does the phrase “emotional intelligence in the workplace” encompass?

There are five main areas of focus that are included in most studies:

- Self-awareness – of emotions and self-worth, and confidence in one’s abilities.
- Self-regulation – of emotions, standards of honesty, and adaptability.
- Motivation – drive to achieve goals, commitment, and initiative.
- Empathy – high sense of diversity, compassion, and is driven to assist others.
- Social Skills – skills in conflict management, communication, and leadership.

### Workshop Objectives

- Define and practice the areas of emotional intelligence in the workplace.
- Identify and control your emotions.
- Successfully communicate and maintain relationships with others.
- Identify nonverbal communication and consider this information when engaging.
- Successfully execute conflict resolution and overcome other obstacles in the workplace.
- Exhibit empathy and reverence for others.
- Identify anxious and stressful emotions and better control these negative emotions

## 45. Emotional Intelligence In A Virtual Environment Workshop



According to the 2020 survey by workplace consulting firm Mercer, 94% of employers said productivity among remote workers either improved or was unchanged. Despite the rising application of hybrid work-from-home policies, some employers and employees alike struggle to adjust to certain elements of remote work.

Building and sustaining an effective remote workplace requires teamwork and collaboration, an understanding of the challenges associated with a virtual environment, and a deeper understanding of the topic of Emotional Intelligence. This workshop explores two facets of virtual work life, including the associated challenges of 'remoteness', and the need for greater levels of emotional intelligence. The content includes informative tools and practical strategies that can be used to help empower you as team to work towards achieving greater effectiveness through improved Emotional Intelligence In A Virtual Environment.

### Workshop Objectives

- Discuss The Challenges Of Being Virtual Employees
- 1. Loneliness and Isolation,
- 2. Communication Issues Due To A Lack Of Non-verbal Cues,
- 3. Feeling Left Out
- Emotional Intelligence
  - 1. Be aware of your own behaviors
  - 2. Learn to be empathetic with others
  - 3. Effectively communicate interpersonally
  - 4. Know various forms of body language
  - 5. Know tools for active listening
  - 6. Recognize various social cues•



## 46. Employee Motivation Workshop



When you think of staff motivation, many things may come to mind: more money, a bigger office, a promotion, or a better quality of life. The truth is, no matter what we offer people, true motivation must come from within. Regardless of how it is characterized, it is important to get the right balance in order to ensure that you have a motivated workforce.

**Employee Motivation** The Employee Motivation workshop will give participants several tools to become a great motivator, including goal setting and influencing skills. Participants will also learn about five of the most popular motivational models, and how to bring them together to create a custom program.

### Workshop Objectives

- Defining motivation, an employer's role in it and how the employee can play a part
- Identifying the importance of Employee Motivation
- Identifying methods of Employee Motivation
- Describing the theories which pertain to Employee Motivation – with particular reference to psychology
- Identifying personality types and how they fit into a plan for Employee Motivation.
- Setting clear and defined goals.
- Identifying specific issues in the field and addressing these issues and how to maintain this going forward.



## 47. Employee Recognition Workshop

Recognizing employees through various recognition programs is a fantastic investment.



Being appreciated is a basic human desire and praise and recognition are essential to an outstanding workplace and its employees.

Through our Employee Recognition workshop, your participants will recognize the value of implementing even the smallest of plans. The cost of employee recognition is very minimal in relation to the benefits that will be experienced.

### Employee Recognition

Employee recognition programs have been shown to increase productivity, employee loyalty, and increased safety.

#### Workshop Objectives

- Assess the type of Employee Recognition Program(s) your company needs
- Train leadership to recognize their employees

## 48. Entrepreneurship Workshop



Would you to be your own boss? Have you ever dreamed of starting your own business? Don't know what to do about your great business idea? If you have ever thought about these situations, then you need our entrepreneurship workshop.

Let our Entrepreneurship workshop help you achieve your dreams. Being an entrepreneur can be full of risks. These risks are minimized through drafting a business plan, knowing your competition, and successful marketing. All these and more can be found in our Entrepreneurship workshop.

### Workshop Objectives

- Understand how to start a business
- Develop a business plan
- Get financing for your business

## 49. Event Planning Workshop



Successful event planning starts with possessing good communication skills, being highly organized, and having the ability to follow up with vendors until completion. Preparation before, during, and after is crucial in helping reach your desired objectives.

Within our Event Planning workshop, your participants will learn how to anticipate and solve common planning issues for any small event, such as informal gatherings, up to complex meetings. Effectively troubleshooting will help ensure a happy and enjoyable event.

### Workshop Objectives

- Understand the different types of events
- Understand the planning process
- Know how to organize your event
- Understand how to manage and organize your staff effectively
- Know how to tie up loose ends after the event
-

## 50. **Everything Disc®** **Workshop**



Everything DiSC® is a personal development learning experience that measures preferences and tendencies based on the DiSC® model. This simple yet powerful model describes four basic styles: D, i, S, and C, and serves as the foundation for the Everything DiSC Application Suite. Participants receive personalized insights that deepen their understanding of self and others, making workplace interactions more enjoyable and effective. The result is a more engaged, collaborative workforce that can spark meaningful

culture improvement in your organization—whether your workforce is remote, in the office, or somewhere in between.

### **Workshop Objectives**

The Everything DiSC workshops provide participants with techniques to improve awareness of self and others in order to be more effective in the workplace and contribute to a positive workplace culture. By delivering personalized insights built around an easy-to-understand model, Everything DiSC helps participants at all levels of an organization build key social and emotional skills, improving workplace satisfaction, results, and relationships.

# 51. Executive Coaching Essentials Workshop



Many people often mistake an Executive Coach for a mentor, or even a mental health professional, such as a psychiatrist or a therapist. This misconception often leads people to believe they do not need an executive coach since

they feel as though they don't need professional help – or there is nothing is wrong with their mental health. However, an executive coach is designed to help improve a person's professional and personal life by working with them to achieve their goals.

With our Executive Coaching Essentials workshop, your participants will discover the meaning of executive coaching and how executive coaching services can be utilized to achieve their goals.

## Workshop Objectives

- Determine the purpose of executive coaching
- Define benefits of executive coaching
- Explore the tools and techniques for executive coaching
- Outline an executive coaching session
- Know the different areas of executive coaching

## 52. Expanding Your 'Listening Abilities'



Effective listening means showing interest in the topic being discussed and understanding the information provided. It is becoming increasingly important to be able to communicate effectively in today's hectic society. Developing effective listening skills is often not given the same respect as

speaking effectively. The importance of listening goes hand in hand with the importance of speaking. Listening effectively solves problems, resolves conflicts, and improves relationships. It contributes to fewer errors, less wasted time, and improved accuracy in the workplace when employees listen effectively. Friendships and careers are built through effective listening.

### Workshop Objectives

- Understanding the root of Poor Listening Skills and What Causes Them?
  - Why do people have such poor listening skills?
  - What makes them so unaware of their lack of attentiveness?
- Understanding the benefits of active listening
- Explore and practice several strategies to improve listening abilities

## 53. Facilitation Skills Workshop



Facilitation is often referred to as the new cornerstone of management philosophy. With its focus on fairness and creating an easy decision-making process. Creating a comfortable environment through better facilitation will give your participants a better understanding of what a good facilitator can do to improve any meeting or

gathering.

The Facilitation Skills workshop can help any organization make better decisions. This workshop will give participants an understanding of what facilitation is all about, as well as some tools that they can use to facilitate small meetings. A strong understating of how a facilitator can command a room and dictate the pace of a meeting will have your participants on the road to becoming great facilitators themselves.

### Workshop Objectives

- Define facilitation and identify its purpose and benefits.
- Clarify the role and focus of a facilitator.
- Differentiate between process and content in the context of a group discussion.
- Provide tips in choosing and preparing for facilitation.
- Identify a facilitator's role when managing groups in each of Tuckman and Jensen's stages of group development: forming, storming, norming and performing.
- Identify ways a facilitator can help a group reach a consensus: from encouraging participation to choosing a solution.
- Provide guidelines in dealing with disruptions, dysfunctions and difficult people in groups.
- Define what interventions are, when they are appropriate and how to implement them.

## 54. Generation Gaps Workshop



While having various cultures in one workplace can present communication problems and conflicts, the benefits of such a variety in the workplace outweigh it. The workplace can present challenges to management in terms of handling the different generations present. As older workers delay retiring and younger workers are entering the

workforce, the work environment has become a patchwork of varying perspectives and experiences, all valuable to say the least. The Generation Gaps workshop will help participants understand the various generations present at work and understand what motivates them and dealing with them on a daily basis. Both the young and older worker will have many ideas to offer, which will help the organization thrive in the marketplace. Learning how to deal with the Generation Gaps at work will help you become a better manager or co-worker.

### Workshop Objectives

- History behind generation gaps
- What are traditionalists
- What are baby boomers
- What are Generation Xers
- What are Generation Yers
- What are Generation Zers
- Differences between each type of generation • Finding common ground among the generations • Conflict management



## 55. Goal Setting And Getting Things Done Workshop



Goal Setting is one of the most basic and essential skills someone can develop. What makes a good goal? We touch on goal characteristics, time management, making a to do list, and what to do when setbacks occur. This workshop will provide the knowledge and skills for your participants to complete more tasks and get things done.

Our Goal Setting and Getting Things Done workshop will cover strategies to help your participants overcome procrastination. These skills will translate into increased satisfaction in their professional and personal lives. Your participants will learn the Goal Setting characteristics of successful people and in turn will become happier and more productive individuals.

### Workshop Objectives

- Overcome procrastination
- Manage time effectively
- Accomplish important tasks
- Self-motivate
- Create SMART goals

## 56. Handling A Challenging Customer Workshop



Customer service is a necessary position in the job world today. It helps companies give customers what they want and what they need. Although many customers can be difficult, with the right training, skills, and knowledge, any difficult customer can be handled properly and effectively. With a positive

attitude, your employee can effectively deal with the most difficult customers and both parties can end the conversation satisfied.

With The Handling A Challenging Customer workshop, your participants will learn how engaging customers properly can benefit both the employee and customer. Effective customer service can change a company's reputation for the better. Through this workshop, your participants will gain a new perspective on how to react to negative customers and leave the customer satisfied and as a returning customer.

### Workshop Objectives

- Cultivate a positive attitude
- Manage internal and external stress
- Develop abilities to listen actively and empathize
- Build a rapport with customers in person and over the phone
- Understand the diverse challenges posed by customers
- Develop strategies to adapt to challenging circumstances

## 57. Handling A Difficult Customer Workshop



Customer service is a necessary position in the job world today. It helps companies give customers what they want and what they need. Although many customers can be difficult, with the right training, skills, and knowledge, any difficult customer can be handled properly and effectively. With a positive attitude, your employee can effectively deal with the most difficult customers and both parties can end the conversation satisfied.

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### Workshop Objectives

- Cultivate a positive attitude
- Manage internal and external stress
- Develop abilities to listen actively and empathize
- Build a rapport with customers in person and over the phone
- Understand the diverse challenges posed by customers
- Develop strategies to adapt to challenging circumstances

## 58. Handling Difficult People/Conversations Workshop



A difficult conversation is one whose primary subject matter is potentially contentious and/or sensitive and may elicit strong, complex emotions that can be hard to predict or control. From time to time all managers will face conversations which they anticipate will be difficult and which they may feel ill-equipped to handle.

Instigating a difficult conversation can feel daunting and there is a natural tendency for managers to delay taking action in the hopes that the issue will be resolved without their intervention. It is far better to tackle problems at an early stage as this can help to nip problems in the bud, prevent the situation from deteriorating and maintain good working relationships with colleagues.

### Workshop Objectives

- Create a climate of trust
- Understanding the WHY of why we work
- Common mistakes
- How to communicate expectations
- Asking powerful questions
- Delivering constructive criticism

## 59. Health And Wellness At Work Workshop



A healthy employee is a happy and productive employee, and that is a goal for every organization. Through our Health and Wellness at Work program your participants will experience the benefits of a healthier lifestyle and workplace.

Our Health and Wellness at Work course will be instrumental in creating a “Culture of Wellness” within your organization. Your participants will touch on common issues such as smoking cessation, nutrition & weight loss, and preventative care. Health and Wellness is the responsibility of everyone in an organization so take the positive step and create a program at your organization.

### Workshop Objectives

- Access Health and Wellness Program Needs
- Plan a Health and Wellness Program
- Implement a Health and Wellness Program
- Maintain a Health and Wellness Program

## 60. High Performance Teams (Non-Remote Workers) Workshop



High Performance Teams (Non-remote Workers) Workshop

High Performance Teams (Non-remote Workers) are organizations, teams or groups working inside an office environment that are focused on achieving the same goals.

