

## MODULE 1

### Understanding Yourself & Others: True Colors® & Effective Communication

COURSE LENGTH: 4 HOURS

This workshop will take participants on a journey of self-exploration leading to self-awareness and an awareness of others. Each participant will discover their own personality and learn to appreciate the personalities of others and how to better communicate and work with them. Come with an open mind and a willingness to participate!

Participants in this workshop will be able to:

1. *Gain an awareness of self*
2. *Gain an awareness of others*
3. *Learn how to communicate more effectively*
4. *Learn how to appreciate the diversity of personality styles around them*

## MODULE 2

### Leadership & Influence

COURSE LENGTH: 4 HOURS

Leadership potential exists within each of us. That potential can be triggered by outside events, or it can be learned by exploring ourselves from within. This training takes the latter approach. Leadership is not telling others what to do. Leadership is inspiring others to do what needs to be done. What is it that makes a leader, and what separates the good from the great? This workshop will explore different leadership theories and examine what makes a great leader.

Participants in this workshop will be able to:

1. *Learn how to define leadership*
2. *Understand the people you lead and how to adapt your leadership styles*
3. *Establish personal leadership goals*
4. *Learn to develop your innate abilities and build the confidence to be a true leader*

## MODULE 3

### Peer Yesterday, Leader Today

COURSE LENGTH: 4 HOURS

The purpose of this workshop is to provide participants, newly promoted leaders, to successfully make the transition from co-worker to leader. This course will assist new leaders in building confidence and making a successful transition. Leaders will be provided with the knowledge and skills to handle situations and maximize the opportunities for career advancement, therefore promoting job satisfaction and personal satisfaction. Transitioning from an employee to a leader can be a challenge. Becoming a leader can introduce you to many gray areas, ones in which you are dealing with different personalities – emotional and intellectual.

Participants in this workshop will be able to:

1. *Identify the role of the new supervisor and how this role differs from the non-management employee*
2. *Identify the challenges in working relationships created by the job promotion*
3. *Develop the skills, strengths, and confidence to successfully transition to leader*
4. *Apply strategies to successfully negotiate challenging situations*

## MODULE 4

### Designing Effective Presentation Skills

COURSE LENGTH: 4 HOURS

Everyone is expected to be an effective communicator for the good of the organization. Whether you deliver presentations to your peers, direct reports, managers/ supervisors, company leadership or individuals outside of your organization, it is critical for you to be able to clearly communicate a message and achieve the stated goal of your presentation. This course will put you on the path to becoming a great presenter by designing memorable presentations that connect with your audience and convey your core message.

Participants in this workshop will be able to:

1. *Conduct an audience analysis to determine appropriate presentation content*
2. *Develop a clear and concise core message*
3. *Build a presentation structure using a storyboard approach*
4. *Design a presentation with a beginning, middle and end*

## MODULE 5

### Business Acumen

COURSE LENGTH: 4 HOURS

Business acumen is loosely defined as the ability to assess an external market and make effective decisions. Knowing what is necessary to navigate and create a successful business seems innate for certain people. For example, Steve Jobs showed great business acumen. Fortunately, it is possible for the rest of us to improve business acumen. Research has consistently demonstrated that when clear goals are associated with learning, it occurs more easily and rapidly. The right training combined with experience will improve your business savvy.

Participants in this workshop will be able to:

1. *Understand, use and manage your emotions*
2. *Relate emotional intelligence to the workplace*
3. *Balance optimism and pessimism*
4. *Effectively impact others*

## MODULE 6

### Generation Gaps

COURSE LENGTH: 4 HOURS

The workplace can present challenges to management in terms of handling the different generations present. As older workers delay retiring and younger workers are entering the workforce, the work environment has become a patchwork of varying perspectives and experiences, all valuable to say the least.

While having various cultures in one workplace can present communication problems and conflicts, the benefits of such a variety in the work-place outweigh it. Both the young and older worker has many ideas to offer, which can help the organization thrive in the marketplace. Learning how to deal with the generation gap at work will help you become a better manager or co-worker.

Participants in this workshop will be able to:

1. *Know the history and make-up of each generation in the workplace*
2. *Describe the differences between each generation*
3. *Find common ground between the different generations at work*
4. *Leverage the benefits of the generation gaps on the job*

## MODULE 7

### Team Building & Teamwork for Managers

COURSE LENGTH: 4 HOURS

Your organization's people are its greatest asset, and when they work together as a team they accomplish even more. But teamwork doesn't just happen. Teams have to be created, developed, and continuously nurtured. A solid team building strategy can create an environment of greater collaboration and collegiality, which is good not only for the bottom line for your people themselves. There are many different ways to build a team, and to continue fostering a sense of teamwork.

Participants in this workshop will be able to:

1. *Describe the concept of a team, and its factors for success*
2. *Describe actions to take as a leader and as a follower for each of the four phases (Forming, Storming, Norming and Performing)*
3. *Discuss the uses, benefits and disadvantages of various team-building Activities*
4. *Describe several team building activities that you can use, and in what settings*
5. *List actions to do and those to avoid when encouraging teamwork*

## MODULE 8

### Performance Management

COURSE LENGTH: 4 HOURS

Performance Management is not a company's way of employing "micro-managing" techniques that stunt the professional growth of its employees. But rather, it is a strategic approach to ensuring the efficiency and effectiveness of an organization. Whether at the organizational, departmental or employee level, the goal of performance management is to make sure all business goals are being met in a satisfactory manner.

Participants in this workshop will be able to:

1. *Understand how performance management works and the tools to make it work*
2. *Discuss effective goal-setting*
3. *Learn how to give feedback on performance management*
4. *Recognize the importance of motivation*

## MODULE 9

### Conflict Resolution

COURSE LENGTH: 4 HOURS

Wherever two or more people come together, there is the possibility of conflict. This course will give participants a six-step process that they can use to modify and resolve conflict of any size. Participants will also learn crucial conflict resolution skills, including dealing with anger and using the Agreement Frame.

Participants in this workshop will be able to:

1. *Understand all six phases of the conflict resolution process*
2. *Be able to adapt the process for all types of conflicts*
3. *Be able to break out parts of the process and use those tools to prevent conflict*
4. *Be able to use basic anger and stress management techniques*

## MODULE 10

### Emotional Intelligence

COURSE LENGTH: 4 HOURS

Emotional Intelligence is defined as a set of competencies demonstrating the ability one has to recognize his or her behaviors, moods, and impulses, and to manage them best according to the situation. This course will give you the tools you need to be emotionally intelligent in your workplace. An employee with high emotional intelligence can manage his or her own impulses, communicate with others effectively, manage change well, solve problems, and use humor to build rapport in tense situations. These employees also have empathy, remain optimistic even in the face of adversity, and are gifted at educating and persuading in a sales situation and resolving customer complaints in a customer service role.

Participants in this workshop will be able to:

1. *Understand, use and manage your emotions*
2. *Relate emotional intelligence to the workplace*
3. *Balance optimism and pessimism*
4. *Effectively impact others*