



# 2019 RETREAT OFFERINGS

## 1. Focus Ring - Mission Possible

Explore Pat Lencioni's, "Five Dysfunctions of a Team," and get focused on setting goals, communicating effectively, strengthening the team, and leading through tough times with this highly interactive Focus Ring game and program. (1-2 hours)



## 2. Envisioning Our WCU Legacy

This highly interactive retreat allows participants to use art supplies, introspection, creativity, and dialogue (in ways their job does not typically allow) to personally and collectively look back to how they have already made a difference at WCU and what they can/will do going forward to create their own "WCU Legacy" while still here and beyond. This program helps broach the conversation of eminent staffing changes and what can be done to plan for that future. (2-3 hours)



## 3. Relax and Recharge

This retreat/staff meeting program allows participants to take necessary time from the daily work grind to relax and recharge both individually and as a team. Participants can experiment with aroma and color therapies in a candle making activity and/or learn breathing techniques and relaxation methods. This program combines valuable wellness and individual/team strengthening principles that will enhance your group's health and productivity. (1-2 hours)



## 4. Understanding Communication Styles

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. (2-3 hours)



## 5. 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. (1-2 hours)



## 6. One Word

Come up with and paint a canvas that displays your one word that has the power to increase your job satisfaction, create a sense of purpose, sustain a healthy work and personal environment, etc. Also, set goals and gain strategies on how you can plan to live out your one word each day to have meaningful and sustained results. Based on John Gordon's "One Word that Will Change Your Life." (1.5-2.5 hours)



## 7. Road to Our Future

This highly interactive program takes teams and departments on a journey of visioning, planning, and "mapping out" their desired 2-5 year destination with minimal disruptions and "plenty of gas in the tank." It is an innovative, fun, engaging, and meaningful way to do strategic planning using art supplies and creativity. (2-3 hours)



## 8. The Office Space Game Show

Work in teams and find out fun and factual things you may not have known about your co-workers. Show your team spirit by filling out a questionnaire and have it turned into your own game show! (1 hour)



## 9. The Generation Who? Game Show

Learn fun facts about all four generations in the workplace and gain some strategies on how to adapt your communication style. You'll be given the opportunity to share your own generational perspective too! (1 hour)



Key focus areas for each retreat is documented in the chart below.

	Personal Development	Productivity	Communication	Creativity	Wellness	Team Strengthening	Strategic Planning	Goal Setting/Planning	Change Management	Retention	Customer Service	Emotional Intelligence	Generational Differences
1	X	X	X			X		X				X	
2	X	X	X	X	X	X	X	X	X	X	X		
3	X	X		X	X	X				X		X	
4	X		X		X	X			X		X	X	
5	X	X	X								X	X	
6	X		X	X	X			X					
7	X	X	X	X		X	X	X	X	X			
8	X	X	X		X	X				X			X
9	X		X		X	X			X	X			X

Interested in any of these retreats or want to find out how the Office of Training and Organizational Development can customize a retreat to suite your specific needs? Contact Scott Sherman at 610-436-3380 or SSherman@wcupa.edu.