With our High-Performance Teams (Non -remote Workers) workshop, your participants will begin to see how important it is to develop a core set of high-performance skills while working in an office locale. By knowing and managing the way people interact in an office setting, you will be positioning your high-performance teams for great success!

### Workshop Objectives

- Understand the benefits of high-performance teams
- Address challenges
- Conduct effective meetings
- Be able to see the big picture
- Work collaboratively
- Adequately praise team members

# 61. High Performance Teams Inside The Company Workshop



High Performance Teams (Non-remote Workers) are organizations, teams or groups working inside an office environment that are focused on achieving the same goals.

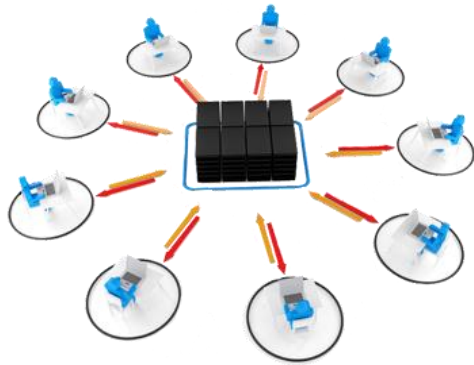
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## Workshop Objectives

- Understand the benefits of high-performance teams
- Address challenges
- Conduct effective meetings
- Be able to see the big picture
- Work collaboratively
- Adequately praise team members

## 62. High Performance Teams Remote Workforce Workshop



High Performance Teams (Remote Workforce) are organizations, teams or groups working in a virtual environment that are focused on achieving the same goals. Bringing team members together through a virtual environment can be a challenge task. This workshop identifies these challenges and helps your participants push through to success.

With our High Performance Teams (Remote Workforce) workshop, your participants will begin to see how important it is to develop a core set of high-performance skills, while working remotely. By knowing and managing the way people interact in a remote environment, you will be setting up your high-performance teams to accomplish any task.

### Workshop Objectives

- Define high performance teams.
- Define remote workforce.
- Understand the characteristics of a high-performance team.
- Understand how to create teamwork.
- Understand the importance of communication.
- Understand how to train your high-performance team of remote employees.
- Learn how to manage a high-performance team.
- Learn the techniques of an effective team meeting.



## 63. How To Become A More Likeable Boss Workshop



Becoming a more likeable boss can sometimes be a difficult process to describe. It can be a single characteristic or behavior that facilitates great communication and great employee relationships. It

can be the special way that you show confidence in among your team. These and other events can become more easily managed with this great workshop.

With the *How to Become a More Likeable Boss* workshop, your participants will begin to see how important it is to develop better managerial skills. By managing and looking at the way people interact and seeing things in a new light, your participants will improve on almost every aspect of their career.

### Workshop Objectives

- Understand how to develop leadership qualities
- Know how to delegate effectively
- Choose inspirational and engaging tasks for yourself and others
- Use wisdom and understanding to lead others
- Identify the roles of your team
- Learn how to trust others and earn their trust.

## 64. Human Resource Management Workshop



In recent years, tasks that were originally thought to fall under the responsibility of the human resources department have become a part of many managers' job descriptions. The sharing and diffusion of these tasks throughout the organization has had an impact particularly on those that are not equipped with the skills or knowledge to deal with these issues.

The Human Resource Management workshop will give managers the basic tools to handle numerous human resource situations such as interviewing, orientation, safety, harassment, discrimination, violence, discipline, and termination. This workshop will provide your participants those skills and assist them with certain Human Resource situations.

### Workshop Objectives

- Describe the implications of different aspects of Human Resource Management on your daily responsibilities
- Define human resources terms and subject matter
- Recruit, interview, and retain employees more effectively
- Follow up with new employees in a structured manner
- Be an advocate for your employees' health and safety
- Provide accurate, actionable feedback to employees
- Act appropriately in situations requiring discipline and termination
- Evaluate some of the strengths and opportunities for Human Resources in your own workplace
- Identify three areas for further development within the Human Resources field as part of a personal action plan

## 65. Improving Mindfulness Workshop



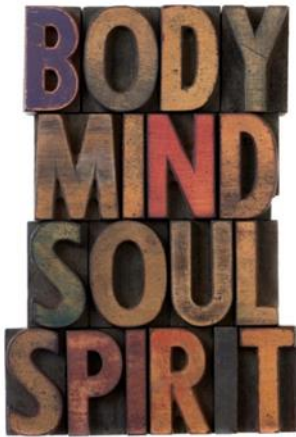
Mindfulness is a term that is frequently used but rarely defined. Practicing true mindfulness encourages living in the present while it addresses the danger of distorted thinking. Staying in tune both mentally and emotionally improves perspective to enhance personal and professional success.

With our Improving Mindfulness workshop, your participants will begin to identify their own patterns of thinking. As they learn to practice mindfulness, they will cultivate positive emotions that will have a dramatic effect on the work environment.

### Workshop Objectives

- Define mindfulness
- Develop techniques to make oneself more attuned to the present moment
- Understand the value and utility of one's emotions
- Learn how to identify and counter distorted thinking
- Learn how to cultivate genuine positive emotions
- Become more fully present in social interactions

## 66. Improving Self Awareness(While Understanding The Limits Of Self Awareness)



A vital way of becoming more effective in both business and life is by becoming more self-aware. If you can become aware of your self – your strengths and your weaknesses – then, you become aware of the effects you create. Only once you know your effects can you know how to change them, or even whether you should. Implementing the guidelines in this module is the first step in a continual process of deepening your awareness of yourself and the effects you create. Becoming more effective can only deepen your rewards in

both your professional and personal life. What is the self? To many, the answer might be so obvious that they haven't given it much thought. Others might proffer up one idea after another and finding each imperfect to an extent that they wonder if the self even exists, and if it does can it be defined.

### Workshop Objectives

- Be aware of your own behaviors
- Learn to be empathetic with others
- Know tools for active listening
- Effectively communicate interpersonally
- Recognize various social cues
- Determine appropriate conversation topics
- Know various forms of body language



## 67. Increasing Self Awareness Workshop



Self-awareness is an important part of everyday life. It transfers over to your personal, social, physical and work life. It can help one gain a better understanding of themselves, and how to live a better, more fulfilling life. When working to deepen one's own self-

awareness, it is important to fully engage yourself. One should take the time and proper steps, to fully become self-aware. With the Deepening Self Awareness workshop, your participants will learn how beneficial becoming more self-aware can be. A highly self-aware person will become more equipped to deal with daily life and its challenges. Through this workshop, your participants will gain a new perspective on themselves and their emotions and become a valuable member to society.

### Workshop Objectives

- Define the self and different aspects of the self
- Learn from introspection
- Understand the nature and value of emotions
- Appreciate themselves
- Appreciate others
- Improve effectiveness

## 68. Increasing Your Happiness Workshop



Increasing one's happiness can be done through the power of positive thinking. That is one skill that this workshop will touch on to teach your participants how to be happier. Happiness will spread throughout your organization and have a positive effect on everyone.

With our Increasing Your Happiness workshop your participants will engage in unique and helpful ways to increase their happiness. This will have a robust effect on their professional and personal lives. It will improve their communication skills, increase productivity, and lesson absenteeism.

### Workshop Objectives

- Think more positively
- Understand how the workspace environment impacts happiness
- Relate more effectively to others in the workplace
- Create a nightly routine and daily plan
- Discuss how planning ahead cultivates workplace happiness
- Take actions that will create greater workplace happiness

# 69. Influencing And Negotiating For Leaders, Supervisors

## Influencers And Negotiators

### Workshop



Before you can worry about a negotiation, its best to understand influence. Influence is subtle, yet incredibly powerful. You can order someone to do a task, but you cannot order them to do their best. It simply does not work and usually has the

opposite effect. You can influence people to do their best by providing a strong, motivating example in addition to positive reinforcement. Leadership addresses tasks, while influence addresses attitudes and awareness.

### Workshop Objectives

Influence is the soul of leadership. There are five universal principles of influence, which are useful and effective in a wide range of circumstances.

- Reciprocity:
- Commitment:
- Authority:
- Social Validation:
- Friendship:



## 70. Interpersonal Skills Workshop



We have all met that dynamic, charismatic person that just has a way with others, and has a way of being remembered. Your participants will identify ways of creating a powerful introduction, remembering names, and managing situations when you've

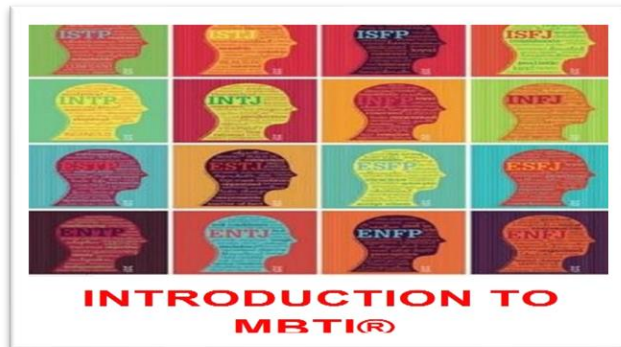
forgotten someone's name. The Interpersonal Skills workshop will help participants work towards being that unforgettable person by providing communication skills, negotiation techniques, tips on making an impact, and advice on networking and starting conversations. They will also identify the skills needed in starting a conversation, moving a conversation along, and progressing to higher levels of conversation.

### Workshop Objectives

- Understand the difference between hearing and listening
- Know some ways to improve the verbal skills of asking questions and communicating with power.
- Understand what 'non-verbal communication' is and how it can enhance interpersonal relationships.
- Identify the skills needed in starting a conversation.
- Identify ways of creating a powerful introduction, remembering names, and managing situations when you have forgotten someone's name.
- Understand how seeing the other side can improve skills in influencing other people.
- Understand how the use of facts and emotions can help bring people to your side.
- Identify ways of sharing one's opinions constructively.
- Learn tips in preparing for a negotiation, opening a negotiation, bargaining, and closing a negotiation. Learn tips in making an impact through powerful first impressions



# 71. Introduction To MBTI® Plus Administration And 1-On-1 Feedback Workshop



The purpose of the Myers-Briggs Type Indicator® (MBTI®) personality inventory is to make the theory of psychological types described by C. G. Jung understandable and useful in people's lives. The essence of the theory is that much seemingly random variation in the

behavior is actually quite orderly and consistent, being due to basic differences in the ways individuals prefer to use their perception and judgment.

## Workshop Objectives

- Perception involves all the ways of becoming aware of things, people, happenings, or ideas.
- Judgment involves all the ways of coming to conclusions about what has been perceived.
- The identification of basic preferences of each of the four dichotomies specified or implicit in Jung's theory.
- The identification and description of the 16 distinctive personality types that result from the interactions among the preferences."
- Extraversion (E) or Introversion (I).

## 72. Introduction To The Leadership Challenge® Workshop



If you are interested in becoming a better leader, one of the most effective ways may be through an observable set of behaviors that good leaders exhibit day-in-and day-out. This session is based on the award-winning book *The Leadership Challenge* by Jim Kouzes and Barry

Posner. For the past 30 years, Kouzes and Posner have gathered and analyzed data on "ordinary men and women when they were at their leadership best." Their current data base includes over 1.3 million respondents.

### Workshop Objectives

This extensive research has revealed that good leaders use five leadership practices consistently:

- Challenging the Process
- Inspiring a Shared Vision
- Enabling Others to Act
- Modeling the Way
- Encouraging the Heart

## 73. Knowledge Management Workshop



The Encarta Dictionary defines knowledge management as the organization of intellectual resources and information systems within a business environment. Sounds pretty simple, right? Take a moment, though, and think about all the information that each person has in their brain. That's a

lot of knowledge!

The Knowledge Management workshop will give participants the tools that they will need to begin implementing knowledge management in your organization, no matter what the size of the company or the budget. Wherever there are humans working together for one goal, there is knowledge to be harvested, stored, and dispensed as needed.

### Workshop Objectives

- Understand the basic concept of knowledge management (KM)
- Identify the do's and don'ts of KM
- Identify the KM live cycle • Identify the new KM paradigm
- Identify the KM models
- Understand how to build a KM rational for your company
- Understand how to customize KM definitions
- Identify the steps to implementing KM in your organization
- Identify tips for success
- Understand the advance topics in KM

# 74. Leadership & Influence Workshop



They say that leaders are born, not made. While it is true that some people are born leaders, some leaders are born in the midst of adversity. Often, simple people who have never had a leadership role will stand up and take the lead when a situation they care about requires it. A simple example is parenting. When a

child arrives, many parents discover leadership abilities they never knew existed in order to guide and protect their offspring. Once you learn the techniques of true Leadership And Influence, you will be able to build the confidence it takes to take the lead. The more experience you have acting as a genuine leader, the easier it will be for you. It is never easy to take the lead, as you will need to make decisions and face challenges, but it can become natural and rewarding.

