

**Leadership Development - Table of Contents**

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### Conflict and Communication 101

Managers and other professionals spend precious time dealing with conflict, misunderstandings, and “impossible” people. While it is human to have disagreements, effective communication skills can turn these conflicts into opportunities to deepen mutual understanding, solve problems creatively, and co-exist peacefully. In this class, you will learn and practice essential skills to improve communication & understanding and manage conflict effectively when it comes up. Workshop includes mini lectures, discussion, and practice.

#### Learning Outcomes:

- Learn about different conflict styles and their impact on communication. Conflict style self-assessment included.
- Recognize and practice fundamental compassionate listening skills—and understand emotional triggers that make it hard to use these skills.
- Understand and practice the Not So Merry Go Round of Conflict, a tool for transforming conflict.

### Dealing with Bullying Behaviors at Work

From the playground to the boardroom, bullying is an issue of growing concern affecting managers, HR professionals and employees alike. While bullying is not interpersonal conflict, conflict resolution skills are very useful in identifying and resolving bullying issues. Through multimedia presentations, interactive exercises, and rehearsal, we will discuss characteristics of bullying at work, effective interventions and prevention activities for individuals as well as what organizations need to do.

#### Learning Outcomes:

- Understand what bullying is and how it differs from interpersonal conflict.
- Identify bullying words and actions in workplace settings.
- Learn the basics of how to intervene and prevent bullying effectively as individual managers or employees.
- Understand what managers and organizations can do to foster a healthy workplace environment.

### Effective Conversations with Challenging People

Co-workers, managers, employees, patients, clients, and people in our personal lives can be challenging and downright difficult to talk to. But avoiding these difficult conversations doesn't make the issues go away; instead, conflicts tend to persist and escalate. The good news: we can all learn skills and approaches to navigate successful communication, even with "impossible" people. In this 3-hour interactive class, you will learn specific techniques to recognize and untangle the different aspects of any difficult conversation, to stop blaming yourself or others, and instead create opportunities for better conversations and mutual understanding. You will have opportunities to practice and apply these skills.

#### Learning Outcomes:

- Understand why difficult conversations are challenging.
- Gain awareness of the hidden power of stories we tell about ourselves and others.
- Untangle the 3 levels in any challenging conversation.
- Learn how to start a better (learning) conversation.

### Five Steps to Successful Meetings

Meetings seem to be an inevitable part of work life, whether you're a manager, the team leader of a big project, or an employee. Unfortunately, not enough people have learned the process and skills for creating effective, productive meeting. These skills are rarely taught in schools, or in most professional training programs. As a result, all too many meetings are nightmarish time wasters or stressful battlegrounds. But, it doesn't have to be that way. Meetings can be smooth, productive and even fun. Any conflicts can be managed and lead to creative problem solving instead of confrontation and strife.

#### Learning Outcomes:

By the end of this workshop, participants will learn the basics of planning, leading, and participating in effective meetings, including understanding agendas, roles, and ground rules, meeting time management and fundamental facilitation skills.

### Giving and Receiving Effective Feedback

We are constantly getting feedback, whether from friends, family, colleagues, or supervisors, whether informal or in a performance review. While feedback is important for us to grow and improve, both professionally and personally, if we're honest, we're more likely to greet feedback with dread and fear than to welcome it. Most trainings focus on how to give feedback, but how people receive feedback deeply impacts its effectiveness.

This class will explore the value of feedback, why receiving feedback challenges and triggers us, and how we can reframe even poorly expressed feedback to get the benefits. This class will include specific strategies, support, and practice to help you receive and use feedback with ease and detached acceptance.

#### Learning Outcomes:

- Assess and deconstruct the various kinds of feedback (appreciation, coaching, evaluation).
- Understand your own triggers, wiring, and responses with feedback.
- Practice giving constructive, effective, and specific feedback, including "feed forward" to get the positive behavior you want in the future.
- Learn to use specific techniques, such as follow up questions and reframing to get the most out of feedback given to you, even if poorly delivered.

### How to Plan and Teach effective workshops —Foundation skills (training the trainer).

Do you have people in your organization who are excellent managers, or have skills in conflict resolution, clear communication or other valuable skills? Would you like to train them how to teach and successfully share their expertise with others in the company?

Using my 30 years of facilitation and teaching expertise, I'll provide guidance, instruction, modeling, and support to help your selected employees and managers gain the confidence and skills to plan and lead successful groups, workshops, or presentations on a variety of topics, with lots of tips and shortcuts.

