

Training Catalog

DeVill Training Connection

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Microsoft Office Applications

MICROSOFT EXCEL

Excel Part 1

Excel is Microsoft's powerful and easy-to-use spreadsheet program, which provides you with an extensive set of tools to organize, analyze, present, and store data.

This course is intended to help all novice computer users get up to speed with Excel quickly. We will cover different features including creating a new spreadsheet, working with basic formulas and functions, making a spreadsheet look professional and presentable, and saving and printing a spreadsheet.

OUTLINE

Getting Started

In this lesson, students will learn how to identify the elements of the Excel interface, create a basic worksheet, and use the help system.

Working with Data

This lesson covers using formulas and functions in a worksheet, working with data, rows and columns, and how to sort and filter data.

Modifying a Worksheet

Next, students will learn how to format text and cells and how to align cell contents. Using Find & Select tools, and how to spell check a worksheet are also discussed.

Printing Workbook Contents

In this lesson, students will learn how to define the basic page layout for a workbook, refine the page layout, and apply print options.

Managing Large Workbooks

This lesson will teach students how to format worksheet tabs, manage worksheets, and manage the view of worksheets and workbooks.

Customizing the Excel Environment

In this final lesson, students will learn how to customize general, language, formula, proofing, and saving options. It also covers how to use Excel's version control features, customize the ribbon, and the Quick Access toolbar, enable add-ins and customize advanced and Trust Center options.

Excel Part 2

This course is intended to help all users become familiar with the more advanced selection of features of Excel. We will cover how to create and use advanced formulas, analyze data, organize worksheet data with tables, visualize data with charts, work with graphical objects, and enhance workbooks.

OUTLINE

Creating Advanced Formulas

In this lesson, students will learn how to use range names in formulas and functions, as well as how to use specialized functions.

Analyzing Data with Logical and Lookup functions

Next, students will learn how to analyze data by using text, logical, lookup, date and financial functions.

Organizing Worksheet Data with Tables

This lesson covers how to create, format, and modify tables. We also cover using structured references, as well as the subtotal and database functions.

Visualizing Data with Charts

Students will learn how to create charts, as well as how to modify and format existing charts. They will also learn how to create a trendline and advanced charts.

Analyzing Data with PivotTables, Slicers, and PivotCharts

Creating a PivotTable, filtering data using slicers and analyzing data using PivotCharts will be covered in this lesson.

Working with Graphical Objects

Next, students will learn how to insert, modify, layer, and group graphical objects. We will also take a look at how to incorporate SmartArt into workbooks.

Enhancing Workbooks

In this final lesson, students will learn how to customize workbooks, manage themes, protect files and prepare a workbook for multiple audiences.

Excel Part 3

Excel is Microsoft's powerful and easy-to-use spreadsheet program. This third part of our Microsoft 35 Excel courseware is intended to help all users get up to speed quickly on the advanced features of Excel.

By the end of this course, students should be comfortable in both the online and desktop environments, using automating functions, analyzing and presenting data, auditing and error checking their work, working in multiple workbooks, and accessing and distributing data.

OUTLINE

Excel Online

In the first lesson, students will learn about using both Excel Online and the Excel desktop application, and the differences between them. They will become comfortable managing workbooks in OneDrive, opening and editing them in both applications, and understanding the benefits and obstacles that can be presented by each.

Worksheet Automation

Next, we explore ways to automate worksheets and their functionality. We also look at ways to manage workbook properties, record and run basic macros, create and use templates, and use data validation criteria.

Auditing and Error Checking

This lesson covers using formula auditing tools to trace errors and evaluate formulas. Students will be taught how to track formulas using the Watch Window, and the Camera tool. We also cover how to arrange and display data using the Group commands.

Data Analysis and Presentation

In this lesson, we take a closer look at using the Quick Analysis Tool, adding Sparklines and, get an understanding of the What-If Analysis tools and how to use them to explore different outcomes.

Working with Multiple Workbooks

This lesson takes a look at arranging, viewing, and navigating between multiple workbooks. This lesson will teach students how to consolidate data from multiple sources, create and maintain links between different workbooks, and how to resolve broken connections.

Exporting and Sourcing Data

In the final lesson, students will be taught about the available file formats for exporting data, and how to create them. They will gain a good understanding of the different data sources that you can access, and will learn the process of creating and sharing a Microsoft Form to support data collection.

Microsoft Excel Online

Excel 365 Online is Microsoft's cloud-based, easy-to-use spreadsheet program. This course is intended to help all users get up to speed with Excel 365 Online. By the end of this course, users should be comfortable with creating a new spreadsheet, working with basic formulas and functions, and making a spreadsheet look professional and presentable.

OUTLINE

Getting Started

In the first lesson, students will learn how to identify the components of the Excel Online interface as well as some Excel terminology and how to navigate the app. We also take a look at the basic options for managing workbooks and how to get help with Excel Online.

Working with Data

Next, we explore how to use formulas and functions, how to work with data, rows, and columns, and how to sort and filter data.

Formatting a Worksheet

Then, we teach students how to format text and cells, align cell contents, use find and select tools and how to apply, customize and clear conditional formatting.

Adding Pictures and Shapes

In this lesson, students will focus on how to insert, rotate, resize, and delete pictures and how to insert and format shapes.

Organizing Worksheet Data with Tables and Charts

Next, we take a look at how to create and customize tables, how to insert charts and customize them to ensure data is displayed properly.

Using Pivot-Tables

Then, we will teach students how to insert PivotTables, work with PivotTable data and how to sort and filter that data.

Finalizing Workbooks

In the final lesson, we cover how to insert, edit, and delete comments. Creating and customizing additional worksheets, and some of the ways to customize the view options of each workbook are also discussed.

MICROSOFT WORD

Part 1

This course is intended to help all novice computer users get up to speed with Word quickly. We will cover different features of the interface, show users how to create a basic document, and introduce users to Word's most important tools.

By the end of this course, students should be comfortable with creating, saving, and sharing a new document. Students will also become familiar with using and customizing the Microsoft Word interface.

OUTLINE

Getting Started with Word

In the first lesson of this course, students will learn how to identify components of the Microsoft Word interface and create a document. They will learn different ways to view documents, and how to get help.

Editing a Document

Next, we introduce students to Microsoft Word's basic navigation and editing tools.

Formatting Text and Paragraphs

Character formatting, aligning text using tabs, displaying text as list items and controlling paragraph layout are covered in this lesson. In addition to these formatting tools, students will learn how to apply borders, shading, and styles to a document. The lesson wraps up with how to use the Reveal formatting task pane, clearing formatting from text and how to find and replace formatting.

Adding Tables

Students will then learn how to insert, modify and form tables. Then, how to use the Converting Text to Table and Converting Table to Text dialog boxes are covered

Managing Lists

Next, students will learn how to manage lists to present text more effectively. Sorting lists, renumbering lists, and customizing list appearance are covered.

Adding Graphics

Students will then learn how to insert symbols and special characters to a document. How to add images and media to improve a document's visual appeal is also taught.

Controlling Page Appearance

After this lesson, students should be able to add a watermark to a document, format a page using borders and colors, and add headers and footers to a document. They should also feel comfortable controlling page layout by modifying the margins, orientation, paper size, vertical alignment, and page breaks.

Proofing a Document

Next, students will learn about some of the tools on the Review tab, including spell check, the thesaurus, the translator, and word count. The Researcher, Smart Lookup, the Research Options dialog box and how to use the Accessibility Checker are also looked at.

Advanced Topics

In this final lesson, students will learn a few different ways to customize the Microsoft Word interface, set save options, and how to manage other file types.

Part 2

This intermediate-level course is designed to help users who are familiar with Word's basic features to take their skills to the next level. By the end of this course, users should be comfortable with using tools such as styles, macros, templates, mail merge, and building blocks to automate tasks. Students will also understand how to create complex documents using tables, charts, and various types of illustrations.

OUTLINE

Working with Tables and Charts

In the first lesson, students will learn about various ways to manage numerical data in Microsoft Word. We take a look at how to sort table data, control cell layout, perform calculations in a table, and how to display numerical data as a chart or equation.

Customizing Formats Using Styles and Themes

Next, we will cover how to create and modify text styles, create styles for lists and tables, and then we will apply and customize document themes.

Using Images in a Document

Students will learn all about working with images in a document in this lesson. The lesson wraps up with information on integrating pictures and text and adding supplementary items to a document, such as screenshots, videos, and captions.

Creating Custom Graphic Elements

Several other types of graphics are discussed in this lesson, including text boxes, shapes, WordArt, and SmartArt.

Inserting Content Using Quick Parts

This lesson takes a closer look at Building Blocks, particularly Quick Parts and fields.

Controlling Text Flow

The four main techniques for controlling text flow are discussed in this lesson: setting paragraph options, using section breaks, formatting text as columns, and linking text boxes.

Using Templates

Topics including creating, managing, modifying, and using template files are explored in this lesson.

Using Mail Merge

This lesson begins by discussing simple mail merge's, moves on to creating envelopes and labels, and finishes by learning how to create a data source from scratch.

Using Macros

The final lesson of this course looks at automating tasks using macros.

Part 3

This advanced Microsoft 365 course is designed to help users collaborate on documents and secure information. This course also covers techniques for creating complex documents, such as forms or documents that require reference pages.

OUTLINE

Collaborating on Documents

This lesson begins with a look at modifying user information and sharing documents. We also take a look at working with comments and comparing document changes. The lesson concludes with reviewing a document and merging document changes.

Adding Reference Marks and Notes

This lesson explores how to annotate documents with reference tools, such as captions, cross-references, bookmarks, hyperlinks, footnotes, endnotes, citations, and bibliographies.

Simplifying and Managing Long Documents

This lesson looks at ways to enhance and streamline long documents. Topics include adding cover pages; creating an index, table of contents, and ancillary tables (such as a table of authorities); managing outlines; and working with master documents and subdocuments.

Securing a Document

This lesson covers how to secure important documents, set editing restrictions, add a digital signature to a document, and restrict document access.

Forms

In this lesson, students will learn how to create, and manipulate forms. Techniques for saving and exporting form data are also covered.

Managing Document Versions

This final lesson focuses on creating, comparing, and combining document versions by using Microsoft SharePoint Server with Microsoft 365 Word.

Microsoft Word Online

Word Online is a cloud-based version of Microsoft's flagship word processor. It is part of Microsoft 365, Microsoft's cloud-based office software suite.

This course is intended to help all users get up to speed quickly with Word Online. We will cover getting started with the app, formatting text, working with images and objects, and finalizing a document.

OUTLINE

Getting Started

In the first lesson of this course, students will learn about the Word Online interface and creating a document. They will learn how to open, edit, save, share, and print documents. We also cover working with text, finding and replacing text, changing view options, and how to get help.

Formatting Text and Paragraphs

Next, we go over formatting options on the mini toolbar and the Home tab. Then, we move on to formatting text as lists, controlling paragraph layout, and using styles.

Working with Images

Students will then learn about working with images in a document, including inserting, resizing, and adjusting different types of graphics.

Inserting Objects

Next, inserting headers, footers and page numbers as well as setting their options is covered. We move on to inserting footnotes and endnotes and formatting them with the Format Options dialog box. We conclude this lesson with inserting, modifying, and formatting tables.

Finalizing Your Document

In this final lesson we will look at page layout options, customizing margins, page orientation and paper size. Students will learn how to use AutoCorrect, spelling and grammar tools, performing word counts and using the Translator. They will learn about the components of making documents accessible, using comments, and conclude with how to share and collaborate on documents.

MICROSOFT OUTLOOK

Part 1

Microsoft 365 Outlook incorporates some new features that will help make managing your email and personal information easier than ever. This course will help students get comfortable with the Microsoft 365 interface, creating and sending messages, managing contacts, using the calendar, managing tasks, and working with notes.

OUTLINE

Getting Started with Outlook 365

To begin this course, students will learn how to navigate the Outlook interface, perform basic e-mail functions, and use Outlook help (including the new Tell Me feature).

Composing Messages

This lesson covers how to create an e-mail message, check spelling and grammar, and format message content. Then, students will learn about email attachments, enhancing messages, and managing automatic message content.

Reading and Responding to Messages

Next, students will learn how to customize reading options, work with attachments, and manage message responses.

Managing Your Messages

This lesson focuses on managing messages using tags, flags, and other commands, as well as organizing messages using folders.

Managing Your Calendar

In this lesson, students will learn how to view and print the calendar, as well as how to manage appointments and meetings.

Managing Your Contacts

How to create, update, view, and organize contacts using the People workspace will be covered in this lesson.

Part 2

Part 2

This course is intended to help all users get up to speed on the different features of Outlook and to become familiar with its more advanced selection of features. We will cover how to configure advanced message options, use advanced message management options, manage activities using tasks, and calendars, manage your contacts, share your workspaces with others, manage Outlook data files, and understand email security management.

OUTLINE

Configuring Advanced Message Options

This lesson gives students a look at how to insert advanced characters and objects, how to modify message settings, properties, and options, and how to use automatic replies.

Advanced Message Management

Several topics are covered in this lesson, including how to sort, filter, organize and search messages, managing junk mail, and managing your mailbox.

Advanced Calendar and Task Management

Here, students are introduced to managing advanced calendar options, managing additional calendars, managing meeting responses, and how to assign and manage tasks.

Advanced Contact Management

This lesson takes a look at dealing with contacts and how to edit an electronic business card, manage advanced contact options, and how to forward and export contacts.

Sharing Workspaces with Others

In this lesson, students are taught how to delegate access to mail folders, how to share a calendar, and how to share contacts.

Managing Outlook Data Files

This lesson covers how to back up Outlook data files and how to change data files and account settings.

Managing E-mail Security

Email security is the focus of this topic and, how to configure e-mail message security.

Microsoft Outlook Online

Microsoft 365 Outlook Online is Microsoft's web-based email and calendar application. This course is intended to help all novice computer users quickly get up to speed with Outlook Online.

By the end of this course, students should be comfortable using Outlook Online in their day-to-day workflow. Key learning areas will include creating and sending messages, managing contacts, using the calendar, and managing tasks.

OUTLINE

Getting Started

In the first lesson students will learn how to get started with Microsoft Outlook Online. We cover logging in, using the interface, the purpose of each workspace, and how to customize some of Outlook's most common features. They will also learn how to view and manage email messages.

Working with Email Messages

Next, we cover email messages, from creating and responding to them, to managing the messages you receive.

Organizing Email

Students will learn how to organize the email they receive. They should feel comfortable using folders, categories, view settings, and Outlook tools to manage their email messages.

Using the Calendar Workspace

Next, we learn about the Calendar workspace and how to use the workspace's features. This will include creating simple and complex events, using the Event window, modifying events, as well as how to share your calendar, and view and manage other calendars.

Using the People Workspace

This topic introduces the People workspace. Students will learn how to create and manage contacts and contact lists, and how to customize the People workspace to suit their workflow.

Using the Microsoft To Do Workspace

The final lesson explores the To Do workspace and how to view, create and manage tasks.

MICROSOFT POWERPOINT

Part 1

PowerPoint is Microsoft's powerful and easy-to-use presentation program. This version of PowerPoint incorporates some new features in an effort to make collaboration and production as easy as possible.

This course is intended to help all novice computer users get up to speed with PowerPoint quickly. We will cover different features of the interface; show users how to create, save, and present a basic presentation; cover the basics of formatting; and discuss how to add multimedia to a presentation.

OUTLINE

Getting Started with PowerPoint

Students will learn how to navigate the PowerPoint environment, create and save a PowerPoint presentation, and use PowerPoint help.

Developing a PowerPoint Presentation

This lesson covers the key steps in developing a PowerPoint presentation: selecting a presentation type, building the presentation itself, laying out the presentation, editing text, and viewing and navigating the presentation.

Performing Advanced Text Editing

This lesson provides techniques for formatting characters, paragraphs, and text boxes.

Adding Graphical Elements to Your Presentation

Students will learn how to add images, screenshots, screen recordings, shapes, and WordArt to a presentation.

Modifying Objects in Your Presentation

Topics covered in this lesson include how to edit, format, group, and arrange objects. Students will also be introduced to PowerPoint's animation features.

Adding Tables to Your Presentation

This lesson focuses on how to create and format a table. Ways to add data from other Microsoft 365 applications are also discussed.

Adding Charts to Your Presentation

Next, students will learn how to create, format, and manipulate a chart. The lesson will conclude with a brief look at inserting a chart from Microsoft Excel.

Preparing to Deliver Your Presentation

In this final lesson, students will learn how to review, print, and deliver a presentation. Techniques for applying transitions to slides will also be covered.

Part 2

Welcome to the second part of our Microsoft 365 PowerPoint courseware. This version of PowerPoint incorporates some new features and connectivity options in an effort to make collaboration and production as easy as possible.

This course is intended to help all users get up to speed on many of the different features found in PowerPoint and to become familiar with its more advanced selection of features. We will cover how to change the PowerPoint environment, create customized design templates, work with SmartArt, add media and customized animations, collaborate on presentations, customize slide shows, and more.

OUTLINE

Modifying the PowerPoint Environment

This lesson gives students a look at the PowerPoint environment and how to modify it. They will learn how to customize the user interface and how to set options.

Customizing Design Templates

Making the most of the customizability of PowerPoint is the focus of this lesson, templates in particular. This lesson gives your students a look at how to create and manage sections, modify slide masters and slide layouts, add headers and footers, and modify the notes master and the handout master.

Adding SmartArt to a Presentation

SmartArt can add so much to any presentation and help bring it to life. This lesson shows your students how to create and modify SmartArt.

Working with Media and Animations

Media and animations are items that can be used to enhance presentations. This lesson looks at how students can add audio and video to a presentation and how to customize animations and transitions.

Collaborating on a Presentation

Sometimes a presentation is the work of many hands and this lesson covers some of the collaboration tools and how they can be used to review a presentation in a collaborative manner. Students are also shown how to add comments to a presentation, and how to store and share presentations on the web.

Customizing a Slide Show

Here's where your students get a better grip on how to customize their slide shows. This lesson covers how to: annotate a presentation, set up a slide show, create a custom slide show, add hyperlinks and action buttons, and record a presentation.

Securing and Distributing a Presentation

This course wraps up with the security and distribution of a presentation. Students will learn how to secure a presentation, present a slide show online, and about different exporting options for their presentations.

Microsoft PowerPoint Online

PowerPoint Online is a cloud-based version of Microsoft's presentation software. It is part of Microsoft 365, Microsoft's cloud-based product offering.

This course is intended to help all users get up to speed quickly with PowerPoint Online. We will cover getting started with the app; creating and delivering a simple presentation; using formatting and editing tools; adding images, shapes, tables, and SmartArt; and finalizing a presentation.

OUTLINE

Getting Started

In the first lesson, students will learn how to log in to Office 365 and launch PowerPoint Online and identify the components of the interface. We also cover how to create, edit, and view presentations, and how to use the help tools to answer any questions.

Developing a PowerPoint Presentation

Next, we start to build the framework and add content using basic editing tools. Formatting options for text and paragraphs are also explored.

Working with Images and Shapes

This section goes over how to add shapes, text boxes, symbols, pictures, and videos to a presentation and also how to modify them.

Working with SmartArt

Inserting SmartArt is covered here as well as how to modify and customize it in your presentation.

Working with Tables

In this lesson, we will show you how to create a basic table and add data to it. We will take a closer look at common editing tasks and formatting tools available for tables to customize their appearance.

Finishing Your Presentation

In the final lesson you will learn how to apply animations and transitions. You will also work with a variety of design options to help take your slide shows to the next level as well as how to add comments and share and edit presentations with others.

MICROSOFT ONE-NOTE

Single Level

OneNote 365 Online is Microsoft's cloud-based note-taking and organizational application. OneNote Online includes familiar Office features (such as the ability to add different types of content to a notebook), as well as unique note-taking options, such as handwriting and inking features).

OUTLINE

Getting Started

The first lesson teaches students how to launch OneNote Online and identify components of the interface. Opening and creating notebooks is covered as well as how to manage pages and sections. The lesson concludes with taking a look at OneNote's Online printing and viewing tools.

Working with Notes, Part One

Next, formatting tools, including styles and the Format Painter are covered. Adding images, tables, and other elements such as audio, files and links are also covered.

Working with Notes, Part Two

In this lesson, students will learn about some of the features and tools used to help categorize information. We explore the ways in which you can use OneNote to record handwritten input as well as text highlighting tools.

Finalizing a Notebook

In this final lesson, proofing tools, sharing notebooks, and working with different notebook versions are covered.

MICROSOFT PUBLISHER

Single Level

365 Publisher is Microsoft's desktop publishing program that is designed to give individuals and small to medium-sized businesses the ability to quickly and easily create publications for both print and the web.

This course is intended to help all novice computer users get up to speed with Publisher quickly. We will cover different features of the interface, show users how to create a publication, cover some basic publication tasks, discuss how to manage graphics in Publisher, and show how to prepare a publication for printing and electronic sharing.

OUTLINE

Getting Started with Microsoft 365 Publisher

This lesson guides students in an exploration of the interface. They will learn how to customize the interface and create a simple publication.

Adding Content to a Publication

In this lesson, students are shown how to add text to a publication, control the display of content in text boxes and use guides and building blocks.

Formatting Text in a Publication

How to format paragraphs and text, apply paragraph styles, and apply schemes are the skills students will learn here.

Editing Text in a Publication

Over the course of this lesson students will pick up the skills that will allow them to edit text in a publication, present content in tables, and insert symbols and special characters.

Inserting and Formatting Publication Graphics

Here, students are shown how to add graphical objects to a publication and manipulate the appearance of pictures.

Preparing a Publication for Printing and Sharing

The final lesson of the course looks at how to save a publication, run the Design Checker, preview and print a publication, and share a publication.

MICROSOFT WINDOWS, MAXIMIZING YOUR OPERATING SYSTEM

Part 1

Welcome to our courseware for Windows, the latest iteration of Microsoft's widely used Windows operating system. This new version of Windows incorporates hundreds of new features as well as improvements to existing ones.

This course is intended to help both novice and experienced users become familiar with the many changes that have been made to Windows with this release. This manual will also help users who have previous Windows experience to become more familiar with the new user interface.

OUTLINE

Getting to Know PC's and the Windows User Interface

The first lesson of this course will identify the components of a personal computer. Students will learn how to sign into Windows 11, navigate the desktop, and explore the Start menu.

Using Microsoft Store Apps and Navigation Features

This lesson begins with how to multitask with apps, search your computer, and view notifications. Then, students will learn about Microsoft Store apps and Windows 11 navigation techniques.

Working with Desktop Applications

Next, working with desktop windows, managing files and folders with File Explorer, and creating files with desktop applications will be covered.

Using Microsoft Edge

In this lesson, students will learn how to navigate the user interface of Microsoft Edge. It also covers browsing the web, managing tabs, and modifying Microsoft Edge options.

Customizing the Windows Environment

Students will learn how to change basic Windows settings, customize the Lock screen, and personalize the desktop.

Using Windows Security Features

The final lesson will teach students how to configure passwords, use Windows Security, and store and share files with OneDrive.

Part 2

This course is intended to help both novice and experienced users become familiar with the many changes that have been made to Windows. Specifically, this manual will help users who have little to no experience in customizing Windows 11, as well as those who are not familiar with Windows default applications. By the end of this course, users should be comfortable modifying Windows settings, managing user accounts, working with default apps, managing devices, managing networks, and securing system data.

OUTLINE

Working with Windows

The first lesson of this course teaches students about various display settings in Windows 11, virtual desktops and how to work with them, and how to manage apps that have been installed on a PC.

Configuring User Accounts

This lesson covers creating new user accounts, modifying them, and deleting them. We also go over family safety features that Windows 11 has to offer.

Working with Apps in Windows

Next, students will learn how to configure and use both the Mail and Calendar apps. How to use the webcam with the Camera app, and how to use the Media Player, Films & TV, and Xbox apps to have fun with your PC are also covered.

Working with Devices

Students will learn how to how to work with devices and printers in Windows 11. Modifying mouse, pen, and AutoPlay settings are also covered.

Managing Networks

This lesson explains how networks operate within Windows 11, basic networking concepts, viewing network information, and sharing information with your network.

Securing System Data

Ways that you can secure your system, the concept of File History and how to enable it, and various system recovery methods are covered in this lesson, as well as checking for Windows updates and using Windows Security to keep your PC safe.

Configuring System Settings

In this final lesson, we will take a closer look at viewing system information, using the Task Manager, optimizing power consumption, and troubleshooting problems.

Communication and Public Speaking Skills

BODY LANGUAGE: READING BODY LANGUAGE AS A SALES TOOL

Body language can make or break our efforts to establish long, trusting relationships. Our body language can help to reinforce and add credibility to what we say, or it can contradict our words. Understanding what signals you are sending, as well as being able to read the signals that your clients send, is an essential skill in sales and throughout our lives. What is your body language saying about you? Find out in this one-day workshop!

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Body Language

To begin, participants will explore what body language means and how it can make a difference in our relationships with others. Participants will also brainstorm body language that can be related to trust and likeability.

Give Me Some Space!

This session will explore the concept of personal space and what distance is appropriate for professional discussions. Participants will also get a good understanding of appropriate space through an exercise.

What Is Your Face Saying?

Next, participants will learn about the different aspects of facial expressions, including smiles, head position, eye signals, and micro expressions.

What Is Your Body Saying?

In this session, participants will examine the meaning of gestures and learn how to use their hands to emphasize what they say. The position of hands, feet, legs, and arms will all be discussed.

Pre-Assignment Review

Next, participants will discuss their pre-assignment, which asked them to study humans in their natural environment.

Building Rapport

This session will explore some principles from neuro-linguistic programming to help participants understand and evaluate body language. Topics will include rapport, matching, mirroring, leading, and pacing.

Monitoring Your Posture

Good posture sends a likeability signal and a confident message. This session will help you get started on the road to good posture.

Dressing Up

Next, participants will learn why dress is so important and how they can use their wardrobe to help send a positive, professional message.

Shaking Hands

Developing a professional handshake is one of the most valuable business skills that a person can cultivate. This session will explore the factors of a good handshake, offer alternatives for when a handshake is not appropriate, and give participants a chance to practice a winning introduction.

How Are You Doing?

To wrap up the course, participants will role play a sales scenario and use their body language to make a specific impression.

COMMUNICATIONS FOR SMALL BUSINESS OWNERS (TWO-DAY)

Communication between individuals is a two-way street, but communication between a small business and its customers is a multi-lane highway. Navigate this highway successfully and you increase customer numbers and profits. Set out on this highway unaware, ill-prepared, or unconvinced of its importance, and you will lose ground to your competitors.

This is a two-day course to introduce and reinforce the essential components of written communication that will connect you with existing and potential customers. If you are new to the communications highway, this course will provide the foundation for future development. If your company has some communications expertise, this course will help you strengthen and polish your essential components.

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Key Communication Components

To start the course, participants will learn what business communication is all about. They will also review their pre-assignment.

The Building Blocks

Your communications plan should be linked with your organization's other key plans (such as marketing, expansion, and succession). In turn, these plans should be based on your company's mission, vision, and values. This session will explore all of these elements as they relate to the communication plan. Elevator pitches and executive summaries will also be covered.

Your Communications Plan

In this session, participants will learn about the three steps for building a communications plan: selecting the destination, choosing a route, and establishing a vehicle. Setting up an approval process and inbound vs. outbound marketing will also be covered.

The Five C's of a Successful Message

Next, participants will learn about the five C's of a successful message: clear, concise, complete, correct, and compelling.

Communication Strategies

To wrap up the first day, participants will learn two strategies that can help them increase their communications success: goal setting and core messages.

Sharing Information Through Media Releases

This session will teach participants how to create a good media release.

Communicating Online

Next, participants will learn how to use blogs and social media to communicate their message.

Using Stories to Communicate

In this session, participants will learn about the power of storytelling in communication.

Polishers and Time Savers

This session will show participants how to use communication fact sheets and the three R's to make their communications process more efficient and accurate.

Enhancing Your Results

Next, participants will learn how to boost their results with techniques such as search engine optimization, analytics, and SWOT analysis.

Maintaining Your Message in Crisis

To wrap things up, participants will take a brief look at communicating during crisis situations.

COMMUNICATION STRATEGIES (TWO-DAY COURSE)

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ENGLISH AS A SECOND LANGUAGE: A WORKPLACE COMMUNICATIONS PRIMER

People who are learning English as a second language should be aware that even native English speakers can misunderstand the meaning and intent of communication in the workplace.

Employees with intermediate competency in English as their second language will gain the most from this course.

This one-day workshop will help you teach participants to:

- Understand workplace communication needs, and remedy deficiencies in their proficiencies.
- Recognize how culture and the workplace affects communication, and how to work within that framework.
- Learn and practice effective oral and written communication, including email and videoconferencing.
- Construct an Individual Action Plan to continue personal growth and skills development.

OUTLINE

Course Overview

The first part of the day will be spent getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Self Awareness – Skills of Self and Others

You first must be aware of what constitutes effective communication and develop an understanding of your own skill levels. In this session, language benchmarks and learner-centeredness levels will be covered.

Words and Positive Workplace Culture

Meaning is conveyed by word choice and tone. You will explore how words are the major influence in written communication, and tone takes the lead in oral conversations.

productive Conversations

Understanding feelings and behavior in yourself and others, and using the right words, are crucial to conveying your message. Improving your abilities in in both these areas is the goal of this session.

Telephone/Videoconferencing

Telephones are still important in workplace communication. Videoconferencing offers unique benefits and challenges. This session will help you get your meaning across, while creating good impressions.

Wordsmith's Toolbox

Welcome to the famously challenging world of English grammar. This session will help you craft words into sentences that are clear in meaning and intent.

Putting Words to Work

Good communication builds good relationships, and, like all things worthwhile, requires knowledge, ability, and practice. Writing emails, developing proposals, and selling yourself are covered in this session.

Individual Action Planning

Clear intentions and detailed planning can pave the way towards accomplishing what you want in life. This last session offers guidance on developing an Individual Action Plan.

EMAIL, PROFESSIONAL COMMUNICATION FOR THE WORKPLACE

Please contact for class details.

FEEDBACK, GIVING IT EFFECTIVELY

As human beings, we often hunger for feedback. However, many people will tell you that when they do get feedback, it's often because of something they have done wrong. This one-day course is designed to help workplace leaders learn how to provide feedback any time that the message is due. Whether feedback is formal or informal, and whether it is provided to employees, peers, or someone else, there are ways that it can be structured to be effective and lasting.

This course will help participants learn why the way we deliver feedback is important, how to deliver a message so that people accept it and make changes that may be needed, and how to accept feedback that we are offered.

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Definitions

To start, participants will learn some key terms about feedback. They will also explore some situations where different kinds of feedback would be needed.