## Workshop Objectives

- Define “leadership” • Explain the Great Man Theory
- Explain the Trait Theory • Understand Transformational Leadership
- Understand the people you lead and how to adapt your leadership styles
- Explain leading by Directing
- Explain leading by Participating
- Explain leading by Delegating
- Kouzes and Posner
- Conduct a personal inventory
- Create an action plan
- Establish personal goals

## 75. Lean Process And Six Sigma Workshop



Six Sigma is a data-driven approach for eliminating defects and waste in any business process. You can compare Six Sigma with turning your water faucet and experiencing the flow of clean, clear water. Reliable systems are in place to purify, treat, and pressure the water through the faucet. That is what Six Sigma does to business: it treats the processes in business so that they deliver their intended result. Our Lean Process And Six Sigma workshop will provide an introduction to this way of thinking that has changed so many corporations in the world. This workshop will give participants an overview of the Six Sigma methodology, and some of the tools required to deploy Six Sigma in their own organizations.

### Workshop Objectives

- Develop a 360-degree view of Six Sigma and how it can be implemented in any organization. Identify the fundamentals of lean manufacturing, lean enterprise, and lean principles. Describe the key dimensions of quality – product features and freedom from deficiencies
- Develop attributes and value according to the Kano Model
- Understand how products and services that have the right features and are free from deficiencies can promote customer satisfaction and attract and retain new customers.
- Describe what is required to regulate a process. Give examples of how poor quality affects operating expenses in the areas of appraisal, inspection costs, internal failure costs, and external failure costs
- Using basic techniques such as DMAIC and how to identify Six Sigma Projects
- Use specific criteria to evaluate a project

## 76. Life Coaching Essentials Workshop



Many people often mistake a life coach for a mental health professional, such as a psychiatrist or a therapist. This misconception often leads people to believe they do not need a life coach since they feel as though nothing is wrong with their mental health.

However, a life coach is designed to help improve a person's professional and personal life by working with them to achieve their goals. With our Life Coaching Essentials workshop, your participants will discover the meaning of life coaching and how life coaching services can be utilized to achieve their goals.

### Workshop Objectives

- Determine the purpose of life coaching
- Define benefits of life coaching
- Know the tools and techniques for life coaching
- Outline a life coaching session
- Know the different areas of life coaching

## 77. LPI® 360 Workshop



Armed with the insights from the LPI 360 (360 instruments completed by each participant in advance), the workshop is designed to inspire, engage and help any leader develop

the skills needed to meet whatever leadership challenges that lay ahead. Participants return to the workplace with an action plan in-hand, prepared to implement their new skills on the job — beginning Day 1.

### Workshop Objectives

A customizable approach/toolkit for delivering a cohort LPI feedback session (building upon the earlier 1-on-1 feedback session). This comprehensive workshop includes case examples that demonstrate how to apply The Five Practices model, tools and strategies for using the LPI insights in your organization, and ideas for using the LPI in conjunction with other leadership models.

## 78. Manager Management Workshop



With this course you will be able to provide the skills, guidance, and empowerment to your team of managers. They will then be better suited in leading and motivating their team and thus produce fantastic results. To be a successful manager means

having a wide range of skills. Through this workshop you will be able to disperse your knowledge and experience throughout your leadership team.

Manager Management takes a special type of leader. This workshop will expand your participant's knowledge and provide a way for them to teach and lead new and experienced managers. As every manager knows that learning never stops, this workshop will have something for everyone.

### Workshop Objectives

- Welcome and orientate new managers
- Learn ways to successfully coach and mentor
- Learn ways to measure and evaluate performance
- How to handle complications
- Communicate between employees and their managers



# 79. Managing And Motivating A Multigenerational Workforce Workshop



Managing And Motivating A Multigenerational Workforce

Today there are five generations in the workforce – “The Greatest Generation” Baby Boomers, Gen-Xers, Millennials, and fast arriving Gen-Zs. And leaders are confronted with new challenges posed by an increasingly diverse, multigenerational workplace. This means inspiring and retaining impatient Millennials, developing Gen-Xers, maximizing the productivity of

Boomers approaching retirement, and holding space for the expertise of the Greatest Generation. Employees born in the 1940s came of age in the 1950s and early '60s, at a time of organizational hierarchies and monolithic media. Many managers mistakenly assume they are frozen in that mindset. These are highly skilled employees, not mastodons!

- Employees born in the 1990s
- Employees born in the 1980s
- Employees born in the 1970s
- Employees born in the 1960s
- Employees born in the 1950s.

## Workshop Objectives

- Understand the history behind generation gaps
- Know who Traditionalists are/Know who Baby Boomers are/Know who Generation Xs are Know who Generation Ys are
- Know who Generation Zs are
- Understand the differences between each generation
- Find common ground among the generations
- Understand conflict management

# 80. Managing Change In Workplace Culture And Behavior Workshop



Human behavior flows from three main sources: desire, emotion, and knowledge. Corporate behavior is an important aspect of any business. The right behavior can cause your company to skyrocket with effective productivity and reputation. Poor behavior can cause a company's productivity and reputation

to plummet. There are many different ways to influence a corporate behavior change, but the first step is to understand what behavior is. How can you change behavior if you do not know what it is? The idea of change management on a personal level has been studied for more than one hundred years. But it is only since the mid- 1980's that change management has been explored within the context of business applications. •Today's change management initiatives have become a business discipline, driving bottom-line results through changes in systems and behaviors. Managing change has therefore become a critical skill, both for leadership -- and for workers in an organization.

## Workshop Objectives

- List the steps necessary for preparing a change strategy and building support for the change
- Describe the WIFM – the individual motivators for change
- Use needed components to develop a change management and communications plans, and to list implementation strategies
- Employ strategies for gathering data, addressing concerns and issues, evaluating options and adapting a change direction

# 81. Managing Personal Finances Workshop



There are millions of American citizens struggling with debt. A lot of debt can be alleviated if you have the right tools. This workshop will provide you with the tools you need to reduce or eliminate debt and give you the financial stability you need. The guide teaches you the benefits of having a budget and how

to build a budget that fits your needs, and lifestyle. You will discover how you can cut costs, pay off debts, and live within your budget.

## Workshop Objectives

- Discover how to establish financial goals
- Evaluate where financial cuts can be made
- Learn the basics about expenses
- Determine what tools you need to stick with your budget.

## 82. Managing Workplace Anxiety Workshop



The workplace is one of the leading locations where people experience stress and anxiety. Every employee will encounter it sometime during their career. Everyone should be aware of the signs of anxiety and the tools needed to cope and deal with it.

Our Managing Workplace Anxiety workshop will provide your participants the important skills and resources to recognize and manage workplace anxiety. By identifying these symptoms and coping skills employees and managers will be better suited in dealing with these common situations. Through this workshop your participants will be better suited to the challenges that the workplace can bring.

### Workshop Objectives

- Explore different types of workplace anxieties
- Learn to recognize symptoms and warning signs
- Determine ways of coping and managing problems
- Recognize common trigger and accelerants
- Learn the difference between anxiety and common nervousness

## 83. Managing Workplace Harassment Workshop



Workplace harassment. A growing problem in America. Oh, you may say, “not in my office,” or “not our team,” but workplace harassment is an increasing issue in the organizations today. It can come in the form of a slap, a phrase, an email, or reassignment of duties.

Harassment is not okay, and it is illegal. Harassment needs to be reported so that the company can handle the issue properly and remediate any future problems.

### Workshop Objectives

- Define various types of discrimination and harassment.
- Identify the different types of harassment and their signs.
- Understand the employer’s responsibilities.
- Discuss how to remediate workplace harassment.
- Understand the harassment reporting processes and procedures.
- Discuss the steps that will be necessary in reporting harassment in the workplace.

## 84. Marketing Basics Workshop



Marketing is an essential element for every business. It can be that one missing piece of the puzzle, and when it fits, the big picture is revealed. Your participants will be given an introduction to marketing and its benefits. If you are not marketing your business, you will not grow, and if you do not grow you will not succeed.

Marketing Basics will provide basic knowledge to your participants and give them the ability to build and grow their business. Marketing has changed a lot recently and having a new perspective will give your participants the needed information to assist them in their marketing decisions. No matter what your product or service is, your business will benefit with a better understanding of marketing.

### Workshop Objectives

- Define your market.
- Know the different types of marketing and ways to use them.
- Learn effective ways of communicating with the customer.
- Know how to set marketing goals and strategies.
- Recognize common marketing mistakes and know how to avoid them.

-

## 85. MBTI® Administration And 1-On-1 Feedback Workshop



The purpose of the Understanding Your MBTI® module is twofold: To introduce the learner to the program's three terminal learning objectives (leading self, leading others and leading within the organization) while introducing expected levels of engagement and the pathway to program completion. To explore MBTI® as a group. *"Everything that irritates us about others can lead us to an understanding of ourselves."* — Carl Gustav Jung.

- The goal of this module is to provide the learner with the framework to optimize their learning experience and further their understanding of self and others in their work

life.

### Workshop Objectives

"A goal without a plan is just a wish." — Antoine de Saint-Exupéry. The 1st module provides an overview of the soft skills development program and prepares the learner for the learning journey - specifically laying out the pathway to achieving the three terminal learning objectives all-the-while expanding the learner's journey into an awareness of others towards bringing leadership practices into everyday life. The Learning Objectives include;

Consciously developing a deeper degree of self-awareness (leading self)  
Consciously developing a deliberate awareness of others (leading others)

All-the-while developing a deeper understanding of organizational behavior and the interplay within organizations towards achieving strategic goals (leading the business).



## 86. Measuring Results From Training Workshop



Although we all know that training can have many amazing benefits, sometimes it can be hard to prove those benefits and attach a dollar value to training. Some topics, like sales training or time management, might have direct, tangible benefits. Other topics, like communication or leadership, might

have benefits that you can't put a dollar value on. Our Measuring Results From Training course, your participants will learn about the different ways to evaluate training progress, and how to use those results to demonstrate the results that training brings. Once the training has been evaluated the next step is to modify and updated the curriculum to create a content that is better suited for the participants.

### Workshop Objectives

- Understand Kolb's learning styles and learning cycle
- Understand Kirkpatrick's levels of evaluation
- Be familiar with many types of evaluation tools, including goal setting, tests, reactionary sheets, interviews, observations, hip-pocket assessments, skill assessments, and learning journals
- Understand when to use each type of evaluation tool
- Be able to perform a needs assessment • Know how to write learning objectives and link them to evaluation • Be able to write an evaluation plan to evaluate learning at each stage of the training and far beyond
- Know how to identify the costs, benefits, and return on investment of training
- Be familiar with the parts of a business case



## 87. Media And Public Relations Workshop



In this workshop, your participants will get knowledge they need to manage effectively their image and value by forming solid networks through strategic communication planning. Effective networking is essential for day-to-day business or for those times when you are actively pursuing job opportunities. This workshop is designed to provide practical and hands-on tools that will give your participants a skillset in dealing with the media and the public. Media and Public Relations is the most successful method of communicating your value to those around you. Furthermore, good networking skills enable you to tap into those relationships you already have and increase the scope of your network. The larger the scope the more people knows you and offers you opportunities.

### Workshop Objectives

- Network for success
- Manage “Meet and Great” opportunities
- Dress for success
- Write effectively
- Set goals
- Manage media relations
- Plan issue and crisis communication
- Use social media
- Deliver effective employee communication

## 88. Meeting Management Workshop



This workshop is designed to give your participants the basic tools you need to initiate and manage their meetings. They will learn planning and leading techniques that will give them the confidence to run a meeting that will engage the attendees and leave a

positive and lasting impression. Through this workshop your participants will learn the needed skills in planning and implementing a successful meeting. The Meeting Management workshop will explore how to reduce waste and make meetings more efficient. This is a hands-on workshop, and your participation will help make it a valuable experience. Use this time to begin the process of developing your skills along with other participants who share the same desire to improve their meeting management skills.

### Workshop Objectives

- Planning and Preparing • Identifying the Participants
- How to choose the time and place
- How to create the agenda
- How to set up the meeting space
- How to incorporate your electronic options
- Meeting Roles and Responsibilities • Use an agenda
- Chairing a Meeting • How to deal with disruptions
- How to professionally deal with personality conflicts
- How to take minutes
- How to make the most of your meeting using games, activities and prizes

## 89. Middle Manager Workshop



Traditionally, middle managers make up the largest managerial layer in an organization. The Middle Manager is responsible to those above them and those below them. They head a variety of departments and projects. In order for a company to operate

smoothly, it is essential that those in middle management be committed to the goals of the organization and understands how to effectively execute these goals. It is crucial for businesses to focus on these essential managers and provide them with the opportunities to succeed. No matter the organization's structure or size, it will benefit from employing well-trained middle managers. Having a middle manager understand their role in the organization is very important. They are in communication with a very large percentage of the company and will have a large impact throughout the organization.

