



## TRAINING PROGRAMS PROVIDED BY THE HUMAN RESOURCES' OFFICE OF TRAINING & ORGANIZATIONAL DEVELOPMENT

*Unless otherwise noted, programs are intended for all employees. Program content and instruction modality may be customized for specific groups or departments.*

### COMMUNICATION, TEAM STRENGTHENING, AND SERVICE

**Focus Ring-Mission Possible:** Get focused on setting goals, communicating effectively, strengthening the team, and leading through tough times with this highly interactive Focus Ring game. **(TIME: 1, 2, 3 hours)**

**FISH! Philosophy- Catch the Energy, Release the Potential:** Learn how to create an environment where people are truly connected to their work, colleagues, and customers using the principles of "Make their Day", "Be There", "Choose Your Attitude" and "Work Playfully". *Addresses Culture, Customer Service, Leadership and/or Communications.* **(TIME: 1, 2, 3 hours)**

**Knock Your Socks Off Customer Service:** Gain proven techniques for handling customers with tact and style. Build the mental and emotional strength to weather customer criticism without losing focus on delivering quality service. Plus, gain expert listening and problem-solving skills necessary to go beyond customer expectations and discover valuable techniques for defusing tense situations and turning complaining customers into advocates. **(TIME: 1, 2, 3 hours)**

**Working Across Generations:** Learn what motivates each of the generations at work, how to capitalize on respective talents, and ways to work together with greater understanding and appreciation for optimal workplace performance and satisfaction through the use of an interactive game show. **(TIME: 1, 2 hours)**

**Understanding and Adapting Your Communication Style:** Use the SELF Profile to reveal one's dominant style of interaction, understand others' styles, predict how to respond in certain situations, and improve communication with others who have different styles by building more meaningful relationships. **(TIME: 1, 2, 3 hours)**

**How to be a Dynamic Speaker:** Learn how to creatively facilitate and gain powerful solutions to training challenges and polish delivery strategies. Discover how to motivate and engage even the most reluctant learners and boost retention and application. **(TIME: 1, 2 hours)**

**Harness the Science of Persuasion:** Learn the theory behind persuasion and put it to work to grab an audience's attention, speak their language, provoke new ideas and sustain group attention. **(TIME: 1, 2 hours)**

**Strengthening Emotional Intelligence (EQ):** Gain in-depth knowledge and practical skills needed to become a strong, emotionally intelligent communicator and not simply react to work and life challenges. Learn how to help others discover and apply their EQ. **(TIME: 1, 2 hours)**

**The Exceptional Assistant:** Perfect the self-management and interpersonal skills needed to bring out the best in oneself and others, turn challenges into opportunities and stay positive no matter what. Take action on how to become indispensable and increase your worth to the organization. **(TIME: 1, 2, 3 hours)**

**Business Writing & Common Grammatical Mistakes:** Organize your writing with the readers' needs in mind; create reader friendly layouts to highlight important information; and craft sentences that get and hold the readers' attention. *(TIME: 1, 2 hours)*

**Strategies to Effectively Participate in and Lead in Meetings:** Explore strategies to optimize meeting use and outcomes, when to call a meeting, and how to set meeting objectives and agendas. Keep meetings from running overtime and learn how to maximize participation and evaluate a meeting's success. *(TIME: 1, 2 hours)*

## LEADERSHIP

**The Whale Done Approach-Coaching for Performance:** Learn how to build trust, accentuate the positive and when mistakes occur, how to redirect the energy. With practice, it guarantees to improve relationships at work and increase employee effectiveness. *(TIME: 1, 2 hours; AUDIENCE: Managers and those who lead teams)*

**Coaching 101:** Discover the basics of coaching, practical experience and applicable materials to assist in the journey in becoming an optimal leader and coach. *(TIME: 1, 2 hours; AUDIENCE: Managers and those who lead teams)*

**Leading with Emotional Intelligence (EQ):** Apply in-depth knowledge and practical skills needed to become a strong, emotionally intelligent communicator and not simply react to work and life challenges. Help others discover and apply their EQ. *(TIME: 1, 2 hours; AUDIENCE: Managers and those who lead teams)*