Speaking Clearly

When providing feedback, you want to make sure that people are hearing what it is that you are saying. This session will help participants make sure that the language that they use is descriptive and clear. Techniques for staying neutral will also be discussed.

Communication Strategies

This session will help participants improve communication skills that are essential to giving good feedback, including questioning techniques, probing tools, and ways to manage their non-verbal messages.

Characteristics of Effective Feedback

Next, participants will learn about the six characteristics of effective feedback. We will also share a framework for formal and informal feedback discussions. Participants will then apply their new skills to a case study and to examples from their own lives.

Receiving Feedback Graciously

Sometimes giving feedback is easier than receiving it! This session will give participants some ways to receive feedback in a gracious manner.

Testing the Waters

The final session of this course will give participants some hands-on practice in giving and receiving feedback.

INFLUENCE AND PERSUASION

When we talk about influence and persuasion, we often talk about marketing and sales. However, we influence each other in many ways and with great frequency. If you want a raise, sometimes you need to persuade your boss. If you want to convince your team to adopt a change, help your staff make choices, or choose the best place for lunch, there is often influencing taking place. This workshop will help participants learn how to influence and persuade people in a variety of areas.

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Understanding Persuasion

To begin, participants will explore the differences between persuasion, influence, and manipulation. They will also review the answers to the pre-assignment.

Preparing to Persuade

Next, participants will learn how to customize their approach to persuasion. Topics include pushing versus pulling, communicating with confidence, planning the conversation, and suspending their frame of reference.

Getting Off on the Right Foot

In this session, students will learn about some techniques (such as building rapport, matching, mirroring, pacing, and leading) that can help them speak persuasively.

Presentation Strategies

This session will give participants a framework for building a persuasive presentation of any length. They will also get some hands-on practice in speaking persuasively.

Using Stories to Persuade

This session will give participants some ways to make the most of humanity's social nature and love for stories. They will also have an opportunity to practice storytelling.

Using Neuro Linguistic Programming

The final part of this course will introduce students to the art of neuro linguistic programming. They will also have an opportunity to explore how it can benefit their influencing toolkit.

LISTENING ACTIVELY

Communication skills are at the heart of everything we do each day, whether at home, at work, or at play. Active listening encompasses the best of communication, including listening to what others are saying, processing the information, and responding to it in order to clarify and elicit more information. This one-day workshop will help participants develop and practice their active listening skills.

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Defining Active Listening

To begin, participants will learn what active listening is all about. They will also consider the characteristics of good listeners, get some tips for active listening, and review their pre-assignment.

Body Language Basics

In this session, participants will learn why body language is so important when communicating. They will also consider positive and negative body language messages.

Attitude is Everything!

Next, participants will learn about sympathy, empathy, positive intent, frame of reference, reframing, focus, and being genuine.

Encouraging Conversation

Participants will learn how to use questions, probing tools, and paraphrasing to encourage others to speak. Participants will also learn about the communication process and the ladder of inference.

Building Relationships

This session will give participants some tips on building rapport and finding common ground. We will also share some neuro linguistic programming tips.

Getting Over Listening Roadblocks

To wrap things up, participants will explore common listening problems and consider some solutions.

NEGOTIATING FOR RESULTS (TWO DAY)

Negotiating is about resolving differences. People who can master the process of negotiation find they can save time and money, develop a higher degree of satisfaction with outcomes at home and at work, and earn greater respect in their communities when they understand how to negotiate well.

Negotiating is a fundamental fact of life. Whether you are working on a project or fulfilling support duties, this workshop will provide you with a basic comfort level to negotiate in any situation. This interactive workshop includes techniques to promote effective communication and gives you techniques for turning face-to-face confrontation into side-by-side problem solving.

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

What is Negotiation?

To begin, participants will explore the different types of negotiation (including positional bargaining) and the phases of negotiation.

The Successful Negotiator

Next, participants will explore key attributes of a successful negotiator.

Preparing for Negotiation

During this session, participants will learn the elements of preparing for negotiation: identifying your fears and hot buttons; doing research into your issues and the opponent's issues; and preparing your WAP, BATNA, WATNA, and ZOPA.

The Nuts and Bolts

This session will give participants some tips on preparing their documentation and choosing a place for the negotiation.

Making the Right Impression

Next, participants will learn the importance of self-presentation during the negotiation, including small talk, attire, first impressions, and their handshake.

Getting Off to a Good Start

During this session, participants will explore how to establish common ground and how to use ground rules.

Exchanging Information

This session will look at how to exchange information and what to do if the negotiation gets off to a bad start.

The Bargaining Stage

Participants will learn six techniques for negotiating success. They will also have an opportunity to practice and observe these techniques through a role play.

Reaching Mutual Gain

Next, participants will learn about four obstacles to mutual gain and how to turn them into negotiation advantages.

Moving Beyond No

This session will look at ways to get past no and how to break an impasse, so that you can get to "yes."

Dealing with Negative Emotions

During this session, participants will explore some ways to deal with negative behaviors during a negotiation.

Moving from Bargaining to Closing

Next, participants will learn how to tell when it's time to move from the bargaining phase to the closing phase.

Solution Types

This session will discuss ways to build win-win solutions, achieve a sustainable agreement, and reach consensus.

PRESENTATIONS, IN 10-MINUTE

Presentations, whether in person or via video interface, remain a primary means of building business relationships and partnerships that will sustain and grow your company. In the filled calendars of busy customers and investors, time is literally money. In 10-Minute Presentations, you will learn how to craft and polish an engaging, professional presentation that shares your message and call to action swiftly and clearly. This will maximize your impact, conversions and productivity.

OUTLINE

This one-day workshop will help you teach participants how to:

- Know and use essentials of a good presentation
- Choose platforms that enhance your message and reach
- Set goals and timelines for your presentation
- Create engaging narrative from outline through final draft
- Edit and polish your presentation
- Offer and receive peer review
- Develop best practices for future presentations

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Presentation Wish List

In this session, you will view the presentation process through the eyes of the presenter, and also through the lens of the audience. You will discuss similarities and differences in what presenters and audiences want and need, and use that information to begin planning your presentation.

Choosing the Platform

Next, you will determine the preferred venue for your presentation: in person or virtual. Discussion will include how to make the best of your venue, tools/equipment required and essential presentation skills

Outlines and Touchstones

Next, you will build an outline for your presentation. You will review goal setting to support your outline and target setting to determine if your presentation is successful.

Drafting Your Presentation

Next, you will create your presentation, adding narrative and creating visuals to enhance your outline. You will check in to ensure your draft aligns with your theme, takeaways and platform.

Polishing Your Presentation

Next, your draft will be reviewed and refined, first by you and then by your peers. You will be both presenter and peer reviewer, again seeing your finished presentation through your eyes as presenter and the lens of the audience.

Plan for Success

In the final session, you will review best practices from your presentation experience and set down a plan to guide your future presentations.

PUBLIC SPEAKING: PRESENTATION SURVIVAL SCHOOL (TWO DAY)

A great presenter has two notable qualities: appropriate skills and personal confidence. Confidence comes from knowing what you want to say and being comfortable with your communication skills. In this two-day workshop, participants will master the skills that will make them a better speaker and presenter.

This workshop will help you teach participants how to:

- Establish rapport with their audience
- Learn techniques to reduce nervousness and fear
- Understand their strengths as a presenter and how to appeal to different types of people
- Recognize how visual aids can create impact and attention
- Develop techniques to create a professional presence
- Prepare and organize information
- Prepare, practice, and deliver a short presentation

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Communication

To begin, participants will explore key communication skills, including how to start and end a conversation.

Stop! Check Your Mouth!

Next, participants will learn about characteristics that can make or break the audience's impression of a speaker, including volume, clichés, slang, diction, jargon, and tact (or lack thereof).

What is Your Type? How About Mine?

During this session, participants will explore their personality type and what it means for them as a speaker.

Positive Self-Talk

In this session, participants will learn how to build their self-confidence – a key skill for any public speaker.

Rapport

This session will explore the idea of rapport and how it can help build relationships.

Maximizing Meetings

Meetings are a central part of communication and cooperation within any organization. This session will give participants some ways to successfully prepare for and present at any meeting.

Body Language

During this session, participants will learn some ways to make sure their body language is sending the right message.

Sticky Situations

This session will give participants tools to deal with uncomfortable situations.

I Can Just Send an E-mail, Right?

Next, participants will explore the value of oral presentations.

Overcoming Nervousness

Then, we will look at some suggestions for handling nervousness.

The Five S's

Participants will learn about the five S's of a good presentation: significance, scenario, solutions, segue, and suggestions.

Start Writing!

This session will focus on the nuts and bolts of creating a presentation.

Audience Profile

Next, participants will look the value of audience profiles.

Your Speaking Voice

Tis session will look at the eight key parts of a presenter's message.

Add Punch to Your Presentation

There are many types of visual aids. We will provide an overview of, and tips for, the most common visuals during this session.

Your Presentation

To wrap things up, participants will prepare and give a short presentation. Participants will evaluate each other and provide constructive feedback.

PUBLIC SPEAKING: SPEAKING UNDER PRESSURE (TWO DAY)

This workshop has been designed for those in positions where they must speak in front of audiences that are hostile or demanding. This material is also suitable for those who are relatively new speakers who want some encouragement to speak up in meetings or who want some training before they begin making presentations on behalf of an organization.

Speaking under pressure, or thinking on your feet, means being able to quickly organize your thoughts and ideas, and then being able to convey them meaningfully to your audience to modify their attitudes or behavior. It applies to formal speeches as well as to everyday business situations.

Speaking under pressure requires presence of mind, goal orientation, adaptation, and judgment. It also requires differentiating between oral and written communication.

This two-day course is aimed at improving your skills and learning some new techniques that will give you the persuasive edge when you are making a presentation, fielding difficult questions, or presenting complex information.

OUTLINE

Getting Started

To begin, participants will explore what speaking under pressure is. Participants will also learn an easy way to structure any presentation.

Planning

This session will offer participants seven easy ways to better prepare for a presentation – even if the time, date, or topic is not known.

Force Field Analysis

Next, participants will learn about a structured method of looking at two opposing forces acting on a situation.

Understanding Your Audience

During this session, participants will explore a three-phase needs approach and the idea of common ground. Participants will also practice creating an audience profile.

Controlling Your Jitters

This session will focus on how to make the most of stage fright.

Making Your Listener Hear You

During this session, participants will explore what makes listeners tune in or out in a large group discussion.

Key Themes

To wrap up the first day, participants will learn what a key theme is, how to create one, and how to distill it into a key sentence. Participants will also be given a small homework assignment.

Key Sentences

To begin the second day, participants will wrap up the discussion about key themes. Participants will share their homework assignment.

Structuring Ideas

This session will explore the idea of using three key points for a presentation. Participants will also share some tips for sending a memorable message.

Organization Methods

Next, participants will learn some different ways to organize the information in the body of their message.

Interacting with the Audience

During this session, participants will take a close look at positive and negative body messages.

Practice Makes Perfect

Participants will practice answering a question, and applying what they have learned so far.

Beginnings and Endings

This session will provide participants with some ways to create strong beginnings and endings.

Expanding Your Presentation

So far, this workshop has focused on small presentations. This session will give participants some tips on fleshing out those small presentations should they be required to present something longer than just a few minutes.

Presentations

To conclude the workshop, participants will prepare and present a short five-minute speech. Participants will also evaluate each other.

RELATIONSHIPS FOR SUCCESS IN SALES, BUILDING THEM

No one questions that making friends is a good thing. In this workshop, participants will discover that the business of business is making friends, and the business of all sales professionals is making friends and building relationships. Strategic friendships will make or break any business, no matter how big and no matter what kind of market.

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Focusing on Your Customer

To begin, participants will learn what consultative selling (or customer-focused sales) is all about. Participants will also explore the efforts vs. results matrix, and what activities can generate the biggest results for them.

What Influences People in Forming Relationships?

There are seven main things that influence people in forming relationships. During this session, we will cover what those influences are and how participants can ensure they are a positive factor in your relationships.

Disclosure

Joe Luft and Harry Ingraham developed the Johari Window, a way of looking at our self-awareness and our ability to ask feedback of others. We will look at the Johari Window in detail during this session, and how disclosure can help build good relationships.

How to Win Friends and Influence People

One of the most popular books ever written was Dale Carnegie's *How to Win Friends and Influence People*. We will spend this session looking at some of its tips.

Communication Skills for Relationship Selling

The two most basic elements of good communication are asking questions and listening to others. We will cover both skills in depth during this session.

Non-Verbal Messages

Did you know that your words convey only 7% of your message? We'll discuss what the other 93% is made up of, and how participants can ensure that your body is sending the same message as your words.

Managing the Mingling

During this session, we will discuss some tips on mingling, including ways to remember peoples' names.

The Handshake

During the important first few minutes of a new relationship, a handshake is usually the only body contact between two people. We will discuss and demonstrate the five key elements of a good handshake.

Small Talk

Being able to small-talk successfully is one of the most crucial skills a businessperson can develop, but it's also one of the hardest. We'll discuss some basic do's and don'ts of small talk.

Networking

Once you have started a network of business associates, how do you organize your contacts? We will answer this question to wrap up the day.

SPEAKING IN PUBLIC, CONQUERING YOUR FEAR

Course Outline

Do you get nervous when presenting at company meetings? Do you find it hard to make conversation at gatherings and social events? Do you lock up in awkward social situations? If so, this one day workshop is just for you! It is aimed at anybody who wants to improve their speaking skills in informal situations. We will give you the confidence and the skills to interact with others, to speak in informal situations, and to present in front of small groups.

During this workshop, participants will learn to:

- Speak with more confidence in one-on-one conversations
- Feel more confident speaking socially or small groups such as meetings
- Practice developing these skills in a safe and supportive setting

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Good Communication Skills

To begin, participants will share communication opportunities that they feel they have missed in the past few weeks. Then, participants will explore barriers to communication and possible solutions.

Interpersonal Skills

This session will look at two key interpersonal skills: asking questions and listening.

Getting Comfortable in Conversation

Next, participants will learn about and practice the four levels of conversation.

Practicing Dialogue

This session will wrap up everything participants have learned so far into one exercise.

Re-Designing Yourself for Strength

During this session, participants will learn about the seven components of a good speaker.

Professionalism

This session will focus on presenting a professional image.

Maximizing Meetings

Next, participants will discuss 15 ways to make the most of meetings.

Sticky Situations

This session will give participants an opportunity to identify situations that they have difficulty with and to brainstorm some solutions.

Controlling Nervousness

During this session, participants will learn some ways to control physical and mental nervousness.

Tell Me a Story

To wrap up the day, participants will make a small, impromptu presentation.

WRITING, FOR BUSINESS

In writing, it is important to make sure your message is easy to understand, that you have included all the necessary information, and that the points are expressed clearly.

In business writing, it is also essential to convey information in a professional and courteous manner using proper formatting. Learn how to perfect your business writing in this one-day workshop.

While there are many types of business writing, this workshop will provide tools to write effective memos, emails, and letters, as well as briefly touch on reports and proposals.

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

The 4 C's: Clear, Concise, Complete, and Correct

Good writing must be clear, concise, complete, and correct. In this session, learn how to write with these principles in mind.

Manners and Courtesy

Courtesy is an important part of good business writing. During this session, participants will learn ways to make their writing respectful and polite.

Writing Memos

Memos are another challenge that many writers face. Participants will look at parts of a memo and complete a fun exercise.

Writing Effective E-mails

Mostly everyone today uses email to communicate at work and at home. This session will give participants some tips on writing effective emails and managing email.

Reports and Proposals

Reports and proposals are two important types of business writing. In this session, an overview of the steps involved with writing these pieces is presented.

Writing Business Letters

This session reviews the steps for writing a business letter, types of letters, and the parts of a business letter. Participants then examine samples of business letters to determine the type and the parts of each letter.

Readability Index

The readability index determines the difficulty level of a written piece. Participants will apply the index to a sample and to their own work.

Proofreading

Participants learn about checking the grammar, spelling and punctuation in their written pieces, and then review their pre-assignment.

Reviewing Your Writing

In this session, participants complete a final review of their piece of writing.

WRITING, THE FUNDAMENTALS

Communication skills are at the heart of everything we do each day, whether at home, at work, or at play. Active listening encompasses the best of communication, including listening to what others are saying, processing the information, and responding to it in order to clarify and elicit more information. This one-day workshop will help participants develop and practice their active listening skills.

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Defining Active Listening

To begin, participants will learn what active listening is all about. They will also consider the characteristics of good listeners, get some tips for active listening, and review their pre-assignment.

Body Language Basics

In this session, participants will learn why body language is so important when communicating. They will also consider positive and negative body language messages.

Attitude is Everything!

Next, participants will learn about sympathy, empathy, positive intent, frame of reference, reframing, focus, and being genuine.

Encouraging Conversation

Participants will learn how to use questions, probing tools, and paraphrasing to encourage others to speak. Participants will also learn about the communication process and the ladder of inference.

Building Relationships

This session will give participants some tips on building rapport and finding common ground. We will also share some neuro linguistic programming tips.

Getting Over Listening Roadblocks

To wrap things up, participants will explore common listening problems and consider some solutions.

WRITING REPORTS AND PROPOSALS

It is essential to understand how to write reports and proposals that get read. We write reports in a range of formats and for a variety of purposes. Whether writing a product analysis, inventory account, feasibility study, or something else, report writing is a skill that will be used again and again.

Having a method to prepare these documents will help you be as efficient as possible with the task. This course will build on a solid base of writing skills to present information in formal, informal, and proposal styles.

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

The Stages of Report Writing

This session will introduce the four stages of report writing: investigating, planning, writing, and revising.

The First Stage – Investigating

The first step is to gather the information for a report. This session will give participants some guidelines to ensure that what they gather is accurate.

The Second Stage – Planning

Next, participants will learn how to plan a report based on information gathered during the first stage.

The Third Stage – Writing

This session will provide participants with some ways to ensure that their writing is clear, concise, complete, and correct.

The Fourth Stage – Revising

In this session, participants will learn about the importance of revision, including spelling and grammar checks.

Using Headings

This session will provide a brief introduction to organizing a report.

Charts and Graphs

Next, participants will learn the right way to add charts and graphs to their report.

The Proposal

During this session, participants will learn how writing a proposal is different from writing a report. Participants will also review the 10 steps to successful proposal writing.

Persuasion

This session will look at finishing touches for a report, including steps in the persuasion process, how to design a message, and how to deal with tough questions.

Practical Application

To summarize all that they have learned, participants will edit their classmates' work.

Giving Credit

This final session will focus on documentation methods and styles.

WRITING SKILLS, ADVANCED

This is a one-day workshop for those who already are good writers. Our time will be devoted to writing letters of recommendation, of persuasion, of refusal, or of action, that reflect current word usage and up-to-date formats. You can also learn some basics about online writing.

OUTLINE

This workshop will help you teach participants how to:

- Make their writing clear, complete, concise, and correct.
- Improve sentence construction and paragraph development.
- Deal with specific business requests.
- Thoroughly document sources that they use in their writing.

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

The Cs of Writing

All writing should be clear, concise, complete, and correct. We will look at each of these elements in detail during this session.

Writing Mechanics

In this session, participants will take a close look at the proper length of paragraphs, what a paragraph should contain, and how to order paragraphs.

Hospitality and Customer Service Training

CONFLICT RESOLUTION

Many people see conflict as a negative experience. In fact, conflict is a necessary part of our personal growth and development.

Conflict becomes an issue when the people involved cannot work through it. They become engaged in a battle that does not result in growth. When this type of conflict arises, negative energy can result, causing hurt feelings and damaged relationships.

This course will give you the tools that will help you resolve conflict successfully and produce a win-win outcome.

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Defining Conflict

In this session, participants will define conflict and have a chance to explore some assumptions about conflict and the positives and negatives of conflict.

Types and Stages of Conflict

Next, participants will look at three main types of conflict: inner, interpersonal, and group. Then the stages that one goes through when conflict is experienced will be examined, which explains how conflict can escalate.

Self-Awareness

In this session, participants will review their pre-assignment and complete a case study to help learn how to apply the concept of self-disclosure. Participants will also look at their own styles for conflict resolution.

How To Get Along with Co-Workers

Next, participants will look at things they can do to help get along with the people they work with, and perhaps avoid conflict.

The Role of Communication in Conflict Resolution

In this session, participants will look at the communication chain as well as barriers that can impede communication. They will also learn about the concept of positive intent.

Communication Skills

Next, participants will learn about communication skills that can assist in preventing conflict from occurring, and that can also be used to help with resolving conflict if it does occur.

Conflict Outcomes

In this session, participants will explore three different outcomes of conflict and the conflict management strategies that achieve those outcomes.

Conflict Resolution

This session will look at a few processes that can be used to identify and resolve conflict, and then practice using some of the skills they have learned for dealing with conflict.

CUSTOMER RELATIONS MANAGEMENT

This one-day course will help you introduce the different facets of Customer Relationship Management (CRM) to participants. It will also help you teach them how to identify who their customers really are, analyze the key components of CRM, and understand how it integrates within an organization.

This course will help you teach participants how to:

- Demonstrate an understanding of the terms and benefits of CRM on a company's bottom line
- Analyze the different components of a CRM plan
- Develop a checklist for readiness and success in CRM
- Describe how CRM creates value for organizations and customers
- Consider developmental roles that have the greatest impact on CRM

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Customer Relationship Management

To begin, participants will look at what CRM programs they are involved in and how these programs have affected their lives. Participants will also explore the meaning of CRM and its potential value.

What CRM Is and Who It Serves

Next, participants will look at different types of CRM programs and the needs they can serve.

Checklist for Success

This session will explore evaluation metrics and privacy issues.

Requirement Driven Product Selection

During this session, participants will look at the Requirement Driven Product Selection process. This process requires defining the business need (or pain or problem, depending on the issue), deciding which functions are needed to meet the requirements, and then defining the products that support the selection.

Considerations in Tool Selection

This session will look at ways to narrow the scope of your field and to get the right people to move your CRM program along.

Strategies for Customer Retention

Next, participants will explore ways to retain customers through a large group discussion.

Building the Future

During this session, participants will explore the four pillars of CRM and how they can use them to help others embrace the CRM plan.

Homegrown vs. Application Service Provider

Participants will look at the advantages and disadvantages of developing a program in-house versus using an Application Service Provider.

The Development Team

This session will give participants the framework for building a stellar CRM team.

Evaluating and Reviewing Your Program

To conclude the day, participants will look at some evaluation tools, including customer profiles and life cycles.

CUSTOMER SERVICE, CRITICAL ELEMENTS

While many companies promise to deliver incredible customer experience, some are better at supplying this than others. This two-day course is designed around six critical elements of customer service that, when a company truly embraces them, bring customers back to experience service that outdoes the competition.

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

What is Customer Service?

This session will define customer service, take a look at who your customers are, and how to meet their basic needs and expectations.

Pre-Assignment Review

Next, participants will review the answers to the pre-assignment, which asked questions about common customer service assumptions.

Setting Goals

During this session, we will look at setting long- and short-term goals and creating a personal vision.

The Critical Elements of Customer Service

This session introduces the six elements of customer service that form the basis of this workshop. Participants will also learn about the first element: a customer service focus.

The Second Critical Element – Procedures

In this session, you will think about what your organization expects of you, and how to ensure that those standards line up with what customers expect.

The Third Critical Element – Alignment

Next, participants will explore why customer service must be a philosophy that is practiced by all employees.

The Fourth Critical Element – Problem-solving

We will look at a seven-step plan for solving customer service problems. Then, participants will practice using the plan in a role play.

The Fifth Critical Element – Measurement

The only way to know what's really going right and wrong is to measure regularly. This session will give participants some ideas for measuring customer service.

The Sixth Critical Element – Reinforcement

Next, participants will learn some ways to keep a customer service focus strong. We'll also share some powerful phrases that can help you build a positive image.

Communication Skills

This session will give participants an introduction to key communication skills, including empathy, body language, asking questions, and listening.

Telephone Techniques

This brief lecture will look at an ideal telephone call, from the greeting to the conclusion. We will also look at common situations, such as placing a caller on hold and taking a message.

Dealing with Difficult Customers

During this session, participants will work in small groups to complete a mix-and-match exercise on common types of difficult callers and appropriate responses.

Dealing with Challenges Assertively

There are many types of unexpected challenges that we encounter every day. Participants will work in small groups to develop responses to some of these issues.

Dealing with Difficult People

This session will give participants an opportunity to understand difficult behavior, identify some coping strategies, and discuss the difficult person they find most trying.

Reflective Practice

This session takes a look at how to study your own experiences to improve the way you work.

Dealing with Stress

This session will offer some quick, easy ways to de-stress in any place, at any time.

DEALING WITH DIFFICULT PEOPLE

Dealing with difficult people is something that most of us will experience at one time or another in our lives. We may encounter people who are inconsiderate, stubborn, indecent, unhappy, angry, or passive-aggressive. These encounters may happen only once with an individual, or we may have ongoing issues with people who behave in these ways. How should we act when this occurs? And what should we do when these people are our employees?

If difficult interactions are necessary, and we approach those conversations or interactions with a plan, we will likely find that these encounters are easier to handle and we can have more successful outcomes. In this workshop, you will learn how to turn difficult situations into opportunities for growth.

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Conflict as Communication

This lecture will help participants define conflict. Participants will also explore how conflict is a very normal part of healthy relationships. To wrap up the session, they will complete a self-assessment to help them analyze how they currently handle conflict and how they might be able to improve.

Benefits of Confrontation

This session will give participants a framework for deciding whether or not to become involved in a situation. Participants will also identify some benefits that may arise if they do decide to get involved.

Preventing Problems

There are several key ways that we can prevent problems from occurring. These methods will be examined in a lecture and in small group work.

Emotional Intelligence

Using emotional intelligence can help when dealing with difficult people. This session examines how managing your own behavior influences the outcome of these encounters.

Getting Focused

If, as leaders, we are content to only deal with the surface issues, and we are afraid to dig and get at the deeper issues, we will not create a better workplace. This session will give participants some ways to get to the heart of a problem.

Managing Anger

Too many people are angry! This session will give participants some guidelines for managing their anger, dealing with angry people, and using assertive anger.

Dealing with Problems

In this session, participants will work in small groups to explore eight ways of dealing with problems.

The Three-Step Conflict Resolution Model

During this session, we will look at a three-step process that can help participants resolve conflict. Participants will also have an opportunity to apply the model to a difficult situation.

Practice, Practice, Practice

In this session, participants will role play a difficult situation using the scenario from their pre-assignment.

Changing Yourself

Earlier we discussed how our attitudes and actions impact others. In this session, we will take a deeper look at how negative attitudes can cause negative interactions, and what we can do to turn those attitudes around.

Why People Do Not Always Do What They Are Supposed To

There are a million possible answers to this question, but we will discuss the 10 most common reasons.

De-Stress Options to Use When Things Get Ugly

To wrap up the workshop, we will share six de-stressing techniques that participants can use when things get difficult.

HOSPITALITY, GAME CHANGING SERVICE

In the service industry, there are two types of professionals: those who react and those who anticipate. To a guest, the difference is profound. One leads to basic satisfaction—the other, to delightful surprise. One earns a return visit only when no better option is available; the other becomes a go-to destination remembered for its exceptional experience.

Customer service focuses on solving problems—answering questions, giving directions, processing returns. It's functional, but often impersonal. Guests are helped, then left to navigate on their own.

Hospitality, on the other hand, goes further. It includes all the elements of customer service, plus one powerful addition: attention. It's the thoughtful touch that makes a guest feel truly welcome—like being hosted in someone's home. Hospitality creates a personalized environment with warm greetings, thoughtful perks, and genuine comfort. It's not just what brings guests back—it's why they tell others about the experience.

There's a reason department stores have a customer service desk, not a hospitality desk. This training explores how to shift from service to hospitality—and how that shift can transform your business.

OUTLINE

Customer Service

Customer service is the baseline of guest interaction—focused on resolving issues, answering questions, and providing basic support. It's essential, but often transactional and limited in emotional impact.

Hospitality

Hospitality elevates service by adding warmth, personalization, and genuine care. It's about making guests feel seen, valued, and comfortable—like they're being welcomed into a home.

The Distinct Difference

The key difference between customer service and hospitality is **intentional attention**. While service solves problems, hospitality creates memorable experiences that foster loyalty and emotional connection.

Fundamentals of Hospitality

Hospitality begins with empathy, awareness, and a mindset of generosity. It's built on anticipating needs, offering thoughtful touches, and creating a welcoming atmosphere.

Understanding Guest Expectations

Different guests have different needs—business travelers, families, locals, and tourists all expect unique experiences. Recognizing and adapting to these expectations is key to delivering personalized hospitality.

Cultural Awareness and Sensitivity

Hospitality must be inclusive. Understanding cultural norms, communication styles, and preferences helps avoid missteps and ensures every guest feels respected and valued.

Skills Required for Success

Successful hospitality professionals master active listening, emotional intelligence, adaptability, and a proactive approach. These skills turn routine interactions into meaningful moments.

Guest Interaction: First the Emotion, Next the Validation, Then the Solution

Effective guest engagement starts by recognizing and responding to the guest's emotional state. Once validated, the focus shifts to resolving the issue with care and clarity.

Handling Difficult Situations with Grace

Challenges are inevitable, but how they're handled defines the guest experience. This section covers techniques for managing complaints, defusing tension, and turning negative moments into positive ones.

Team Collaboration in Hospitality

Hospitality is a team effort. Seamless communication and support among staff ensure consistency and elevate the overall guest experience.

Caring After Others: The Follow-Up

Hospitality doesn't end with the solution—it continues with thoughtful follow-up. Checking in, remembering preferences, and showing ongoing care are what make guests feel truly valued.

Performance Pride

Delivering hospitality with pride means owning your role and taking joy in exceeding expectations. It's the personal satisfaction that comes from making someone's day better.

MANAGING CUSTOMER SERVICE

The need to lead, model, and promote the organizational values within a customer service environment is essential for business success. This one-day workshop will provide participants with opportunities to explore their responsibilities within their role as a leader (supervisor or manager) in a customer service environment.

This one-day workshop will help you teach participants:

- How to identify ways to establish links between excellence in customer service and your business practices and policies.
- How to develop the skills and practices that are essential elements of a customer service-focused manager.
- How to recognize what employees are looking for to be truly engaged.
- How to recognize who the customers are and what they are looking for.
- How to develop strategies for creating engaged employees and satisfied customers in whatever business units you manage.