### Workshop Objectives

- Define management.
- Understand ethics in the workplace.
- Manage information and make decisions.
- Be familiar with the control process.
- Use organizational strategies to facilitate change.
- Create structures and processes to manage teams.
- Manage as a leader.

## 90. Millennial Onboarding Workshop



Onboarding new employees is a secure investment that will assist newly hired employees in developing their skills, knowledge, and value within the company. It will help match the technically skilled Millennial workforce with new and emerging needs of your company, which gives your company an advantage within

the market.

Millennial Onboarding is a specialized type of employee onboarding. With Millennials we are seeing a need to tweak the onboarding process to better suit the needs of the company and new hires. It will increase productivity and produce a happier and more skilled workforce. The new hire phase is a critical time for the employee and company and having a structured set of procedures will make this time run smoother and produce a greater chance of success.

### Workshop Objectives

- Define onboarding
- Discuss the characteristics of Millennials
- Create an onboarding process for Millennials
- Develop action plans for working with Millennials
- Learn from introspection

# 91. Mindfulness In The Workplace Workshop



Marathon-meetings, inbox-mayhem, multi-tasking, and a mind-numbing must-do list is the mantle for many hard charging leaders. These are the warriors of the workplace - the leaders who hit the ground running each morning and don't come up for air until long after

the sun goes down. This is the battle rhythm of many leaders who glorify the state of being busy; especially those leaders who are addicted to doing without reflecting upon their decisions and actions, neither before nor after they take action.

## Workshop Objectives

Understand That Mindful Leadership ... is a psychological process, which occurs by being purposeful, present, and nonjudgmental as we focus our attention to the present moment. Understand That The Benefits Of Mindful Leadership allows leaders to come up for air on a regular basis throughout the day and capture their threads of intuition and innate creativity and genius. Explore The Pathways Towards Becoming Mindful Including exploring self-awareness and self-authority in examining their daily battle rhythm, and strategies for being more purposeful, present and non-judgmental.

## 92. mLearning Workshop



Mobile learning, or mLearning, is defined as the delivery of learning, education or training on mobile devices, such as mobile phones, tablets, and laptops. mLearning allows training and support to be taken anywhere, making it flexible and convenient for companies to use.

With our mLearning workshop, you will begin to see the importance and usefulness of mLearning in any organization. By absorbing the ins and outs of utilizing mLearning, participants will possess the skills needed to take advantage of this new technology, in order to educate employees and clients more efficiently.

### Workshop Objectives

- Know the meaning of mLearning
- Recognize different methods of mLearning
- Know the benefits/challenges of using mLearning
- Train other employees regarding mLearning
- Form an mLearning plan

## 93. Motivating Yourself & Your Workforce Toward Greater Engagement Workshop

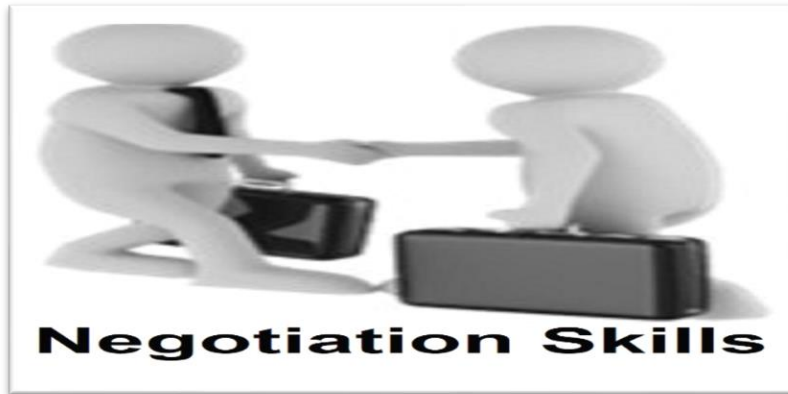


Before you can worry about a motivated workforce you 'got to' motivate yourself first... At the end of this workshop, participants should be able to: Understand what Self-Leadership Toward Greater Engagement is

### Workshop Objectives

- Motivate yourself
- Set goals
- Reward yourself when positive things happen
- Think positively
- Defining motivation, an employer's role in it and how the employee can play a part
- Describing the theories which pertain to Employee Motivation – with particular reference to psychology
- Identifying specific issues in the field and addressing these issues and how to maintain this going forward.

## 94. Negotiation Skills Workshop



Although people often think of boardrooms, suits, and million-dollar deals when they hear the word negotiation, the truth is that we negotiate all the time. Through this workshop participants will be able to understand the basic

types of negotiations, the phases of negotiations, and the skills needed for successful negotiating.

The Negotiation Skills workshop will give your participants a sense of understanding their opponent and have the confidence to not settle for less than they feel is fair. Your participants will learn that an atmosphere of respect is essential, as uneven negotiations could lead to problems in the future.

### Workshop Objectives

- Understand the basic types of negotiations, the phases of negotiations, and the skills needed for successful negotiating
- Understand and apply basic negotiating concepts: WATNA, BATNA, WAP, and ZOPA
- Lay the groundwork for negotiation
- Identify what information to share and what to keep to yourself
- Understand basic bargaining techniques
- Apply strategies for identifying mutual gain
- Understand how to reach consensus and set the terms of agreement
- Deal with personal attacks and other difficult issues
- Use the negotiating process to solve everyday problems
- Negotiate on behalf of someone else



## 95. Networking (Outside The Company) Workshop



Networking – according to Merriam Webster is “the exchange of information or services among individuals, groups, or institutions; specifically: the cultivation of

productive relationships for employment or business”. These and other events can become more easily managed with this great workshop. With our Power of Networking (Outside the Company) workshop, your participants will begin to see how important it is to develop a core set of networking skills. By managing and looking at the way people interact and seeing things in a new light, your participants will improve on almost every aspect of their networking strategy.

### Workshop Objectives

- Identify and avoid obstacles
- Implement networking principles
- Use online tools
- Prioritize contacts
- Manage networks effectively

## 96. Networking Within The Company Workshop



Networking – according to Merriam Webster is “the exchange of information or services among individuals, groups, or institutions; *specifically*: the cultivation of productive relationships for employment or business”. These, and other events can become more easily managed with this great workshop.

With our Networking Outside the Company workshop, your participants will begin to see how important it is to develop a core set of networking skills. By looking at the way people interact, and seeing things in a new light, your participants will improve on almost every aspect of their networking strategy.

### Workshop Objectives

- Identify and avoid obstacles
- Implement networking principles
- Use online tools
- Prioritize contacts
- Manage networks effectively
-

## 97. Office Health And Safety Workshop



Productivity of a company begins with the health of its employees. While it is not always possible to eliminate sickness, with the proper tools, reducing the illness and its effects can be within your reach. With this course, you will

obtain what it takes to keep yourself and co-workers healthy.

### Workshop Objectives

- Identify common illnesses
- Understand how they spread
- Recognize symptoms
- Apply treatment and prevention techniques
- Establish an Emergency Response Plan

## 98. Office Politics For Managers Workshop



You have likely experienced some form of Office Politics. Working with different personalities, opinions, backgrounds, and values is a challenge in any environment. It is an inevitable fact that when people are working together

personalities can and will clash. No one is an island, so working together as a team is incredibly important for the organization and every employee. Office Politics it is about creating and maintaining better relationships. It is about communicating and working with your peers and colleagues in a way that is mutually beneficial. Employees who understand the positive aspects of Office Politics are better team members and end up being more successful and productive.

### Workshop Objectives

- Understand the purpose and benefits of office politics.
- Setting boundaries and ground rules for new employees.
- Learn to interact and influence among colleagues.
- Learn how to manage various personality types in the office.
- Determine how to gain support and effectively network.
- Recognize how you are a part of a group and how you function.

## 99. Organizational Skills Workshop



Developing good Organizational Skill is an investment that will provide benefits for years. To be successful means to be organized. These skills will filter through all aspects of your participants

professional and personal lives. Throughout this workshop your participants will be given the tools necessary in developing better Organizational Skills. Through Organizational Skills your participants will encounter improved productivity, better management, and an overall increase in professional growth. Every day people waste numerous amounts of time looking for items. So, stop looking for those important items, and start knowing where they are by getting organized.

### Workshop Objectives

- Examine current habits and routines that are not organized
- Learn to prioritize your time schedule and daily tasks
- Determine ways of storing information and supplies
- Learn to organize personal and workspace
- Learn to resist procrastination
- Make plans to stay organized in the future

# 100. Performance Management Workshop



Performance Management is making sure the employee and the organization are focused on the same priorities. It touches on the organization itself by improving production and reducing waste. It helps the employee or individual set and meet their goals and improves the employee manager relationship. The key in keeping

an organization and employee aligned, which improves performance and productivity, is Performance Management.

When changes occur Performance Management helps the transition to be smoother and less hectic. It helps the organization and employee have a stream-lined relationship which improves communication and interactions between the two groups. It will help close any gaps that exist in an employee's skill set and make them a more valuable employee through feedback and coaching.

## Workshop Objectives

- Define performance management.
- Understand how performance management works and the tools to make it work.
- Learn the three phases of project management and how to assess it.
- Discuss effective goal setting.
- Learn how to give feedback on performance management.
- Identify Kolb's Learning Cycle.
- Recognize the importance of motivation.
- Develop a performance journal and performance plan.

# 101. Personal Branding Workshop



Personal Branding is identifying your assets, characteristics, strengths, and skills as an individual. Understanding Personal Branding will provide advantages in your participant's personal and professional lives. Branding is

a mix of how you present yourself and how others see you. It is important to be aware of how you are viewed.

With our Personal Branding course your participants will be able to share their vision and passions with others in your company. Utilize this knowledge through Social Media to define and influence how others see you. You are your brand so protect it. Live it.

## Workshop Objectives

- Define your image.
- Control your image.
- Understand how to sharpen your brand.
- Use social media appropriately.
- Manage your brand in a crisis.
- Develop a professional appearance.

# 102. Personal Productivity Workshop



Most people find that they wish they had more time in a day. This workshop will show participants how to organize their lives and find those hidden moments. Participants will learn how to establish routines, set goals, create an efficient environment, and use

time-honored planning and organizational tools to maximize their personal productivity. Personal Productivity is a goal most of us have. Through this workshop your participants will be on the right track in achieving that goal. Some people blame everything that goes wrong in their life on something or someone else, but through this workshop your participants will take ownership and begin to lead a more productive life.

## Workshop Objectives

- Set and evaluate SMART goals
- Use routines to maximize their productivity
- Use scheduling tools to make the most of their time
- Stay on top of their to-do list
- Start new tasks and projects on the right foot
- Use basic project management techniques
- Organize their physical and virtual workspaces for maximum efficiency
- Take back time from e-mail and handheld devices



# 103. Presentation Skills Workshop



Many studies have found that public speaking is the number one fear amongst most people, outranking flying, snakes, insects, and even death. Ironically, it is also one of the skills that can make or break a person's career. Your participants will be provided a

strong set of skills that will complement their current presentation skill set. The Presentation Skills workshop will give participants some presentation skills that will make speaking in public less terrifying and more enjoyable. This workshop includes topics that participants can look forward to including creating a compelling program, using various types of visual aids, and engaging the audience.

## Workshop Objectives

- Perform a needs analysis and prepare an outline • Select presentation delivery methods • Practice verbal and non-verbal communication skills
- Knock down nervousness • Develop and use flip charts with color
- Create targeted PowerPoint presentations • Utilize white boarding for reinforcement • Describe how video and audio enhance a presentation and list criteria for determining what types to use • Enrich the learning experience with humor, questions, and discussion.

# 104. Personal Productivity

## Workshop For Virtual Employees

### Workshop



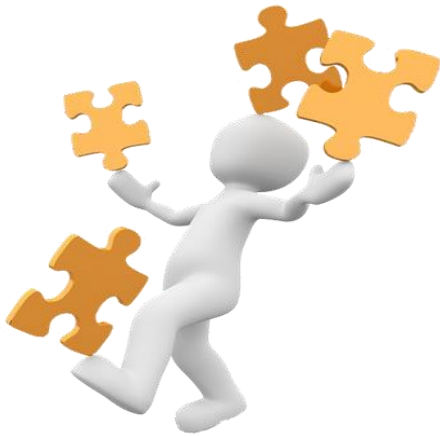
Most people find that they wish they had more time in a day. This workshop will show virtual participants how to organize their remote lives and find those hidden moments. Participants will learn how to establish routines, set goals, create an efficient environment, and use

time-honored planning and organizational tools to maximize their personal productivity. While Personal Productivity is a goal most of us have, Remote Workers as workshop participants will be on the right track in achieving that goal and participants will take ownership and begin to lead a more productive remote work life.

