

**2018-2019 GROUP TRAINING MENU  
EMPLOYEE PROFESSIONAL DEVELOPMENT**



**ALL EMPLOYEES**

<b>Training</b>	<b>Length</b>	<b>Objectives</b>
<b>Assertiveness Skills</b>	4 hours	Assertiveness skills are crucial to professional development, as well as other aspects of life. This course will teach you the right balance of assertiveness and how to avoid being passive, passive-aggressive, or aggressive. Through learning assertiveness phrases, behaviors and body language, you will be able to handle conflict confidently, get your opinions respected, and take criticism constructively.
<b>Business Etiquette</b>	4 hours	Business etiquette is defined as the conduct or procedures that are generally acceptable and polite in the workplace. It is typically a set of unspoken expectations that most people either meet - or find out about when they do not meet them. This course provides guidelines for common business etiquette, how to show respect for yourself and others, how to establish positive connections with anyone, and how to choose polite and positive responses to behavior that is perceived to be rude.
<b>Creative Problem Solving</b>	8 hours	Creative Problem Solving is a course in which participants will learn how to integrate creativity with analytic thinking for effective problem solving, and to develop critical thinking skills. Creative problem solving is a valuable skill for today's fast-changing world. The concept of "innovation" and how it relates to the bottom line will also be emphasized. An innovative mindset not only identifies and evaluates great ideas for the marketplace; it also focuses on solving customer problems.
<b>Developing Positive Relationships at Work</b>	4 hours	This course will teach participants how to develop relationships with co-workers that are supportive, constructive, encouraging, and free from negative drama or conflict. As a result, employees will create a more harmonious office space, be able to work through disagreements, find more team solidarity, and ultimately have more job satisfaction.

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Training	Length	Objectives
<b>Effective Listening Skills</b>	4 hours	Without the proper training, two things can stand in the way of effective listening: bad habits and style differences. The first step to becoming a better listener is to break and eliminate those habits. The second step is to understand the different ways people listen, along with its benefits and potential trouble spots. Effective Listening Skills can help anyone become a better listener. Using a five-step process, individuals learn how to eliminate barriers to good listening, improve communication skills, maximize productivity, and build interpersonal relationships.
<b>Emotional Intelligence: A Scientifically Proven Method for Developing the Skill of Success</b>	4 hours	This program is designed to provide participants with the knowledge and tools to develop their emotional intelligence. Participants will learn how to avoid self-sabotaging outcomes by altering how they perceive and respond to emotionally-charged situations. In addition, they will improve their ability to resolve conflict constructively, create a productive work environment, build and mend relationships, and bounce back from setbacks and disappointment.
<b>Resilience: How to Keep Going When the Going Gets Tough</b>	4 hours	Workplace stress is unavoidable. The key to handling stress is not to avoid it, but to find methods to work with it without losing resolve. This course is designed to give participants the tools they need to identify workplace stressors, end self-deprecating talk, build communicative workplace structures, and calmly deal with change. As a result, participants will be able to calmly handle daily upsets, have better relationships with coworkers and clients, and find greater happiness and satisfaction in day-to-day work life.
<b>Taking Control of Conflict: How to Resolve and Minimize Workplace Disputes</b>	4 hours	Clearly, conflict can be an obstacle to organizational success and personal job satisfaction. When two or more people work together, conflict is almost inevitable. Although you may not eliminate conflict entirely, you <i>can</i> take control of it - that is, create a positive working environment in which conflict is dealt with maturely and collaboratively. This program will show participants how to do just that. By identifying the source of conflict and implementing effective resolution strategies, participants will learn how to successfully handle conflict and even prevent unnecessary conflict from occurring in the first place.

## SUPERVISORS, MANAGERS, LEADERS

Training	Length	Objectives
<b>Adapting Your Leadership Style</b>	4 hours	Strong leadership is the critical foundation for an organization. It ensures goals are achieved on time, empowers individual employees, motivates teams to work in solidarity, and generates visions for future growth. Yet, it can be difficult to establish yourself as an influential leader. In this course, participants will assess their personal leadership style and apply and practice tools for building connections with employees, running productive meetings and enhancing employee motivation.
<b>Coaching for Development</b>	4 hours	Coaching for Development recognizes the need for employees to feel committed to their work and is designed to help managers, supervisors, and leaders alike to encourage individual performance as a means for increasing engagement and ultimately productivity rather than to use the traditional “command and control” method. In this workshop, participants will learn the key elements of building a successful coaching relationship and how to best implement them using a step-by-step coaching process; in addition, how to help an employee implement a development plan to individually improve their success as well as how to apply effective strategies for overcoming common coaching challenges.
<b>Delegating for Growth</b>	4 hours	This interactive skills training course will help any manager to better understand the purpose of delegation, prepare for and apply the steps to delegating effectively, and learn to recover from inevitable mistakes or disappointments. This training program will help to increase organization-wide productivity, foster employee confidence at all levels, and develop a team-driven culture.
<b>Developing your Direct Reports</b>	4 hours	Developing Your Direct Reports is a course in which participants will learn development coaching. So, what’s the difference between performance management and development coaching? Performance management is focused on eliminating the weaknesses of the past and present. Development coaching, on the other hand, targets employee strengths as the basis for future performance and the achievement of long-term goals. And the other major difference? It requires the direct and regular involvement of the manager.