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

The Six Critical Elements of Customer Service

The morning of the course will be spent exploring the six critical elements of customer service:

1. A customer service focus
2. Procedures
3. Culture
4. Problem-solving
5. Measurement
6. Reinforcement

Understanding Leadership

Next, participants will explore what leadership is all about. Paul Hersey and Ken Blanchard's Situational Leadership II® model will be discussed, as well as Robert Greenleaf's concept of servant leadership. Techniques for managing performance and conducting onboarding and orientation will also be discussed.

Five Practices of Leadership

This session explores the five leadership practices developed by James Kouzes and Barry

Leadership and Team Building Skills

ACCOUNTING SKILLS FOR SUPERVISORS

Many of us flinch when we hear terms like depreciation, cash flow, balance sheet, and (worst of all!) budgets. However, these are all important concepts to understand if you're going to succeed in today's business world, particularly as a supervisor. Even better, financial terms are not as scary as they seem!

Over the course of this two-day workshop, you will teach participants about:

- The art of finance and financial management
- Key financial terms
- Their role in company finances
- Where to find the rules and regulations for their area and industry
- Various types of financial reports, including income statements, balance sheets, cash flow statements, and statements of retained earnings
- How a chart of accounts is created
- Cash and accrual accounting
- Single and double entry bookkeeping
- Debits and credits
- Identifying and analyzing important financial data
- Making financial decisions
- Reading annual reports
- Determining whether a company is financially high or low risk
- Different types of organizational financial plans
- What budgets are and how to prepare them
- What computer skills they need to make you a financial whiz
- Dealing with financial situations that impact the people that work for them

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Getting the Facts Straight

The first session will go over basic financial terms. Then, participants will explore their role in company finances as well as important players in an organization's finances. To wrap up the session, participants will receive some resources for learning about the governing organizations in their area.

The Accounting Cycle

Next, participants will learn about the four phases of the accounting cycle. They will also learn about key underlying concepts, including cash vs. accrual methods of accounting.

The Key Reports

In this session, participants will take a close look at balance sheets and income statements. They will also review cash flow statements and statements of retained earnings. The session will conclude with a review activity.

Keeping Score

This session will explain the chart of accounts and single vs. double entry accounting.

A Review of Financial Terms

Day Two will start with a review exercise and an introduction to some additional financial terms.

Understanding Debits and Credits

This session will de-mystify two terrifying accounting terms: debits and credits.

Your Financial Analysis Toolbox

This session will give participants some sources for financial data as well as tips on weeding out useless information. We'll also cover how to calculate common ratios, how to read an annual report, and some useful decision-making tools.

Identifying High and Low Risk Companies

In this session, participants will learn about some guidelines for identifying high and low risk companies. Then, they will practice these guidelines in a case study.

The Basics of Budgeting

Next, participants will learn what a budget is, how their budget should fit into the big picture, and what the budgeting process should look like.

Working Smarter

This session will give participants a basic checklist of computer skills required for success. We'll also talk about how to choose an accounting package.

People and Numbers

Dealing with finances isn't all numbers. What if an employee's expense report doesn't look correct? Or what if you have to make cuts to someone's pay? Participants will examine each situation in small groups, and then provide some tips on what to do.

BULLYING BY A GROUP, MOBING IN THE WORKPLACE

More and more people are becoming familiar with the harmful effects of bullying. Mobbing has been called "bullying on steroids." In this one-day workshop, you will learn what it looks like, how good people sometimes get caught up in it, and how to ensure your workplace is not a breeding ground for mobbing.

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

What Is Mobbing?

In this session, participants will learn what mobbing is, how it is different from what they know of bullying, who is targeted, and how often it occurs.

Why Do We Turn On Each Other?

Next, participants will learn how mobbing occurs and what causes co-workers to get involved in ganging up on an employee.

Mobbing Hurts

In this session, participants will learn about the impact mobbing has on the victim and the organization.

How to Deal with Mobbing

Next, participants will learn what to do if they suspect they are being mobbed. They will also learn how to combat mobbing as a co-worker.

Watch for It

In this session, participants will learn what leaders should do and how to make a workplace mobbing-resistant.

Make Your Own Policy

Finally, participants will create their own anti-mobbing policy to stop mobbing before it starts

BULLYING IN THE WORKPLACE

When most people think of bullying, images immediately come to mind of children in a schoolyard being taunted, pointed at, called names, ostracized, and physically threatened. Most people do not think about bullying occurring in a workplace. However, a recent study found that 38 per cent of Americans have been bullied or have witnessed bullying at work.

Bullying can be hard to identify and address. People wonder, what does bullying look like? How can we discourage it in our workplace? What can I do to protect my staff and co-workers?

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Defining Bullying

To start, you will make sure that participants are all on the same page when it comes to talking about bullying. We will also provide some statistics from the Workplace Bullying Institute's 2017 survey.

Why Bullies Do What They Do

This session will explore the origins of bullying behavior and explore what it can look like. Various types of bullying will also be defined.

Building a Shield Against Bullies

This session will give participants four tools to protect themselves against bullying. Participants will also learn about distorted thinking.

What to Do If It Happens to You

Next, participants will learn strategies for coping with and addressing bullying.

What to Do If You Witness Bullying

Sadly, many people who witness bullying do not do anything. This session will explore why and provide participants with some things to do if they witness bullying.

Creating an Anti-Bullying Workplace

In this session, participants will learn about the key parts to an anti-bullying policy, as well as how to enforce and monitor it. Participants will also work on an action plan for their workplace.

The Law on Bullying

To conclude the course, participants will look at anti-bullying laws in their jurisdiction.

BUSINESS ETHICS FOR THE OFFICE (TWO DAY)

What exactly makes a decision ethical? The problem with ethics is that what may seem morally right (or ethical) to one person may seem appalling to another.

This workshop will not provide you with an easy way to solve every ethical decision you will ever have to make. It will, however, help you define your ethical framework to make solving those ethical dilemmas easier. We will also look at some tools that you can use when you are faced with an ethical decision. And, we will look at some techniques you can use so you do not get stuck in an ethical quandary. Best of all, we will look at a lot of case studies so that you can practice making decisions in a safe environment.

This two-day workshop will help you teach participants how to:

- Understand the difference between ethics and morals
- Understand the value of ethics
- Identify some of your values and moral principles
- Be familiar with some philosophical approaches to ethical decisions
- Identify some ways to improve ethics in your office
- Know what is required to start developing an office code of ethics
- Know some ways to avoid ethical dilemmas
- Have some tools to help you make better decisions
- Be familiar with some common ethical dilemmas

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

What Are Ethics?

To start the day, we will discuss what the words "ethics" and "morals" mean. Participants will also have an opportunity to identify some of their personal values.

Taking Your Moral Temperature, Part One

Before we begin discussing how to make good decisions, students will be asked to think about how they would respond to some sticky situations.

Why Bother with Ethics?

During this session, we will look at some of the payoffs of ethical behavior.

Kohlberg's Six Stages

This session will explore Kohlberg's six stages of moral development through a lecture and a small group exercise.

Some Objective Ways of Looking at the World

We will look at some classic philosophical approaches to problems during this session, including the golden rule, utilitarianism, and the categorical imperative. Participants will also apply these approaches to some hypothetical situations.

What Does Ethical Mean?

What seems to be the ethical choice can differ depending on what side of the dilemma you are on. To illustrate this, we will look at the case of Merck Pharmaceuticals in a lecture and in small groups.

Avoiding Ethical Dilemmas

This session will examine some ways that we can avoid getting stuck in ethical dilemmas. Then, participants will apply the methods to a case study.

Pitfalls and Excuses

We can always find excuses to make the wrong decision. This session will look at some of the most common reasons for bad decisions and offer some thinking points.

Developing an Office Code of Ethics

This session will look at what a code of ethics should contain, how to determine if your company is ready for a code, and some sample codes of ethics.

Ethical Issues for Business

Ethics expert Nan DeMars has identified 22 keys to help make your office ethical. We will review these keys in a lecture, and then participants will be asked to identify some ways to use the ideas to help resolve areas of ethical concern in their office.

Basic Decision-Making Tools

This session will look at a basic three-phase problem solving model and some problem-solving tools.

Ethical Decision-Making Tools

In addition to the basic problem-solving tools covered in the previous session, there are some special tools that you can use to solve ethical problems. We will discuss some basic tools (such as the smell test and the shoe test) and some advanced tools (such as the Potter box and the Kidder process).

Dilemmas with Company Policy

It is possible that your company's policies will place you in an ethical dilemma. This session will look at some things that you can do if this happens.

Dilemmas with Co-Workers

During this session, we will look at some ethical dilemmas that co-workers can create. First, we will discuss some basic tips in a lecture, and then participants will complete a case study.

Dilemmas with Clients

Clients can sometimes request that we do something unethical for a number of reasons. This session will examine some of the most common reasons. Then, participants will role play some possible scenarios.

Dilemmas and Supervisors

This session will cover some dilemmas you might encounter as a supervisor, and some dilemmas that supervisors might put you in.

What to Do When You Make a Mistake

Let's face the truth: we are all human. We all make mistakes and make decisions that we wish we could take back. This session will examine Nan DeMars' six-step plan for gracefully recovering from ethical mistakes.

Taking Your Moral Temperature, Part Two

At the beginning of the workshop, participants were asked to think about how they would handle a few sticky situations. Participants will now be asked to re-evaluate their decisions in light of everything they have learned.

CHANGE, APPRECIATIVE INQUIRY TO IDENTIFY NEEDS FOR CHANGE

Do you love those moments of exception, when everything seems to have come together and things are working beautifully? Would you like to create an environment where those rare extraordinary moments become the norm? Then you may just be ready to learn the value of Appreciative Inquiry, also known as AI. AI is a method for implementing change that is rooted in being positive, sharing stories of things that work well, and leveraging people's strengths and the power of co-creation to initiate lasting, powerful changes that can make an organization the best it has ever been, because of people who care and are committed.

This one-day workshop will help you teach participants how to:

- Recognize and work with the fundamentals of Appreciative Inquiry
- Describe the 4-D's of Appreciative Inquiry: discovery, dreaming, design, and destiny
- Work through a simple Appreciative Inquiry process
- Create thoughtful, meaningful questions for their own Appreciative Inquiry initiative
- Help organizations review what's important, what they can become, and how they can get there

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Defining Appreciative Inquiry

In this session, participants will explore what appreciative inquiry is and how it is different from traditional organizational development tools.

Success Principles

Next, participants will learn about the five key principles that form the foundation for appreciative inquiry. Participants will also learn about interview and information gathering processes.

The 4-D Model

The afternoon of the course will focus on the 4-D model: discovery, dreaming, design, and destiny.

Test Driving

The last session of the course will give participants some hands-on practice with the interview guide and interview summary.

CHANGE MANAGEMENT: CHANGE AND HOW TO DEAL WITH IT

Change is something that excites people who love opportunities for growth, to see and learn about new things, or who like to shift the status quo. Some changes, however, are harder to adjust to and lead to expressions of resistance and anger. We can take concrete steps to make change more palatable by understanding people's hesitation, enlisting the help of others, setting up plans, and managing stressors. These steps can also ensure that desired changes are implemented successfully.

In this one-day workshop, you will learn how to manage and cope with change and how to help those around you, too.

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

What is Change?

To begin the day, we will discuss some basics of change, including definitions and examples.

What is Change Management

During this session, we will explore the benefits of using a planned approach to changes.

The Human Reaction to Change

This session will look at Daryl Conner's interpretation of the human response to change through lecture and small group work.

The Pace of Change

In this session, we will look at how different people react to change in different ways and at different times.

Dealing with Resistance

During this session, we will examine what resistance is and how we can overcome it to make change stick.

Adapting to Change

This session will discuss how to become resilient to change through adjusting attitudes and overcoming fear of it.

Coping with Reactions to Change

People often feel stress when change is taking place. In this session, participants will learn about several approaches to dealing with this stress.

Delivering Your Message

When dealing with change, it is important to provide communication and make sure that it is clear and understood. During this session, participants will learn ways to deliver a clear and effective message.

CHANGE, SUCCESSFULLY MANAGING IT

Change is something that excites people who love opportunities for growth, to see and learn about new things, or who like to shift the status quo. Some changes, however, are harder to adjust to and lead to expressions of resistance and anger. We can take concrete steps to make change more palatable by understanding people's hesitation, enlisting the help of others, setting up plans, and managing stressors. These steps can also ensure that desired changes are implemented successfully.

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CODE OF CONDUCT: SETTING THE TONE FOR YOUR TEAM

Workplaces are made up of diverse groups of people with diverse motivations, backgrounds, and ethics. When such groups are brought together, sometimes there are opportunities for ethical, moral, financial, or even legal, boundaries to be crossed. Sometimes those boundaries are crossed with disastrous results.

A workplace code of conduct is a tool that can be used to prevent such digressions by providing a framework for employees to follow of what is expected of them and how to conduct themselves in various situations.

This course will look at the material that goes into a code of conduct and will allow participants to build their own as the day goes on.

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

What is it, and why?

This session shows students what a code of conduct is, which companies need one, and what goes into a code.

What to leave in, what to leave out

Here, students learn what needs to be included in a code of conduct and does not need to be included. The session also looks at risks and how to identify them.

What's it all about?

Students will learn in this session about spreading the word of the code of conduct, training, and violations.

A Random Sample

Under consideration in this session are various examples of existing codes of conduct.

What to Do When You Make a Mistake

This session looks at what to do, and the steps to take, when you make a mistake and violate a code.

Auditing

This session tackles how to follow up on a code of conduct with an audit.

Putting it Together

This final session takes a look at what the students have learned and allows a chance to develop an actual code of conduct.

CORRECTIVE ACTION

We all try to do the best work that we can, however, there are times when things go wrong and problems arise. These things can be in or out of control and result in work that is less than it could be. That is why we take corrective action — to address any problems, deficiencies, or nonconformities that come up from time to time.

In this course, we discuss how collaborative problem-solving can lead us to the root causes of problems, deficiencies, or nonconformities so that we, with our team, can use a corrective action process to correct the problem and verify the success of our actions.

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Problem Solving Model

In this session you will explore how problem-solving can be modified to create a good model for corrective action.

Preventative Action

In this session you will learn the definition of important words used in solving workplace problems, and then learn about preventive action as a proactive process taken to fix process problems before they can happen. Lastly, you will brainstorm examples of potential nonconformances and preventive actions.

Corrective and Preventative Action Plan

In this session you will see how preventive action and corrective action are similar and how they can be combined into one corrective action process. Then you will modify the preventive action form into a form that contains corrective and preventive action together.

Identify a Problem Through Customer Complaints

In this session you will explore customer complaints/feedback as potential external nonconformances. You will then look at dealing with complaints that do not reach the threshold of needing corrective action.

Identify a Problem Through Internal Audits

In this session, after looking at the sources of internal nonconformances you will be introduced to the basics of internal audits and then developing and using an audit checklist.

Assess the Significance of the Problem

In this session you will study a risk assessment model for determining the significance of identified problems.

Identify the Root Cause

In this session you will apply various tools (brainstorming, brainwriting, fishbone diagrams) to identify possible underlying factors of a problem while understanding the fundamentals of other tools (Pareto Analysis, FMEA, Control Charts) to identify possible underlying factors of a problem. Then you will use The Five Whys to identify the root cause of a problem and appreciate the importance of verifying the root cause.

Determine and Apply Appropriate Action

In this session you will use collaborative decision making to determine and apply appropriate corrective action. You will also document the corrective action so its success can be verified.

Verify the Effectiveness of the Actions Taken

In this session you will explore both the qualitative and quantitative verification methods and will add them to corrective actions to make them better. You will also discuss the fact that preventive action has recently been removed from some ISO Standards.

CREATING A POSITIVE WORK ENVIRONMENT

Teaching others is more than just sharing what you know—it's about creating an experience that inspires, engages, and sticks. **Train the Trainer Primer** is a dynamic, full-day workshop designed to help you transform knowledge into meaningful learning for your audience. Whether you're stepping into a training role for the first time or looking to elevate your current skills, you'll gain practical tools to connect authentically, communicate clearly, and guide learners toward real results. The course blends skill-building with real-world application, giving you confidence in everything from setting the right tone at the start to maintaining engagement until the very last moment.

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

What Does a Positive Environment Look Like?

Those lucky enough to work in a positive environment know what aspects it incorporates. For the others, this session will introduce those characteristics such as open communication, work-life balance, and training and development.

What Can I Do?

It is truly incumbent upon everyone in a workplace to instill a positive attitude. Granted, some have more impact than others and this session will show your students how to create a positive environment as an employee or as a leader.

Team Player

The actions of the one can affect the attitude and environment of many or the few. Therefore, in this session, students are show how to be a team player and the accompanying responsibilities.

Effective Workplace Relationships

This two-part session looks at the key topic of effective workplace relationships. Covered here are teams, working cooperatively, managing conflict, self-assessment, preventing problems, dealing with problems, and meeting management.

Conclusion

This session wraps up the course and gives students and chance to ponder what they have learned and an encouragement to sift to the heart of what they've learned.

DELEGATION: THE ART OF DELEGATING EFFECTIVELY

Effective delegation is one of the most valuable skills you can master. It reduces your workload and develops employee skills. Delegating prepares employees who work for you to be able to handle your responsibilities and simultaneously allows you to advance to other career opportunities within your organization.

Delegation is often one of the hardest skills for a manager to master. However, the skill can be learned. This one-day workshop will explore many of the facets of delegation, including when to delegate and whom to delegate to. We will also go through the delegation process step by step and learn about techniques to overcome problems.

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Why Delegate?

To begin, participants will explore the advantages and disadvantages of delegation in small groups. They will also complete a self-assessment on delegation.

What is Delegation?

Next, participants will learn about the four basic steps to delegation and the different levels of delegation. They will also learn some guidelines for success and what lateral delegation means.

Pre-Assignment Review

As a pre-assignment, participants were asked to complete a case study. During this session, you will discuss the answers.

Picking the Right Person

This session will give participants four tools to help them determine who to choose for what task.

The Delegation Meeting

Next, participants will learn about an eight-step process that they can follow to ensure they cover all the bases when delegating.

Putting it into Practice

In this session, participants will complete a case study and a role play to apply what they have learned so far.

Giving Instructions

Participants will learn some ways to give good instructions. Then, they will practice giving and receiving instructions through a group activity.

Monitoring Delegation

Next, participants will explore five ways of monitoring delegation.

Practicing Delegation

During this session, participants will work in small groups to complete a five-part case study to give them hands-on practice with the skills learned so far today.

Giving Feedback

This session will give participants some tips on giving feedback. Then, participants will work on several different case studies to apply these tips.

Becoming a Good Delegator

To wrap up the day, participants will explore the characteristics of a good delegator.

DISABILITY AWARENESS

People with disabilities represent a significant and largely underutilized resource for businesses. Many disabled persons are underemployed or unemployed. As a result of advocates for diversity, as well as a shrinking labor pool, employers are taking a serious look at hiring and retaining people with disabilities. This two-day workshop will give supervisors, managers, and human resource consultants tools and tips for creating a diverse workplace.

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Defining Terms

To start, participants will learn what the terms disabilities and stereotypes mean.

Misconceptions and Realities

There are plenty of misconceptions, as well as realities, to working with people with disabilities. We will explore some of those in this session.

A Business Case

In this session, participants will complete a case study to explore why companies should hire people with disabilities.

Dissecting Labels

This session will discuss why labels are inappropriate and how they can make people feel. We will also provide participants with some ground rules for being respectful and using appropriate language, as well as how to be practical when discussing a disability. Several lists of inappropriate terms and more appropriate language will be provided.

Barriers and Accessibility

Accessibility refers to making your workplace, and your business, available to people. Although laws differ between regions, this session will cover some basics of physical accessibility. Other barriers will also be discussed.

The Cornerstones of Diversity

Diversity experts Armida Russell, Amy Tolbert, and Frank Wilderman have identified four cornerstones of diversity development. They are knowledge, acceptance, understanding, and behavior. We will examine each cornerstone in detail during this session.

Encouraging Diversity by Hiring

This session will address two key hiring issues: what can the company ask, and what can the candidate expect?

Appropriate Behavior

Diversity expert Lenora Billings-Harris has developed a four-step technique that you can use when someone is behaving in an inappropriate manner. It is called STOP! Participants will learn about the technique through a lecture and will then practice it in a role play.

Communication Essentials for Disability Awareness

In this session, we will talk about respecting confidentiality, preparing documentation, and where to find good resources.

Communication Styles

This session will allow participants to take a more objective look at the advantages and disadvantages of both sides of different dichotomies related to communication styles.

Critical Conversations

Next, we will give participants a framework for discussing disabilities. We will include specific questions that are appropriate for gathering information without infringing on an employee's rights.

Accommodation and Adaptation

To wrap up the course, we will explore how you can use accommodation and job shadowing to create a truly accessible workplace.

DIVERSITY, EQUITY, AND INCLUSION

Diversity is recognizing our individual differences. Differences can be age, gender, race, place of origin, color, disability, sexual orientation, gender identity, socioeconomic status, religious beliefs, marital status, family status and culture.

Differences can also be in our values, talents, work experience, language and communication skills.

Diversity is about respecting, understanding, valuing and leveraging our differences in ideas, perspectives, backgrounds, cultures, skills, experiences and needs to create and maximize opportunities and potentials for individual, community and business growth. (Veenstra, 2011)

Diversity and inclusion are complex issues and intersectionality helps us understand that "social issues cannot be explored in isolation, as different identities such as race, gender, age, etc., intersect each person's life and produce different privilege or oppression."

This course aims to help participants better understand and address issues of diversity, equity, and inclusion. Giving participants the opportunity to challenge one's views and opinions. Through this engaging, interactive training we hope to help open dialogue with real world examples of behaviors and beliefs.

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Diversity, Equity, and Inclusion

In this session, we will learn what diversity, equity, and inclusion mean to the participants, what an inclusive workspace is and what a diverse workplace should look like.

Inequities in Your Community

In this session, we will look at the impact of inequities in the communities that we work and live in.

The Look

In this session, participants will watch a video that looks at race and criminal justice, discrimination in retail and public community spaces, and the impact of the misrepresentation of Black people in the media.

Diversity Profile

Next, we will look at the pre-assignment and discover how diverse or homogenous the participating group and members of their workspaces are.

Privilege Walk

In this session, participants will participate in the Privilege Walk, which illustrates how people are privileged or marginalized within society.

Neurodiversity in the Workspace

Next, participants will learn about neurodiverse co-workers. In this session, we will look at ways to support individuals and provide ways to support them in being successful in their workspace.

Strategies for the Workplace

In the final session, participants will work together to develop strategies that will support, help develop, or elevate current diversity, equity, and inclusion policies and procedures in the workplace. Then, they will work independently to look inside themselves, and their workspace, and think of what they will do differently.

DIVERSITY TRAINING, CELEBRATING DIVERSITY IN THE WORKPLACE

More than ever, a workplace is a diverse collection of individuals proud of who they are: their gender, their sexual orientation, their religion, their ethnic background, and all the other components that make an individual unique. One of the challenges for workplace leaders is how to help these diverse individuals work as a team.

We all know what happens to organizations that don't have effective teamwork: they fail. Failing to embrace diversity can also have serious legal costs for corporations. This one-day workshop will give you ways to celebrate diversity in the workplace while bringing individuals together.

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Defining Diversity

Participants will begin by defining diversity and related terms, including affirmative action, bias, stereotype, and Equal Employment Opportunity.

How Does Diversity Affect Me?

This session will help participants identify how a changing world has affected them. Participants will also score their pre-assignment (a self-awareness inventory) to identify possible areas for improvement.

Identifying Stereotypes

During this session, participants will explore stereotypes from different angles through a lecture and two group exercises.

Wise Words

In this era of political correctness, it's sometimes hard to keep up with words that have become inappropriate. We will take a look at some phrases that are considered universally incorrect and some basic guidelines. We'll also take a humorous look at some phrases that have gone too far.

The Cornerstones of Diversity

Diversity experts Armida Russell, Amy Tolbert, and Frank Wilderman have identified four cornerstones of diversity development: knowledge, acceptance, understanding, and behavior. We will examine each cornerstone in detail during this session.

How to Discourage Diversity

There are some practices that discourage diversity more than they encourage it. We will look at four common mistakes and how to avoid them.

The STOP Technique

Diversity expert Lenora Billings-Harris has developed a four-step technique that you can use when someone is behaving in an inappropriate manner. It's called STOP. Participants will learn about the technique through a lecture and will then practice it in a role play.

Managing for Diversity

During this brief lecture, we will look at some simple things managers and employees can do to encourage diversity in their workplace.

Dealing with Discrimination

To wrap up the day, we will discuss how to deal with discrimination as a manager and an employee.

DIVERSITY, TRANSGENDER EMPLOYEES

A safe, inclusive workplace in many jurisdictions is not just the law; it is a goal of every employee and company that values the contributions, well-being, and productivity of everyone in the organization. In society today, individuals are of many personal communities. In addition to heterosexual or 'straight' there is also LGBTQI2SAP – Lesbian, Gay, Bisexual, Transgender, Queer, Intersex, 2S, for two-spirited: an indigenous concept of two sexualities within one body, asexual and pansexual. 'Trans', however, refers to gender identity, whereas the other terms describe primarily sexual orientation. The importance of understanding terms of identification is critical to creating and maintaining a safe workplace.

Transgender Employees: Creating an Inclusive Work Community is a one-day course to introduce the importance and elements of safe inclusive workspaces for Transgender persons – those identifying as a gender other than the one assigned at birth. This course will offer an introduction to terminology, elements, policies, and resources to build and sustain a safe, inclusive environment for Transgender employees and increase the comfort level and productivity of all in your organization.

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Overview of Transgender People in the Workplace

This is where your students begin to really dig into the meat of the course. Here, they will learn about creating and supporting inclusive workplaces. They will also meet some historical figures who lived lives authentic to their gender identity and impacted the world positively as a result.

Beliefs and Attitudes

This session is going to challenge students to take a look at themselves and the world around them. They will explore personal beliefs and attitudes, and examine paths to decisions and actions.

Power of Language

Contrary to the old children's saying about 'sticks and stones', words can hurt. This session looks at the power of the things we say. Students will learn some of the terminology that can support inclusivity, and the way words can influence the feelings of safety in an individual.

Safe Spaces

We all need to feel safe to be at our best and this session looks at how we can get that feeling of safety in the workplace. Your students are going to learn in this session, general concepts and ingredients for safe spaces, as well as those ingredients unique to individuals identifying as Transgender.

Inclusive Community

Striving toward inclusivity is what this course is all about. Up for discussion in this session is an exploration of a community of individual allies, the workplace, and community partners.

Resource Location and Development

The course concludes with a consideration of resources. Students will explore relevant government and non-government legislation, policies and services. They will also be introduced to the process of creating or updating a workplace policy to ensure safe space and inclusivity.

EMPLOYEE ACCOUNTABILITY

In the workplace and in life, it is important to take responsibility for one's actions, and not to look for someone to blame for situations that arise. If employees continuously make excuses for their behavior and fail to take responsibility, this can negatively impact the organization. Organizations that promote accountability and hold their employees accountable are more successful and more productive.

In this one-day workshop, participants will learn about what accountability is, how to promote it in their organization, and how to become more accountable to themselves and others.

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Defining Accountability

In this session, participants will consider what accountability means, why it is important, and how to overcome barriers to accountability.

Creating an Accountable Organization

Next, participants will learn about the accountability cycle, building blocks to accountability, and how they can take responsibility.

Setting Goals and Expectations

Then, participants will learn about goal setting within the context of accountability, using SMART goals to help get them there.

Doing Delegation Right

In this session, participants will learn the essentials of delegation, including how to monitor the work that they have delegated.

Offering Feedback

Next, participants will learn the ingredients of supportive and constructive feedback and get some practice applying the skills.

A Toolbox for Accountability

In this session, participants will identify learning opportunities that help to build accountability in themselves and others.

EMPLOYEE DISPUTE RESOLUTION

Have you ever been in a workplace situation where a supervisor has made a decision that you didn't agree with? Did you wish that you could ask someone else what they thought of the decision; whether they would have done the same thing? The peer review process offers employees just that chance, using a formalized procedure to ask, consider, and resolve just these sorts of questions. This one-day workshop will teach you everything you need to know about employee dispute resolution through mediation.

OUTLINE

for their organization.

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

What is Peer Review?

To begin, participants will discuss what the peer review process is and is not.

Initiating the Process

This session will look at the first three stages of the process: filing a grievance, informing the defendant, and obtaining witness statements.

The Peer Review Panel

During this session, participants will learn who should be on the peer review panel.

Asking Questions

Next, participants will hone their questioning and probing skills.

The Peer Review Process

This session will introduce participants to the remainder of the peer review process: preparation, the hearing itself, and the decision making process.

Panel Walkthrough

The bulk of the afternoon will be spent role playing a peer review scenario.

Why Does the Process Fail?

To wrap things up, participants will explore common reasons why the peer review process fails and how to avoid or resolve these problems.

EMPLOYEE HYGIENE, TALKING TO EMPLOYEES ABOUT IT

As a manager, you're probably used to dealing with tough situations: employees who insist on being late, team members who miss deadlines, and staff members who can't get along. But conversations about an employee's personal appearance are a whole different ball game. It's something that we often avoid talking about, or worse, make light of.

This one-day workshop has two major themes. First, we'll give you a framework for having those tough conversations. We'll also give you some guidelines for customizing that framework for your organization. Then, we'll look at some common tough conversations that come up, including body odor, flatulence, poor clothing and hair decisions, and bad breath. At the end of the workshop participants will have a chance to role play a tough situation. You'll walk away well prepared for any kind of challenging conversation.

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Let's Talk About It!

To start the day, participants will look at some of the personal and professional benefits of investing their time and energy into a tough conversation.

Guidelines for Difficult Conversations

This session will give participants a framework for any difficult conversation and a chance to role play ways to open the conversation. Participants will also receive a checklist of company policies that they should familiarize themselves with.

Overcoming Objections

Next, participants will role play what to do if the employee becomes offended, won't admit that they have a problem, refuses to fix the problem (or fixes it only temporarily), or claims that the issue is due to a disability.

Bad Hair Days (And Weeks... and Months...)

This session will focus on solutions for unkempt hair, unprofessional hairstyles, and dandruff.

Addressing Piercings and Body Artwork

In this session, participants will learn some good ways to bring up and resolve issues with inappropriate body piercings and tattoos.

Helping Employees Dress for Success

Next, participants will learn how to deal with dress code violations, with a special section on issues that could be gender-sensitive. Participants will also receive some useful tips on helping employees who don't have the resources to dress appropriately.

Bad Breath

This session will explore the causes of bad breath (formally known as halitosis), how to resolve it, and how to discuss it with employees.

Body Odor

Next, participants will brainstorm ways to handle inadequate personal hygiene, body odor from medical issues, and over-perfumed employees. We'll also take a quick look at what to do if you think you smell drugs or alcohol on an employee.