### Workshop Objectives

- Set and evaluate SMART goals
- Use routines to maximize their productivity
- Use scheduling tools to make the most of their time
- Use basic project management techniques
- Organize their physical and virtual workspaces for maximum efficiency
- Take back time from e-mail and handheld devices
- Beat procrastination

# 105. Project Management 6th Edition Workshop



For the effective implementation of project management, one must be up-to-date on the latest trends and practices related to it. This guide will define the 10 knowledge areas of Project Management, PMBOK, 6<sup>th</sup> edition, as well as outline processes, specific steps, and examples associated with it.

With our “Project Management, PMBOK 6<sup>th</sup> Edition” workshop, your participants will discover the specifics of

how project management works.

## Workshop Objectives

At the end of this workshop, participants should be able to define, and list the processes, some specific steps, and examples of:

- Project Integration Management
- Project Scope Management
- Project Schedule Management
- Project Cost Management
- Project Quality Management
- Project Resource Management
- Project Communications Management
- Project Risk Management
- Project Procurement Management
- Project Stakeholder Management

# 106. Project Management Workshop



In the past few decades, organizations have discovered something incredible: the principles that have been used to create enormous successes in large projects can be applied to projects of any size to create amazing success. As a result, many employees are expected

to understand project management techniques and how to apply them to projects of any size. The workshop gives participants an overview of the entire project management process, plus key project management tools that they can use every day. Working with project planning documents, such as needs assessments, risk management plan, and a communication plan will provide benefits throughout your organization.

## Workshop Objectives

- Define projects, project management, and project managers
- Identify the five process groups and nine knowledge areas as defined by the PMI
- Describe the triple constraint
- Perform a project needs assessment /write goals, requirements, and deliverables
- Create key project documents.
- Build a project schedule by estimating time, costs, and resources
- Understand and use the work breakdown structure
- Create planning documents -schedule, risk management, and communication plan
- Use planning tools, including the Gantt chart, network diagram, and RACI chart
- Establish and use baselines/Monitor and maintain the project
- Perform basic management tasks, including leading status meetings and ensuring all documents are complete at the end of the project.

# 107. Proposal Writing Workshop



A good proposal doesn't just outline what product or service you would like to create or deliver. It will convince the reader that it is the only logical choice. Your participants will explore the proposal writing process including the most common types of proposals.

The Proposal Writing workshop will take participants through each step of the proposal writing process, from understanding why they are writing a proposal; to gathering information; to writing and proofreading; through to creating the final, professional product.

## Workshop Objectives

- Identify the purpose of a proposal
- Identify different types of proposals
- Identify and perform the steps in the proposal writing process
- Perform a needs analysis and write a goal statement
- Prepare a proposal outline
- Improve writing skills with a variety of techniques
- Use appropriate resources and ghosting to build a strong case
- Add illustrations to the proposal
- Proofread and edit the proposal
- Add the finishing touches to create a professional-looking final product

# 108. Public Speaking Workshop



Public speaking is one of the most intimidating things anyone is asked to do. Forget small spaces, darkness, and spiders, standing up in front of a crowd and talking is far more terrifying for most people. Through this workshop your participants will become more confident and relaxed in front of an audience which will translate into a successful speaking event.

However, mastering this fear and getting comfortable speaking in public can be a great ego booster, not to mention a huge benefit to your career. The Public Speaking workshop will give participants some basic public speaking skills, including in-depth information on developing an engaging program and delivering their presentation with power.

## Workshop Objectives

- Identify their audience
- Create a basic outline
- Organize their ideas
- Flesh out their presentation
- Find the right words
- Prepare all the details
- Overcome nervousness
- Deliver a polished, professional speech
- Handle questions and comments effectively

# 109. Respect In The Workplace Workshop



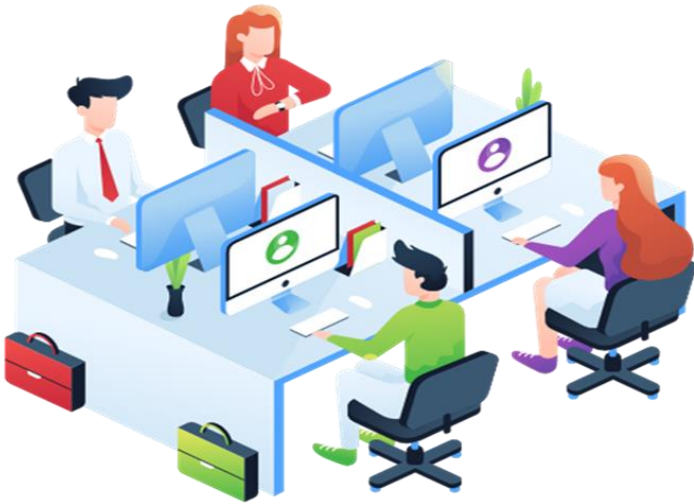
A respectful work environment is essential to the overall success of your team, as well as contribution to a stronger work reputation. Evidently, when we learn to accept the differences between the values and

perspectives of those around us, we can continue to grow as a team with this shared knowledge. The concept of respect is often taught at a young age; however it is just as important to remind adults to model respective behaviors. Remember, it is the responsibility of all team members to be respectful to one another, and address conflict in a positive manner in order to accomplish a healthy, safe work environment. This course will give you the tools and conversation to help empower your team to recognize behaviors that influence the performance done within the workplace. A respectful workplace is one in which integrity and professionalism are displayed, and skills to communicate and recognize one another are practiced.

## Workshop Objectives

- Have a clear understanding of respect and self-respect
- Choose appropriate emotional responses
- Develop respectful communication approaches
- Understand how to build a respectful workplace, and the importance of team contribution • Understand policies on respect, and the many benefits
- Focus on building an inclusive work environment

# 110. Responsibility In The Workplace Workshop



Welcome to the Responsibility in the Workplace workshop. One of the most critical traits to look for in an employee is responsibility. Responsible employees drive the success of an organization, whether for profit or not for profit.

This workshop will introduce to you the ideas of responsibility and the traits that define a responsible employee. It will also show the

effects of having responsible employees versus irresponsible employees. And finally, the workshop will cover the steps to becoming more responsible.

## Workshop Objectives

- Define accountability and examine the accountability ladder.
- Identify qualities of accountable employees.
- Successfully identify one's own accountability level.
- Identify examples of responsibility in the workplace.
- Successfully identify the benefits of responsible employees and the effects of employees that are not responsible.
- Identify different accountability tools for businesses in the forms of software.
- Identify the steps for handling an unconscious bias-based complaint at work.



# 111. Risk Assessment And Management Workshop



It is not possible to control or manage 100% of risk, but knowing what do before, during, and after an event will mitigate the damage and harm. Identifying potential hazards and

risks and making it part of the day-to-day business is important. Safety should be the first priority as every business must face the reality of risks and hazards.

Through our Risk Assessment and Management course your participants will be aware of hazards and risk they didn't realize were around their workplace. Identifying hazards through proper procedures will provide your participants the ability to prevent that accident before it occurs. Limiting and removing potential dangers through Risk Assessment will be an incredible investment.

## Workshop Objectives

- Identify hazards and risks
- Update control measures
- Grasp the fundamentals of accident reports
- Identify risk management techniques
- Outline a disaster recovery plan
- Communicate to the organization

# 112. Safety In The Workplace

## Workshop



Workplace safety is the responsibility of everyone in an organization. Companies have legal obligations to meet certain safety requirements, but many go further than the minimum obligations. Safety standards and procedures must be put

in place, and everyone needs to follow the standards in order for them to be effective.

Our Safety In The Workplace course will be instrumental in reviewing common hazards, safety techniques and after completion, your participants will have the tools to help them create a Safety policy for your workplace. By identifying and anticipating hazards, employers can prevent injuries and keep employees safe.

### Workshop Objectives

- Define workplace safety.
- Understand legal responsibilities associated with a safe work environment.
- Create a safety plan and identify hazards.
- Recognize the role of management.
- Develop training procedures.
- Learn how to implement a safety plan.

# 113. Seeing And Taking Initiative Workshop



Taking the initiative is a crucial step in moving forward in our professional and personal lives. By showing initiative, it reflects us in a positive light to others as well as builds our own self-esteem. If we want something to happen, we need to make it happen. That is what

initiative is all about. Take opportunities and run with them. Do not let excuses cause you to miss out on amazing opportunities. See what you want, believe what you want, and make it happen.

With our “Seeing and Taking Initiative” workshop, the class participants will learn what initiative is, how to take it on, the advantages of it, and when to know one's place. By enrolling in this class, participants will be taking the first step in making something positive happen for them! Now that is initiative!

## Workshop Objectives

- Identify what initiative looks like
- Recognize when you can take steps outside the normal
- Build confidence for themselves
- Learn to find opportunities
- Learn good and bad aspects of initiative
- Balance initiative and restraint

# 114. Self-Leadership Workshop



As we grow, we learn to become leaders. Being a leader is natural for some and learned for others. No matter how we have become a leader, it is important to remember we must lead ourselves before we lead others. Take the time to motivate yourself and realize that you can do it.

With our “Self-Leadership” workshop, your participants will discover the specifics of how to be a better leader for themselves and for others. Your participants will be able to guide themselves in positive ways, which equals success!

## Workshop Objectives

- Understand what self-leadership is
- Motivate yourself
- Set goals
- Reward yourself when positive things happen
- Think positively

# 115. Sensitivity Training Workshop



Sensitivity training or diversity training, there are many names for the same goal: creating a more inclusive workplace that capitalizes on the differences in everyone. There are many different areas of focus in sensitivity training, all focusing on empathy, respect for others and cooperation towards a common goal.

This type of training creates more positive and inclusive employees, a more profitable work culture and a more positive work life for all. There are many areas a sensitivity training must address, that are regulated by federal and state laws. ADA Diversity laws and enforcing guidelines must be followed by all businesses. Severe penalties are in place for those who don't follow them. Some of these areas include:

☐ Race, ☐ Gender identification, ☐ Religion, ☐ Age, ☐ Disability

## Workshop Objectives

- Identify the benefits for self and the company, in pursuing a sensitivity objective.
- Successfully raise awareness of others.
- Identify different types of stereotypes, their delivery and effects.
- Discuss Human Resources and its best practices to dealing with issues associated with stereotypes.
- Define the steps to handling complaints associated with sensitive issues and stereotypes.
- Describe the pros and cons of being "sensitive".

# 116. Servant Leadership Workshop



Servant leadership can seem like a contradicting term, but it is becoming a very popular tool in many businesses. Servant leadership is a philosophy that involves focusing on others (i.e., your employees), and focus on their

success, and in turn build better professional relationships that can benefit both manager and employee. Servant leadership shows that managers can be great leaders while boosting their employee's confidence and further their success at the same time.

With our "Servant Leadership" workshop, your participants will discover the specifics of how servant leadership works and how it can benefit both leaders and employees!

## Workshop Objectives

- Define servant leadership
- Know the characteristics of servant leadership
- Recognize the barriers of servant leadership
- Learn to be a mentor and a motivator
- Practice self-reflection

# 117. Small Group Conflict Management Using The Thomas-Kilmann Conflict Mode Instrument (TKI®) Workshop



Organizations are made up of employees who differ in personal characteristics and experience. To be effective as an organization, those members must reach agreements on goals, make good decisions about how to achieve those goals, and help each other accomplish their activities – despite

their differences. Being able to reconcile differences and to handle conflict constructively is a key determinant of organizational performance.

## Workshop Objectives

- Deploy TKI® as the leading measure of identifying conflict-handling modes.
- One of the reasons for the Thomas-Kilmann's popularity is that it shows how each conflict mode can be useful for dealing with conflict in certain situations.
- The TKI® allows people to appreciate the value of their own conflict styles and also learn the value of other styles as well. Using the Thomas-Kilmann assessment allows people to focus and build on their strengths.

