

## WORKSHOPS & BREAKOUT SESSIONS

Interactive learning sessions with results-based outcomes.

***Session lengths can be altered to fit your needs.***

The suggested program length  
is noted next to each title.

### **Clear, Concise & Confident Communication** *(half-day)*

The ability to effectively organize our ideas and communicate them clearly, concisely is now a core skill. Whether we need to illustrate our point one-on-one, in a small group, over the telephone, via email or present a concept to a larger group, we all realize that *how* we communicate our message can dramatically affect the outcome. Learn to quickly structure your ideas and communicate them in a logical manner, allowing you to answer questions quickly and confidently, while also maintaining poise under pressure.

#### *Learning Outcomes:*

- Structure ideas into a simple, yet effective format, following the “Rule of Threes.”
- Learn techniques to articulate your message clearly and concisely while also adding depth and greater understanding for the listener(s).
- Create logical points to communicate your message using five “*W*” *Strategies* (who, what, where, when & why) involving individuals/teams, things/facts, places/locations, sequential/chronological time, and advantages/benefits of your ideas, products and services.
- Communicate effectively one-on-one, via e-mail or phone, in meetings, and with informal/formal presentations.
- Demonstrate enhanced self-confidence and greater poise when communicating, presenting or speaking.

### **Speak with Persuasive Power & Professional Presence** *(half-day)*

Speaking effectively conveys authority, influence, and success! This workshop helps you learn expert techniques of polished presenters and speakers. You’ll learn how to organize and focus your thoughts, plan an organized strategy for your content, incorporate an effective introduction and closing, use examples and stories to add greater impact, and apply skillful techniques for speaking with eloquently. Learn how to take your information and transform it into a high impact and memorable presentation. Get ready to gain people’s attention, project a confident image, convey knowledge and expertise, and positively influence your listeners.

#### *Learning Outcomes:*

- Plan ideas and content into an organized format, with an opening, body (*w/facts, examples, stories*) and closing.
- Integrate transitions to build clarity, understanding and meaning for the audience.
- Understand how right body language reinforces what you’re saying—and wrong body language negates it.
- Use tools to captivate the attention of the audience and compels them to want to learn more.
- Learn tactics to remain poised and professional, speaking with less nerves and greater confidence.
- Discover powerful strategies to dramatically impact how memorable your message is to an audience.
- Focus on truly connecting with your audience to deepen the experience and inspire them to take action.

## **Candid Conversations that Drive Results** *(full day)*

Stepping up and having a difficult conversation is no easy task. It's uncomfortable, stressful and certainly no fun. But if we choose to not say anything, the issue is likely to not get better and potentially even get worse. This program focuses on how to effectively engage in open, meaningful dialogue when it matters most, which will help us more fully understand one another and achieve enhanced, more productive and positive relationships. Learn to share tough messages in a way that maximizes candor and minimizes defensiveness, using six powerfully effective strategies.

### *Learning Outcomes:*

- Realize how someone's perception of your intent as to why you are bringing up this issue, will influence his/her behavior during the discussion.
- Determine the correct timing and location for the conversation, understanding the challenges that exist when a face-to-face conversation is not possible.
- Learn how to effectively begin the conversation in a way that invites dialogue, clearly communicating the facts of the situation, and focusing on the behavior rather than on the person.
- Discover how to effectively reduce defensiveness when sharing a tough message, avoiding statements and words with negative connotations.
- Encourage the other person to share his/her thoughts and feelings, acknowledging your understanding of the other person's point of view and asking clarifying questions when appropriate.
- Recognize natural tendencies when emotions begin to elevate and how to successfully maintain composure. Through preparation prior to the conversation and applying useful techniques during the conversation, unintentional poor behavior can be quickly corrected, getting the discussion back on track.

## **Constructive Feedback that Cultivates Relationships** *(half-day)*

According to the Gallup Organization, the number one leadership behavior that affects morale and productivity the most is "not enough feedback." This program targets this very need. Discover an eight-step method for being able to share either negative or positive feedback with someone, in a way that is open and honest, objective, and provided often—rather than offering feedback once or twice a year. Whether these discussions are performance-related or otherwise, these short and frequent conversations can truly not only enhance relationships, but demonstrate care and/or appreciation. Cultivate relationships by communicating the right message to influence positive behavior to continue or negative behavior to change.

### *Learning Outcomes:*

- Enhance communication by realizing the purpose and benefits of providing both forms of constructive feedback.
- Discover barriers that prevent sharing negative and/or positive feedback to others—whether it relates to their performance or another concern.
- Decrease defensiveness by realizing why negative emotional reactions occur and how to best prevent them.
- Enhance productivity and results by learning and applying the eight steps for engaging in constructive feedback.
- Transform relationships using clear and concise conversations to influence positive behavior to continue or negative behavior to change.

## **Control Conflict! Collaborate More. React Less.** *(half-day)*

Conflict happens. Everyone approaches conflict differently but usually in the way that makes them feel most comfortable. For some, this may be direct confrontation, but for others, it may be avoidance. As someone who deals with difficult situations every day, you're expected to assess each conflict individually while resisting the innate urge to drift into your personal comfort zone. Having the skills to resolve intense and stressful opposing opinions effectively is one of the biggest challenges in today's business world and is vital to success. This program uncovers results-focused strategies to help prevent, minimize and resolve conflict in the workplace, helping to work more collaboratively with both internal and external customers, to achieve successful outcomes and strive for enhanced relationships.