Gastrointestinal Issues

This session will look at discussing incontinence and flatulence with an employee.

Bad Habits

Finally, participants will make a list of their favorite poor hygiene habits and brainstorm solutions for them.

Putting it into Practice

In the last session of the day, participants will role play a difficult hygiene situation and receive feedback on how they handled the situation.

EMPLOYEE RECOGNITION: APPRECIATING YOUR WORKFORCE

Everyone likes to be recognized for a job well done. Some people like more recognition than others, but it's all important on some level. It can be doubly important in the workplace, as it keeps employees happy and therefore results in a strong business that serves customers well and keeps the bottom line strong. Employee recognition can be a simple, but effective, tool.

This course looks at the value of recognizing employees and how to carry it out in the workplace, both formally and informally.

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Employees

You have to know who, exactly, your employees are before you can begin to apply a recognition program. This session takes care of that with a look at the various employees and where they fit into a company.

Why do it?

Once you have decided who you should include in your recognition plan, it's time to take a look at why. Here, you will consider the benefits that flow from an employee recognition plan, not just for the employees, but others as well.

Appreciation

Appreciate your employees and they will stay. That simple claim is the basis for this session which looks at ways to show appreciation and motivate your employees.

Laying the Groundwork

There's a lot of work to do once your company has decided upon an employee recognition program. In this session, your students will look at the steps to take prior to launch.

The Nuts and Bolts

Building upon the groundwork laid in the previous session, this session covers the actual implementation of the program.

GENERATIONS, CLOSING THE GENERATION GAP

There are currently five generations in the workforce. Only a few short years ago employers who were expecting to be faced with mass retirements are now looking at accommodating workers who cannot afford to retire or are simply healthy and happy enough that they would like to stay at work. However, the labor force continues to put in hard work and lots of strategy to find the right people to fill vacancies and to be able to serve their customers.

This course examines the history and reality of the generation gap, especially for recruiters and succession planning. In it, we will explore whether defining the actual limits of each generation is most important, or whether the merits of people within the context of employment is the bigger issue. After all, understanding others helps us to understand ourselves and to manage the people that we work with. We will also explore problems, solutions, and strategies to help overcome issues of the generation gap.

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

In this course, we will talk about the perception of a gap among generations that can interfere with people working together. We will discover that the gap is a manageable although real issue, but not the great chasm that people sometimes make it out to be.

History in Brief

First, we will discuss the history of the concept of a gap, and defined the generations currently identified as being a part of the workforce.

Finding Common Ground

Then, we will learn about common ground as a way to approach generational issues, and examine how a millennial's perception could also be similar for people of other generations.

Silents, Boomers, X'ers, Millennials, and Gen Z

Next, we will learn about definitions that could help us speak about the generations, and to consider the major influences common to each group.

Recruiting that Bridges the Gap

In this session, we will move on to how recruiting as a process could benefit from what we know about generations, and how no matter what generation you are hiring, people of all ages appreciate certain things.

Pre-Assignment Review

In this session, we will review the pre-assignments and consider how the answers sit alongside what participants have learned in the course already.

Creative Solutions

In this session, we will discuss the things that people want out of job advertisements and to how that could apply in a recruiting plan.

The Value of Planning

Next, we will learn some essential elements of succession planning and coaching and how having those strategies within the recruiting and human resources function can also help to reduce effects of the generation gap.

Developing Retention Strategies

In this session, we will consider elements of retention that could influence people to decide to stay or retire, including how staying at work or altering their hours could change their pension benefits or life insurance.

What We Really Want

The last part of the course is dedicated to an exercise that brings all the information together in a way that reviews what we learned, and could potentially help us as learners to identify a learning gap we might need to resolve.

GENERATIONS, INTERGENERATIONAL CONFLICT

Workplaces today bring together a rich mix of generations, each with unique values, work styles, and expectations. While this diversity can spark creativity and innovation, it can also lead to misunderstandings and tension if not handled well. **Intergenerational Conflict** is a full-day of training designed for leaders, managers, and team members who want to bridge generational divides and create stronger, more collaborative work environments. This interactive session goes beyond theory, equipping you with practical strategies to understand the "why" behind each generation's approach to work and how to transform potential friction into productive dialogue.

OUTLINE

Understand the development of and expectations by the generation subcultures in the workforce today

Each generation enters the workplace shaped by distinct cultural events, economic conditions, and societal trends, influencing their values, priorities, and work habits. By examining these influences, you'll gain insight into what each generation expects from leadership, communication, and career growth, allowing you to better connect with and motivate diverse teams.

Identify why and when conflicts occur

Conflicts often arise when differences in communication styles, priorities, or work methods create misunderstandings or frustration. Recognizing the triggers—such as changes in policy, shifts in roles, or differences in technology use—helps you address issues before they escalate into larger problems.

Understand how inter-generational conflicts occur

Intergenerational conflicts develop when assumptions, stereotypes, or unspoken expectations cause friction between age groups. By understanding the root causes, such as varying views on authority, work-life balance, or collaboration, you can address the true source of tension rather than just the symptoms.

Understand how to create an environment where conflicts can be managed and all generations can adapt

Creating a healthy work environment requires intentional communication, inclusive practices, and policies that value the strengths of each generation. Through fostering respect, encouraging cross-generational learning, and setting clear expectations, you can build a culture where adaptability is the norm and conflicts become opportunities for growth.

HIRING FOR SUCCESS: BEHAVIORAL INTERVIEWING TECHNIQUES (TWO DAY)

Interviewing may sound easy: meet with potential candidates, have conversations, and then select the best person for the position. What if you could refine the process to increase the chances of selecting the right person? How to separate the good from the great, when all have similar work experience and strengths to offer?

This two-day workshop will provide the skills and tools to effectively hire successful candidates.

- At the end of this workshop, participants should be able to:
- Recognize the costs incurred by an organization when a wrong hiring decision is made
- Develop a fair and consistent interviewing process for selecting employees
- Prepare better job advertisements and use a variety of markets
- Develop a job analysis and position profile
- Use traditional, behavioral, achievement-oriented, holistic, and situational (critical incident) interview questions
- Enhance communication skills that are essential for a skilled recruiter
- Effectively interview difficult applicants
- Check references more effectively
- Understand the basic employment and human rights laws that can affect the hiring process

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

History of the Interview

In this session, participants will explore the history of job interviews and learn about defensible hiring decisions.

The Recruitment and Selection Process

Next, participants will explore the six stages of the recruitment and selection process.

Factors in the Hiring Process

Here, participants will learn about factors in the hiring process and principles for exploring past experience.

Cost Analysis

In this session, participants will explore the cost of hiring a person in their organization and the impact on profit.

Job Analysis and Position Profiles

Then participants will learn about job analysis and position profiles, supporting clear recruitment and hiring.

Determining the Skills You Need

Here participants will gain experience defining technical and performance skills, which are key aspects of interviewing techniques.

Finding Candidates

In this session, participants will look at strategies to find suitable candidates for the available job.

Advertising Guidelines

Here, participants will learn about advertising techniques that will help find the most suitable candidates.

Screening Resumes

Then, participants will learn how to simplify screening by using a rating guide, and they will have an opportunity to set up a guide that will work for them.

Performance Assessments

Here, participants will learn about technical and performance-based assessments that can inform an accurate hiring decision.

Problems Recruiters Face

In this session, participants will learn about major problems that recruiters and interviewers may encounter.

Interviewing Barriers

Then, participants will develop an awareness of barriers to successful interviews, and how to address and avoid them for future job interviews.

Non-Verbal Communication

Here, participants will learn about body language and other non-verbal cues in conversations to enable conscious decisions about their own actions.

Types of Questions

In this session, participants will develop their potential to ask strong questions that help interviewers get to know a candidate accurately in a short time.

Case Study

Then, participants will end Day One by completing a case study to examine and improve upon a hiring story.

Traditional vs. Behavioral Interviews

Participants will begin Day Two learning about the value of candidate selection that results from a behavioral interviewing approach.

Other Types of Questions

Then, participants will learn about different types of questions and how they can enhance an interview toolkit.

The Critical Incident Technique

Here, participants will learn how to incorporate workplace critical incidents into the interview experience.

Listening for Answers

Then, participants will learn techniques to help focus attention and clearly hear and understand what others are saying.

Applicants Who Are Struggling

In this session, participants will learn about some behaviors people can project in stressful situations and how to work with them in the interview.

Interview Preparation and Format

Here, participants will review key elements of interview preparation, including how to personally prepare for the interview and selecting the best format.

Other Interview Techniques

Then, participants will explore additional interview techniques designed to help inform critical hiring decisions.

Scoring Responses

Here, participants will learn about scoring interview responses using a performance-based rating scale.

Checking References

Then, participants will conduct a quick review of the essentials for checking references and getting the information required to complete the interview and selection process.

Human Rights

In this session, participants will learn about general human rights elements that are common in most jurisdictions.

Skill Application

Here, participants will practice new skills and apply them directly to real-life workplace situations.

INNOVATION IN THE WORKPLACE, FOSTERING IT

Innovation in its purest form means to create something new, but it can also mean better solutions, new methods of doing something, finding more efficient and effective ways of completing a task, or creating new processes or workflows.

Innovation is what drives companies; by coming up with new and fresh ideas, companies are able to remain relevant and drive success.

Innovation is what propels businesses into the future, and allows them to forge a new path of relevance, profit, and success.

This one-day workshop will help you teach participants:

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Session Two: Creating an Innovative Environment

Creating an innovative work environment is arguably one of the most important ways to foster innovation within the workplace. By making it easier for employees to be creative and innovative, they are more likely to come up with innovative ideas more regularly.

In this session, you will learn ways in which you can make your workplace a hub for innovation. By implementing a few easy changes within the workplace, employees are more likely to want to become innovative thinkers.

Session Three: Who Is Doing It Well?

An exploration of what innovation looks like in a workplace using Google as an example.

Session Four: A Leader's Role in Innovation

Leaders play a crucial role in fostering innovation within the workplace. It is important that workplace leaders know the qualities that are associated with innovative leaders in order to inspire those around them.

In this session, you will learn the key traits of innovative leaders and simple things that you can do to become a better innovative leader.

Session Five: Systems and Processes for Innovation

Without the right processes and workflows in place, it is increasingly difficult to foster innovation in the workplace. By having the tools at your teams' fingertips, they are more readily available and enticed to come up with more innovative ideas.

In this session, you will learn different procedures or workflows that you can implement within your own company to foster innovation on a grander scale..

Session Six: Is it Okay to Fail?

Innovation is not created in a bubble. It takes a lot of tweaking and building upon ideas to come up with the next great invention. Knowing this and learning that failure is a key to success will help your company to better foster innovation.

In this session, you will learn why it is okay to fail in the innovation process and why it can often be a good thing.

Session Seven: Innovation and Teams

By allowing your team to take the time to come up with great ideas and collaborate in the workplace, you are not only fostering innovation, but creating a whole slew of happy consequences that will further help your business.

In this session, you will learn why fostering innovation is so important for the workplace, in terms of the innovations themselves as well as the spinoffs they create.

Session Eight: What Happens When You Foster Innovation

Throughout the course we have established that innovation is largely essential for any business to grow and thrive in today's society and we discussed some of the ways that we can make it easier to foster innovation in the workplace. Now it is time to look at why that is important.

LEAD WITH INTEGRITY

Leading with integrity creates a powerful opportunity to support employees, to build a positive company culture and to achieve meaningful long-term growth. Integrity always lies on a foundation of honest, transformational leadership, trust, and authenticity. Leaders who can lead with integrity, and communicate that vision with confidence and charisma, will transform profits, performance and longevity for their company and their team.

This one-day workshop will help you teach participants how to:

- Understand why integrity makes a powerful, lasting impact
- Recognize and use the 4 'I's of transformational leadership
- Practice better self-leadership
- Measure and develop your authenticity and transformational leadership
- Develop charismatic behaviors and improve your skills of persuasion
- Learn how to transform others

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Deep Impact

Leaders with integrity make a deep impact. Why? Because we are hardwired as humans to select leaders that we think we can trust. It is an ancient evolutionary instinct that taps into our need for survival – selecting a leader with integrity is most likely to safeguard our financial, social, and health-related future outcomes.

This session introduces integrity, and why it is not only powerful and ethical but also profitable! The session will begin with an overview of why integrity makes an impact.

Self-Leadership

How can you lead others if you cannot first lead yourself? Self-leadership is an amazing skill. When you can lead yourself effectively, you become a natural role-model for others.

Self-leadership is the ability to be the coach in your own corner, the cheerleader on the sidelines of your own football field, and the positive voice that encourages you to deal with setbacks positively and build on successes constructively.

Self-leadership requires self-management of the little things (getting organized, getting enough sleep, prioritizing the right things) so that the big things (chasing your passion, achieving your dreams, nailing a promotion) can fall into place that much easier.

The Ripple Effect

The ripple effect of integrity can be monumental. Coach attendees in how to make it happen yourself within their own teams and organizations.

Transformational Leadership

Transformational leadership is the most powerful, successful, and studied leadership approach in the world. This session introduces the class to it and explains how they can develop their own transformational leadership. This includes the 4 'I's of transformational leadership.

Mission To Mars

Applying theory to practice requires us to recognize the value of each team members, and a mix of different values, beliefs, skills, and abilities make us all stronger. Attendees will explore their own beliefs of what makes a valuable team member, and what they personally value, with this entertaining, challenging exercise.

Charisma: Inspire and Motivate

Everybody loves charisma. It seduces, entertains, develops a strong emotional connection, makes people feel committed to a goal, excited, and inspired. Most people think that it is a mythical quality, something that cannot be defined but the truth is, it's surprisingly straightforward to understand and even measure!

The Art of Persuasion

The art of persuasion is often what stands between the success and failure of a plan. Leading with integrity often means encouraging people to find a new and better way, to inspire them to fight for what they believe in, to be authentic, to instill boundaries, and develop the confidence in people to implement them. This session coaches attendees to build their power of persuasion as a means of developing integrity and challenging the status quo.

One-On-Ones: Transforming Others

Learning to lead with integrity means transforming others as well as yourself. When you role model behavior, empower others, or offer to listen or mentor, you give people confidence to follow their goals, and to stay true to who they are, giving them strength to push back when they feel that the status quo needs to be challenged, or that positive change is needed.

LEADERSHIP, BECOME A LEADER WITH INTEGRITY

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LEADERSHIP, BECOMING A PROGRESSIVE EMPLOYER

Many people like to think of themselves as progressive in some fashion, but is this usually the case? Employers can be considered progressive for numerous reasons, from the way they treat their staff to their approach to technology. This one-day course will point the way towards being a progressive employer for those who wish to be on the forefront of employee relations and develop an innovative stance on business.

This one-day workshop will help you teach participants:

- Understand what being progressive means
- See the process for getting from the status quo to being progressive
- Develop or enhance a progressive mindset
- Truly examine what it means to be progressive
- Develop innovative ideas

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

What does progressive mean?

In this session, students will learn a definition of progressive as it applies to their situations. They will also look at examples of progressive companies.

Getting From Here to There

This is the session where students will get the tools they need to assess where they are in a progressive sense and how to get where they want to be.

Progressive Mindset

A progressive mindset is under the microscope here and students will learn how to develop one, or polish one if they are already progressive.

The Good and Not So Good

Not everything is terrific in and of itself, with the pros there are often cons. This session will look at that.

It Can Come From Within

Inter-office think tanks and innovation officers are considered in this session.

Workers Matter

Employees are the most important aspect of any company. This session breaks down the various factors to keep in mind when taking a progressive approach to employees.

As the Curtain Comes Down

Any progressive employer is going to have a succession plan in place for their company. Take the time to consider that in this session.

LEADERSHIP, CONVERSATIONAL

Effective leaders understand how powerful an opportunity can be when they can tap into the intelligence, wisdom, and innovation present in their workforce. Conversational leadership provides the space and infrastructure for knowledge sharing to take place; for employees, stakeholders, and the community to be involved in discussing big, important questions; and to generate solutions that people within the organization can take action on.

OUTLINE

leadership

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

What's In A Word?

To begin the course, students will review their pre-assignment and consider what conversational leadership is all about.

Fundamental Elements

This session explores some key concepts, including designing meaningful conversations and personal skill-building.

The Four-I Model of Organizational Conversation

Next, participants will learn about the Four-I model: intimacy, interactivity, inclusion, and intentionality. Common language and trust will also be discussed.

The Conversational Leadership Framework

In this session, participants will learn about the conversational leadership framework developed by Hurley and Brown. The role of appreciative inquiry in conversational leadership will also be discussed.

World Café

The course wraps up with an in-depth look at the structure of a World Café.

LEADERSHIP, FROM BOSS TO LEADER

Bad bosses. Everyone has had at least one in their working career. You do not want to be the bad boss in your work environment, the one who causes good employees to cringe when you enter the room. Or worse yet, you do not want to be the one who causes good people to leave the company.

You want to be the type of manager that employees are willing to go the extra mile for. You want to nurture and inspire your team, giving them the confidence to do their jobs well. You want to provide guidance and motivation, while showing integrity and modelling the behaviors you want to see in your team. You want to be more than a boss, you want to be a leader. This course will arm you with the tips and general information you need to enhance your skills and transform from a boss to a great leader.

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Good Boss versus Bad Boss

In this session, common mistakes made by bad managers are discussed, along with qualities of good bosses.

The Boss as a Leader

Next, the differences between being a boss and being a leader are explored.

Communication is Key

Then, students will learn about the importance of communication between staff members and supervisors and discuss how to provide effective feedback.

Common Sense

Next, ideas regarding being a great leader will be explored, using one tool: common sense.

The Science Behind Good Leadership

In this session, students will learn how to make employees feel valued, appreciated and important, as well as different ways to reward them for their dedication.

Emotional Intelligence

Next, students will learn what it means to be emotionally intelligent and how to develop this.

Elements of Success

The last session of the workshop provides additional tips for becoming a successful leader.

LEADERSHIP SKILLS FOR SUPERVISORS

Supervisors represent an important force in the economy. You have the power to turn on or turn off the productivity of the people who report to you. You are the crucial interface between the employee on the shop floor or the service desk and the managers of the organization. Although you usually have more technical experience than the employees you supervise, you may not have had a lot of leadership experience. This one-day course will give you the skills that you need to be successful.

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Pre-Assignment Review

To begin the course, participants will review their pre-assignment, which asked them to consider where they currently are as a leader and where they want to go.

What's Your Type? How About Mine?

In this session, participants will complete a self-assessment to help them identify their leadership style.

Introversion/Extroversion

Participants will complete a questionnaire to help determine whether they are an introvert or an extrovert.

Understanding Leadership

This session will explore several different leadership models, including Situational Leadership II® and servant leadership. Performance management will also be covered.

Managing Your Time and Your Energy

In this session, participants will learn how to get organized, set goals, and manage their time.

The Commitment Curve

Next, onboarding and orientation will be discussed, and participants will learn about the commitment curve and how to use it to build employee engagement.

Employee Development Models

This session will give participants a model for effective coaching. "You" and "I" messages will also be discussed, along with the consequences and benefits matrix.

Dealing with Conflict and Difficult Issues

In this session, participants will learn seven techniques for resolving conflict.

What Successful Leaders Do

The course will wrap up with a look at the practices of successful leaders and organizations.

MANAGING A VIRTUAL WORKPLACE

Virtual workers and virtual teams are an essential part of today's workforce. More than ever, people are using technology to work anywhere, anytime.

There are benefits to today's virtual workplace, but there can be challenges, too. This one-day course will teach managers and supervisors how to prepare employees for the virtual workplace, create telework programs, build virtual teams, leverage technology, and overcome cultural barriers.

This one-day workshop will help you teach participants how to:

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Defining the Virtual Workplace

To begin the course, participants will learn some terms related to the virtual workplace. Participants will also explore advantages and challenges that the virtual workplace can have.

Creating Virtual Workplace Programs

This session will provide a list of elements to include in a virtual workplace strategy. Setting employees up for telework and tips for managing performance will also be covered.

Technology

Next, participants will consider what tools they can use to implement their virtual workplace program.

Building Virtual Teams

In this session, participants will learn about Tuckman and Jensen's five stages of team development and how they apply to virtual teams. They will also learn how to choose a virtual team and ways to ensure its success.

Virtual Leadership Strategies

Next, participants will share their favorite leadership techniques for leading a virtual team. We will also share some ideas of our own.

Leading Virtual Team Meetings

This session will provide guidelines for scheduling and conducting team meeting. Participants will also have an opportunity to practice leading a virtual team meeting.

Working with Cross-Cultural Teams

Next, participants will learn how to overcome cultural barriers in virtual teams.

MANAGING ACROSS CULTURES

Our culture defines many aspects of how we think, feel, and act. It can be challenging for managers to bridge cultural differences and bring employees together into a functioning team. This course will give supervisors and managers easy-to-use techniques for communicating across cultures, building teams, promoting multiculturalism in the organization, and leveraging the global talent pool.

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

What Is Culture?

We've all heard of culture but do we really know what it is? This session takes a look at defining culture and some of its various forms. The session then segues into a look at stereotypes before concluding with a discussion of individual and organizational attitudes.

Communicating Effectively

Communications can be tricky even within one's own culture, not to mention across cultures. This session deals with communications under the lens of high and low context cultures while also tackling various forms of body language and other types of communication skills. The session wraps up with a look at handling miscommunication through a case study.

Team Building Across Cultures

The five stages of team development are covered in this mid-course session. Then the discussion veers to a look at how to handle working with virtual teams.

Managing Across Cultures

Diversity is the hallmark of working across cultures and it's the opening of this session. Along the way the session looks at how far should you go to accommodate other cultures, dealing with culture-based conflicts and giving culturally sensitive feedback.

Building a Multicultural Organization

This session holds forth a brainstorming session on how to build a multicultural organization and then how to create inclusive programs for new employees.

Working with the Global Talent Pool

Today's workforce is made up of much more than your typical 9-to-5ers from just around the neighborhood, it is made up of the workers worldwide. This workforce offers a global talent pool for employers and it's discussed here along with how to tap into this pool.

MANAGING DIFFICULT CONVERSATIONS

We have so many interactions in the run of a day, it's reasonable to expect that some of them are going to be difficult. Whether these are conversations that you have in person, or you manage a virtual team and need to speak with someone in another city, there are things that you can do to make these conversations go smoothly. This one-day workshop will give you the tools to manage difficult conversations and get the best results possible out of them.

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Choosing to Have the Conversation

Your first step in managing a difficult conversation (even if it happens suddenly) is to consider the potential outcomes and decide whether or not the conversation has enough value for you. This session will show participants ways to consider the consequences, as well as how to explore their frame of reference, establish positive intent, and identify what they want from the conversation.

Toolkit for Successful Conversations

Good communication skills are crucial for a successful conversation. This session will give participants tools for managing their body language, speaking persuasively, active listening, asking questions, and using probing techniques.

Choosing the Time and Place

This session will give participants tips on choosing a good meeting place and time for a difficult conversation (if they have that option).

Framework for Difficult Conversations

Next, participants will explore a seven-step framework for difficult conversations. They will also create a template to help them plan future conversations.

Staying Safe

In this session, participants will learn how to handle conversations which might be a threat to their safety.

Testing the Waters

To wrap up the course, participants will role play a difficult conversation that they have recently encountered.

MANAGEMENT MATERIAL, BECOMING BETTER AT IT (THREE-DAYS)

This three-day workshop is a tool for your leadership development. It is designed to help you create and accomplish your personal best, and to help you lead others to get extraordinary things done.

At its core, leadership means setting goals, lighting a path, and persuading others to follow. But responsibility entails much more. Leaders must get their message out in a way that inspires, make the most of their limited time, and build roads to precious resources. They must negotiate alliances, improve their colleagues, and align the ambitions of the many with the needs of the organization.

What makes for a great leader? Is it something to do with inward characteristics, such as confidence and focus? Is it more about outward presence, including charm and compassion? Or is it about the ability to create a vision and get others to commit to it?

The answer is all of the above. By accepting the challenge to lead, you come to realize that the only limits are those you place on yourself.

OUTLINE

Introduction and Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

About the Learning Organization

In the first session, participants will explore Peter Senge's vision of a learning organization. Is your company one where all employees are committed to lifelong learning? How can it encourage continual growth and development?

Achieving Personal Mastery

Next, participants will identify some strategies for understanding what our own strengths are, as well as where we want to go.

Analyzing Our Mental Models

Often, we create our own realities without even realizing that we do so. This session will give participants some ways to explore and change their own mental models.

Achieving a Shared Vision

This session will give participants some ideas for building commitment within a team using shared vision. Participants will also explore a model that will help them move their team to greater independence.

Team Learning

Next, participants will learn what a leader's role is in a team, and how to lead them through a discussion to reach an agreement point.

Systems Thinking

To wrap up the morning, participants will look at some different cycles and what impact they may play in team efficiency.

Understanding Leadership

In this session, participants will study Paul Hersey and Ken Blanchard's Situational Leadership II® model, which outlines four leadership profiles. Participants will also explore their own style; learn about servant leadership; and look at leadership in an organization through practices like onboarding, orientation, and performance management.

Five Practices

Day One will conclude with information on five essential leadership practices that experts James Kouzes and Barry Posner have identified. Participants will explore these practices through two exercises and some group discussion.

Building Trust

Day Two of this workshop will begin by looking at how trust and performance are related, and how a leader can build trust in team members.

Managing Change

Next, participants will learn ways to successfully lead a group through change. Participants will have an opportunity to work through a personal change scenario and to apply learning points to a case study.

The Four Room Apartment

Psychologist Claes Janssen describes the process of change like moving from one room to another in a four-room apartment. This session will look at the key aspects of that theory.

Time Management Tips and Tricks

To wrap up the morning of Day Two, participants will learn some ways to organize their workspace, conquer e-mail, and manage their time more effectively.

Managers vs. Leaders

In this session, participants will explore the differences between management and leadership.

Learning and Thinking Styles

Learning styles are very influential and it is important to learn about the different types, yours and those of your co-workers. Most people have more than one learning style and they may use different ones in different situations. They are discussed in this alternate session.

Influence Strategies

At the very core of leadership is the ability to influence people. This session will give participants some ways to persuade individuals to change. Robert Cialdini's influence strategies will also be covered.

Managing Relationships

Day Two will conclude with a detailed look at different aspects of relationships, including the relationship cycle, leading a team through conflict, and managing stress.

A Simple Problem-Solving Process

Day Three will begin with an introduction to a simple, systematic problem-solving process that participants can apply in any situation. Participants will also have an opportunity to apply the steps to a personal problem.

Strategic Planning

In this session, participants will learn about the SWOT technique, which helps to identify the Strengths, Weaknesses, Opportunities, and Threats of any person, organization, product, service, or process.

Doing Delegation Right

This session will give participants an opportunity to practice delegation through a group exercise and a role play. Participants will also learn about the different levels of delegation.

Criteria for Useful Feedback

To wrap up the morning, participants will receive some tips for giving good feedback.

Feedback Techniques

Next, participants will delve deeper into the art of feedback and learn some specific techniques. Constructive criticism will also be discussed.

Mastering Your Body Language

We are always sending signals to others, whether we like it or not. Body language combined with vocal tone can override or even cancel the meaning of the words we say! In this session, participants will learn how to master the art of body language and subtle signals.

Meeting Management

Did you know that the average manager wastes seven to ten hours per week in meetings? In this session, participants will learn how to make the most of meetings.

Pumping Up a Presentation

Next, participants will learn seven steps to pump up a presentation.

MANAGING PRESSURE AND MAINTAINING BALANCE

When things are extremely busy at work and you have your hands full with many tasks and dealing with difficult people, having skills you can draw on are essential for peace of mind and growth. This one-day course will help participants understand the causes and costs of workplace pressure, the benefits of creating balance, and how to identify pressure points. They will also learn how to apply emotional intelligence, increase optimism and resilience, and develop strategies for getting ahead.

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Under Pressure!

To begin the course, participants will explore the causes and costs of workplace pressure as well as the benefits of creating balance. Participants will also learn what their pre-assignment score means.

Getting to the Heart of the Matter

Next, participants will learn how to identify their pressure points and create an action plan to manage them. They will also learn some tips for facing problems and when to seek help.

Emotional Intelligence

In this session, participants will learn about the seven human emotions and Plutchik's wheel of emotions. They will also learn how to validate emotions in others, build optimism, and develop resilience.

Coping Toolkit

This session will give participants some ways to manage stress, cope with anger, and express themselves assertively.

Getting Organized

To wrap things up, participants will learn some ways to get organized and reduce pressure.

MEETING MANAGEMENT: THE ART OF MAKING MEETINGS WORK

Meetings come in all shapes and sizes, from the convention to a quick huddle in an office hallway. This one-day workshop will be concerned with small working meetings; with groups that have a job to do requiring the energy, commitment, and talents of those who participate.

Members of such a group want to get some kind of result out of their time together: solving problems, brainstorming, or simply sharing information. At its best, such a group knows what it is about, and knows and utilizes the strengths of individual members.

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

The Basics for Effective Meetings

To begin, participants will explore the key characteristics of successful meetings. Participants will also discuss types of meetings and alternatives to holding a meeting.

The Best and Worst of Meetings

Participants will work in small groups to identify the characteristics of effective meetings and ineffective meetings.

Holding Productive Meetings

During this session, participants will explore the keys to productive meetings through large group discussion and a case study.

Preparing for Meetings

Participants will be given planning guidelines, including tips on determining the time and attendees.

Agendas

This session will educate participants about the importance of agendas. Participants will also take part in a small group activity to reinforce the concepts.

Setting the Place

During this session, participants will look at some things to consider when choosing the location and physical setup for the meeting.

Leading a Meeting

Next, participants will learn skills for leading a successful meeting.

Process and Content

This session will explore the differences between process and content. Participants will also learn about ground rules, different techniques for engaging meetings, and facilitation skills.

How to Control a Meeting

Participants will explore types of difficult dynamics and solutions in a group exercise.

A Plan for Success

To wrap up the day, participants will work in small groups to create an action plan for areas of weakness identified in their pre-assignment.

MOTIVATION TRAINING: MOTIVATING YOUR WORKFORCE

It's no secret that employees who feel they are valued and recognized for the work they do are more motivated, responsible, and productive. This one-day workshop will help supervisors and managers create a more dynamic, loyal, and energized workplace. It is designed specifically to help busy managers and supervisors understand what employees want, and to give them a starting point for creating champions.

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

What is Motivation?

To begin, participants will explore motivation through a fun activity.

Supervising and Motivation

Next, we will look at three everyday objects that represent three approaches to motivation: the carrot, the whip, and the plant.