# 118. Small Group Culture Facilitation® Workshop



**Small Group Culture Facilitation®**

Do You Hear The Same Complaints? Poor Leadership, Low Accountability, Poor Communication, Limited Resources, Unfair Rewards, Progression, and Promotion Practices, Overly Bureaucratic Processes and Procedures OR

Pick-A-Topic. This workshop provides a training and development solution in an inclusive, flexible manner. Our facilitated approach enables achievement of learning objectives while being:

## Workshop Objectives

- Inclusive of participants
- Mindful of customer and mission specifics
- Flexible with delivery mechanisms and length of courses
- Less dependent on slides and agendas



# 119. Social & Emotional Intelligence Workshop



Social Intelligence is about understanding your environment and having a positive influence. Your participants will become more confident in their social situations by learning how to express and interrupt social cues. They will create positive connections and

increase their influence during social situations. Increasing Social Intelligence will provide benefits throughout their professional and personal lives. It is a fantastic tool for coaching and development as people will learn “people skills”. Improving social skills through active listening, understanding body language, and being more empathic will give your participants the advantage in their interactions. Social interactions are a two-way street, know the rules of the road!

## Workshop Objectives

- Be aware of our own behaviors • Learn to be empathetic with others
- Know tools for active listening
- Effectively communicate interpersonally
- Recognize various social cues
- Determine appropriate conversation topics
- Know various forms of body language

## 120. Social Learning Workshop



Social Learning is an effective way to train your employees through modeling positive behaviors. It is a great way to promote cohesion and involvement as it builds a culture of learning. Your participants will learn the best way to conduct role plays, share best practices, and provide constant and immediate feedback.

With our Social Learning course your participants will be creating learning communities that benefit every aspect of your organization. They will learn new behaviors through observation and modeling and be instilled with a passion for learning.

### Workshop Objectives

- Define and use social learning.
- Identify social learning tools.
- Manipulate group dynamics and culture.
- Craft and lead role play scenarios.
- Practice being a role model.
- Understand modeling and observation.

## 121. Social Media In The Workplace



We are being flooded with Social Media invitations and updates. Web-based communication icons like Twitter, Facebook, YouTube, and LinkedIn are dominating the way we interact with each other. People are feeling the need to be updated at all times. It has become a time eater, and businesses are quickly becoming aware of the drain it can have on productivity. People love to share, but they need

to know what is alright to share and what should not be sent out.

Understanding Social Media is about communicating the right way. We are beginning to communicate more through electronic means than face to face. Talking on a phone has been replaced more and more with SMS (texting.) Social media channels are becoming the main form of communication and your participants will realize how Social media and the Workplace can work together.

## Workshop Objectives

- Learn the meaning of social media
- Learn different ways social media is used and altered
- Build and maintain a social media policy
- Keeping your social media secure
- Establishing rules for the social media the company posts
- Discover the benefits and pitfalls of using social media

## 122. Solutions For Building Better People Skills At Work – Workshop



**Solutions For Building Better People Skills At Work**

Poor people skills are not just a nuisance factor - they destroy careers, impact performance outcomes, and damage the wellbeing of organizations. Attendees will learn how to recognize the presence and impact of their own poor people skill-gaps, AND master a range of effective interpersonal behaviors.

### Workshop Objectives

The expected outcome of building better people skills is to become more influential,

- among peers and customers quickly build rapport with new connections,
- engage with difficult people more effectively,
- deal confidently with conflict/ confrontation/disagreements,
- and pinpoint and eliminate negative interpersonal habits and tendencies that hold them back professionally.

# 123. Solutions For Building Trust At Work Workshop



How To Build Trusting Workplace Relationships because trust matters to successful workplace relationships, to organizational success and performance outcomes. Stephen Covey stated that “without trust we don’t truly collaborate; we merely coordinate or, at best, cooperate. It is trust that transforms a group of people into a team” You will learn about building trusting workplace relationships...

## Workshop Objectives

- Why Does Workplace Trust Matter (10 Reasons)?
- What Are The 3 Conditions For Building Trusting Relationships?
- What Are The 15 Life Hacks Towards Building Trusting Relationships?

# 124. Solutions For Minimizing Workplace Stress Workshop



Organizational stress can have a profound effect on production and motivation in the workplace. Worries about job security or the demands of a heavy workload increase stress levels and cause a variety of emotional and physical ailments. When stress factors, or stressors, are coupled with ineffective or uncaring management, stress can become a problem that extends to the entire department or company.

## Workshop Objectives

- Stress management training benefits for both organizations and individuals (5 each) ...
- Common sources and manifestations of work stress...
- Strategies to minimize stress and regain composure within your work life...

# 125. Steps To Deal With Difficult People Workshop



We have all been there trying to reason with an incredibly difficult person. The situation is frustrating, annoying, and sometimes even frightening. The truth is you can't reason with an unreasonable person.

However, there are proven techniques to better manage such difficult situations and the closer your relationship the person, the more knowledge you will have of what will best work to calm things down. When you're dealing with a person behaving unreasonably, the fear response center in your brain (the fight-flight-freeze part) is going to be activated.

## Workshop Objectives

- engage your conscious mind in order to defuse the situation.
- “verbal de-escalation” when someone is extremely angry or seemingly out of control.
- tactics that professional crisis intervention teams use,

# 126. Stress Management Workshop



Positive and negative stress is a constant influence on all of our lives. The trick is to maximize the positive stress and to minimize the negative stress. Your participants will be shown how stress can be positive

and negative, and we'll look at the Triple A approach that will form the basis of this workshop.

The Stress Management workshop will give participants a three-option method for addressing any stressful situation, as well as a toolbox of personal skills, including using routines, relaxation techniques, and a stress log system. They will also understand what lifestyle elements they can change to reduce stress.

## Workshop Objectives

- Identify the best approach to a stressful situation (Alter, Avoid, or Accept)
- Understand what lifestyle elements you can change to reduce stress
- Use routines to reduce stress
- Use environmental and physical relaxation techniques
- Better cope with major events
- Use a stress log to identify stressors and create a plan to reduce or eliminate them



# 127. Supervising Others Workshop



Supervising others can be a tough job. Between managing your own time and projects, helping your team members solve problems and complete tasks, and helping other supervisors, your day can fill up before you know it. The Supervising Others workshop will help supervisors become more efficient and proficient, with

information on delegating, managing time, setting goals and expectations (for themselves and others), providing feedback, resolving conflict, and administering discipline.

## Workshop Objectives

- Define requirements for particular tasks
- Set expectations for your staff
- Set SMART goals for yourself
- Help your staff set SMART goals
- Assign work and delegate appropriately
- Provide effective, appropriate feedback to your staff
- Manage your time more efficiently
- Help your team resolve conflicts
- Understand how to manage effectively in particular situations
- Understand what a new supervisor needs to do to get started on the right path

# 128. Supply Chain Management Workshop



Supply Chain Management improves the coordination and relationship between Suppliers, Producers, and Customers. It must be kept at a high level of organization to be successful in today's global economy. Goods and services are now pieced together from all over the world, and this process can be hectic and complicated if not managed correctly.

With Supply Chain Management your company and employees will be on target to lower costs, improving efficiency, and increase customer satisfaction. This course will provide your employees with the understanding of how Supply Chain Management can improve and help almost any type of business.

## Workshop Objectives

- Take a look at inventory management
- Study supply chain groups
- Review tracking and monitoring methods
- Examine supply chain event management
- Comprehend the flows of supply chain management and data warehouses
- Understand the levels of supply chain management and their effects
- Identify how supply chain management relates to: Customer satisfaction, Improving performance, Lowering costs, and Product development

# 129. Taking And Seeing Initiative Workshop



## Taking and Seeing Initiative

it on, the advantages of it, and when to know one's place. By enrolling in this class, participants will be taking the first step in making something positive happen for them! Now that is initiative!

Taking the initiative is a crucial step in moving forward in our professional and personal lives. By showing initiative, it reflects us in a positive light to others as well as builds our own self-esteem. If we want something to happen, we need to make it happen. That is what initiative is all about. Take opportunities and run with them. Do not let excuses cause you to miss out on amazing opportunities. See what you want, believe what you want, and make it happen.

With our “Seeing and Taking Initiative” workshop, the class participants will learn what initiative is, how to take

## Workshop Objectives

- Identify what initiative looks like
- Recognize when you can take steps outside the normal
- Build confidence for themselves
- Learn to find opportunities
- Learn good and bad aspects of initiative

# 130. Taking Initiative And Managing Up Workshop



Taking Initiative And Managing Up Is a crucial step in moving forward in our professional and personal lives. You've identified some areas for innovation in your assigned work area and want to run them by your boss before you put your new ideas in motion. Or you think you need to shift your schedule around to be more effective, which means reordering your

projects. But perhaps your supervisor keeps pushing off your latest check-in, especially when you could really use his or her feedback on your ideas or project changes. In any of these situations, you will need to take action to get on your boss' calendar and discuss the situation. In other words, you need to "manage up." With our "Taking Initiative And Managing Up" workshop, we will explore what initiative is, how to take it on, the advantages of it, and how to manage your boss. Managing up refers to the process of taking initiative to improve your contribution and lighten your boss' workload...and taking the initiative to support your supervisor's efforts and goals by identifying and sharing ideas for growth. Consider the act of managing up as stretching yourself. You need to go above and beyond the tasks assigned to you so that you can enhance your manager's work.

## Workshop Objectives

Gain an understanding of the boss and his or her focus, Identify what initiative looks like

- Recognize when you can take steps outside the normal
- Build confidence for themselves
- Learn to find opportunities • Learn good and bad aspects of initiative
- Balance initiative and restraint
- Communicate Up

# 131. Talent Management Workshop



Talent Management is an investment. Every company wants to have the best and brightest employees, and with Talent Management that can be achieved. The item that usually accounts for the highest cost for a company is its work force; does it not make sense to invest in it? With Talent Management you are developing a more skilled workforce and attracting a higher caliber of new employee.

We all know that training and retraining costs money and Talent Management can reduce these costs. Recruiting the correct people, and keeping a talented workforce is a priority in today's business environment. Having a talented group of employees has always been a key to success; it will translate into cost savings and higher productivity. Talent Management is the investment that will pay dividends over the course of its use.

## Workshop Objectives

- Define talent and talent management.
- Understand the benefits of talent management.
- Recognize performance management and ways to review talent.
- Identify employee engagement.
- Create assessments and training programs.
- Learn how to improve employee retention.

## 132. Team Building Through Chemistry Workshop



Teams are an integral part of any business. The key to successful team building is addressing the importance of chemistry between team members. It is not enough to have a group of people work on a project; people have to connect and balance each other's strengths. By focusing on the group's chemistry as you build the team, you will increase the chance of avoiding pitfalls and

will develop a sense of unity among your coworkers. With our "Team Building Through Chemistry" workshop, your participants will discover the specifics of how building a team through chemistry will lead to success.

### Workshop Objectives

- Understand the team development model
- Identify team chemistry
- Create vision and goals
- Appreciate diversity
- Manage conflict

# 133. Teambuilding For Managers Workshop



**Team Building For Managers**

Team building is an important part of the work experience. It is not only applicable to your work life, but also transfers over to your personal and social life. When working with a team, it is important to fully engage yourself. One should take the time and proper steps, to become the best

team member they can be.

With our Team Building For Managers workshop, your participants will learn how important team building is and how beneficial it can be. Through this workshop, your participants will gain a new perspective on teamwork, and become a valuable member to any team they are placed in. Follow the information in this workshop and create a positive atmosphere within your company with the use of teams.

## Workshop Objectives

- Discuss the benefits of teamwork
- Understand the importance of intentionally fostering teamwork
- Determine strategies your organization can take to build teams
- Understand the benefits of games and social activities in building a team
- Apply the principles of team building to your own organization

# 134. Teamwork And Team Building Workshop



For most of us, teamwork is a part of everyday life. Whether it's at home, in the community, or at work, we are often expected to be a functional part of a performing team. Having a strong team will benefit any organization and will lead to more successes than not. The Teamwork And Team Building workshop will encourage participants to

explore the different aspects of a team, as well as ways that they can become a top-notch team performer. Your participants will be given the details and concepts of what makes up a team, and what factors into being a successful team and team member.

## Workshop Objectives

- Describe the concept of a team, and its factors for success
- Explain the four phases of the Tuckman team development model and define their characteristics
- List the three types of teams
- Describe actions to take as a leader – and as a follower for each of the four phases (Forming, Storming, Norming and Performing)
- Discuss the uses, benefits and disadvantages of various team-building activities
- Describe several team-building activities that you can use, and in what settings
- Follow strategies for setting and leading team meetings
- Detail problem-solving strategies using the Six Thinking Hats model -- and one consensus-building approach to solving team problems
- List actions to do -- and those to avoid -- when encouraging teamwork



# 135. Telephone Etiquette Workshop



## Telephone Etiquette

Proper Telephone Etiquette can facilitate great communication, inside and outside the office. It can be the special way that you show confidence in a challenging situation, or your pleasant day-to-day interaction with customers and co-workers alike. These and other events can become more easily managed with this great workshop.