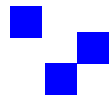
**Learning Outcomes:** By the end of this training, participants will learn a basic process and tools for developing a workshop to successfully share their expertise, including purpose, activities, and time management. They will also understand and practice the foundational skills for accommodating and facilitating participants with different learning styles and personalities.

### Letting Go of Resentments and Grudges in the Workplace: Essential tools for happiness and productivity at work

Holding grudges and resentments can prevent trust and good workplace relationships, wasting valuable energy. Studies have shown that learning to let go and forgive improves leadership, productivity, and workplace satisfaction. In this three-hour interactive class, you will learn what forgiveness is and isn't, the value of letting go and forgiving at work, and some skills and techniques to get you started, including a guided visualization.

**Learning Outcomes:**

- Understand the negative impact of grudges and resentments at work and the benefits of letting go.
- Learn what it means to let go, and the misunderstandings that keep people stuck.
- Learn how to prepare to let go and possible first steps.
- Through guided visualization and simple exercises, practice simple letting go exercises with safety and support.



### Managing Culture and Communication at Work

Today's workplaces and organizations are increasingly diverse in every way. This can strengthen organizational effectiveness, but, without cultural awareness and competencies, differences often lead to misunderstandings and conflict. Through short lectures, discussion, short videos, role-plays, self-assessment, and other exercises, we will take a look at cultural differences and assumptions, common stereotypes, the roots of unconscious bias, and different cultural approaches to conflict.

Learning outcomes:

- Learn and practice basic intercultural communication skills for the workplace and essential techniques for managing and working effectively in culturally diverse organizations.
- Understand the impact of cultural differences on communication.
- Analyze successful communication strategies across cultures

### Managing Conflict in the Workplace

Unresolved conflict can affect productivity and satisfaction at work. While it is human to have disagreements, effective communication skills can turn these into opportunities to deepen mutual understanding, solve problems creatively, and co-exist peacefully. We will introduce some essential conflict management skills, including:

- Understanding conflict and its sources.
- Positive strategies for effective communication to resolve/avoid conflict.
- A 15 second technique to cool down conflict which you can use at any time.

### Leadership Development

- Leading with Emotional Intelligence
- Leading Organizational Change and Transition
- How to Have Influence and Credibility
- Strategic Planning and Goal Setting

### Management Development:

- Essentials of Effective Management Series
- Performance Management (Hiring, Interviewing, On-boarding, Performance Appraisal Process, Workplace Partnership Program for Managers and Employees)
- Coaching Individuals and Teams
- Building a High Performing Team and Customized Teambuilding Programs
- Successfully Managing Conflict
- Effective Meeting Management
- Time Management Strategies

### Staff Development

- On-Boarding and Rewards & Recognition Programs
- Navigating Change and Transition
- Customer Service Programs
- Dealing with Difficult People
- Time Management and Organizational Skills
- How to Have Positive Influence
- Sales Training
- Train the Trainer and/or Instructional Design (for full or part time trainers)

### Communication Skills

- Interpersonal and Communication Skills (“including Crucial Conversations”)
- Executive Presentation Skills
- Developing Rapport with Customers and Clients

### Certified Facilitator:

Meyers Briggs, DiSC, Strengths Finder 2.0, Emotional Intelligence Appraisal; Thomas Kilman Conflict Inventory

“Situational Leadership II” (Ken Blanchard Companies)

“5 Dysfunctions of a Team” (Table Group)

“The Leadership Challenge” (Kouzes and Posner)

“Professional Selling Skills” (PSS - Achieve Global)

“Fish!” (Team Development, Morale Building and Customer Service)

### Business Empowerment Coaching Programs

**“Bridge the Gap” Coaching** – discover how to bridge the gap to success for both individuals and teams.

**Keynote Speaking:** leadership trends and strategies, motivation, customer and sales management, networking tips, time management, coaching employees, career transition, and presentation skills!

**Managing for Success** for sales managers. A 5-day program that included selling and coaching skills, recruiting, interviewing and compensation; prospecting, motivation, and sales meeting leadership.



**Selling for Success:** for sales representatives. A 5-day program that included prospecting and selling skills.

**Quality Service Skills** (customer service) A 2-day program for non-sales personnel with internal and external customers.

**Coaching Quality Service Skills** A 2-day program for managers/supervisors of non-sales personnel.

**The Happiness Advantage**, which is based on brain research from Harvard, and teaches participants that happiness is a choice, not something we're born with. A 1.5-3 hour program, depending on number of participants and customization.

**QuestionAble**, which teaches participants to formulate compelling, simple open-ended questions essential to productive professional and personal communication.

**Dropping the Rope in the Communication Tug-of-War**, which teaches skills necessary to maintain composure while dealing with difficult, provocative personalities.