Motivational Theories

During this session, participants will explore Maslow's and Herzberg's theories of motivation. They will also review their pre-assignment.

Setting Goals

Goal setting is an important part of motivation. This session will look at the SPIRIT acronym for setting goals.

The Role of Values

During this session, participants will identify their personal values, which will help them understand their motivators.

Creating a Motivational Climate

This session will look at the reinforcement theory, also called the behavioral theory, of motivation. Expectancy theory and McClelland's needs theory will also be discussed.

Applying Your Skills

During this session, participants will work on several motivational case studies.

Designing Motivating Jobs

This session will explore methods of designing (or redesigning) motivating jobs. We will also share the ten things you can do to motivate employees on a daily basis.

PERFORMANCE MANAGEMENT, MANAGING EMPLOYEE PERFORMANCE

Inspiring someone to be their best is no easy task. Just how do you manage for optimum performance? How do you create a motivating environment that encourages people to go beyond their best? This one-day workshop will help you teach participants some ways of achieving those tasks, including:

- Tools to help employees set and achieve goals.
- A three-phase model that will help participants prepare employees for peak performance, activate their inner motivation, and evaluate their skills.
- Motivational tools and techniques.
- Coaching methods and skills.

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop.

The Shared Management Model

To begin, participants will learn about the three-phase model that will be the focus of this course. Participants will also learn about making the employee their own internal manager.

Setting Goals

Next, participants will use a goal setting tool to set some goals for the workshop. Then, they will learn how to use this tool in the performance management process.

Phase I (Preparation)

During this session, participants will explore how to prepare the employee to go beyond their best using coaching and training. We will also talk about choosing the right person for the job and setting standards.

Phase II (Activation)

Participants will learn what the activation phase is all about. They will also learn ways to turn employees into self-motivators.

Phase III, Part A (Ongoing Evaluation)

Evaluation is a key component of managing for performance. This session will look at ongoing evaluation, particularly constructive feedback.

Phase III, Part B (Formal Evaluation)

Next, participants will learn about formal types of evaluations, including performance reviews.

PERFORMANCE REVIEWS, CONDUCTING EFFECTIVE ONES (THREE DAY)

Performance reviews are an essential component of employee development. The performance review meeting is an important aspect of career planning, and the outcomes of the meeting should be known to the employee and supervisor before the meeting actually takes place. Remember what the German philosopher Goethe said: "Treat people as if they were what they ought to be and you help them become what they are capable of being."

Setting goals and objectives to aim for will give both supervisors and employees a focus, and is one of the key aspects to meeting overall company objectives. Supervisors must also learn how to give feedback, both positive and negative, on a regular and timely basis so that employees can grow and develop. Performance appraisals involve all these activities.

This three-day workshop will help you teach participants:

- To recognize the importance of having a performance review process for employees.
- How to work with employees to set performance standards and goals.
- Skills in observing, giving feedback, listening, and asking questions.
- An effective interview process and the opportunity to practice the process in a supportive atmosphere.
- How to make the performance review legally defensible.

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Performance Appraisals Done Well

To start, participants will discuss what performance appraisals are and why they are important. The importance of building trust will also be covered.

Errors We Make

This session will explore the three most common errors made during performance appraisals.

Types of Performance Reviews

Next, participants will learn about the most common types of performance appraisals: formal reviews, informal reviews, probationary reviews, and 360 degree reviews.

The Performance Management Process

To begin, participants will look at the four-stage performance management process through a lecture. Then, participants will work in small groups to review some sample appraisal forms.

Goals with SPIRIT

During this session, participants will learn about the SPIRIT acronym for goals. They will also learn about setting short-term and long-term goals.

The Performance Management Cycle

This session will explore the first two stages of the performance management cycle: the basis for review and performance standards. BAR's and KRA's will also be discussed briefly.

Setting Standards

Participants will learn about the importance of standards through a short exercise.

Creating a Performance Development Plan

Another key element in the performance management cycle is a performance development plan. Participants will learn about the components of this type of plan during this session.

Feedback and Communication

This session will provide participants with some basic feedback and communication tips.

Listening Skills

Next, participants will take a closer look at listening skills.

Communication Strategies

In this session, participants will learn about asking good questions, probing techniques, and body language.

Giving Feedback

This session will cover the six characteristics of effective feedback. To reinforce these concepts, participants will apply these characteristics to three case studies.

Accepting Criticism

Next, participants will learn how to accept criticism graciously.

Planning the Interview

This session will look at some things that participants should do before delivering the performance appraisal.

The Interview

In this session, participants will learn a basic interview format and practice it through a role play.

Goal Setting Role Play

Day Three will start with a role play on the first stage of the performance appraisal process: goal setting. This role play will be followed by discussion and feedback from the trainer and other participants.

Providing Feedback

This session will ask participants to complete a role play on the second stage of the performance appraisal process: providing feedback.

Coaching

Next, participants will learn about the third stage of the performance appraisal process: coaching. Participants will also practice coaching in a role play.

Appraisal Preparation

In this session, participants will prepare for a mock appraisal.

The Interview

Next, participants will conclude the performance appraisal process with a mock interview.

Maintaining Performance

Once an employee has achieved a particular level of performance, we usually want them to maintain that level. This session will explore some ways of doing that.

Handling Performance Problems

During this session, participants will learn what to do if an employee is not achieving a particular level of performance.

The Part Where Someone Gets Fired

In this session, participants will learn what steps to take when someone needs to be let go. Participants will also have an opportunity to practice their skills in a role play.

Pre-Assignment Review

To sum up the past three days, participants will look at their pre-assignment, identify areas of improvement, and develop an action plan.

Performance Management Checklists

To conclude the workshop, participants will review some checklists that they can use during the performance management process.

PERSONALITIES AND STYLES IN THE WORKPLACE

The common term for studying styles and personality traits in the workplace is "organizational behavior." Organizational behavior examines ways individuals and groups act within organizations and how this impacts overall company performance and culture. Its primary goal includes understanding, predicting and improving the performance and well-being of individuals and the organization as a whole. This includes multiple areas of study such as team dynamics, motivation, conflict resolution, and individual behavior. This class will focus on individual behavior.

OUTLINE

Individual style makeup

Understand there are many factors that affect a person's style and actions including introversion/extraversion, communication styles, team player types, and generational characteristics

Identify your personal styles

As participants study the characteristics of ways people take in, process, and disseminate information, they also identify their most natural styles through assessments and discussions.

Learn to recognize the styles of others

Once multiple performance styles are labeled and studied, participants begin to identify signs and clues other people exhibit giving them insights as to how others may react to different situations.

Build skills to bridge to the styles of others

Participants practice adapting their communication and collaboration approaches to better connect with individuals of differing styles, fostering more effective and inclusive interactions.

PROBLEM SOLVING AND DECISION MAKING

We make decisions and solve problems continually. We start making decisions before we even get out of bed (shall I get up now or not?). Sometimes, we will make as many as 50 decisions by the time we leave for work. Despite all the natural decision-making that goes on and the problem-solving we do, some people are very uncomfortable with having to make decisions. You may know someone who has a hard time making decisions about what to eat, never mind the internal wrestling they go through in order to take on major decisions at work.

Likewise, we have probably all looked at a solution to something and said, "I could have thought of that." The key to finding creative solutions is not just creativity, although that will certainly help. The answer rests in our ability to identify options, research them, and then put things together in a way that works. Having a process to work through can take the anxiety out of problem-solving and make decisions easier. That is what this two-day workshop is all about.

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Definitions

To begin, participants will explore what problem-solving and decision-making means. They will also learn the eight essentials to defining a problem and apply these concepts to a simple case study.

Making Decisions

Next, participants will learn about different types of decisions, the difference between facts and information, and common decision-making traps.

Getting Real

Next, participants will review their pre-assignment. This will help them evaluate how they currently solve problems.

The Problem-Solving Model

During this session, participants will learn about a three-phase model that they can apply to most problems. They will also have an opportunity to apply the model to two case studies.

The Problem-Solving Toolkit

This session will look at seven basic problem-solving tools and two advanced tools (the degrees of support and fishbone analysis). Creative thinking methods, including brainstorming and brainwriting, will also be discussed.

Aspiring

Next, participants will work through a case study that will help them internalize and apply the concepts learned so far.

Swotting Up

Solving business problems can be a bit different than everyday dilemmas, so this session will show participants how to use SWOT analysis in their organization.

Making Good Group Decisions

Next, participants will learn about some things that are essential for team problem solving. Other decision-making tools are also explored.

Analyzing and Selecting Solutions

This session will look at the second phase of the problem-solving model: making a decision.

Planning and Organizing

To wrap the course up, participants will learn how to complete the third phase of the problem-solving model. Topics will include planning and organizing a solution, completing a follow-up analysis, evaluating results, adapting with change, and celebrating success.

PROGRESSIVE DISCIPLINE

Discipline is not something any manager wants to do but it is a skill that is important to be able to perform consistently and fairly. This one-day course will look at the importance of minimizing discipline issues before they happen and the need to have a discipline policy in place. After determining what discipline is and what are appropriate levels of discipline, the course will explain the typical steps of progressive discipline and help you use it to manage employee behavior and performance.

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Minimizing Disciplinary Issues

In this session we will briefly look at two ways to minimize disciplinary issues: onboarding and performance management.

Discipline

In this session we will start by defining discipline in relation to performance problems and misconduct. Then we will look at determining appropriate levels of discipline, considering escalation, and mitigating circumstances.

Discipline Policy

In this session we will outline the necessary information to include in a discipline policy and look at ways to communicate the policy to all employees.

Progressive Discipline

In this session we discuss progressive discipline and describe the steps of a progressive discipline process. We also explore the use of informal structured guidance for minor misconduct or performance issues.

Step 1 - Verbal Warning

In this session we look at the first step in a formal progressive discipline process — verbal warning — and determine ways to give the employee every opportunity to correct their behavior. A role play exercise provides an opportunity to practice delivering a verbal warning.

Step 2 - Written Warning

In this session we will determine the information that is necessary to include in a written warning. Then we will provide an opportunity to practice writing a written warning for a chosen scenario.

Step 3 - Performance Improvement Plan

In this session we look at the elements that are included in a PIP and then provide an opportunity to practice developing PIP goals, objectives, actions, and determining the measure of success.

Step 4 - Termination

In this session we look at the termination process and look at a termination checklist for managers to ensure all actions have been taken. We then look at the termination meeting essentials and give an opportunity to practice for a chosen scenario.

RESPECT IN THE WORKPLACE

Research in North America suggests that more than one in three employees have experienced bullying, abuse, harassment, or discrimination in their workplaces. This course provides organizations of all sizes, in any industry, with a proactive standard tool for all employees to combat bullying, abuse, harassment, discrimination, and incivility for a safer, more productive quality of life in the workplace and their personal spaces as well.

This one-day workshop will teach participants how to:

- Define and deal with bullying, abuse, harassment and discrimination
- Identify and address unconscious bias
- Identify power dynamics in the workplace
- Be empowered as a bystander to take effective action
- Understand and manage common emotions in the workplace
- Understand mental health outcomes of prolonged or unaddressed disrespectful behavior
- Foster respect in your workplace

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

The Power of Respect

In this session, we will explore the concepts of respectful actions and those actions that threaten safety and are received as disrespectful. We will define the terms and explore the meanings of familiar terms, and those terms often cited in workplace safety and harassment legislation. This knowledge will be the foundation for the following sessions and will support your efforts to build and sustain a healthy workplace environment.

Unconscious Bias

In this session we will learn more about unconscious bias – how it works, how to identify it and how to address it in the workplace for healthier and more effective working relationships, marketing campaigns and employee retention.

Workplace Dynamics

Here we will explore the motivations and influences behind workplace behaviors, and examine ways of engaging employees to effectively deal with not only the negative behavior, but the needs of all persons involved.

Managing Emotions

In this session we will explore common emotional triggers and incidents, in the context of how to react in emotional scenes and how to proactively avert or reduce negative workplace interactions.

Empowering the Bystander

Here we will introduce and explore ways to engage bystanders as active proponents of workplace respect, through their own choices, action on their own behalf, and action on behalf of others in need of help.

Fostering Respect

In the final session, we will explore motivations and actions that contribute to a respectful workplace, and how you can implement these actions in your own situations.

SEXUAL HARASSMENT PREVENTION

Between 2010 and 2015, employers paid out \$698.7 million to employees alleging harassment (through the U.S. Employment Equity Opportunity Commission's administrative enforcement prelitigation process.) But financial repercussions are not the only reason why workplaces need to be proactive when it comes to preventing harassment. This type of behavior has harmful effects on the victims such as health and self-esteem problems, as well as negative impacts on the workplaces where it occurs, including decreased productivity and increased absenteeism.

But how do you prevent harassment from occurring? What sorts of policies should be in place? What should managers do to protect their employees? And if a complaint is filed, what will we do? All of these questions (and more!) will be answered in this two-day workshop.

This two-day workshop will help you teach participants how to:

- Explain what is acceptable behavior in the workplace and what is not, and why
- Apply the benefits of harassment training
- Define the various types of harassment, including sexual harassment
- Assist in creating a harassment policy
- State some ways to prevent harassment and understand what role they can play
- Demonstrate some ways to protect themselves from harassment
- Know what to do if they are harassed or accused of harassment
- Understand the complaint process, from the complaint to the reply, to mediation or investigation, to a solution
- Identify situations where mediation is appropriate, and understand how mediation works in those situations
- Describe appropriate solutions for a harassment incident
- Know what to do if a complaint is false
- Help their workplace return to normal after a harassment incident

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Defining Harassment

This session will look at legal, literary, and reasonable man/woman definitions of harassment.

Defining Sexual Harassment

This session will discuss sexual harassment in a lecture and small group work. Topics covered include the definition of sexual harassment, the components of harassment, and common scenarios that could be construed as harassment.

The Purpose of Training

In this session, we will discuss what kind of harassment training can benefit an organization.

Creating a Harassment Policy

The best way to prevent harassment from occurring is by setting a clear policy, educating employees about it, and enforcing it. We will discuss some basics of creating, implementing, and monitoring a policy, plus some training points.

Other Prevention Strategies

Next, participants will explore some other ways of preventing harassment in groups.

Nipping it in the Bud

One of the most important prevention strategies is for managers to carefully monitor their workplace. During this session we will use a lecture and a role play to talk about how managers can do this.

Protecting Yourself

There are many things that you can do to minimize your risk of being harassed or of being perceived as a harasser. We will discuss six of them.

What If It Happens to Me?

During this session we will discuss what you can do if someone is harassing you, including techniques for saying no. Participants will then practice these techniques during a role play.

What If It Is Happening to Someone Else?

There will often be situations where a manager thinks or knows that harassment is occurring, but a complaint has not been filed. We will discuss what to do in this situation.

Someone Has Filed a Complaint Against Me!

If you are in the situation where someone has filed a complaint against you, do not panic. There are several steps that you can take to deal with the situation appropriately, all of which will be discussed in detail during this session.

Addressing a Complaint

No matter how proactive you are, most employers receive a harassment complaint at some point in time. We will discuss the four key components of dealing with a complaint fairly and appropriately.

Handling False Complaints

If you suspect that a harassment complaint is false, you must be very careful when dealing with it. This session will discuss some things that you can do in this situation.

Mediation

When the claimant decides to file a complaint, mediation may be offered as an alternative. We will discuss what mediation is, when it is and is not appropriate, and how the process may work. Participants will also have an opportunity to role play mediation.

Investigating a Complaint

Investigating harassment complaints often requires special training and skills. During this session, we will cover some basics of investigation, including when a complaint should and should not be investigated, who should be involved, what the investigation process should look like, and how results can be reported.

Making the Decision

During this session we will talk about who should make the final decision about the complaint. We will also discuss when you should involve legal counsel.

Creating Solutions

There are three possible solutions to a harassment complaint: solutions for the complainant, solutions for the respondent, and solutions for the organization. We will explore possibilities for each case during this session.

After It Is Over

Once the harassment complaint has been resolved, everyone should try to get back to normal life. This session will discuss how managers and the organization as a whole can help employees make this transition.

Skill Application

The afternoon of day two will be spent role playing four stages of the harassment process: the initial consultation with an advisor, the filing of a formal complaint, an investigation, and the decision. Detailed case files are provided with the course.

SIX SIGMA: ENTERING THE DOJO

Six Sigma is a set of qualitative and quantitative quality tools that can help a business improve their processes. The efficiency built into the business processes brings about improved profits, confidence and quality. Ultimately this effort is there to ensure customer satisfaction.

The term Six Sigma comes from statistics to indicate that the process outputs fall within three standard deviations from the center (expected value) giving a range of six standard deviations (or 6 sigma- 6 σ). As a result in terms of individual outputs it means you would have 3.4 defects per million items.

This course is designed to introduce students to basic concepts of Six Sigma particularly in continuous process improvement. Various quality tools used in process improvements will be explored as well as the importance of customer relationships. Courses in Lean, quality and teams will provide knowledge on the other aspects of how Six Sigma works. It is a predecessor to studies in Six Sigma Yellow, Green and Black Belt.

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Six Sigma Basics

This session delves into first things first as your students will get an introduction to what Six Sigma is and then take a look at the frameworks used for Six Sigma projects.

Improvement Tools

Here, your students will get a look at seven tools that are used in data collection and interpretation for decision making in Six Sigma.

Management Tools for Generating Ideas

This session discusses tools that can be used for the generation of ideas, which are vital to the Six Sigma process. Also included are consensus building tools.

Continuous Improvement

In this session, your students will learn how to carry out a Six Sigma continuous improvement project.

Customer Relationships

Without customers any business will fail, therefore you need to have solid well maintained relationships with your customers. This session will look at customer satisfaction and all your students to develop a customer satisfaction questionnaire.

STAFF RETREATS, CREATING SUCCESSFUL ONES

A staff retreat can evoke some pretty strong emotions. Dread of a week hanging around with people you would never invite home for dinner. Queasy thinking about throwing yourself backwards hoping your 'new friends' will catch you. However, staff retreats still continue even in hard times. Why? Many of the things we really need to get done take longer than the two hours you have in meeting time. As well, the retreat itself can bring about a change in approach not possible sitting in your boardroom for a meeting. This course will give you tools to be able to create staff retreats that are successful and help to bolster productivity, sales and positive workplace culture.

This one-day workshop will help you teach participants:

- discuss experiences with staff retreats
- know the reasons why staff retreats are conducted
- understand the main staff retreat undertakings categories
- develop and present retreat activities
- identify the critical elements for success of a staff retreat
- develop a planning checklist
- appreciate the keys to running a staff retreat
- develop an evaluation questionnaire
- recognize post-retreat activities that will ensure the continuing success of your staff retreats

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Staff Retreats

Some staff retreats are great and some are horrible, but we've all experienced them in one way or the other. This session discusses experiences with staff retreats and learn reasons why they are conducted.

Types of Understanding at a Staff Retreat

There are many different types of staff retreats to consider. This session gives your students a look at the main staff retreat undertakings categories (Strategic and Operational Planning, Team building, Brainstorming). They will also have a chance to develop and present a 15-minute activity for one of the undertakings.

Designing a Staff Retreat

There are many critical factors that must be kept in mind when designing a successful staff retreat. Those factors, which are introduced to students in this session are: Budget, Location and Facility, Facilitation and Planning. Students will also develop a planning checklist and mini-activity sessions.

Running the Retreat

Now that they've got the tools to develop a successful retreat, students will learn the keys to running a staff retreat and develop an evaluation questionnaire.

Post-Retreat

Any retreat is only as good as its follow-up. Here, students will look at post-retreat activities to ensure the continued success of the retreat. Students will brainstorm to find the top-three take-home ideas for creating staff retreats.

SUPERVISING OTHERS (TWO DAY)

This workshop is for people who are new supervisors or who are interested in a supervisory position, as well as those who are team leads or part-time supervisors without a great deal of authority.

This two-day course is designed to help participants overcome many of the supervisory problems that they will encounter as a workplace leader. Dealing with the problems that a new supervisor encounters isn't easy, but it doesn't have to lead to discouragement.

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This two-day workshop will help you teach participants how to:

- Adjust to the supervisor's role with confidence.
- Develop their skills in listening, asking questions, resolving conflict, and giving feedback to employees.
- Identify key attitudes that they can develop to enhance their supervisory skills.
- Use time management and planning techniques to maximize their success.
- Develop a technique for giving instructions that are clear and understood.
- Understand the importance of developing good relationships with employees and peers, so they are seen as fair and consistent.

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Pre-Assignment Review

To begin, participants will discuss their pre-assignment in small groups.

Making the Transition

Next, participants will discuss how their role will change when they become a supervisor. They will also work on developing solutions for common concerns of new supervisors, such as, "How do I make sure employees recognize my new role and respect my position as a supervisor?"

Responsibilities of a Supervisor

During this session, participants will explore their three main areas of responsibility.

Behaviors and Attitudes

This session will explore some behaviors and attitudes that can set supervisors up for success. Topics will include building the right environment, motivation from within, and lifelong learning.

Setting Goals

This session will help participants set goals with SPIRIT.

Planning for Success

Next, participants will discuss the value of short- and long-range planning. Time management tips and e-mail techniques will also be covered, as well as the parts of a good plan.

Active Listening Techniques

During this session, participants will learn about and practice active listening skills.

Communication Skills

This session covers questioning skills, probing techniques, and non-verbal messages.

Giving Feedback

Giving feedback is one of the most important skills for a supervisor, yet it can be a tricky task. This session will help participants master this invaluable skill. Participants will also get tips on receiving feedback.

Giving Instructions

This session will explore how to give effective instructions.

Orders, Requests, and Suggestions

During this session, participants will learn about these three types of instructions.

Managing Conflict

Unfortunately, supervisors are often called in to mediate conflicts. Participants will learn a process for managing conflict in this session.

Managing Challenging Situations

In this session, participants will learn how to structure a difficult conversation. Then, they will consider how to handle some difficult situations.

Developing Relationships

To wrap up the second day, participants will explore their personal network and how to be a positive influence in it. They will also consider how to establish credibility.

SUPERVISOR, THE PROFESSIONAL ONE

With a host of new challenges and responsibilities to tackle, new supervisors need training that helps them adjust to their new role. Learning how to supervise your new employees on a trial and error basis can lead to discouragement. This three-day workshop can help you overcome many of the problems a new supervisor may encounter, and to set the groundwork for a successful change in your working life!

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Adjusting to Your Role

This session shares methods to help participants deal with the transition to a supervisory role. They will also review the pre-assignment.

A Supervisor's Responsibilities

A supervisor has responsibilities to employees, management, and themselves. This session discusses those areas of a supervisor's role.

Action-Centered Leadership

This session deals with how to balance priorities in a supervisory role using the action-centered model developed by John Adair.

Making Plans

Planning is a vital part of a successful supervisor's role. Rather than being adrift on a sea of indecision, planning can help a supervisor to success. This session looks at ideas regarding plans, how to use the Urgent-Important Matrix to help develop a plan, a planning case study, the elements of planning, and planning tools.

Setting Goals

We all have dreams but turning those dreams into reality takes more than just hoping and wishing. You need to use a goal setting method to realize those dreams. This session looks at goal setting and using SPIRIT.

Defining Leadership

This session looks at different facets of leadership through a history of various leadership studies. Then, participants will explore the theory of leadership styles. The session wraps up with a look at some case studies and a debrief.

The Situational Leadership Model

The second day of this workshop kicks off with a continuing look at Situational Leadership and styles of leadership. It also checks into our comfort zones as leaders.

What's Your Type? How About Mine?

In this session, participants will complete a self-assessment to help them identify their leadership style.

Team Building Tips

In this session, participants will complete an exercise to show synergy in practice in a team situation. Then, they will explore what a team is and the advantages and disadvantages of teams. To wrap up the session, they will complete the Square Rope exercise to illustrate the aspects of a team in action.

Developing a High-Performing Team

This session includes a look at the stages of team development, moving a team through those stages, team problem solving, and team leadership.

Communication Skills

Communication skills are important for any successful supervisor. In this session, students will define communication and communication barriers. They will also learn about listening and questioning skills. The session wraps up with information on probing techniques and the communication process itself.

Motivating Employees

Motivating employees often falls upon on the shoulders of their supervisor. This session discusses different motivation techniques that students may apply in their workplace.

Orientation and Onboarding

This session looks at orientation and onboarding and the differences between the two. This session also asks students to consider the orientation they received on their jobs and takes them through a rating exercise on that orientation.

Training Tips and Tricks

Supervisors often are tasked with training new employees in their roles. The skills needed by a supervisor who has to act as a trainer are discussed here. Students are also given some successful training guidelines.

Providing Feedback

One of the jobs of a professional supervisor is giving feedback to employees. This session covers the six characteristics of effective feedback and gives participants an opportunity to role play this skill. The session concludes with the topic of receiving feedback.

Doing Delegation Right

Delegation is more than just unloading tasks you don't want to do as a supervisor. In this session, participants will define what delegation is and complete a delegation role play.

Dealing with Conflict

This session looks at the conflict resolution process and the problem-solving process. The Conference exercise provides a chance for students to resolve conflict and debrief in a controlled setting.

Managing Disciplinary Issues

The workshop concludes with a study of disciplinary issues from a supervisor's point of view, including what is discipline, meeting with an employee for a disciplinary purpose, and a sample discipline checklist.

TEAM BUILDING, BUILDING A HIGH-PERFORMANCE TEAM (3-DAY)

Success as a manager is heavily influenced by how well your team operates and what kind of results they achieve. Is your team able to solve problems? Can they resolve conflict? Are they enthusiastic and motivated to do their best? Do they work well together?

This three-day workshop is designed for participants who want to develop their team leadership skills and unleash the talent of their individual team members.

This three-day workshop will help you teach participants how to:

- Identify different types of teams.
- Build teamwork by recognizing and tapping into the 12 characteristics of an effective team.
- Promote trust and rapport by exploring team player styles and how they impact group dynamics.
- Recognize the key elements that move a team from involvement to empowerment and how to give these elements to a team.
- Develop strategies for dealing with team conflict and common problems.
- Understand how action planning and analysis tools can help a team perform better.

OUTLINE

Course Overview

The first part of the day will be spent getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Organizations Today

To begin the day, we will look at how changes in organizations have affected teams.

Types of Teams

During this session, we will define the word "team." We will also look at some different team models, including traditional teams, task forces, and virtual teams.

Team Norms

In this session, participants will establish some team norms: ground rules that a team can use to help them work together.

The TORI Team Building Model

One way of looking at team development is the TORI model. Participants will experience this model through a fun exercise.

A Team's Activities

In 1972, Richard Beckhart said that there are four activities a group should perform on a regular basis if they desire to grow into a team. Since researchers today still agree on these four activities, we will spend some time exploring each activity.

The Five Stages of Team Development

Every group of people, whether they are a team or just a group working together, grows and evolves. We will spend this session looking at Bruce Tuckman's five stages of team development: forming, storming, norming, performing, and adjourning.

Characteristics of Great Teams

The 12 characteristics of effective teams were developed by Glenn Parker, who has devoted his whole life's work to studying teams. We will discuss the first four characteristics in this session.

Civilized Disagreements and Consensus

This session will focus on the next two characteristics: civilized disagreements and consensus decisions.

Open Communication

Next, participants will learn tips for open team communication, Parker's seventh characteristic of effective teams.

Clear Roles and Assignments

This session is all about Parker's eighth characteristic.

Shared Leadership

This session is all about Parker's ninth characteristic. Participants will also explore shared leadership through a fun activity.

Team Player Types

During this session, participants will score their pre-assignment. Participants will then work in small groups to discuss the strengths and weaknesses of their team player style. This will address the final three characteristics of effective teams.

The Trust/Relationship Model

In this session, through a lecture and small group work, participants will look at how trust impacts relationships.

Lateral and Vertical Thinking

This session will examine two types of thinking: lateral and vertical. We will also look at how these thinking models affect creativity.

Creative Team Thinking

During this session, participants will discuss various creative thinking methods, including brainstorming and brainwriting.

Team Shaping Factors

In this session, participants will discuss the four factors that shape a team. Then, they will apply the knowledge to a case study.

Solving Problems

Team problem-solving needs a three-phase approach: problem identification, decision making, and planning and organizing. We will look at this model through a combination of lectures and group work.

Interventions for Team Leaders

This session will look at some common problems that teams face and some recommended solutions.

Resolving Conflict

Solving conflict in a positive way is key for building a strong team. This session will look at tips for resolving conflict. Participants will also take part in a role play to demonstrate the concepts they learned.

SWOT Analysis

Performing an analysis of the team's strengths, weaknesses, opportunities, and threats can be a great tool for development. We will discuss how to perform such an analysis, and then participants will work in small groups to complete a case study.

Developing Team Action Plans

To wrap up the course, we will look at some planning tools that teams can use to help them grow and improve, including improvement plans and action plans.

TEAM BUILDING, BUILDING A BETTER TEAM

Teams are an important building block of successful organizations. Whether the focus is on service, quality, cost, value, speed, efficiency, performance, or other similar goals, teams are the basic unit that supports most organizations.

With teams at the core of corporate strategy, an organization's success can depend on how well team members operate together. How are their problem-solving skills? Is the team enthusiastic and motivated to do its best? Do they work well together? This one-day course can help participants get there!

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Defining Teams

To get started, you will help participants define what a team is and what different kinds of teams there are. Participants will also demonstrate synergy through a simple exercise.

Establishing Team Norms

This session will look at some of the advantages and disadvantages of teams. Participants will also explore ground rules and team contracts.

Working as a Team

During this session, participants will learn how to use the Degrees of Support to help a team work through controversial issues.

Your Team Player Type

Next, participants will score their pre-assignment and identify their team player type. Participants will then work in small groups to discuss the strengths and weaknesses of their type and how to use this information to their advantage.

Building Team Trust

Trust is one of those mainstay virtues. It is the bond that allows any kind of significant relationship to exist between people. In this session, participants will explore some ways to establish and build trust on their team.

The Stages of Team Development

Every group of people, whether they are a team or just a group working together, grows and evolves. Participants will spend this session looking at Tuckman and Jensen's five stages of team development: forming, storming, norming, performing, and adjourning.

Virtual Teams

What are virtual teams? What strategies can be used to ensure the success of virtual teams? How can virtual teams bond? These are some of the topics covered in this session.

Communication

If a team is going to succeed, its members must be able to communicate well with each other. This session will cover some basic principles of communication.

Becoming a Good Team Player

To wrap the course up, participants will think about ways to increase interaction among their team and build trust.

Violence In The Workplace: How To Manage Anger And Violence (Three Day)

Violence of any sort has many roots. Sometimes there are warning signs of workplace violence, but this is not always the case. It is up to us to learn whatever we can to prevent, identify, and mitigate any threats, and this comprehensive workshop includes everything a workplace leader needs to get started.