With our Telephone Etiquette workshop, your participants will begin to see how important it is to develop better telephone communication skills. By improving how they communicate on the telephone and improve basic communication skills, your participants will improve on almost every aspect of their career.

## Workshop Objectives

- Recognize the different aspects of telephone language
- Properly handle inbound/outbound calls
- Know how to handle angry or rude callers
- Learn to receive and send phone messages
- Know different methods of employee training

# 136. Telework And Telecommuting Workshop



## Telework and Telecommuting

Working in a home office requires a unique set of skills. Teleworkers or virtual employees have additional challenges created by not being in a centralized office. Communication issues alone make it a challenging job and recognizing these challenges will help your participants become great teleworkers.

Through Telework and Telecommuting your employees will see a great improvement in their performance and well-being. Being a teleworker does have the advantages of flexible schedules, no commute, and saving the company money. Your participants will establish the additional skills needed to be successful in their work from home environment.

## Workshop Objectives

- Know the skills required for working outside the office
- Learn keys to proper self-management
- Learn ways to manage time efficiently
- Know different methods of organization and planning
- Identify various forms of communication and their proper use
- Address and resolve challenges that teleworkers can face

# 137. The 10 Soft Skills You Need Workshop



The meaning of Soft Skills can sometimes be difficult to describe. It can be that unique attribute or characteristic that facilitates great communication. It can be the special way that you show confidence in a challenging situation.

These and other events can become more easily managed with this great workshop. With our Ten Soft Skills You Need workshop your participants will begin to see how important it is to develop a core set of soft skills. By managing and looking at the way people interact and seeing things in a new light, your participants will improve on almost every aspect of their career.

## Workshop Objectives

- Discuss how soft skills are important to success in the workplace
- Understand the 10 key soft skills everyone should have
- Use soft skills to relate more effectively to others in the workplace
- Understand how to use soft skills to communicate, problem-solve, and resolve conflict
- Apply soft skills to specific situations

# 138. The Cloud And Business Workshop



**The Cloud and Business**

The cloud has become a vital component for business as technology becomes embedded in modern life. Every leader needs to understand the cloud and how it operates as well as the potential dangers and pitfalls associated with cloud computing. Knowledgeable monitoring

and maintenance can be the difference between the success and failure of the technology's use.

With our "The Cloud and Business" workshop, your participants will discover the specifics of how the cloud can be a successful business tool.

## Workshop Objectives

- Understand what the cloud is
- Recognize risks and benefits
- Communicate effectively
- Employ business processes
- Monitor performance

# 139. The Five Behaviors® (Of A Cohesive Team) Workshop



The Five Behaviors Workshop is based on Patrick Lencioni's bestselling book, "The Five Dysfunctions of a Team." The **Five Behaviors** combines the framework of Lencioni's model for teamwork with personalized insights to create powerful, customized, and authentic team development solutions that empower individuals to make

lasting change. Bringing together everyone's personalities and preferences to develop a cohesive, productive team takes work, but the payoff can be huge—for your people, the team, and the organization.

## Workshop Objectives

The Five Behaviors workshop is an intensive full-day program for intact teams that have been together for a minimum of six months. It's a perfect program for:

- Team off-sites
- Strengthening teams
- Identifying and addressing team issues
- Building cohesion
- Improving team outcomes

If you are building a new team, call us for more information about our customized Team Formation Programs.



# 140. The Leadership Challenge® Workshop



The workshop is a research-based leadership development program that increases the leadership potential of anyone, at any level, and in any organization.

Leadership is not about personality; it's about behavior—an observable set of skills and abilities. When the co-authors of The Leadership Challenge, Jim Kouzes and Barry Posner, first set out to discover what effective leaders do when they're at their personal best, they collected thousands of stories from ordinary people—the moments they recalled when asked to think of a peak leadership

experience. Despite differences in culture, gender, age, and other variables, these “personal best” stories revealed similar patterns of behavior. The authors discovered that when leaders experience their personal best, they display five core practices: they Model the Way, Inspire a Shared Vision, Challenge the Process, Enable Others to Act, and Encourage the Heart.

- Model the Way: Leaders establish principles concerning the way people (constituents, peers, colleagues, and customers alike) should be treated and the way they should pursue goals. Leaders create standards of excellence and set an example for others to follow.
- Inspire a Shared Vision : Leaders passionately believe they can make a difference. They envision the future and create an ideal and unique image of what the organization can become.
- Challenge the Process: Leaders search for opportunities to change the status quo.
- Enable Others to Act : Leaders foster collaboration and build spirited teams.
- Encourage the Heart: Accomplishing extraordinary things in organizations is hard work.

## Learning Outcomes - To Understand The Behaviors Of Exemplary Leaders

### Stage One: Pre-Workshop Activity

Four to six weeks prior to the workshop, participants are expected to complete pre-work assignments, which include:

- reading The Leadership Challenge: How to Make Extraordinary Things Happen in Organizations, 7th Edition to enhance their learning journey (provided in hard copy)
- completing The Leadership Challenge Workshop Online Pre-work, 4th Edition (provided electronically) ([View Sample Pre-Work Report](#))

### **Stage Two: LPI 360+ Assessment**

As part of the pre-work for the workshop, participants will choose a group of individuals to evaluate them, and

- Complete the LPI: Leadership Practices Inventory 360+ ([View Sample LPI® 360 Report](#))

### **Stage Three: Executive Coaching**

1 x coaching session (up to 1 hour) for each participant will be tailored to their individual needs, with a focus on their LPI Report. Our experienced coaches will guide participants through the process of leveraging their strengths and identifying areas for improvement, ultimately helping them achieve their leadership goals.

### **Stage Four: 2-Day Live Workshop** (or another selected format/schedule)

During the workshop, participants will discover and master the Five Practices of Exemplary Leadership and will be provided with several tools to facilitate their learning.

- Copies of all presentation materials
- The Leadership Challenge Workbook, 4th Edition
- The Leadership Challenge Workshop Card, 4e

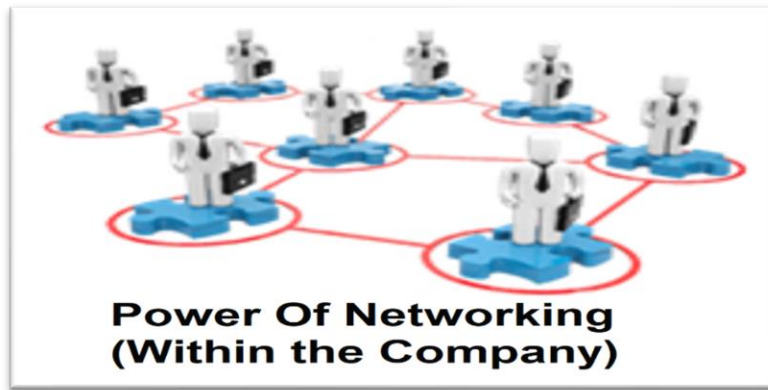
### **Stage Five: LPI 360+**

As part of our commitment to ensuring the continued development of our participants, we conduct a follow-up LPI 360 Assessment 9-12 months after the completion of the program. This allows us to measure the progress of each participant and provide them with personalized feedback on their growth as a leader.

### **Cost:**

Unlike other DTTW workshops the extensive use of resource materials, such as the 360+ instrument and prework coaching, and a second post-workshop 360 assessment necessitates a different price structure than the rest of the training portfolio. Each workshop cohort ranges from a minimum of 7 learners up to 25 learners and participation is \$2595 per individual slot.

# 141. The Power Of Networking (Within The Company) Workshop



Networking has become a crucial part of the world today. Most people are aware of external networking and primarily focus on that. It is important to pay extra attention to internal networking, or networking within the

company. To be truly effective, internal networking must be utilized throughout the company.

With The Power of Networking (Within the Company) workshop your participants will learn how internal networking is changing the workforce. Through this workshop, your participants will gain a new perspective networking, and what benefits can come from fully utilizing and making connections with internal networking.

## Workshop Objectives

- Define networking
- Understand networking principles
- Use networking tools
- Avoid common mistakes
- Understand how to build relationships
- Manage time successfully



# 142. The Six Levels Of Delegation Workshop



Delegation is a great way to save time. Apart from saving time, delegation helps motivate your staff by giving them responsibility. Your team will benefit by participating in activities and the decision-making process and therefore becomes more capable

and autonomous over time. The organization will benefit from having a pool of staff that can cover each other, take more responsibility and resolve issues on their own. As a result, a manager must constantly think about delegating tasks to others not just to save time but also to help the team grow and become more capable .Depending on how much control you want to have over a delegated task, you can choose from one of the six levels of delegation to control the outcome and also how much time you want to save.

## Workshop Objectives

- 1. Do exactly as I say.
- 2. Look into this - I will then decide.
- 3. Consider this problem I will decide & share my decision
- 4. Explore this issue & make a decision. Check with me before going ahead.
- 5. Solve this problem. ...within these parameters ... you make a decision & execute
- 6. Here is the problem. ...you take care of it.

# 143. Time Management Workshop



Personal time management skills are essential for professional success in any workplace. Those able to successfully implement time management strategies are able to control their workload rather than spend each day in a frenzy of activity reacting to crisis after crisis - stress

declines and personal productivity soars! These highly effective individuals are able to focus on the tasks with the greatest impact to them and their organization.

The Time Management workshop will cover strategies to help participants learn these crucial strategies. Your participants will be given a skill set that include personal motivation, delegation skills, organization tools, and crisis management. We'll cover all this and more during this workshop.

## Workshop Objectives

- Plan and prioritize each day's activities in a more efficient, productive manner
- Overcome procrastination quickly and easily
- Handle crises effectively and quickly
- Organize your workspace and workflow to make better use of time
- Delegate more efficiently
- Use rituals to make your life run smoother
- Plan meetings more appropriately and effectively

# 144. Train The Trainer Workshop



## Train the Trainer

Whether you are preparing to be a professional trainer, or you are someone who does a bit of training as a part of their job, you'll want to be prepared for the training that you do. Your participants will begin the process of becoming trainers themselves, and understand that training is a process where skills, knowledge, and attitudes are applied.

The Train-The-Trainer workshop will offer various types of trainer's tools to create and deliver engaging, compelling workshops that will encourage trainees to come back for more. Skills such as facilitating, creating a needs analyses, understanding participant's needs, and managing tough topics, will give your trainees what they need to become a trainer themselves.

## Workshop Objectives

- Define training, facilitating, and presenting
- Understand how to identify participants' training needs
- Create a lesson plan that incorporates the range of learning preferences
- Create an active, engaging learning environment
- Develop visual aids and supporting materials
- Manage difficult participants and tough topics

# 145. Trust Building And Resilience Development Workshop



Welcome to the Trust Building and Resilience Development workshop. Creating relationships that are built on trust, and having the tools to be resilient are crucial in creating a workplace that is safe and a solid place for all to work.

This workshop will introduce you to your company's responsibility with

regard to promoting honesty, as well as how to deal with the inevitable changes that come along with building a stronger business.

## Workshop Objectives

- Gain the trust of employees by empowering them.
- Promote transparent communication.
- Keep the promises you make.
- Identify different personality types and how to work with them.
- Respect all those you work with.
- Keep stress at bay.
- Overcome adversities.
- Accept and manage change.
- Stay motivated

# 146. Unconscious Bias Workshop



## Unconscious Bias

### Definition

There are two categories of bias in studies today: conscious or explicit biases and unconscious or implicit biases. Unconscious bias is usually thought of as social stereotypes that typically focus on others that are not from the same conscious area. Here are some quick facts about unconscious bias:

- Unconscious bias is more common than the conscious or explicit bias.
- Unconscious bias may not concur with the conscious bias of an individual.
- Unconscious bias may be triggered by an event or situation.

## Workshop Objectives

- Define various types of unconscious biases.
- Identify where these biases come from and how they are engrained in our decision making.
- Successfully confront unconscious biases individually.
- Identify the effects of unconscious biases in the workplace.
- Exhibit how to implement an unconscious bias-based training in the workplace.
- Identify the steps for handling an unconscious bias-based complaint at work.

# 147. Understanding The How And Why Of Unconscious Bias Workshop



Understanding The How  
and Why Of Bias And  
Unconscious Bias

Acknowledging Bias and recognizing Hidden and Unconscious Bias is a part of living in a civilized society. To increase awareness of our biases and understand how and why they occur helps to address systemic

organizational and societal issues. Understanding the how and why of bias is a workshop and a strategy designed to help organizations and individuals create tools, methods, and strategies that systematically change our ability to drive Curiosity and Empathy – for people, ideas, and collaboration – to build more inclusive and collaborative workplaces where people can find meaningful work with an organization -and where diversity of person and perspective matter – and that makes them feel like they belong.