**How to Handle Angry People:** Explore practical strategies on how not to become that angry person and handle others who do. *(TIME: 1, 2 hours; AUDIENCE: Managers and those who lead teams)*

**How to Build and Lead a Team:** Gain strategies to build successful teams, create and sustain a culture of teamwork, and explore the value of conflict in group settings. *(TIME: 1, 2 hours; AUDIENCE: Managers and those who lead teams)*

**Harness the Science of Persuasion:** Learn the theory behind persuasion and put it to work. Discover how to grab an audience's attention, speak their language, provoke new ideas and sustain group attention. *(TIME: 1, 2 hours; AUDIENCE: Managers and those who lead teams)*

**Strategies to Build Competence, Confidence, and Take Risks:** Based on the book, *How to Grow a Backbone*, learn how to succeed by strengthening your backbone through hands-on exercises, and leave with strategies and exercises to apply to the workplace and at home. *(TIME: 1, 2 hours; AUDIENCE: Managers and those who lead teams)*

**Put the 'Perform' into the Performance Review Process:** Maximize the use of the evaluation forms and the performance discussions to reinforce appropriate behaviors and eliminate unacceptable behaviors. Learn how to handle difficult situations and how to word certain challenges and areas for growth in an official employee document and subsequent discussions. *(TIME: 1, 2 hours; AUDIENCE: Managers and those who lead teams)*

**Strategies to Effectively Lead Meetings:** Explore strategies to optimize meeting use and outcomes, when to call a meeting, and how to set meeting objectives and agendas. Keep meetings from running overtime and learn how to maximize participation and evaluate a meeting's success. *(TIME: 1, 2 hours; AUDIENCE: Managers and those who lead teams)*

# CHANGE

**Who Moved My Cheese?:** Learn the lessons from Ken Blanchard's parable *Who Moved My Cheese?* Be introduced to the basics of change. Enjoy less stress and more success by learning to deal with the inevitable change. **(TIME: 1, 2, 3 hours)**

**Change Happens: How to successfully navigate yourself and others through change:** Assess your readiness for change and what you are going to do to help yourself and those around you to get through the next change in today's fast paced world. **(TIME: 1, 2 hours)**

# SELF and PROCESS IMPROVEMENT

**Lean Six Sigma: Process Improvement and Eliminating the Waste:** Lean Six Sigma is a systematic and endless process of waste elimination driven by the customers' expectation to achieve "service at the highest quality, lowest cost and shortest time with maximum flexibility". Learn "Lean" strategies, identify broken processes and inefficiencies, and leave with a plan of action to eliminate the waste that they have control over. **(TIME: 1, 2 hours)**

**Achieve Your Highest Priorities:** Learn how to establish and focus on the most important goals that move their organization forward, and enjoy a greater sense of job satisfaction. **(TIME: 1, 2 hours)**

**How Clear Is Your Mirror? Coaching Yourself to a Brighter Future:** Discover the five powerful self coaching strategies, including effective goal setting and ways to maximize the environment for productivity and success. Leave with an action plan to make an immediate impact on your professional and personal life. **(TIME: 1, 2 hours)**

**Activate Your Stress Buster Plan:** Explore the top 10 stressors in today's workplace. Learn the techniques that can be immediately used to manage stress especially in times of change and uncertainty. Program includes a 30 page planning workbook to customize their stress busting action plan. **(TIME: 1, 2, 3 hours)**

**The Power of Positive Thinking, Believing & Being:** Gain and apply the power of positive thinking and influence others in the process. **(TIME: 1, 2 hours)**

**Organize Yourself from the Inside Out:** Become empowered to identify, examine, and confront the organization's roadblocks. Gain a foolproof method and action plan for customizing space to reflect who you are and what is important to you. **(TIME: 1, 2 hours)**

**Strategies to Effectively Participate in and Lead in Meetings:** Explore strategies to optimize meeting use and outcomes, when to call a meeting, and how to set meeting objectives and agendas. Keep meetings from running overtime and learn how to maximize participation and evaluate a meeting's success. **(TIME: 1, 2 hours)**