### *Learning Outcomes:*

- Understand common causes of workplace conflict, better prevent it from arising, and apply recognized resolution methods—leading to faster and more effective outcomes.
- In times of opposing opinions, gain clarity, achieve buy-in, and make decisions in a way that cultivates support.
- Decrease defensiveness by preventing and/or better controlling negative emotional reactions from occurring.
- Enhance productivity and morale by fostering an environment that encourages differing points of view and enhanced personal accountability.
- Resolve conflicts more collaboratively and effectively, allowing for healthier, stronger and deeper relationships—with individuals both within and outside the organization.

## **Platinum Service: Mindful, Memorable & Meaningful** *(full or half-day)*

Creating a positive, memorable service experience, one that causes your customers to keep coming back...that is the competitive *Platinum Edge* we are looking for in business today. Discover actionable strategies for how to work more collaboratively with others, while realizing how to better influence and manage emotions during an exchange. Learn and apply key skills to effectively handle difficult service interactions and achieve more productive and positive relationships.

### *Learning Outcomes:*

- Recognize what customers truly want from a service interaction and discover what specific strategies can be demonstrated to exceed customer needs and desires.
- Enhance communication skills needed for building loyal relationships by actively and patiently listening, controlling our urge to talk more than we should, and understanding how each method of communication impacts the service interaction differently.
- Understand why emotions matter, the four core abilities in emotional intelligence, and how to better influence and manage emotions during an interaction.
- Develop skills to effectively work through difficult service experiences, using the L.E.A.R.N. method.

## **Emotional Intelligence: Managing Emotions to Enhance Performance** *(half-day)*

Imagine if you couldn't understand when a co-worker was angry, your supervisor was frustrated, or a friend was feeling sad. The ability to understand, interpret, and respond to the emotions of others has a crucial impact on professional and personal success. Discover how achieving a greater understanding of and better managing our own emotions—while influencing those of others—can significantly enhance performance, build stronger relationships, and achieve higher levels of success for ourselves and the organizations we work for.

### *Learning Outcomes:*

- Understand the importance of emotional intelligence and the impact on performance in the workplace.
- Discover four core abilities that determine one's level of emotional intelligence and self-assess your current level in each respective area.
- Identify thoughts, behaviors and habits that can interfere with understanding and effectively managing emotions.
- Learn and apply key skills to further develop your emotional intelligence—enhancing your ability to perform at a higher level, increase self-confidence, and build stronger, more collaborative relationships.

## **Embracing the Challenge of Change** *(half-day)*

One of the most valuable job skills you can have in today's world is knowing how to change. Some changes we can control, others we can influence, and some situations we simply can't control. This program focuses on understanding the change process and learning key strategies to manage personal reactions, increase effectiveness individually and within your team, and learning how to move toward becoming a change agent in unstable times. Discover how to overcome resistance, build resilience, manage communication, and protect productivity for you, your team and the organization.

### *Learning Outcomes:*

- Determine factors that impact your response to change and how you can better control your reactions.
- Assess your personal change effectiveness level and implement actions to move faster through the transition.
- Learn the four phases of change and how we can move from being stuck to maneuvering through the transition.
- Discover how to take accountability for dealing with change initiatives and influencing changes around us.
- Adopt new tools for managing the challenges of change related to communication, resistance and productivity.

## **Make Your Minutes Matter! Achieve Maximum Results in Minimum Time** *(half-day)*

Do you feel overworked and overcommitted? Is there never enough time to achieve all that you want to do? Do you find it hard to balance all the demands of work and home life, let alone find time for yourself? Effectively managing your time is essential for success! Rather than spend each day reacting to one crisis after another, learn skillful strategies to get more done. Discover how to achieve maximum results in minimum time—set clearly defined goals, plan and prioritize tasks, tackle procrastination, organize your workspace, effectively manage email, control interruptions, learn to say no, delegate without dumping, and so much more. Because you can't find time for important things—you must make it! Make your minutes matter and watch your productivity soar!

### *Learning Outcomes:*

- Learn how to create a written plan by setting S.M.A.R.T. goals you can attain and prioritizing your TO DO list—focusing on the most important, highest value tasks.
- Discover how to reduce unexpected interruptions—allowing you to better maintain control of your time, and leverage tasks according to your energy cycle to achieve greater concentration and enhanced focus.
- Realize why procrastination occurs and learn key strategies to break and overcome this habit.
- Enhance productivity with a de-cluttered and organized workspace, and a well-managed email inbox.
- Discover how to set effective boundaries, work through conflicting priorities and delegate effectively—empowering others with authority and responsibility.

## **Resilience: The Courage to Come Back** *(half-day)*

How do people deal with difficult events that change their lives? Whether it is the death of a loved one, loss of a job, serious illness, or another traumatic event, these are all examples of very challenging life experiences. Many people react to such circumstances with a flood of strong emotions and a sense of uncertainty. By understanding factors that influence resilience and adopting helpful strategies, you can positively alter how you move through hardships.

### *Learning Outcomes:*

- Learn what resilience is, why some people are more resilient than others, and realize factors that influence the ability to adapt better or worse to difficult events.
- Discover key strategies for building resilience, realizing what works for one person might not work for another.
- Understand how focusing on past experiences and sources of personal strength can help you determine what strategies for building resilience might work best for you.
- Develop an action plan for adapting well to adversity or significant sources of stress—like relationship problems, serious health concerns or workplace and financial stressors.