



Wynn Development Consultants, LLC

Training

Building Better Teams	
Teamwork & Collaborative Relationships	Collaboration within and amongst teams continues to be a hallmark of great organizations. This training aims to teach participants the skills to build productive relationships that result in increases in employee satisfaction and in the organization's overall success. The training provides a practical understanding of how teams work as well as insight into successful teams through real-world examples. This is an interactive training that illustrates how group dynamics and interpersonal skills can encourage or hurt collaboration on a team.
Conflict Management in the Workplace	Conflict Management training coaches staff through effective approaches to confront problem behaviors in the workplace, to have more confidence in problem-solving abilities, and to gain greater control over the culture of their work environment. Effective Conflict Resolution skills build stronger organizations and create opportunities for more rewarding relationships. This course covers the stages of conflict, techniques to reduce and resolve conflict, and considers that conflict resolution techniques can and should vary by personality types.
Professionalism & Ethics	Professionalism and Ethics training is geared towards assisting staff in becoming workplace professionals including professional communication, appearance and telephone presence through a common definition and understanding of what it means to be "professional" and "ethical." This course will also provide staff with skills necessary for effective communication and appropriate assertiveness in the workplace. In addition, the course discusses issues around confidentiality in the workplace and measures to ensuring a productive work environment.
Workplace Harassment	Every employee needs to understand one basic truth: a respectful workplace is more pleasant and more productive for everyone. Workplace Harassment training brings this message home, showing that bad behavior is not OK—whether it applies to sex, religion, or anything beyond...and whether it actually crosses the line into illegal harassment or not. This training focuses on employees' responsibility to take action if they experience or witness inappropriate behavior.
Delivering Exceptional Service	
Case Management & Client Engagement	Case Management & Client Engagement training instructs participants on effective methods to engage and motivate clients using proven case management techniques such as asking questions, reflective listening, and affirmations. The training will discuss strategies for providing customized services that address the unique needs of the individual and family, including conversations around cultural differences and family dynamics (unconventional families, incarceration, homelessness, etc.). In addition, participants will learn how to document sessions using the DAP (data, assessment, plan) format.
Customer Engagement & Satisfaction	Customer Service is integral to providing quality service to clients and to maintaining high levels of professionalism in the workplace. In this training, participants will explore the elements of customer service using real world applications and will give the tools needed to meet the needs and desires of their clients, customers and stakeholders in a consistently professional and courteous manner.
Cultural Competency	Cultural Competency educates participants on how to effectively provide services cross-culturally while respecting the unique, culturally defined needs of various client populations. Greater understanding of the unique and diverse cultural needs of the client will enhance the quality of provided services and help to create a more inclusive environment. Through situational training practices, participants will learn techniques to motivate and engage clients of varying cultures.

Enhancing Leadership Competencies

Leadership Fundamentals	Participants will receive an overview of various leadership styles, their relevance and their effectiveness. Through a self-assessment of their individual leadership style, participants will discuss areas of strength and improvement. Additionally, participants will learn the practices of an exemplary leader, how to understand what type of leadership their team needs, and how to lead with vision.
R.E.P Your Team (Recruitment, Engagement, Performance Management)	Recruitment, Engagement, & Performance Management training will give leaders a toolkit to effectively facilitate employee performance systems. Discussions include recruitment, the performance management process, employee engagement, coaching, and tips to effectively conduct a disciplinary discussion. Participants will engage in a hands-on workshop where effective and ineffective employee management practices will be discussed and methods for improving the organization's performance management efforts applied.
Conquering "The Five Dysfunctions of a Team"	Participants will have read <i>The Five Dysfunctions of a Team</i> by Patrick Lencioni prior to participating in this class. This informative book focuses on the problems and conflicts that often prevent teams from working together to achieve their stated goals. Lencioni provides his insights in narrative form: he focuses on a fictional high-tech Silicon Valley start-up that has much potential but is burdened by executives whose egos seem to be constantly clashing. The five dysfunctions -- lack of trust, fear of conflict, unwillingness to commit, avoidance of accountability, and inattention to results -- are ones that many leaders will recognize, but few will know exactly how to fix. This course will give participants practical techniques they can use to rectify these dysfunctions and transform their teams.
Presentation Skills	Presentation Skills training will give participants the tools to develop excellent presentations and the techniques to deliver targeted messages to their audience. Designed for anyone who facilitates meetings, workshops, or presentations, this training will address how to: eliminate public speaking "no-no's," put energy and impact into presentations by engaging the audience, tailoring the message and the content to the audience, and speaking with greater control of your voice and comfort in your body language.

Practical Training

CPR/First Aid & Bloodborne Pathogens	The Adult and Pediatric First Aid/CPR/AED course incorporates the latest science and teaches students to recognize and care for a variety of first aid emergencies such as burns, cuts, scrapes, sudden illnesses, head, neck, back injuries, heat and cold emergencies and how to respond to breathing and cardiac emergencies to help victims of any age - adults (about 12 years and older) and pediatric (infants and children up to 12 years of age). Participants who successfully complete this course will receive a certificate for Adult and Pediatric First Aid/CPR/AED valid for two years.
De-escalation and Conflict Resolution	De-escalation and Conflict Resolution training delivers a pragmatic approach to effective conflict resolution, creating professional boundaries, and applied cultural competency as well as safety techniques in fieldwork. We will discuss safety when out in the field including awareness of surroundings, defusing a potentially violent situation, and developing a safety action plan. Participants will also learn and practice basic physical self-defense techniques applicable in situations where conflict resolution and de-escalation prove ineffective.