This three-day course will help you teach participants how to:

- Describe what workplace violence is
- Identify some warning signs of violence
- Apply the cycle of anger
- Understand Albert Bandura's behavior wheel and how it applies to anger
- Develop a seven-step process for managing your anger and others' anger
- Apply better communication and problem solving skills, which will reduce frustration and anger
- Develop some other ways of managing anger, including coping thoughts and relaxation techniques
- Use the nine components of an organizational approach to managing anger, including risk assessment processes
- Respond if a violent incident occurs in the workplace, on both an individual and organizational level

Outline

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

What is Workplace Violence?

To start the workshop, we will examine what workplace violence is, the cycle of violence, and some warning signs.

Understanding the Behavior Wheel

During this session, we will look at Albert Bandura's behavior wheel. We will also explore how it applies to violence and anger.

The Anger Management Process

Dr. Lynn McClure, an anger management specialist, has identified a seven-step process to manage anger (yours or someone else's). We will examine this process in detail through a lecture and through role play presentations.

Communicating Better

Communicating effectively can often help prevent people from getting angry. We will explore some key communication skills, including a four-step assertive message, listening skills, questioning skills, and three keys to unlock the best in people.

Basic Problem Solving Tools

Being an effective problem solver is another way a person can help prevent anger. We will spend most of the afternoon of Day One looking at a three-phase problem solving model and a problem solving toolkit. Participants will then apply these skills to a case study and to a personal problem.

Other Ways of Managing Anger

During this session, participants will discover some ways to manage their own anger, including coping thoughts, strategies to unwind, and relaxation techniques.

A Systems Approach

The second day of the workshop will focus on how an organization can plan to prevent workplace violence, using Norman Keith's nine stage plan as a framework.

Developing a Policy and Program

A properly implemented violence policy and program is crucial to preventing workplace violence. We will look at both the policy and the program in detail.

Risk Assessment

A risk assessment will help the organization identify possible security and safety concerns. We will look at a five-step plan that any organization can use to assess these risks. Participants will apply this plan to a case study.

Hiring Practices

During this session, we will discuss some things that you can do at the hiring stage to help prevent workplace violence.

Workplace Design

The physical environment of the workplace can contribute to, or help prevent, workplace violence. We will explore some of these considerations through a case study.

Workplace Practices and Procedures

We will look at how training, Human Resources policies, staff management, and security measures can help make your workplace a safer place. Participants will then complete a case study to apply these ideas.

Security Systems and Personnel

During this session, we will look at some things that a security system can be made up of, including security staff, access restrictions, surveillance cameras, and intercoms. Then, participants will design a security plan for the Acme Widgets Company.

Training Programs

Training staff in some of the skills that we have learned, such as problem solving or communication, can also help prevent violence. We will learn about an eight-step plan that can help participants identify, plan, and implement training programs.

Developing Emergency Response Plans

It is crucial that employees know what to do in case of an incident. We will discuss some incidents to be prepared for and we will discuss what an ERP should cover.

Program Review

Constant review and re-evaluation are necessary to ensure your violence prevention program works. We will look at some components of this review and when it should be performed.

Developing a Threat Response Process

For the third day of the workshop, we will work on developing a plan to respond to a violent threat or incident. We will use a 14-stage plan developed by Drs. James Turner, Michael Gelles, and Chris Hatcher, as our framework. Participants will take on the role of the threat assessment team and will work on a single case study throughout the day.

The Immediate Response

To begin the day, we will look at what to do when you are part of a violent incident.

Consulting with the Experts

Depending on the situation, you may find that you need outside help. This session will discuss who should be brought in, when they should be contacted, and how they should be contacted.

Gathering Additional Information

Once the basic facts have been gathered and outside experts have been consulted, the threat assessment team should determine what other information is necessary. This session will provide some things that should be considered.

Re-Evaluating Information

During this session, we will look at two key processes that will help the threat assessment team determine their next steps.

Communicating Incidents and Threats

The next step in the threat response process is to establish a communication plan. We will give participants a template and some tips on communicating effectively.

Interviewing Employees

Stages seven and eight in the threat response process involve talking to the violent person. We will look at how to plan and interview the person, and then participants will have a chance to role play an interview.

Risk Level Analysis

At this stage, the threat assessment team will have gathered enough information to determine the severity of the threat or incident. We will look at a five-stage continuum that can help the team decide how to respond to the threat based on the severity level.

Reviewing the Options

Once the team has identified the severity level, a long term plan can be put into place. During this session, we will look at some options that can be used.

Analyzing the Impact

Now that the threat has been dealt with, it is time to debrief the affected people. We will look at some people that will likely need follow-up and forms that follow-up can take.

Incident Response Checklist

During this session, we will look at a checklist developed by Dr. Robert Turner that the threat assessment team can use throughout the threat response process.

Process Application

To wrap up the day, we will review the case study presented at the beginning of the day and how it moved through the various steps of the threat response process.

WOMEN AND LEADERSHIP

Women have a long-standing history in the workforce, in all roles from front-line worker to visionary founder, influential behind-the-scenes patron to front-and-center CEO. As women, however, what are the influences, barriers and benefits to our leadership? Do we use or even acknowledge our strengths and skills?

This is a time of great change in the workforce, in part because of the increase in numbers and influence of women in the workplace. Flex time, daycare and caregiver support, and telecommuting are a few examples of workplace initiatives that benefit everyone, but evolved primarily due to the roles and influence of women who are often juggling multiple home, workplace, and community responsibilities. However, there are some areas in which women could still be more visible and vocal.

This course will explore the history of women in the workforce and offer personal opportunities for exploration, identification, and development of leadership strengths and skills.

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Women and the Workforce

This session will present to your students a brief history of workplace evolution and they will study some women who demonstrated their own brands of leadership style and success. They will then learn basic types of workplace leaders and begin the process of self-identification.

Barriers and Benefits to Women's Leadership

Here, your students are going to learn about barriers: how to identify them, work with them, and how to turn them into benefits that can strengthen their leadership.

Social and Emotional Intelligence

In this session, learners will survey the history of Social and Emotional theory and be introduced to the five Social and Emotional Competencies. They will reflect on examples of good social and emotional intelligence examples from their own experiences.

Self-Awareness

Students will use their own reflections and assessments from others to reflect on their strengths and abilities.

Developing Leadership Awareness and Brand

This session is going to introduce ways to identify and develop a personal brand and 'sell' it to those who can use your students' skills to help generate the projects and future they want.

Leadership Skills

This is where students will learn ways in which women can deliver unique forms of leadership, and how best to maximize the benefits.

Making Good Decisions

Here, students will learn a number of tips they can use to make better decisions and some of the common decision traps. They will also be introduced to the Decision Wheel as a tool in good decision making.

Creating Your Workplace Philosophy

This final workshop session encourages students to develop a Philosophy Statement and gather other components necessary to draft an Individual Action Plan.

WORK ENVIRONMENT, CREATING A POSITIVE ONE

Not all of us have had the opportunity to work in a truly positive work environment. A positive work environment is important for the productivity of a company, but it is also important to us personally. Our emotional and physical health can be improved by working in a positive work environment. We should wake up each morning wanting to go to work - not trying to think of excuses to not go. We want to be proud of where we work and enjoy telling others about where we work. As an employee or a leader within a company you have a responsibility to create and maintain a positive work environment.

Everyone has a responsibility to create and maintain a positive work environment. Even if this is not a companywide reality you can seek to provide this type of environment for your department/ division or those within your sphere of influence. This one-day course will give you tools to be able to create the type of company environment that you crave through building and nurturing effective workplace relationships.

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

What Does a Positive Environment Look Like?

Those lucky enough to work in a positive environment know what aspects it incorporates. For the others, this session will introduce those characteristics such as open communication, work-life balance, and training and development.

What Can I Do?

It is truly incumbent upon everyone in a workplace to instill a positive attitude. Granted, some have more impact than others and this session will show your students how to create a positive environment as an employee or as a leader.

Team Player

The actions of the one can affect the attitude and environment of many or the few. Therefore, in this session, students are shown how to be a team player and the accompanying responsibilities.

Effective Workplace Relationships

This two-part session looks at the key topic of effective workplace relationships. Covered here are teams, working cooperatively, managing conflict, self-assessment, preventing problems, dealing with problems, and meeting management.

Conclusion

This session wraps up the course and gives students a chance to ponder what they have learned and an encouragement to sift through to the heart of what they've learned.

WORKPLACE, CREATING A POSITIVE ONE

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As an employee or a leader within a company you have a responsibility to create and maintain a positive work environment. Everyone has a responsibility to create and maintain a positive work environment. Even if this is not a companywide reality you can seek to provide this type of environment for your department/ division or those within your sphere of influence. This one-day course will give you tools to be able to create the type of company environment that you crave through building and nurturing effective workplace relationships.

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Effective Workplace Relationships

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Professional Development and Coaching

ANGER MANAGEMENT, UNDERSTANDING ANGER

Anger is a universal experience. Dogs get angry, bees get angry, and so do humans. You don't have to be a psychologist to know that managing anger productively is something few individuals, organizations, and societies do well. Yet research tells us that those who do manage their anger at work are much more successful than those who don't.

OUTLINE

What is Anger?

To begin the course, participants will consider what anger is and how it affects their lives.

Costs and Pay-Offs

Next, participants will learn about anger costs and pay-offs.

The Anger Process

In this session, participants will learn how pain and trigger thoughts combine to cause anger. They will also explore their own trigger thoughts. An exercise on how to manage anger using an anger log is also included.

How Does Anger Affect Our Thinking?

Next, participants will learn about types of distorted thinking and how they can manage their thoughts and behavior when they are angry.

Understanding Behavior Types

Sometimes, understanding why someone is behaving in a particular way is enough to ease your anger a little. Participants will explore the four main behavior types in this session.

Managing Anger

In this session, participants will learn coping strategies and relaxation techniques to help them manage anger.

Communication Tips and Tricks

Communicating well can help minimize angry situations. This session will give participants some tips on listening well and asking questions.

COACHING AND MENTORING

Coach, mentor, role model, supporter, guide... do these words ring a bell? Being a coach involves being able to draw from several disciplines. Coaching is based on a partnership that involves giving both support and challenging opportunities to employees. Mentorship is a related skill that is often a part of coaching. It's about being a guide, offering wisdom and advice when it is needed.

Knowing how and when to coach (and when to use other tools, like mentoring) is an essential skill that can benefit both you and your organization.

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Defining Coaching and Mentoring

The first part of the morning will be spent exploring what coaching and mentoring mean. Participants will also learn the coaching formula and key skill areas.

Coaching Assessment Review

Next, participants will score their pre-assignment and discuss what areas for growth they can identify from it.

Interpersonal Communication Skills

Communicating well is a key aspect of successful coaching. During this session, participants will explore different communication skills, including questioning techniques, probing tools, and listening skills.

Critical Coaching Skills

In this session, participants will examine important coaching skills in small groups, including helping, mentoring, teaching, and challenging skills.

Setting Goals with SPIRIT

This session will share the SPIRIT model for setting goals, as well as ways to help people get on track.

Learning Styles and Principles

We learn in three different ways: by seeing, by hearing, and by doing. In a large group discussion, participants will identify ways to incorporate these methods into coaching. Participants will also learn about the seven principles of adult learning.

The Benefits/Consequences Matrix

During this session, we will examine a tool that coaches can use to help gain buy-in for change from employees.

Skills Involved in Coaching

Participants will work in small groups to complete a mix-and-match exercise that will familiarize them with key coaching skills.

The Coaching Model

This session will explore a four-step coaching model that can be applied to any situation.

Giving Effective Feedback

Next, participants will learn about the six elements of effective feedback.

Coaching Problems

To wrap up the day, participants will examine case studies and offer solutions.

COLLABORATION

Collaboration is a skill that is utilized with one or more people to produce or create a result or shared goal. Everyone in the group has a shared vision or outcome. The group not only has to work together, they must think together, and the product comes from group effort. Collaborators are equal partners. Do we know what it takes to achieve successful collaboration with colleagues? What are the importance and benefits of collaboration in the workplace and how can employers create a collaborative environment and reward employees for collaborative efforts?

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Being Collaborative

Collaboration is increasingly important as we become more connected around the globe. In this session, you will understand what collaboration means and the qualities collaborators possess.

Elements of Successful Collaboration

Collaboration is essential in any organization and almost every job requires it. Here you will learn what elements are involved in a successful collaboration and the six predictable stages to make collaboration work. In addition, you will distinguish between collaboration, teamwork and co-operation.

Benefits of Collaboration

There are several advantages and benefits when you collaborate with colleagues. You will learn how your workspace and organizational culture affects collaboration. In addition, you will learn there are several benefits of collaborating with colleagues and the two key factors that impact the collaborative workspace.

Common Obstacles

Collaboration is affected by obstacles. In this session, you will learn the common collaborative obstacles and tips to overcome them.

Technology and Collaboration

Collaboration is increasingly achieved in a digital workplace. There are technological strategies that fit every budget, specification and requirements. This session covers how the implementation of technology can facilitate collaboration.

CRITICAL THINKING (Two- Day Workshop)

In today's society, many people experience information overload. We are bombarded with messages to believe various ideas, purchase things, support causes, and lead our lifestyle in a particular way. How do you know what to believe? How do you separate the truth from falsity?

The answer lies in critical thinking skills. The ability to clearly reason through problems and to present arguments in a logical, compelling way has become a key skill for survival in today's world. This two-day workshop will give you some practical tools and hands-on experience with critical thinking and problem solving.

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Understanding Critical Thinking

The first session of the course will look at what critical thinking is, some characteristics of critical thinkers, and key critical thinking skills. Participants will also explore ways to develop their critical thinking skills.

Where Do Other Types of Thinking Fit In?

Next, participants will look at left- and right-brain and whole-brain thinking.

Pitfalls to Reasoned Decision Making

This session will look at some of the barriers to good decision making and explore how to get around them.

The Critical Thinking Process

Next, participants will delve into the seven-phase critical thinking model. They will also learn about the standards of critical thinking that serve as the foundation for this model. Participants will then practice the process through a case study.

Critical Thinking Mindset

Thinking critically sometimes involves creativity and making connections that are not always immediately evident. In this session, participants will complete an activity that will stimulate everyone's critical and creative thinking processes.

A Critical Thinker's Skill Set

This session will give participants some skills necessary for critical thinking: asking questions, probing, and active listening.

Creating Explanations

Another important part of critical thinking is being able to clearly explain why something is a particular way. This session will help participants build that skill.

Dealing with Assumptions

Although assumptions can help us get through our everyday lives, they can be a major impediment to critical thinking. In this session, participants will discuss how to reduce the number of assumptions that they rely on.

Critical and Creative Thought Systems

Next, participants will look at some analytical and inventive thought systems, including De Bono's thinking hats and brainstorming.

Putting It into Practice

This final session will give participants some tips on preparing and presenting a powerful, logical argument. Participants will also have an opportunity to prepare and present a critical thinking presentation, and to evaluate others' presentations with the skills that they have learned.

DELIVERING YOUR MESSAGE, HONING IT

This one-day course will prepare students to develop a message and remain on topic when they are presenting that message to the media and public without straying from the point, or points, they want to make. The final session will give students the opportunity to craft and hone a message of their own.

This one-day workshop will help you teach participants:

- To effectively communicate a message and deliver a point in all forms of communication.
- To present ideas to a group or use social media to share a message.
- How to become a better spokesperson.

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

What is your message?

In this session, students will learn how to understand what exactly their message is and how to present it. They will also learn how to pinpoint who they should target with that message.

Ways to present your message

Here is where students will look at the various tools available for communicating their message to the world. It will plumb the depths beyond social media channels and then look at routes to travel when using those tools.

Delivering Your Message in a Different Way

Students will discuss the best routes for conveying their message.

Effective Listening

When someone does not understand what you are saying that is not the end of the road, questions present opportunities as shown in this session. Listening effectively gets looked at here as it is an important part of spreading a message.

What is Your Body Saying?

We communicate with more than just words. Gestures can speak volumes so we will look at body language in this session.

Presenting Your Message to an Audience

Throughout the workshop, students will take the skills they have developed during the day and craft a message they wish to communicate, and then share it with classmates.

EMOTIONAL INTELLIGENCE

Emotional intelligence, also called EQ (or EI), is the ability to be aware of and to manage emotions and relationships. It's a pivotal factor in personal and professional success. Your EQ, your ability to connect with others and manage your own emotions and those of others, which will determine how successful you are in life.

When we look at the truly extraordinary people who inspire and make a difference you will see that they do this by connecting with people at a personal and emotional level. What differentiated them was not their IQ but their EQ – their emotional intelligence. This one-day workshop will help you develop your emotional intelligence.

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Emotional Intelligence Defined

This session presents definitions related to emotional intelligence and looks at the discoveries of some of the primary experts in the field.

The Importance of EI

Why is it important for companies to develop it in their employees? In this session, participants will learn about why emotional intelligence is important personally and professionally.

EI Blueprint

A blueprint is a technical drawing that shows a detailed plan of how to make or build something. Mostly used in construction, blueprints can also be used as a tool for developing emotional intelligence. In this session, students will learn helpful skills and tools that will help them to improve their emotional intelligence.

Optimism

The optimist sees the glass as half full; the pessimist sees it as half empty. In this session, participants will differentiate between optimism and pessimism, discover the major characteristics of each, and consider the value of both attitudes.

Validating Emotions in Others

Someone who is emotionally intelligent is able to measure their own emotions, and also understands how to recognize what other people are feeling. In this session, students will learn about tools to help them to validate emotions in others.

Understanding Emotions

Most of us have probably met people who very easily show how they are feeling, and others whose faces can be a mask and harder to interpret. Scientists have identified some telltale signs to help understand how others are feeling. In this session, participants will learn about the signs of emotions and how to read the emotional map.

Setting Your Personal Vision

When you can articulate what you believe in, and you know what you want, you are more likely to create the circumstances to reach your goals. These kinds of exercises help you to create your own life plan. In this session, help students define what they believe, and what their values are, and then consider what barriers may be in the way of getting what they want.

EMPLOYEE RECOGNITION, APPRECIATING YOUR WORKPLACE.

Everyone likes to be recognized for a job well done. Some people like more recognition than others, but it's all important on some level. It can be doubly important in the workplace, as it keeps employees happy and therefore results in a strong business that serves customers well and keeps the bottom line strong. Employee recognition can be a simple, but effective, tool.

This course looks at the value of recognizing employees and how to carry it out in the workplace, both formally and informally.

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Employees

You have to know who, exactly, your employees are before you can begin to apply a recognition program. This session takes care of that with a look at the various employees and where they fit into a company.

Why do it?

Once you have decided who you should include in your recognition plan, it's time to take a look at why. Here, you will consider the benefits that flow from an employee recognition plan, not just for the employees, but others as well.

Appreciation

Appreciate your employees and they will stay. That simple claim is the basis for this session which looks at ways to show appreciation and motivate your employees.

Laying the Groundwork

There's a lot of work to do once your company has decided upon an employee recognition program. In this session, your students will look at the steps to take prior to launch.

The Nuts and Bolts

Building upon the groundwork laid in the previous session, this session covers the actual implementation of the program.

ETIQUETTE FOR BUSINESS

If you have ever had an awkward moment where:

- You do not know which side plate is yours,
- You cannot remember the name of someone when attending a meeting,
- You have ever had to make small talk with a Very Important Person and been lost for words...

Then you know just how agonizing such moments can be. Even worse (and what can be even more damaging to your career) are the social gaffes you are not even aware of you make.

This one-day workshop will help you handle most of those socially difficult moments. You will have an extra edge in areas that you may not have given a lot of thought of until now.

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Business Etiquette Basics

To begin, participants will explore what etiquette is all about and what role manners play.

Test Your Business Etiquette

As a pre-assignment, participants were asked to think of at least five examples of etiquette that they see at work or at home. During this session, we will review their examples; be prepared for some debate!

Introductions

In this session, we will discuss the role of handshakes and other forms of greetings.

Business Card Etiquette

In this session, we will discuss some things to keep in mind when giving and receiving business cards, and their relevance in the modern business world.

The Skill of Making Small Talk

Being able to engage in small talk successfully is one of the most crucial skills a businessperson can develop, but it is also one of the hardest. We will discuss some basic do's and don'ts of small talk.

Do You Remember Names?

There are four keys to remembering names. In this session, we will discuss and practice each of them.

Making that Great First Impression

During this session, we will discuss some ways that participants can make sure their first impression is perfect.

Dress for Success

It is always difficult to know just how to dress, particularly if you are meeting new people. We will cover some basic guidelines and the details of particular dress codes.

Business Dining

This session will focus on the do's and don'ts of business lunches. If possible, we recommend that you have participants practice an actual business lunch.

Email and Telephone Etiquette

How a businessperson presents themselves over the phone and via email is just as important as their in-person impression. We will discuss some key points of telephone and email manners in both a small group and a large group setting. We will also talk about thank-you notes.

Meeting Etiquette

In this session we will take a look at etiquette when organizing and attending in-person and electronic meetings.

FACILITATION SKILLS

It is nearly impossible to be part of an organization today and not attend meetings. Staff meetings, project meetings, and planning and coordinating meetings all take time.

There has been a growing realization that we have to pay attention to the process elements of meetings if we want them to be effective. With its focus on asking rather than telling, and listening to build consensus, facilitation is the new leadership ideal, the core competency everybody needs. Managers and supervisors are often asked to facilitate rather than instruct or manage their meetings and training sessions.

How can you facilitate, rather than control, group decision-making and team interaction? With no formal training, people may find it difficult to make the transition from instructors or managers to facilitators.

This two-day workshop has been created to make core facilitation skills better understood and readily available for your organization. It represents materials and ideas that have been tested and refined over 20 years of active facilitation in all types of settings.

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Defining Your Role

To begin, participants will explore the differences between facilitation, training, and chairing.

How Facilitators Work

Next, participants will explore key facilitation skills, levels of facilitation, facilitation language, and things to do to ensure facilitation success.

Establishing Ground Rules

In this session, participants will discuss ground rules, also known as norms. They will also work together to generate a list of ground rules for the remainder of the workshop.

Content and Process

While facilitators are responsible for the process, it is participants who are responsible for and manage the content. This session will explore the differences between these two aspects of a meeting.

Types of Thinking

Next, participants will learn about divergent thinking and convergent thinking, as well as the grey area (also known as the Groan Zone) between the two.

Handling Controversial Issues

In this session, participants will learn how to handle controversial issues in a neutral and professional way.

Communication Skills

This session will explore the building blocks of good communication: active listening, questioning skills, probing techniques, and managing your body language.

Listening For Common Ground

For most people, it seems to be instinctive to try to find something in common with their fellow humans. In this session, we will explore the importance of listening for common ground in facilitation.

Common Facilitation Techniques

This session will begin with a lecture on 16 important facilitation techniques. Then, participants will divide into groups to prepare and present a short demonstration on a chosen technique.

Providing Effective Feedback

Part of your role as a facilitator includes providing and accepting feedback. This session will give participants some tips on giving and receiving feedback. It will conclude with an exercise that will help them practice this skill.

Managing Divergent Perspectives

Next, participants will learn some ways to manage divergent perspectives. Then, they will apply their knowledge to a case study.

Facilitation Case Study

In this session, participants will work together as a group to apply their knowledge to an interactive case study.

Building Agendas

Part of facilitating meetings is developing an agenda. This session will outline a brief, easy process to help facilitators build a good agenda.

Dealing with Difficult Dynamics

In this session, participants will complete a mix and match exercise to identify possible difficult behaviors and ways to manage them. Then, participants will learn about and practice 12 easy, effective ways to intervene in a group discussion.

Building Sustainable Agreements

Getting a group to come to an agreement is not much help if that agreement is not supported by true consensus. This session will give participants ways to build sustainable agreements.

Stages of Team Development

Next, participants will learn about Tuckman and Jensen's Forming, Storming, Norming, Performing, and Adjourning model, which outlines the stages of team development. Participants will also identify some ways to help groups through each stage.

Analysis Tools

The final session will introduce participants to two decision-making tools: SWOT analysis and force field analysis.

GOAL SETTING

We all have things we want to achieve in life. The route to success is to turn those dreams and wishes into reality. This one-day workshop will lead participants through thinking about their goals, planning, and taking action to achieve the things they really want. They will learn methods that ensure they reach their destination.

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

- Identify what is important to them in their life
- Use goal setting activities and appropriate language to articulate what they want out of life
- Explain what their dreams and goals are for both the short and long term
- Use motivating techniques to help them reach their goals
- Understand how to deal with setbacks

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Pre-Assignment Review

Next, participants will discuss their pre-assignment and think about where they currently are in relation to goal setting.

Self-Understanding

In this session, participants will explore the importance of goal setting. The role of a mentor or coach will also be discussed.

Laying the Foundation

Next, participants will explore how to identify their values and create a personal vision statement.

What's In Your Bucket?

This session will look at the long-term plan: the bucket list. Participants will also have an opportunity to begin creating their own bucket list.

Getting Down to Business

Next, participants will think about what areas of their life they want to set goals for. They will also explore the SMART acronym, which outlines the elements of good goals. Then, participants will get some practice in writing short- and long-term goals.

Getting Started Today

In this session, participants will learn some ways to motivate themselves and beat procrastination. Visualization techniques, action plans, and support systems will also be discussed.

Dealing with Setbacks

The final session of this course will give participants some coping strategies for when things get in the way of achieving their goals.

INTERVIEW, MASTER IT FOR THE COMPANY AND APPLICANT

The interview is a key element of the job search process. As with any skill, interviewing improves with preparation and practice. In this workshop, participants will explore how to prepare for an interview and become familiar with the types of questions to expect as well as the questions they should think about asking. They will learn how to prepare for second interviews and testing as well as how to follow up on their interview sessions.

This one-day workshop will help teach participants how to:

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Participants will also have an opportunity to identify their personal learning objectives.

Understanding the Interview

In this session, participants will learn about planning for interviews, including how to arrange for informational interviews.

Types of Questions

Next, participants will learn to answer a variety of questions that help demonstrate their value to the hiring company.

Preparing for the Interview

Then, participants will discover a system for managing change in their lives

Putting Ideas into Practice

Next, participants will engage in real-time practice of interview techniques, with opportunities to be both interviewer and candidate.

Relaxing for the Interview

Then, participants will explore strategies to boost confidence and manage stress before and during an interview

Common Problems and Solutions

Next, participants will examine ways to sharpen and use their instincts to engage, or not, in awkward, sensitive, or otherwise uncomfortable conversations.

After the Interview

Then, participants will learn what to expect after the interview, and how to respond to both positive and negative outcomes.

Putting More Ideas into Practice

Next, participants will have an opportunity to practice handling challenging questions in a real-time role play activity for practice and review.

Receiving the Offer

Then, participants will learn about details to consider when receiving and accepting a job offer, including items to attend to in leaving an existing job.

Negotiating Compensation

In the final session, participants will explore options for compensation and benefits, and ways to negotiate them prior to accepting an offer.

LEARNING, BECOMING BETTER AT IT

There was a time when what you learned in school before entering the workforce would be all you needed to know for the rest of your career. That is no longer the case, as today skills can become outdated very quickly. The rapid evolution of workplace technologies and best practices means you need to keep your skills current. You must truly be a life-long learner and can no longer rely on what you already know.

The definition of learning is the process of acquiring new, or modifying existing knowledge, behaviors, skills, values, or preferences. It is a means of honing our skills, enriching our minds, and changing the way we see things in the world.

This course will help you to become a better learner, and as a result make you a more valuable employee and well-rounded individual.

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Adopting the Best Mindset for Learning

In this session, attendees will understand what it means to learn, ways they can help to change their mindset for learning and how to put those into practice.

Taking Better Notes

This session looks at several methods of taking notes, which help with retaining information.

Setting Goals and Managing Goals

Next, participants will learn how goals play into the process of learning and how to set SMART goals. They will also learn ways that they can use the SMART method to set realistic goals.

Expanding Your Network

Next, participants will learn what a network is and how they can grow their network to become a better learner. They will also learn how to ask questions to help them learn.

The Whole Picture

Next, workshop attendees will learn how to be accountable for their learning and embrace responsibility. They will also learn how to embrace technology for better learning outcomes.

Mind and Body

This session discusses how the body, in terms of physical activity, plays a role in extended learning.

How to Accelerate Your Learning

Next, participants will learn about three different activities that they can implement to help them learn better and faster.

NETWORKING

Business networking is an effective and efficient way for business people to connect, develop meaningful relationships, and grow their businesses. These achievements don't come through a direct sales approach, however. They come from being interested in helping others, in listening, and in purposefully meeting and introducing people to one another. In this two-day course, participants will learn the essential ingredients for business networking, including in-person, people-centered connections and online spaces such as LinkedIn.

This two-day workshop will help you teach participants how to:

- Introduce themselves in a meaningful and memorable way
- Be goal focused about networking so that they can make the most of events that they attend
- Apply the concept of give first and be helpful as part of a system of reciprocity
- Use strategy and systems in order to network effectively
- Leverage the availability and usefulness of the Internet, including LinkedIn and X

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Assessing Your Networking Skills

To begin, participants will consider what networking is all about and evaluate how committed they are to networking.

Identifying Opportunities and Customizing Your Approach

In this session, participants will explore some ways to differentiate themselves from the competition and contribute to a networking group.

Creating a Positive First Impression

This session will share ways for participants to leverage body language, business card etiquette, and name recall to make a positive first impression. Participants will also learn the CONDUIT acronym.

Your Memorable Intro

During this session, participants will develop an introduction that concisely and accurately outlines what they have to offer.

Starting the Conversation

In this session, participants will learn how to start, manage, and exit a conversation.

The Handshake

To start Day Two of the course, participants will learn about the five factors of a good handshake and practice their skills.

Business Cards

Next, participants will learn how to accept and distribute business cards. QR codes will also be covered.

Handling Tough Situations

This session will share ways to handle awkward situations. Participants will also consider the characteristics of introverts and extroverts.

Following Up

In this session, participants will learn some techniques for following up with networking contacts.

Organizing Your Network

Then, participants will learn how to manage contacts. Key skills for networking will also be discussed.

Leveraging the Internet

In this day and age, not all networking will take place in person. This session will share ways to use LinkedIn, Twitter, Facebook, and other social networking tools to build a digital network.

NEW EMPLOYEE, SKILLS FOR ANYONE

Mastering certain behaviors and skills can help an employee in their first days at a new job. These start with a professional appearance and making a good first impression, but also include having a positive attitude, being assertive, practicing good self-management, communicating effectively, and having specific goals and a personal action plan.

This one-day course looks to introduce you, as a new employee, to behaviors and skills that will give you a great head start to becoming successful in your job.