## SUPERVISORS, MANAGERS, LEADERS

Training	Length	Objectives
<b>Employee Engagement: The Supervisor's Guide to Gaining and Sustaining Commitment</b>	4 hours	This training introduces leaders and managers alike to the tools and techniques for ensuring employees feel valued and supported in their day-to-day responsibilities. Organized into four distinct categories or strategies for employee engagement, the program offers self-assessments, interactive activities, and practical knowledge for becoming an effective and influential leader.
<b>Leadership 101</b>	4 hours	Being a leader inherently implies having a lot of responsibility. What that responsibility is can vary among leadership roles, but there are some universal ways to be a leader. Showing enthusiasm, having a vision, problem solving, promoting teamwork, and delegating tasks are all forms of leadership, but may not come naturally to every leader. And when a leader is not up to shape, it reflects on the organization or team as a whole. This course gives participants the tools they need to hone their skills as a leader, from earning trust and respect, to leading through crisis and creating a vision to share. Participants will have more confidence in their ability to lead and inspire a more collaborative work environment.
<b>Learning to Manage: Techniques and Tools for the New Manager</b>	4 hours	Making the transition from doing work yourself to managing others can feel overwhelming. <i>Learning to Manage</i> is designed to help minimize the stress and walk you through the process of management by targeting five specific areas. You'll learn to successfully handle staff, projects, performance, conflict, and even yourself as you evaluate and continuously improve your effectiveness as a manager.
<b>Motivating Employees to be their Best</b>	4 hours	Keeping employees motivated and challenged can be a complex task. It depends on continual communication with an employee, an understanding of that employee's strengths, needs and weaknesses, as well as what motivates that employee. This course is designed to teach participants how to tailor their leadership and communication style to better suit the needs of employees. As a result, participants will be able to create a shared vision for their organization, build group identity, create a culture of ownership, and establish a more collaborative, inspiring work environment.

## SUPERVISORS, MANAGERS, LEADERS

Training	Length	Objectives
<b>Navigating Difficult Conversations</b>	4 hours	Most managers and team leaders do not enjoy the task of having to let an employee go or provide them with a negative performance review. These are just a couple of examples of difficult conversations which are an unavoidable circumstance in the workplace. But they don't have to be feared or dreaded - they can be handled in such a way that increases self-confidence and encourages an environment of positivity. Navigating Difficult Conversations introduces participants to a seven-stage process for taking control in these situations and minimizing negative backlash to reduce stress, increase trust, and improve relationships and productivity.
<b>Organizational Trust: Strengthen and Restore Respect, Faith, and Integrity at Work</b>	4 hours	Organizations that promote a positive, supportive working environment, such as those that emphasize a culture of trust, are also those with the highest recruitment and retention rates. This is because they lay the groundwork for effecting respect, faith, and integrity at all levels. In turn, this groundwork makes the organization more credible, productive, flexible, innovative, and able to handle crisis and change. Organizational Trust is about helping managers, supervisors, and leaders influence these outcomes by building, improving, or restoring an environment of trust. Participants begin by examining the quality of trust on an organizational and personal level (or how trustworthy others perceive them to be) and then reviewing the characteristics and behaviors which shape trust. They'll also learn to identify the warning signs of a low-trust organization, providing the opportunity to implement techniques for handling and combating distrustful behaviors before they escalate.
<b>Supervisor Communication Skills</b>	4 hours	Being a supervisor means taking on a lot of responsibility. Delegating, disciplining, moving the organization forward and promoting key workers just scratches the surface of a supervisor's responsibility. Therefore, if there is a disconnect between a supervisor and his or her employees, there is a huge cost to pay in productivity, team-building and communication. This course will teach participants how to be a relatable, respectable and dependable supervisor. As a result, participants will be able to have a clear direction, meet their employee's needs, handle difficult conversations with ease, and boost assertiveness as a supervisor.