## Workshop Objectives

- Define Bias And Unconscious Bias
- Understand Various Forms Of Bias And Sources
- Explore Personal Blind Spots
- Comprehend The Importance Of Bias Recognition And Training
- Create Greater Self-Awareness
- Handle Conflicts With Regard To Diversity AND UNCONCIOUS BIAS

# 148. Understanding Your MBTI® Workshop



The purpose of the Myers-Briggs Type Indicator® (MBTI® ) personality inventory is to make the theory of psychological types described by C. G. Jung understandable and useful in people's lives. The essence of the theory is that much seemingly random variation in the behavior is actually quite orderly and

consistent, being due to basic differences in the ways individuals prefer to use their perception and judgment.

## Workshop Objectives

- Perception involves all the ways of becoming aware of things, people, happenings, or ideas.
- Judgment involves all the ways of coming to conclusions about what has been perceived.
- The identification of basic preferences of each of the four dichotomies specified or implicit in Jung's theory.
- The identification and description of the 16 distinctive personality types that result from the interactions among the preferences."
- Extraversion (E) or Introversion (I).



# 149. Universal Safety Practices Workshop



The importance of safety cannot be overstated. Every organization is responsible for the safety of its employees while they are working. In 2015, OSHA estimated safety issues cost companies \$1 billion a week. Understanding universal safety practices and how to implement them will help keep everyone protected, while ensuring the company's financial security.

## Workshop Objectives

Research has consistently demonstrated that when clear goals are associated with learning, it occurs more easily and rapidly. With that in mind, let's review our goals for today.

At the end of this workshop, participants should be able to:

- Understand the importance and legal responsibilities of safety
- Perform risks assessments
- Establish a safety program
- Monitor safety



## 150. Virtual Communication Strategy Workshop (Modified)



For the better part of every day, we are communicating to and with others and it all means something. This has never been more important than in this new and emerging virtual workspace as the normal face-to-face conversations are not as frequent. The Virtual Communication Strategies workshop will help virtual and fixed participants understand the different methods of communication and how to

make the most of each of them. These strategies will provide a great benefit for any organization and its virtual employees. They will trickle down throughout the organization and positively impact everyone involved.

### Workshop Objectives

- Understand what communication is
- Identify ways that communication can happen in a virtual workplace
- Identify barriers to communication in a virtual workplace and how to overcome them
- Develop their non-verbal and paraverbal communication skills
- Listen actively and effectively And Ask good questions
- Use appreciative inquiry as a communication tool in a virtual workplace
- Adeptly converse and network with others
- Identify and mitigate precipitating factors
- Establish common ground with others in a virtual workplace

# 151. Virtual Team Building And Management Workshop



**Virtual  
Team Building and Management**

There are an estimated one billion virtual workers in 2012, and the number is expected to continue climbing well into the future. With a global workforce you are provided with a cost effective and talented pool of employees to draw from. With a virtual team you are given a Follow the Sun production environment. With a virtual team you have the normal issues of a localized team, with

the additional challenges of distance and cultural differences. Virtual Team Building and Management will give you participants the knowledge to work with these challenges and succeed in a growing global workforce.

## Workshop Objectives

- Know the keys to establishing a virtual team
- Learn how to hold effective meetings and group sessions
- Learn effective ways to communicate with team members
- Use tools to build trust and confidence among employees
- Know how to handle poor performing employees
- Know how to manage a virtual team during any project

# 152. Virtual Workforce Performance Management Workshop



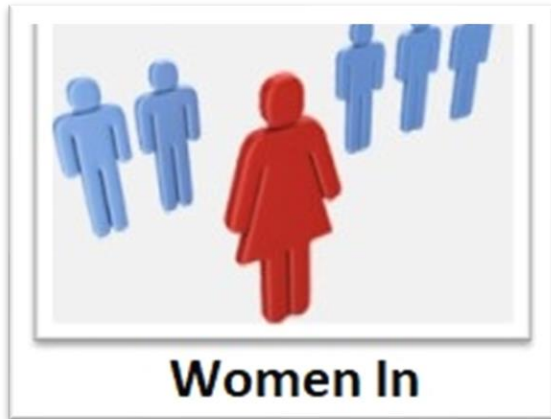
The Virtual Workforce Performance Management is making sure the virtual employee and the organization are focused on the same priorities. It helps the virtual employee or individual set and meet their goals and improves

the employee manager relationship across geographic distances. The key in keeping an organization and virtual aligned, which improves performance and productivity, is Virtual Performance Management. When changes occur - such as the sudden move to a remote work environment Virtual Performance Management helps the transition to be smoother and less hectic. It helps the organization and virtual employee have a stream-lined relationship which improves communication and interactions between the two groups. It will help identify and close any gaps that exist in an employee's skill set and make them a more valuable employee through feedback and coaching.

## Workshop Objectives

- Revisit and Define virtual performance management. • Understand how performance management works and the tools to make it work- regardless of location or sphere of influence performance • Learn the three phases of project management and how to assess it. • Discuss effective goal setting. • Learn how to give feedback on performance management. • Identify Kolb's Learning Cycle.
- Recognize the importance of motivation in a virtual environment.
- Explore how to develop a performance journal and performance plan.

# 153. Women In Leadership Workshop



In the United States today, women make up half of the workforce. Unfortunately for women, their male colleagues are promoted at a much higher rate. Women offer great work ethnics, and bring something different from men to the workforce, but many times it goes unnoticed. In this workshop, you will learn about how organizations can develop women leaders, about the benefits of women in organizations,

as well as advancements for the future of women. You will learn how women in the workplace cannot only benefit the women themselves, but also your organization as well.

With the Women in Leadership workshop, your participants will learn how women are changing the workforce. Through this workshop, your participants will gain a new perspective on the workforce, and what benefits can come from hiring and promoting women to higher positions.

## Workshop Objectives

- Discuss the leadership gap between men and women
- Learn about women in various powerful positions
- Discuss different traits associated with women in management
- Understand the different barriers facing women in leadership positions
- Learn about the benefits of having women in the workforce
-

# 154. Working In High Performance Teams Workshop



High Performance Teams are organizations, teams or groups that are focused on achieving the same goals.

With our High-Performance Teams, your participants will begin to see how important it is to develop a core set of high-performance skills while working in an office locale. By knowing and managing the way people interact in an

office setting, you will be positioning your high-performance teams for great success!

## Workshop Objectives

- Understand the benefits of high-performance teams
- Address challenges
- Conduct effective meetings
- Be able to see the big picture
- Work collaboratively
- Adequately praise team members

## 155. Work-Life Balance Workshop



### Worklife Balance

Having balance between work and home life can be a challenge. Balancing a career with home life will provide benefits in each environment. You will become healthier, mentally and physically, and you will increase your productivity, career wise.

With improved Work-Life Balance you will be managing your time better; you will be working less and producing more. This workshop will show you how to focus on

the important things, set accurate and achievable goals, and communicate better with your peers at work, and your family at home.

### Workshop Objectives

- Explain the benefits of work life balance.
- Recognize the signs of an unbalanced life.
- Identify employer resources for a balanced lifestyle.
- Improve time management and goal setting.
- Use the most effective work methods for you.
- Create balance at work and at home.
- Manage stress.

# 156. Workplace Bullying Workshop



## Workplace Bullying

Definition: According to HeadsUp.org, a website that provides workplace resources for employees, employers, managers and small business owners, the definition of workplace bullying is "repeated and unreasonable behavior directed toward an employee or group of employees that creates a risk to health and safety." This type of harmful

behavior in the workplace many times goes unreported, mainly because of its shameful, intimidating effect on the victimized employee. So many of these horrible incidents don't come to light because the employee who is being bullied is working a lower level position, and are probably being bullied by someone that does the hiring and firing at that company. But it's not always a boss or manager who is doing the bullying, and it can very well be a co-worker on the same level and/or pay grade as the person who's feeling victimized.

## Workshop Objectives

- Define Workplace Bullying
- Identify the benefits for self and the company, in pursuing an objective of eliminating workplace bullying completely.
- Raise awareness of what workplace bullying is, and how to recognize and prevent it from happening.
- Identify different types of workplace bullying, and how they negatively affect the workplace overall.
- Discuss Human Resources and its best practices to dealing with issues associated with workplace bullying.
- Define the steps to handling complaints associated with workplace bullying.
- Describe the benefits of recognizing and eliminating Workplace Bullying, and the negative effects of ignoring it when it's happening.



# 157. Workplace Civility Matters® Workshop



Workplace Civility Matters©  
...because...What You Put Up  
With You End Up With! Recognize  
workplace civility as a pillar of  
effective organizational behavior  
and a cultural norm because  
workplace Incivility is a precursor  
to bullying and disregards

another's' basic humanity and our respective duty to care. Among thousands of employees surveyed across various industries and job levels • 99% witnessed workplace incivility • 96% reported firsthand experience • 80% of employees wasted work effort worrying about the incident • 78% reported reduced organizational dedication • 63% wasted effort by avoiding the instigator • 48% reduced work effort • 47% decreased work attendance • 38% purposely decreased work quality • 12% changed jobs . Workplace Civility is built on three distinct pillars

1. Being respectful, even in the face of disagreement
2. Being generous, even where there is a cost to doing so
3. Being trusting, even when there is a risk to being so

Outcomes:

## Workshop Objectives

- Recognize Workplace Civility As A Pillar Of Effective Organizational Behavior and a Cultural Norm
- Recognize Workplace Civility As A Required Leadership Competency
- Identify Steps To Address Uncivil Behaviors And Imbue Civility As A Cultural Norm



# 158. Workplace Diversity

## Workshop



Workplace Diversity

With the world becoming more mobile and diverse, diversity has taken on a new importance in the workplace. Your participants will be able to use strategies for removing barriers and stereotypes, and to encourage diversity in the workplace and even through their community.

The Workshop Diversity workshop will help participants understand what diversity is all about, and how they can help create a more diverse world at work and at home. They will be instructed to use skills such as active listening to receive messages in a diverse population, employ effective questioning techniques, and communicate with strength.

### Workshop Objectives

- Explain the definition, terms and history of diversity
- Describe the meaning of stereotypes and biases, how they develop, and the reasons for your own perspectives
- List strategies for removing barriers to encouraging diversity for yourself, in the workplace, and in the social community
- Use active listening skills to receive messages in a diverse population, employ effective questioning techniques, and communicate with strength
- Identify ways to encourage diversity in the workplace, and prevent and discourage discrimination
- Understand and respond to personal complaints, and develop a support system to manage the resolution process
- List the steps a manager should take to record a complaint, analyze the situation, and take appropriate resolution action

# 159. Workplace Harassment Workshop



Workplace Harassment

Harassment can be based on a variety of factors such as race, sex, and disability. Experiencing uncomfortable situations in the workplace may be more than an offense against an individual. It can be a crime committed against the law, which is why the topic of workplace harassment has become a very important conversation for every organization to have.

The Workplace Harassment workshop will give participants the tools necessary to recognize harassment in the workplace as well as understand their rights and responsibilities under the law with regard to safety in the workplace. Through this workshop participants will recognize the necessity to create programs that teach employees how to identify harassment and implement anti-harassment policies.

## Workshop Objectives

- Identify the words and actions that constitute harassment.
- Understand what the law says about harassment.
- Implement anti-harassment policies.
- Educate employees and develop anti-harassment policies.
- Discuss employer and employee's rights and responsibilities.
- Address accusations of harassment.
- Apply proper mediation procedures.
- Deal with the aftermath of harassment.

# 160. Workplace Violence Workshop



**Workplace Violence**

Workplace harassment is illegal and destructive to any organization. It is important to treat everyone in the workplace with respect and dignity. Workplace harassment must be identified, discouraged, and prevented in order to keep a

hostile work environment from developing. Left unchecked, harassment can escalate into violence. Workplace harassment training is essential to the welfare of all businesses and their employees. In order to prevent Workplace Violence, it is essential that managers and employees are able to identify individuals who could become violent and understand how to diffuse dangerous situations. This workshop will help participants to identify and address violence in the workplace, as well as give them the tools to develop their own Workplace Harassment Policy.

## Workshop Objectives

- Define workplace harassment.
- Understand bullies and how to avoid hiring them.
- Create a risk assessment and understand how to handle violence.
- Recognize social and business responsibility.
- Develop relevant policies and procedures.
- Learn how to investigate complaints.

## NEW WORKSHOPS COMING IN THE NEAR FUTURE...

1. Leadership Development for Women
2. Building Confidence and Assertiveness