This workshop will help participants:

- Understand the importance of professional presence on the job
- Understand the importance of a positive attitude
- Understand the role of stress reduction in nurturing a positive attitude and appreciate various methods of stress reduction
- Determine their own level of assertiveness and understand and improve their assertiveness
- Learn how to self-manage to become more effective and efficient
- Learn the importance of working as a team member
- Improve communications skills, including listening, questioning and non-verbal communication
- Learn how to set goals and create a personal action plan

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Personal Best, Professional Best

To begin, participants will discuss what affects a first impression, and how they can improve their first impression.

What Employees Want

In this section participants will rank their factors for happiness on the job from a list of the 10 top factors. This helps new employees to understand what motivates their co-workers.

Positive Attitude

A key to success at work is a positive attitude. Participants will explore ways to achieve a positive attitude and learn some easy relaxation techniques.

Understanding and Improving Assertiveness

Assertiveness is a word we tend to use without really understanding what it means. This session will get participants thinking about what assertiveness is, and what their style is.

Participants will also explore how they can improve their assertiveness skills.

Time Management and Planning

This session will give participants some tools to help them improve their organizational skills, including establishing routines, time management and planning.

Working as a Team

The more effort that we put into working as a team, the more we can accomplish by helping our department or organization reach its objectives. Through a team exercise, this session will explore some of the benefits and challenges of working as a team.

Asking and Listening

During this session, participants will learn about two key elements to verbal communication: asking questions and active listening.

Non-Verbal Messages

Next, participants will learn about various types of non-verbal communication and their possible interpretations.

Setting Goals

A key to success is having goals to work toward. In this session, participants will learn how to set some SMART goals.

OBJECTIVES, OVERCOMING THEM

If you are like most sales professionals, you are always looking for ways to overcome customer objections and close the sale. This one-day course will help you to work through objectives effectively. We will help you plan and prepare for objections so that you can address customer concerns, reduce the number of objections you encounter, and improve your averages at closing sales.

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Building Credibility

This session will discuss ways that participants can build their credibility, including first impressions, appearance, demonstrations, and testimonials.

Your Competition

Why talk about the competition? Because sooner or later every person in sales has to be aware of the fact that others are offering similar products and services. This session will talk about what research to do and how to make the most of it.

Critical Communication Skills

During this session, participants will learn how to ask good questions and listen effectively – two skills that are key to handling objections.

Observation Skills

A keen ability to observe your surroundings to better understand a situation is another useful skill to have, and participants will have the opportunity to work on it during this session.

Customer Complaints

This session will look at how customer complaints and how they can actually make anyone a better salesperson.

Overcoming Objections

Once participants have some basic skills and concepts mastered, they will explore what an objection is. They will also work in small groups to identify their most frequently encountered objections, and they will brainstorm ways to respond to them.

Handling Objections

During this session, participants will learn some basic ways to respond to objections, including the Identify – Validate – Resolve strategy. Participants will also learn about nine specific objection handling strategies, including the Boomerang, FFF, and Show Your Hand.

Pricing Issues

This session will give participants ways to address the most common objection: price.

How Can Teamwork Help Me?

Many salespeople treat their team as competition. This session will explore how teamwork can make you a better salesperson.

Buying Signals

During this session, participants will learn how to know when the buyer is ready to close.

Closing the Sale

This session will look at several different closing techniques and the top fifteen activities that make a person successful at closing the sale.

PERSONAL DEVELOPMENT BOOT CAMP, GETTING STUFF DONE (TWO DAY)

Why are there so many different organizational systems and time management methods out there? The answer is simple: it's like any other personal challenge, like weight loss or money management. There is no simple, one size fits all answer. You must build a solution that works for you.

Over the course of this two-day workshop, we will explore various time management and organizational tools and techniques so that you can build a customized productivity plan for your personal and professional lives. At the end of the course, you will emerge with a plan that works for you, so that you can start regaining control of your life!

This two-day workshop will help you teach participants how to:

- Identify what personal efficiency is, what skill sets can improve your personal productivity, and what attitudes we should cultivate
- Explain why multi-tasking is a myth
- Describe what role long-term goals play in short-term efficiency
- Share a personal vision and develop dreams and goals from it
- Apply the 80/20 rule and learn how it should affect planning
- Identify the characteristics of a good organizational system
- Develop a plan for an efficient workspace, including a customized information center and a filing system
- Apply a system that will allow you to process any type of information that crosses your desk, including e-mail, electronic files, paper files, voice mail, text messages, and drop-in visitors
- Use the Eisenhower principle to prioritize work
- Say no
- Use routines to simplify your life
- Understand why you procrastinate and develop methods for tackling tasks
- Apply ideas and tools to make your household more productive and efficient

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Understanding Personal Efficiency

To start, participants will explore what personal productivity means to them and others, and what it might feel like. We'll also discuss how personal productivity is similar to (and different from) basic time management.

Developing the Right Attitude

This session will give participants some useful attitudes to cultivate and some skills that they might want to work on. You will also discuss why multi-tasking is a myth.

Laying the Foundation

Your daily and weekly task lists are in fact only the tip of your personal to-do list. This session will show participants how to create a strong foundation for their daily plan: a vision statement, dreams, and goals.

The Building Blocks of a Good Organizational System

After the lunch break, participants will brainstorm a list of characteristics of a good organizational system. You will also explore Pareto's principle, also known as the 80/20 rule.

Creating the Right Environment

This session will focus on how to purge a workspace, design it for efficiency, and re-organize it. We will also introduce our filing system and our daily information management system: the incubator.

Setting Up Your Virtual Environment

Next, we will take a closer look at organizing electronic files and e-mail.

Setting up Your Information Management Center

Day Two will begin with an overview of the four components of an information management center: calendar, to-do lists, communications log, and project notebook. To reinforce learning, participants will review three case studies and then create their own.

Managing Information in Six Easy Steps

This session will introduce the GOPHER model of handling information. Participants will then apply the knowledge to a case study.

Prioritizing Your Tasks

Next, participants will learn how to prioritize work with the Eisenhower principle, also known as the urgent-important matrix.

Saying No

In this session, participants will explore different ways of saying no.

Creating Routines

Participants will discover the importance of routine through an exercise and a large group discussion.

Stopping Procrastination Now (Not Later!)

This session will give participants some ways to tackle those tasks that they have been putting off. Participants will also complete a Challenge to Change.

Applying Our Lessons at Home

The final session of this workshop will give participants to organize key areas at home, including chores, exercise, and meals.

PROFESSIONAL PRESENCE

Some people immediately command attention and respect when they walk into a room. Do you have that kind of presence? If not, is it something that you would like to develop? This workshop will help you do just that by building your credibility, improving your personal appearance, honing your networking skills, and enhancing your ability to communicate effectively. You will also receive an introduction to core leadership skills.

This one-day workshop will help you teach participants:

- Identify the elements of a strong executive presence
- Build trust and credibility with others
- Communicate effectively using verbal and non-verbal techniques
- Create a strong, positive first impression and maintain that impression as you build a relationship with others
- Develop key leadership skills, including techniques for coaching, motivating, and delivering feedback

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Managing Your First Impression

We've all heard how important a positive first impression is. This session presents the elements of a strong first impression. It covers presenting an appearance of confidence and dressing for success. Additionally, covered here is how to shake hands and remember names. The session wraps up with a look at building trust and credibility.

Interpersonal Communication Skills

Communication skills are vital for success in any role. Excellent communication skills are even more important for executives, and this session shows your students how to develop communication skills with open and closed questions and a close consideration of body language.

Speaking with Impact

Give learners the skills to follow up their great first impression with this session on public speaking. They will learn here some pointers on how to sound their best when making a presentation.

Maintaining Your Impression

How your students conduct themselves after developing a relationship is equally as important as a commanding first impression. They will learn in this session the basics of business etiquette and networking.

Three Leadership Skills to Start Mastering Right Now

Strong leadership skills can help your students build credibility and an executive presence. This session gives a look at three fundamental aspects of leadership: coaching, motivation, and feedback.

PSYCHOLOGICAL HEALTH AND SAFETY

Scientific evidence shows that when businesses adopt policies and programs to address psychological health and safety, costs that are incurred related to psychological health issues are between 15 and 33 per cent lower.

Psychological health and safety is a shared responsibility between the individual and the workplace. Safe spaces are best created and supported when individuals take responsibility for their own mental health, and workplaces develop policies and programs tailored to the unique needs of the space and those functioning within it. This course will introduce basic concepts of individual health and wellness and workplace psychological safety to support well-being and effective choices for both the employee and the workplace.

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

You and your Mental Health

In this session, participants will learn more about your own mental health – how it works and what you need to support and sustain your psychological health.

Personal Mental Health Strategies

Next, we looked into strategies for understanding, acknowledging, and supporting your own mental health, to remedy issues or engage in ongoing healthy practices.

Psychological Safety in the Workplace

In this session, you will be introduced to psychological safety in the workplace and why an employer or workplace influencer needs to care. Psychological safety is a crucial element of employee health and wellness, which has impacts extending throughout and beyond the workplace.

Five Factors Affecting Psychological Safety

In this session, you will be introduced to factors affecting psychological safety for both individuals and workplaces. Some factors affecting psychological safety are basic human rights.

Creating a Safe Workplace Environment

This session will build on these previous sessions to identify and explore elements of creating and sustaining a psychologically safe workplace.

RESEARCH, INTERNET

A reliable source in a timely manner. As research expert Gary Price puts it, "The haystack is growing and finding the needles takes more time and requires greater skill."

This one-day course will teach students how to conduct accurate Internet research by creating a search plan, searching both the surface web and the deep web, and staying organized. Students will also learn how to think critically and find the best sources for their Internet search.

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Creating a Search Plan

Having a search plan is a very good idea whether you are doing an average search or a major research project. It can help you remain focused and find the answers you need quickly and efficiently. Here students will learn to create research questions and also consider the complexity of different type of searches and look at Internet search resources.

Searching the Surface Web

The surface web is what you delve into with a typical Internet search. This session gives students a glimpse into how search engines work and how to build a keyword list that will generate the best results for your query. This session goes through a basic search engine query step by step, dives into advanced search options, and shows how to perform quick searches for facts.

Diving Into the Deep Web

Conventional wisdom says that only about 5% of the Internet is indexed. The other 95% lies in the deep web and this session takes a look at that. Students will learn about the deep web, which contains information that students will need for most of their research queries.

Searching for Multimedia

There is a lot more to the Internet than just text, there's plenty of multimedia resources out there as well. Search engines can index multimedia files like video, audio, and other rich media. Students will learn in this session techniques for searching for multimedia using basic search engines and specialized sites.

Assessing Research Sites

There is plenty of false information available on the Internet and therefore it's important for your students to be able to evaluate the credibility of websites they use. This session provides a checklist to evaluate that credibility and also looks at checking facts and getting to the primary source. This session also discusses Wikipedia and what role it should play in Internet research.

Staying Organized with Research Tools

It's very easy to get overwhelmed with the amount of information available easily at hand on the Internet. There are a number of different tools out there for your students to organize information, track sources, and manage notes. This session looks at major types of research tools.

Citing Sources

Plagiarism is not only unethical, it's theft. Properly citing sources and referencing copyrighted works is a key skill for writers and researchers. Styles guides point the way for this, as can an understanding of what can, and cannot be, reproduced. This session looks at what plagiarism is and techniques for citing the sources.

RESEARCH SKILLS

In this age of information overload, it can be hard to know where to find good information that you can trust. If you are doing research for an important project, report, or proposal, how do you find information that you can count on?

This one-day workshop will teach you how to research any topic using a number of different tools. We will start with basic techniques, such as reading, memory recall, note-taking, and planning. We will also talk about creating different kinds of outlines for different stages of your project, and how to move from the outline to actual writing, editing, and polishing. Most importantly, we will talk about how to use all kinds of sources, including a library's Dewey Decimal System, journals, and the internet.

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Why Are Research Skills Important?

In this day and age, it may seem silly to talk about research skills. However, there are some real benefits to honing your ability to find good, reliable information.

Basic Skills

This session will explore three fundamental skills needed to perform good research: reading, note-taking, and memory recall.

Planning Your Research Strategy

This session will explore a research model and how to get ready to hit the books.

Where to Look and What to Look For

When researching, think beyond search engines and libraries. This session will cover the differences between primary and secondary sources and how to analyze a source's credibility.

Finding Information the Old-Fashioned Way

Next, participants will learn how to use reference sources, journals, trade publications, and their network as research sources.

Researching with the Internet

The internet is a wonderful research tool, however, not all websites are credible. This session will give participants some tools for assessing the credibility of any site.

Getting Ready to Write

This session will give participants a way to organize all their information before they write. Outlines will also be covered.

Putting Pen to Paper

The final session of this workshop will cover writing basics, revision tips, source documentation, proper attribution, plagiarism, documentation styles, and bibliographies.

SELF-ESTEEM AND SELF-CONFIDENCE, BUILDING YOURS

Healthy self-esteem and self-confidence are essential for growth and achieving success. Of all the judgments you make in life, none is as important as the one you make about yourself. Without some measure of self-worth, life can be painful and unrelenting. In this one-day workshop, participants will discover some techniques that can dramatically change how they feel about themselves, and how they approach the world to get the things that they want.

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Self-Esteem and Self-Confidence

During this session, you will define self-esteem and self-confidence and explain the subtle differences between the two concepts. What are some of the things that affect our self-esteem?

Improving Self-Esteem

This session will provide ways for participants to start building their self-esteem through reducing negative messages and throwing out perfectionism.

Building Self-Esteem

In this session, we look at how thinking about others can enhance our own self-esteem.

Assertiveness

Because acting assertively leads to higher self-esteem, in this session we explore how to be assertive, the characteristics of four ways people choose to respond to situations, and techniques for acting assertively.

Gaining Confidence

During this session, you will provide participants with techniques to improve their self-confidence.

The Power of Thought

Through personal exercises and a case study, participants will explore how thoughts can impact a person's self-esteem.

Dealing with Setbacks

In this session participants will discuss how to handle setbacks in a way that does not damage their self-esteem.

Create What You Want

To wrap up the workshop, identifying dreams and goals will be discussed, including the use of SMART goals, and then you will give participants some ways to create an action plan, so that they can get started on the road to confidence today.

SELF-LEADERSHIP

delivering feedback

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Managing Your First Impression

We've all heard how important a positive first impression is. This session presents the elements of a strong first impression. It covers presenting an appearance of confidence and dressing for success. Additionally, covered here is how to shake hands and remember names. The session wraps up with a look at building trust and credibility.

Interpersonal Communication Skills

Communication skills are vital for success in any role. Excellent communication skills are even more important for executives, and this session shows your students how to develop communication skills with open and closed questions and a close consideration of body language.

Speaking with Impact

Give learners the skills to follow up their great first impression with this session on public speaking. They will learn here some pointers on how to sound their best when making a presentation.

Maintaining Your Impression

How your students conduct themselves after developing a relationship is equally as important as a commanding first impression. They will learn in this session the basics of business etiquette and networking.

Three Leadership Skills to Start Mastering Right Now

Strong leadership skills can help your students build credibility and an executive presence. This session give a look at three fundamental aspects of leadership: coaching, motivation, and feedback.

Pre-Assignment Review

This session gives students a chance to review their pre-assignments and start building an action plan for success based on areas they have chosen to improve as a way to create their executive presence.

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Participants will also have an opportunity to identify their personal learning objectives.

What is Self-Leadership?

In this session, participants will be introduced to the four pillars of self-leadership, leading them from knowing who they are to using what they know.

Knowing Who You Are

Next, participants will create their personal vision statements and learn to set goals using the SMART model.

Change Management

Then, participants will discover a system for managing change in their lives

Knowing What You Do

Next, participants will consider the link between self-leadership and their behavior. They will also discover what it means to be a lifelong learner.

Motivation for Optimism

Then, participants will explore motivation and optimism in the context of self-leadership. Are they highly motivated? How do they see the world?

Using What You Know

In the final session, participants will learn the importance of looking after their physical and emotional needs to support their self-leadership.

STRESS MANAGEMENT

Today's workforce is experiencing job burnout and stress in epidemic proportions. Many workers feel stressed out, insecure, and misunderstood, as the demands of the workplace, combined with the demands of home have become too much to handle. This one-day workshop explores the causes of such stress, and suggests general and specific stress management strategies that people can use every day.

This one-day workshop will help you teach participants how to:

- Understand that stress is an unavoidable part of everybody's life
- Recognize the symptoms that tell someone when they have chronic stress overload
- Change the situations and actions that can be changed
- Deal better with situations and actions that cannot be changed
- Create an action plan for work, home, and play to help reduce and manage stress

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop.

Defining Stress and How It Affects Us

To begin, participants will explore what stress is and the effects it can have. They will also work on identifying their stressors.

The Roots of Stress

This session will explore some of the origins of stress. Participants will also learn about the positive effects of stress and what eustress is.

Building a Solid Foundation

Next, participants will learn about the four pillars of stress management, with a special focus on relaxation techniques.

Mental Strategies

This session will look at mental strategies for managing stress, including the Triple A approach: alter, avoid, and accept.

Stress at Work

During this session, participants will complete a stress inventory to help them identify areas of stress at work. Participants will also identify some solutions for work-related stress.

Time Management Tips

A little bit of planning can go a long way towards reducing stress. Participants will work in small groups to brainstorm ways of managing time.

Stress at Home

Next, participants will get some tips on running their household in a way that reduces stress, including budgeting, planning meals, general organization, and chores.

TEAM BUILDING, BEING A TEAM PLAYER

Teamwork is essential in any successful enterprise, and to have effective teams, an organization must be comprised of individuals who pride themselves on being great team players. Many of us consider ourselves to be team players, but are we really? Do we know what that takes; and what managers consider to be the qualities that make a person a team player, or that make a good team player a 'great' team player? Everyone brings their own skills and strengths to the table; understanding how to use those skills within the context of a team is vital to help an organization succeed.

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Being a Team Player

The course will open with the statement that team players are vital to the success of every organization, and defining what being a team player means. Your students will then explore what characteristics are common to team players.

Being a Good Team Player

Next, students learn about how to demonstrate to others that they are a good team player. They will think about their own experiences, and prepare for the 'Teamwork' questions that are asked in most interviews.

Teamwork

Your students will next explore teamwork and the different types of teams. The five types of teams that are vital to every workplace are also explained.

Why Teamwork Fails

The next session covers some of the reasons why teams fail. The important role that informal and formal recognition plays in helping to ensure the success of a team is also related.

Strategies to Improve Teamwork

Students will then learn about 20 strategies that will help overcome obstacles and create a better environment for your teams to attain their goals.

TIME MANAGEMENT

Time is money, the saying goes, and lots of it gets lost in disorganization and disruption. We also deal with a constant barrage of technology, people, and tasks that can contribute to that disorganization. Many people find that they flit from one task to another, trying to get everything done, but often falling short.

In this one-day workshop, you will learn how to make the most of your time by getting a grip on your workflow and office space, using your planner effectively, and delegating some of your work to other people.

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

What is Time Management?

To begin, participants will use their pre-assignment to identify areas where they want to change their time management approach. Then they will learn about the six principles of time management that will be explored in the course.

Setting Goals

During this session, participants will learn how to set SMART goals to help them manage their time better.

Planning Tips and Tricks

This session will explore different planning tools and their uses. After the break, participants will work on a case study to help a disorganized worker with his planning.

Setting Priorities

Next, participants will learn how to decide in what order tasks should be done, according to their importance and time constraints. They will also discover how to manage interruptions and distractions.

Making Decisions

Then, good decision-making is examined, as planning and setting priorities depend on knowing how to do this well.

Delegating

Oftentimes people spend time working on tasks that are better handled by someone else. Learning how to delegate effectively is crucial to managing time well.

Scheduling

Along with setting goals, planning, setting priorities, making decisions and delegating, scheduling is essential to competently managing time. This session provides tips for estimating how long it takes to complete tasks and then how to create a schedule.

Putting an End to Procrastination

This session will give participants some ways to tackle those tasks that they have been putting off.

Creating Order

Disorganization is a huge time waster. In this session, participants will learn how to create order by decluttering and using good organization techniques.

Organizing Your Files

During this session, participants will explore ways to manage paper and electronic files, including email.

Managing Your Workload

To wrap up the day, participants will help Mary Marvelous manage her workload. Then, they will complete a 168-hour plan to see where their time is being used up.

UNCONSCIOUS BIAS

We may make decisions based on unseen preferences – where we grew up or lessons learned in childhood, for example – that may lead us to favor a certain car over another, or a certain person over another – based not on qualifications, but on appearances, culture, or 'something I just can't put my finger on.' That favoritism may be a sign of unconscious bias. If unaddressed, unconscious bias can lead to decisions that unfairly discriminate against individuals and can harm workplaces through unfair hiring practices, lack of diversity, sullied reputation and missing out on recruiting the best candidates for the job.

This one-day workshop will help you teach participants how to:

- Define and understand unconscious bias
- Understand the importance of acknowledging and addressing unconscious bias in workplace and personal settings
- Identify potential biases in personal and workplace settings
- Engage Five Rs of reducing unconscious bias
- Develop plans and policies to reduce personal and workplace unconscious biases

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Defining Unconscious Bias

In this session unconscious bias will be defined and the impacts of unconscious bias on personal and workplace success will be introduced.

Addressing Unconscious Bias

In this session participants will explore the unconscious ways people form opinions, judge options and make decisions based on their biases rather than on the evidence presented or the needs of the situation or group involved.

Identifying Personal Unconscious Bias

In this session students will learn about the evolution of personal unconscious bias, its presence within all human beings, and ways to identify one's unconscious bias 'filters'.

Reducing Personal Unconscious Bias

In this session participants will develop a personal plan to reduce the impacts of unconscious bias in their life and by extension, their workplace.

Identifying Workplace Unconscious Bias

In this session, ways to identify unconscious bias around us will be discussed, specifically, with respect to the workplace.

Reducing Workplace Unconscious Bias

In this final session students will create a plan to consistently identify and minimize unconscious bias in the workplace, complementing their personal plan from the previous session.

WEBINAR/SEMINAR COACHING

This coaching program is designed to be flexible based on your needs. It was created and presented by a seasoned speaker with over ten years of experience working with major seminar companies and repeatedly returns successful ratings and sales results.

You will gain new perspectives and insights that will change the way you think of presenting, teaching, consulting, and persuading. This coaching program will make your time more valuable and achieve that "GOT IT" realization that changes your attitude and your performance. Together we will discover the process through:

1. Assessment
2. Study
3. Modeling
4. Implementation
5. Observation
6. Discovery
7. Improvement

OUTLINE

1. **Welcome package** - For those who are new to seminar presenting either live or virtual
 - a. Get started from scratch with content development to on-stage presence
 - b. Learn to use your space either live or virtual
 - c. Discover engagement tools, especially in a virtual class
 - d. Build your entire presentation around increasing sales opportunities focusing on influence and persuasion
 - e. Conquer the virtual platforms such as Zoom and Teams
2. **Next Level packages** – For those already presenting who want to increase sales opportunities
 - a. Quick and dirty tune up – single coaching sessions as needed
 - b. Start package – Six week coaching for those with limited time to infuse changes
 - c. Power package – Three month coaching for long term monitoring and development
 - d. Master package – Six month coaching for both beginner AND seasoned presenters who want to overhaul their classes.

WORKPLACE SUCCESS, SKILLS YOU NEED FOR IT

There have been a number of studies that identify the key skills that workers need to be successful. Various studies call them different things - critical employability skills, soft skills, or transferrable skills. Regardless of the name these skills are critical for workplace success. Eight of the most commonly identified skills are: Being a Productive Team Member, Flexibility, Problem Solving, Resourcefulness, Giving and Receiving Feedback, Self-Confidence, Creative Thinking and Emotional Intelligence. Many of us possess one or more of these attributes already and perhaps all of them. Luckily these skills can be improved through training.

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Being a team player

This session will have students complete a Team Roles and Responsibilities Questionnaire to determine what kind of team player they are. They will also look at a guidelines to being an effective team leader.

Flexibility

Students will assess their change tolerance in this session by completing an exercise and then explore how to become more tolerant and flexible.

Problem Solving

What a problem is will be defined in this session and students will also look at ways to approach problems. Students will also be introduced to eight essentials to defining a problem and actually solve a problem.

Resourcefulness

This session covers the danger of the self-fulfilling prophecy and explores the characteristics of resourcefulness.

Feedback

This session covers ways to give and receive feedback through feedback interviews and a simulated feedback session.

Self-Confidence

You can use this session to show students about what behaviors are associated with high and low self-confidence. They will also look at a three-step process that can be used to increase self-confidence.

Creative Thinking

Brainstorming as a method for creative thinking is considered here and students will also look at some other methods that can be used for creative thinking.

Emotional Intelligence

This session explores the history of social and emotional intelligence and looks at Daniel Goleman's five interrelated sets of Social and Emotional Competencies and their importance in workplace success.

TRAINING, ADVANCED SKILLS FOR THE PRACTICAL TRAINER

Behind every spectacular training session is a lot of preparation and meticulous attention to detail. The truly skilled trainer can make a program exciting. Learners will have fun while they are learning if the facilitator is able to involve their emotions as well as their minds. You will see the involvement, and you will feel the energy.

To reach this stage as an adult educator is not always easy, but success is not just for the naturally gifted. It is possible for all of us to put effort into our personal growth and development. We want the enormous satisfaction that comes from working with others to help them reach their potential as human beings. This three-day workshop will help you reach that goal.

It is recommended that the participants has a good understanding of basic training principles, including adult learning concepts, training methods, and designing a learning sequence.

Objectives for this workshop include:

- Enhance your understanding of learning styles and how to accommodate all four learning styles in the classroom
- Understand the key principles of effective communication in a workshop setting
- Use a variety of training techniques to stimulate participation
- Develop a plan and prepare for an effective training session
- Understand the different levels of evaluation and when to use each
- Understand how and when to add fun and humor to your training session
- Identify advanced interventions for difficult situations
- Practice the skills needed for a team presentation

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Preparing to Learn

To begin, participants will explore what they want out of this workshop.

Understanding Learning

Next, participants will talk about the role of the facilitator and the top skills a trainer needs.

Competencies for Adult Educators

This session will give participants a profile of the gaps between where they are now and where they need to be in order to perform their role efficiently.

Accommodating Learning Preferences

Next, participants will review Kolb's experiential learning cycle and how it fits in with different learning styles.

Increasing Your Expertise

This session will explore three basic ideas about adults in a learning context. Participants will also look at the workshop from a designer's perspective.

Using Existing Materials

In this session, participants will learn about using customizable course material to give them a head start, copyright concerns, and how to over-plan to ensure success.

Managing the Stress of Training

During this session, participants will learn ways to manage their stress and that of trainees.

Planning a Workshop

Next, participants will receive a brief introduction to planning and preparing a workshop.

Visual Aids

This session will cover some basic kinds of visual aids and encourage participants to determine if, how, and when they want to use each type.

Your Role as an Effective Communicator

During this session, participants will learn how to communicate effectively as a facilitator or trainer.

Questioning as a Training Technique

This session will explain how good questioning skills can make anyone a better trainer.

Kirkpatrick's Levels of Evaluation

Next, participants will explore the four levels of evaluation, including samples for each type. Then, participants will develop their own evaluation for their training session at the end of the workshop.

On-the-Job Support

During this session, participants will explore why on-the-job support is so important after training has taken place, and what they can do to encourage it.

Dealing with Difficult Situations

This session will give participants some tools for dealing with common training problems.

Training in Different Forums

Next, participants will explore some different forums for training, including virtual formats.

Webinar

This session offers tips for planning an effective webinar.

Team Teaching

Next, participants will talk about co-facilitation.

Training Preparation and Presentations

The bulk of the third day will be spent preparing, presenting, and evaluating team training sessions.

TRAINING, ADULT LEARNING

Teaching adults necessitates different methods than those that are used for children. Adults have a wealth of experience when they enter the classroom and are motivated to learn. To maintain this motivation, educators must ensure that there is a connection between the learning objectives and activities, and the real life of the adult learner. Educators must provide opportunities for adult learners to use their aptitudes, abilities, and existing knowledge to engage in new, relevant learning experiences.

The one-day course draws on andragogical best practices and hands-on experience with several learning methods (reflection, experiential, self-directed, project based, action learning) to give the educator a set of methodological tools for successful adult education. The course also emphasizes the importance of reflective practice to continually improve one's education craft.

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Learning Theory – Andragogy

In this session, the difference between how adults and children learn is examined. Then best practices for adult education as explained by Malcolm Knowles are looked at – using previous experience to outline ways to address the basic principles of teaching adults.

Learning Methods – Reflection

In this session various models of self and group reflection are introduced, and activities to practice reflection are completed.

Learning Methods – Experiential Learning

In this session experiential learning is explored by first looking at Kolb's four stage model. Then we complete an experiential learning activity and reflect on the activity, the benefits of experiential learning and its applicability to our own classrooms.

Learning Methods – Self-Directed Learning

In this session current thought on self-directed learning will be examined, and how an instructor can provide structure to self-directed learning. Then a self-directed learning activity is completed, along with reflection on the activity, the benefits of self-directed learning and its applicability to classrooms.

Learning Methods – Project-Based Learning

In this session the foundations of project-based learning are discussed, along with the typical steps to performing a project-based activity. Examples of projects that could be used in our classrooms are looked at. Then a project-based learning activity is completed, as well as reflection on the activity, the benefits of project-based learning and its applicability to classrooms.

Learning Methods – Action Learning

In this session Reg Revans's action learning model is introduced, for learning from actions that are taken to solve problems. Components of action learning in the classroom are also outlined. Then a project-based learning activity is completed, and reflection on the activity takes place. The benefits of project-based learning and its applicability to classrooms is also explored.

Practice

In this session participants complete a capstone activity that involves developing an activity using one of the learning methods covered during the course. Then they reflect on the activity and its applicability to their own classroom.

Reflective Practice

In this session the concept of reflective practice as proposed by Donald Schon is introduced, along with the use of a reflection diary to capture reflections. Then using material collected in the pre-assignment, participants reflect on several events and actions taken from their own practice.

TRAINING, DEVELOPING AN eLEARNING COURSE

If you look at any successful organization, training is a core part of their culture. With the increased use of eLearning, trainers need to design and create meaningful, practical, eLearning that will benefit both trainees and the organizations they work for.

This one-day course will give you tools to be able to create a successful eLearning course. The course provides practical skills for all the essential components of an eLearning development process: conducting a needs assessment; composing learning objectives and assessments; reducing barriers through universal design; setting the design strategy; outlining, gathering content, storyboarding; and evaluating the success of the training. Additionally, time is taken to review authoring tools and learning management systems.

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Instructional Design Models

In this session we will outline three commonly used design models: ADDIE, Backward Design and Merrill's Principles of Instruction. From these models we will create an eLearning development process.

Analysis Phase - Needs Assessment

In this session we will start by looking at the importance of knowing your organization's goals and how a training needs assessment can identify where skills gaps exist in your organization. Then the ICE method (Isolate, Consult, Evaluate) for needs assessment will be introduced.

Design Phase - Learning Objectives

In this session we will start with a discussion of Bloom's Taxonomy of Learning Objectives and Churches's revisions of Bloom's work, for the digital age. Then we will outline how to write learning objectives that are measurable.

Design Phase - Assessment

In this session we start by defining assessment and then build on the discussion of the Bloom and Churches frameworks, adding the concept of Convergent and Divergent Cognitions developed by Guilford. We then look at assessment types that could be used in eLearning at all levels of Bloom's taxonomy for a digital age. Lastly, we examine the use of rubrics to set clear expectations for our assessments.

Design Phase - Reducing Barriers

In this session we explore the origins of Universal Design and then discuss the Universal Design Frameworks: Universal Instructional Design, Universal Design for Learning (UDL), Universal Design of Instruction. Finally, we talk about Universal Design and the inclusion of the LGBTQ2+ community.

Design Phase - Accessibility

In this session we introduce the physical barriers to accessing education and then look in more detail at the standards of CWAG in the European Union and 508 in the United States. Finally, we create a summary of the essential message of the standards.

Design Phase - Design Strategy

In this session we investigate aspects of design strategy including interactivity, user interface, design options and media standards.

Development Phase - Learning Experiences and Instruction

In this session we first review the principles of adult education and then explore the best practices of adult educational methodologies and UDL applied to eLearning. We then study outlining, gathering content, and storyboarding as integral parts of planning eLearning.

Development Phase - eLearning Tools

In this session we explore several eLearning authoring tools and LMSs to find ones that could fit our eLearning needs.

Evaluation

In this session we are introduced to Kirkpatrick's Four Levels of Evaluation (Reaction, Knowledge, Transfer of Learning, Impact/Results) to determine the success of eLearning delivered.

TRAINING, DEVELOPING A LUNCH AND LEARN PROGRAM

Most successful organizations include supporting employee development as a core part of their culture. These organizations go beyond professional, or even personal development, to offer learning opportunities that create increased energy, creativity, and fun. Lunch and learn programs are a venue to foster sharing and peer learning and are typically aimed at fostering cross-organization collaboration and communication. They are a tool for sharing information, approaches, and talent. Further, they offer opportunities for networking in a safe, friendly, and relaxed atmosphere.

This one-day course will provide tools to be able to create a lunch and learn program that creates opportunities for learning that might not otherwise happen. Participants will also prepare a short lunch and learn program session and receive feedback from other course participants.

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

So, What is a Lunch and Learn

There are several concepts of what a Lunch and Learn truly is and in this session, students will discuss the different purposes of such a program. They will also explore the benefits of same.

The Underpinnings of Lunch and Learn Programs

In this session, students will develop a Lunch and Learn framework and look at a number of things that can be done to ensure the success of your program. Students will also look at developing a Promotion Plan and create a list of potential topics.

Ongoing Administration of a Lunch and Learn Program

This session shows students how to develop an Administrative Schedule for their Lunch and Learn program.

Developing a Lunch and Learn Presentation

The focus of this session is to give students the basic presentation skills to create an atmosphere open to conversation. They will also develop a short presentation as well.

Presentations

This final session allows students the chance to deliver their Lunch and Learn presentations to classmates.

TRAINING, DEVELOPING A TRAINING NEEDS ANALYSIS

The right training at the right time can make a huge difference in the productivity and profitability of your organization. Whether you are scanning your workplace for opportunities to make things better and training is the answer, or a client asks you to come into their organization and do an assessment, your answer is best framed in the form of a training needs analysis. Your ability to create an analysis that is comprehensive yet simply prepared is critical for it to be understood and acted upon. This one-day workshop will help you to gather the information, assess the data, and present your suggestions for training or non-training solutions.

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

A Closer Look at the Training Needs Analysis

To begin, participants will learn what a training needs analysis is all about. They will also be introduced to the ICE process.

Collecting Data

In this session, participants will be introduced to some data collection methods using current and future state descriptions as the framework.

Diving Deeper into the Data

Next, participants will learn how to use several key analysis tools, including the McKinsey 7S model and SWOT analysis. They will also complete an in-depth case study to apply what they have learned.

Creating the Report

This session offers a brief look at the structure of the training analysis report.

Taking Action

In this final session, participants will apply what they have learned to their pre-assignment scenario. They will also learn about designing evaluations to support the training process.

TRAINING, DEVELOPING YOUR TRAINING PROGRAM

Training is an essential element of development in any organization. Being knowledgeable and continuing to learn throughout your career can make you a very valuable asset. We also know that training and orientation (or 'onboarding') for newly hired employees is a key factor in retention.

This two-day workshop is designed for a trainer who wants to develop training programs that are meaningful, practical, and will benefit both trainees and the organizations they work for.

This two day workshop will help you teach participants how to:

- Describe the essential elements of a training program
- Apply different methodologies to program design
- Demonstrate skills in preparation, research, and delivery of strong content
- Use an instructional model
- Create a training program proposal

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop.

Program Design

This session will explore some things that need to be considered before committing to developing a training program. We will also look at some situations where training is not appropriate and some alternatives to training.

The Training Model

Next, we will explore a seven-step instructional systems design model. We will focus on adult learning and some basic principles that apply to developing training.

Understanding Adult Learning

In order to train, teach, mentor, or coach adults, we have to **understand how adults learn**. Although everyone has gone to school, where the preferred teaching methods are normally based on lectures or visual exercises, many adults do not prefer to learn from lectures.

Identifying Needs

Participants will look at how to determine what training is really necessary using the ICE method: Isolate, Consult, and Evaluate.

The Program's Basic Outline

Next, participants will learn how to create the basic outline for the program by writing objectives for knowledge, skills, and abilities (KSA's).

Evaluation Strategies

Of course, it is hard to know what you want to teach without knowing how you will know you have taught it! This session will look at evaluation methods and how they tie into learning objectives.

Defining Your Approach

This session will look at a basic method that participants can use to design their program. We will also explore some specific learning tools, including demonstrations, case studies, guided teaching, study groups, role plays, games and simulations, and e-learning.

Researching and Developing Content

Now that we have a framework for the design of the program, participants will learn where to find the content. We will also talk about fads and copyright issues.

Pre-Assignments in Training

This session will explore the value of pre-assignments through a pre-assignment.

Choosing Openings and Energizers

We will talk about how to start off your training, different types of games, and some ways to make sure your game does not fall flat.

Training Instruments, Assessments, and Tools

Pre-designed testing tools can help with many training topics. This session will discuss how to make the most of these tools.

Creating Supporting Materials

Most trainers prepare notes for themselves to use as they are teaching their program. This session will look at some other materials that can enhance your training program, including student guides, handouts, and electronic slides.

Testing the Program

Participants will discuss ways to test their training program before they deliver it.

Creating Proposals

Participants will learn how to organize and write a training proposal, and then they will apply the knowledge to a case study.

Building Rapport

We will discuss some ways to ensure that your proposal gets approved.

Pulling it all Together

To conclude the course, participants will work together to create individual action plans.

TRAINING, ENHANCING LEARNING WITH UDL (UNIVERSAL DESIGN LEARNING)

Universal Design for Learning (UDL) is a framework used to design, develop, and deliver inclusive educational experiences. The UDL framework guides educators to create learning that is accessible to all learners. The framework draws from physical accessibility models, neuroscience, and learning theories.

In this course, participants will engage in a comprehensive design process, utilizing the Universal Design for Learning (UDL) Framework to transform their curricula. By implementing UDL principles, they will effectively eliminate barriers to learning and optimize learner success. Throughout the course, they will gain valuable insights and practical strategies for creating accessible, engaging, and inclusive learning environments that cater to the diverse needs of all learners.

Through multiple interactive and engaging exercises using their own work, participants will discover, dream, design and deliver a renewed learning experience strategically applying UDL principles with the goal to improve student success.

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Session Two: UDL Refresher

This session is a refresher of what was covered in the first Universal Design for Learning course.

Session Three: Discovery

In this session, participants will engage in a flowchart exercise to assess their own teaching practices through a UDL lens.

The purpose of the UDL flowchart exercise is to raise awareness of UDL principles and encourage participants to incorporate them into their teaching practices. By examining a flowchart of a learning activity and identifying areas that do and do not align with UDL principles, participants will gain a better understanding of how UDL can benefit diverse learners and promote inclusive teaching practices.

The exercise aims to facilitate reflection and discussion on the importance of incorporating UDL principles into teaching practices and equip participants with practical strategies for applying UDL principles in their own teaching. Ultimately, the exercise seeks to promote an inclusive learning environment that supports the success of all learners.

Session Four: Dream

In this session, participants will flex their creative muscle and utilize the UDL guidelines to 'dream up' engaging, expressive, and representative means of learning.

This session's purpose is for participants to envision a barrier-free (UDL) experience and recognize the difference between a UDL and non-UDL learning experience.

The exercises in this session aim to equip participants with skills and a process to reimagine their learning experiences.

Session Five: Design

During this session, participants will have the opportunity to engage in an open space learning environment to brainstorm creative and inclusive UDL learning experiences. The open space setting offers participants the freedom to explore various curricular options and receive valuable feedback, ultimately empowering them to develop effective and barrier-free lesson plans.

The purpose of this session is for participants to apply UDL principles to identify and remove barriers to learning, enhancing the delivery of effective and inclusive learning experiences.

The exercise in this session is designed to fulfill the final step of the four-step process, which involves delivering inclusive and effective learning experiences after the discovery, dreaming, and design stages have been completed.

Session Six: Deliver

In this session, participants will prepare an "elevator pitch", a short presentation that will demonstrate the effectiveness of their newly re-designed learning experience, the culmination of the day's iterative work of discovery, dreaming, and designing.

This session's purpose is for participants to "sell" the learning experience that they have designed in the previous DIY Time. Participants will need to "show" how the learning experience incorporates UDL principles and how it will impact learners.

The exercises in this session aim to strengthen the individual and collective understanding of how to practically apply UDL.

By preparing a presentation and actively listening to other learners' presentations, learners should be able to apply the UDL principles in a variety of learning contexts.

TRAINING, MAKING IT STICK

We have all participated in training courses or workshops. Some of these have been helpful and useful in our everyday lives and others have seemed redundant and a waste of time. How often have we cheered or grumbled at being asked to participate in a training day?

The good news is that all training can be useful and applicable if the trainer keeps some simple tips in mind when developing and applying training. We all learn differently, but there are some truths about learning that can be applicable to most groups and can be tweaked to fit any training session.

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Five Strategies for Stickiness

Just as there are many types of students, there are many ways to make training stick for them. This session covers five of the most effective methods for stickiness.

Designing a Program That Will Stick

This session gives insight into how to lay the groundwork for the design of a training program that will stick, including how to build support for your program.

Teaching Tips and Tricks

This session takes the four steps in experiential learning and uses group discussion to draw out teaching tips and tricks.

What Method is the Stickiest?

A group activity leads learners through an exercise which illustrates which of the earlier mentioned five strategies is the stickiest for training.

Following Up

Follow-up gives vital insight as to whether your training session is crafted correctly, if it sticks. Seven points of follow-up are covered here, along with the Buddy System and how to delegate follow-up.

Strategies for Taking Training Further

Mentorship is one way to take training further as well as having the trainee train others, both of these steps are looked at here.

TRAINING, MEASURING TRAINING RESULTS

There are lots of good reasons to offer training, and even more reasons to participate and take training. But there is also an accountability element, where we ask ourselves:

- What was the value of that training?
- Did we meet the objectives that were set out?
- Did the training bring about some kind of lasting change in behavior?

In this one-day workshop, we will explore the essential elements in evaluating training and measuring results, while creating a process that is simple for trainers and human resource practitioners to implement.

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Setting the Framework

To begin the course, we will explore the three key aspects of the evaluation framework: identifying what you will measure, choosing how you will measure it, and bringing everything together into an evaluation strategy.

Pre-Assignment Review

In this session, students will consider strategies for active learning.

Kirkpatrick's Evaluation Model

This session discusses methods of evaluation, focusing on Kirkpatrick's Evaluation Model.

The Return on Investment

Next, participants will learn how to calculate the return on investment from training and perform a cost-benefit analysis.

Presenting Training Results

The final session will give participants some tips on presenting results to stakeholders.

TRAINING, SURVIVAL SKILLS FOR THE NEW TRAINER

Some individuals become trainers because they are passionate about sharing their knowledge and about helping people. Others become trainers because their employer asks them to get involved in mentoring, training, or coaching new or existing employees. Trainers also get started when they want to make some changes to their daily activities, but wish to continue contributing to a particular organization or industry.

If you are thinking about becoming a trainer, or have started conducting some training already and want to know more about what will help you to become an excellent trainer, this workshop will help. This one-day workshop is designed as an exploration of the essential skills that trainers need to develop, getting you started with learning in an interactive and fun environment.

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

What Makes a Good Trainer?

To start the day, we will discuss some key background material, including principles of adult learning and what the word “trainer” means.

Personal Best, Professional Best

Next, participants will learn how to create a professional image.

Being Genuine

During this session, participants will explore what being genuine means.

Assertiveness Skills

Participants will explore the differences between passive, aggressive, manipulative, and assertive behavior. They will also consider why assertive behavior is important for a trainer.

Asking the Right Questions

This session will focus on open-ended questions, closed-ended questions, and probing. Participants will also have an opportunity to practice these skills in an exercise.

Listening

Participants will identify their listening strengths and weaknesses through a quick quiz. We will also discuss ways that participants can improve their listening skills.

Connecting with People

During this session, we will look at ways to build rapport and how to use facilitative training. Participants will then evaluate themselves to see what skills they need to develop in these areas.

Defusing Difficult Participants

Next, we will look at some potential problem situations and ways to defuse them before they start.

Essentials for Success

We will ask participants to complete a checklist of what attributes they feel makes a good trainer. This will also help participants identify areas for further training.

Do's and Don'ts for New Trainers

To wrap up the learning points, participants will discuss a checklist of do's and don'ts.

TRAINING, TRAIN THE TRAINER, THE PRIMER (ONE DAY)

Teaching others is more than just sharing what you know—it's about creating an experience that inspires, engages, and sticks. **Train the Trainer Primer** is a dynamic, full-day workshop designed to help you transform knowledge into meaningful learning for your audience. Whether you're stepping into a training role for the first time or looking to elevate your current skills, you'll gain practical tools to connect authentically, communicate clearly, and guide learners toward real results. The course blends skill-building with real-world application, giving you confidence in everything from setting the right tone at the start to maintaining engagement until the very last moment.

OUTLINE

Essential Skills

To begin, participants will learn about some of the skills a trainer must develop: authenticity, communication skills, presentation skills, humbleness, and a desire to learn.

Understanding Adult Learning

This module will examine the principles of adult learning, learning methods, the learning cycle, and elements of a learning climate. Participants will also learn how to deal with difficult trainees.

Developing a Training Session

During this module, participants will walk through the stages of developing their own program.

Adding Fun and Games

This module will discuss ways to use fun and humor in a training session. We will also offer some quick, easy games that can be adapted for any situation.

Delivering the Course

To wrap things up, participants will learn how to deliver a course. Topics covered include tips on public speaking

TRAINING, TRAIN THE TRAINER THREE-DAY BOOTCAMP (THREE DAY)

Most people who call themselves trainers today probably didn't start out to be trainers. They often work in a field where they develop extensive knowledge and then are asked to share what they know. Many trainers have some experience with teaching, writing, or leadership, although they come from nearly every field.

As such, people who work as trainers are often put into difficult situations without much understanding of what training is or how to do it well. We know that being a good trainer is the result of developing skills to bring information to an audience. This information will then engage, empower, and encourage continued learning and development.

This three-day course will give you the skills that you need so that your students not only learn, but also enjoy the process, retain information shared, and use their new skills back in the workplace.

Participants will also have the opportunity to conduct a short group training session that incorporates these training concepts.

Learning objectives will include:

- Recognize the importance of considering the participants and their training needs, including the different learning styles and adult learning principles.
- Know how to write objectives and evaluate whether these objectives have been met at the end of a training session.
- Develop an effective training style, using appropriate training aids and techniques.
- Conduct a short group training session that incorporates these training concepts.

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Defining a Successful Training Program

To start the day, participants will be asked to think about what successful training looks like. This will segue into a discussion of different audiences and their expectations. Participants will also look at some situations that could identify a need for training, and some of the benefits that training can bring.

What Makes a Successful Trainer?

Next, participants will discuss the characteristics of a successful trainer, including how to stimulate a readiness to learn. Participants will also look at common mistakes made by trainers, and they will brainstorm some ways to avoid or resolve those issues.

A Word about Adult Learning

During this session, participants will explore the differences between adult and child learners in small groups.

The Learning Process

The adult learning process has four distinct steps. Participants will look at each step and discuss how they can use this model to help trainees learn.

Principles of Adult Learning

This session will explore the key principles of adult learning through an exercise and small group work.

The Learning Process

In this session, participants will explore the four basic steps in learning. Participants will also explore some ways to cover all points of the cycle in a training program.

What's Your Type? How About Mine?

During this session, we will look at four main types of trainers. Participants will explore their type and discuss how this knowledge can help them become better trainers. The session will wrap up with a discussion of the experiential learning process.

Applying the Learning Cycle

For every learning point we make, trainers must consider the learning cycle to ensure that the learners get it. This session will explore the cycle through two different exercises.

Introverts and Extroverts

Another powerful aspect to understanding yourself and others is to recognize whether you are an introvert or an extrovert. This session will ask participants to consider which side they fall on, and how to use that knowledge in training.

The Training Process

This session will introduce the six basic steps in the training process and discuss the first step: performing a needs analysis.

Planning Training

The next two steps in the training process are to develop the training and prepare employees. We will examine these steps through a lecture and group work.

Choosing Training Methods

The fourth step of the training process is to conduct the training. During this session, we will begin looking at some key parts of this step, including training methods and environmental concerns.

Designing a Learning Sequence

This session will introduce participants to the four parts of an effective learning sequence. Then, participants will practice creating a few sequences of their own.

Adding Games

Continuing with the fourth step, participants will learn how to choose games to add to their training.

Setting the Climate

This session will discuss some of the key factors that set the training climate.

Presentation Skills

During this session, participants will explore some different ways to communicate with the audience, including telling, showing, non-verbal communication, and using notes. Participants will also examine some different types of visual aids that they can use and how best to use them.

Dealing with Difficult Trainees

Participants will complete a brainstorming exercise to identify types of difficult trainees and ways to deal with them.

On-the-Job Training

Job instruction training (or on-the-job training) is becoming more and more prevalent. This session will discuss a four-step plan to make job training a success.

Training Presentations

We have set aside this time for participants to present their short training program.

Evaluations

It's now time to go back to the fifth step of the training process: evaluations. We will examine several methods that participants can use to evaluate the success of their program.

TRAINING, UNIVERSAL DESIGN FOR LEARNING

Universal Design for Learning (UDL) is a framework used to design, develop, and deliver inclusive educational experiences. The UDL framework guides educators to create learning that is accessible to all learners. The framework draws from physical accessibility models, neuroscience, and learning theories.

In this workshop, participants will explore the UDL framework and its three fundamental underpinnings, which are: multiple means of engagement, representation, and action and expression. Participants will learn to use the framework as a tool to assess and find solutions to learning challenges.

Through multiple interactive and engaging exercises, participants will learn how, when, and why to strategically apply UDL principles in learning design, development, and delivery, with the goal to improve student success.

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

What is UDL?

The goal of Universal Design for Learning (UDL), is to provide educators with an equitable design framework in which all learners can be successful, drawing upon educational theories, neuroscience, and accessibility models. This session explores the UDL framework and the three main principles that guide users in understanding and applying the UDL framework.

Why UDL?

The impact of applying Universal Design for Learning (UDL) in educational contexts is to improve outcomes for all students. Bringing the lens of equity, inclusion, accessibility, and appreciation for the diversity and variability of learners provides a better opportunity for all to succeed.

This session explores:

- How we learn and how educational theories have contributed to informing UDL principles.
- What barriers exist for both individual learners and institutions.
- The consequences when the UDL framework is not applied in learning environments.

Recognizing UDL in Practice

Understanding the UDL framework will help educators create learning experiences in which all learners can access and participate in meaningful, challenging learning opportunities.

In this session, the students will have an opportunity to recognize UDL in action, UDL as a practice, and how to use the UDL framework tool to design, develop, and deliver UDL curriculum in practical applications. The students will also become aware of the challenges educators face implementing UDL in learning.

UDL Strategies

It is important to be able to apply UDL in learning contexts and understand how strategies can impact and improve the learner's experience. In this session, students will explore UDL strategies. Anticipating and recognizing barriers is a first step towards implementing UDL.

Practice Makes Perfect

In this session, participants will complete two activities to put into practice what they have learned during the workshop.

TRAINING, USING ACTIVITIES TO MAKE IT FUN

A study of adult educators conducted by Pennsylvania State University doctoral student David Tanis found that playfulness creates a learning environment of "fun, enjoyment, and laughter," and that their students notice cognitive gains in terms of "engagement, retention, and understanding."

Ways to incorporate playfulness into the training classroom include the use of games and other activities, along with humor, which will be explored in this course.

Purposeful, well-thought out, and engaging activities in a training course can help learners apply new skills and knowledge, as well as retain that information in a meaningful way, while meeting learning objectives.

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Let's Have Some Fun!

We will begin the day with a brief review of the learning cycle and adult learning principles. We will also discuss the value of games in training. Participants will then have an opportunity to share their favorite training game.

Getting Everyone on Board

During this session, we will discuss three things that can help participants see the value of training games. We will also discuss some great game experiences and some games that flopped, and what we can take away from these lessons.

Choosing the Right Game

Preparation is key to the success of any trainer. This session will discuss some different types of games and activities. We will also talk about how to deal with reluctant participants.

When Games Go Badly

Despite our best intentions and planning, sometimes a game will not work. We will discuss how to anticipate, avoid, and deal with problems.

Using Humor in Training

It is not hard to be funny; just be CREATIF! We will explore each letter of this acronym during this session.

Balancing Act

To break the day up and illustrate some of our key points, participants will take part in a quick, fun energizer.

Quick and Easy Games

Participants will take part in three easy games that can be adapted for many situations. Then, they will discuss the games from a trainer's perspective.

Creating a Game

To wrap up the day, participants will work in small groups to create their own game.

TRAINING WITH VISUAL STORYTELLING

Training is constantly evolving, just as the needs and desires of learners are constantly changing. This one-day course is for trainers who are ready to make their training stronger, more memorable, and more engaging for learners by using visual storytelling and graphical techniques to create better learning experiences that lead to better retention.

This one-day workshop will help you teach participants how to:

- Describe how storyboarding leads to better training results
- Apply storyboarding techniques to create a strong foundation for training
- Design training that uses storytelling to make it memorable, compelling, and relevant to the audience
- Evaluate technology tools to determine what will create the best learning experiences needed for adequate training

OUTLINE

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

How Storytelling Can Boost Your Training Power

Next, participants will explore the history of storytelling in training, as well as the difference between training and meetings. Participants will also review their pre-assignment.

The Elements of a Powerful Story

This session will look at the three key elements of a powerful story: the connection to the audience, the story's purpose, and its content.

Storyboarding Techniques

Storyboarding is a valuable tool that is used in all sorts of industries, from movie design to training, and everything in between. This session will introduce participants to the storyboarding process and offer some tools that they can use. Collaboration tools will also be discussed.

Bringing the Story to Life

In this session, participants will learn how to bring their story to life with graphic design, the right medium for the message, a personable approach, and effective delivery.

Tools and Technology

To conclude the course, participants will learn about some of the presentation and eLearning development tools on the market today. They will also explore gamification and its role in training. Finally, tips for avoiding technology disasters will be shared.

Public Library and Non-Profit Workshops

AI (ARTIFICIAL INTELLIGENCE) WORKSHOP

OUTLINE

- What is AI?
- What you can do with it
- How you can access it at home
- The difference between Google and AI
- Exploring the three top generative AI websites
- Prompting for better results

COMPUTER BASICS STEP 1, INTRODUCING COMPUTERS WORKSHOP

OUTLINE

- Computer terms
- Storage devices
- Software vs. hardware
- Mouse and keyboard operations
- What is an operating system?
- Navigating the desktop and Windows

COMPUTER BASICS STEP 2, TIPS AND TRICKS WORKSHOP

OUTLINE

- User questions
- Desktop shortcuts-files/sites/apps
- Control Panel-power/mouse/users
- Ribbons-File Explorer/Office
- Computer stats
- Task bar

COMPUTER SECURITY STEP 1, USING YOUR COMPUTER AT HOME WORKSHOP

OUTLINE

- What should be secured
- Good computer practices
- Windows settings for security
- File security with backups
- User accounts
- Anti-virus protection

COMPUTER SECURITY STEP 2, USING YOUR COMPUTER ONLINE WORKSHOP

OUTLINE

- Digital footprint
- Wi-Fi security
- Browser settings
- Passwords
- Email security
- Social engineering

COMPUTER TUTOR , BRING YOUR DEVICE AND GET FREE ADVICE WORKSHOP

!!Instructor sits with patrons/members to answer questions, offer advice, and fix common problems with personal devices.

OUTLINE

- Patrons bring laptops, tablets, and smartphones
- Topics include files, settings, apps, formatting, navigation
- At main location and/or rotating through all locations in 1 day

EMAIL 101 WORKSHOP

OUTLINE

- Creating emails
- Sending, receiving and replying to messages
- Email providers
- Adding attachments
- Email etiquette
- Email security

GENERATIONAL DIFFERENCES WORKSHOP

OUTLINE

- Generation labels
- Events that define generations
- generation
- Weaknesses of each generation
- Strengths of each

INTERNET PHISHING WORKSHOP

OUTLINE

- What is it?
- Am I being Phished?
- What does it look like?
- What do I look for?
- What is legitimate?
- What can I do?

INTERNET, EXPLORING USEFUL WEBSITES WORKSHOP

OUTLINE

- Review browsers and search engines
- Explore common websites such as Wikipedia, Facebook, YouTube, WebMD, Google Maps, Pandora, Amazon etc.
- Introduce AI (Artificial Intelligence) and use Chat GPT to create original content such as recipes, outlines and activities for events, brainstorming lists

INTERNET SCAVENGER HUNT WORKSHOP

OUTLINE

- Learn how to be secure when surfing the internet
- Discover helpful tips to improve your search
- Apply the skills learned with an Internet scavenger hunt at the end of class

INTERNET STEP 1 WORKSHOP

OUTLINE

- What is the Internet How do we use the Internet?
- Introducing browsers
- Search engines and how to use them
- Internet security
- Final project

INTERNET STEP 2 WORKSHOP

OUTLINE

- Browser tools
- Bookmarks/favorites
- Search history
- Tab browsing
- Setting a home page
- Capturing data from the internet

MICROSOFT EXCEL STEP 1 WORKSHOP

OUTLINE

- Introduction to spreadsheets
- Getting around Excel
- Inputting data
- Adjusting data layout
- Building a contact list
- Sorting & filtering data

MICROSOFT EXCEL STEP 2 WORKSHOP

OUTLINE

- Formatting a worksheet
- Editing data
- Writing a formula
- Creating a budget
- Introducing functions
- Final project

MICROSOFT OFFICE STEP 1, AN INTRODUCTION TO THE SUITE WORKSHOP

OUTLINE

- Microsoft Word
 - Navigating
 - Typing
 - Printing
- Microsoft Excel
 - Navigating
 - inputting data
 - Calculations

MICROSOFT OFFICE STEP 2 WORKSHOP

OUTLINE

- Microsoft PowerPoint
 - Navigation
 - Slide creation
 - Running a presentation
- Microsoft Publisher
 - Navigation
 - Templates
 - Creating a publication

MICROSOFT POWERPOINT STEP 1 WORKSHOP

OUTLINE

- Getting around PowerPoint
- Creating slides
- Inserting objects
- Running a presentation
- Creating a photo album slide show
- Final Project

MICROSOFT POWERPOINT STEP 2 WORKSHOP

OUTLINE

- Using templates
- Formatting slides
- Formatting objects
- Introducing animation
- Using transitions
- Final project

MICROSOFT PUBLISHER STEP 1 WORKSHOP

OUTLINE

- Introduction to desktop publishing
- Getting around Publisher
- Creating a publication
- Adding content
- Adjusting the layout
- Final project

MICROSOFT PUBLISHER STEP 2 WORKSHOP

OUTLINE

- Using templates
- Formatting text
- Working with objects
- Working with pictures
- Saving a publication
- Final project

MICROSOFT WORD STEP 1 WORKSHOP

OUTLINE

- Getting around Word
- Creating a new document
- Entering and editing text
- Proofing a document
- Saving and printing a document
- Final project

MICROSOFT WORD STEP 2 WORKSHOP

OUTLINE

- Formatting text
- Formatting page layout
- Inserting objects and pictures
- Formatting objects and pictures
- Business letters
- Final project

MICROSOFT WINDOWS STEP 1, APPS & SETTINGS WORKSHOP

OUTLINE

- The Start Screen
- Customizing your computer
- Using desktop apps (snipping tool/sticky notes/etc.)
- Control panel
- Programs and features
- Power options

MICROSOFT WINDOWS STEP 2, FILES, FOLDERS, AND FLASH DRIVES WORKSHOP

OUTLINE

- Navigating File Explorer
- Creating files and folders
- Moving files and pictures
- Searching
- Using flash drives

*Applicable to all Windows versions

RESUME BUILDING

OUTLINE

- How to use descriptive language
- What are the elements of cover letters
- How should the resume be structured
- What about references?

TABLETS/SMARTPHONES STEP 1 WORKSHOP

OUTLINE

- What are these devices and how do we use them?
- Navigating a hand-held device
- Powering off vs. putting to sleep
- Connecting to Wi-Fi/broadband
- What are apps and how do I get them

*Participants bring personal devices

TABLETS/SMARTPHONES STEP 2 WORKSHOP

OUTLINE

- Browser apps
- Tab browsing
- Bookmarking
- Closing apps
- Uninstalling Apps
- Capturing and saving images
- eBooks

*Participants bring personal devices

VIRTUAL CALLS/MEETINGS, AN INTRODUCTION TO ZOOM WORKSHOP

OUTLINE

- Zoom
- accounts
- Navigation
- User settings
- Making calls
- Using meeting features
- Tips on virtual meetings