2020 Training Programs

845-294-7089

Welcome

At Creative Performance Solutions, LLC we provide in person and virtual training programs to large and small organizations. We have worked with hundreds of clients worldwide including defense contractors, hospitals, restaurants, pharmaceutical companies and even NFL Films. Our trainers are multitalented, energetic, focused and experts at what they do which is to facilitate participant centered training programs. If you don't find what you are looking for in this catalog, we can design a training program to meet your specific needs. Live training programs are typically ½ day or full day. We can also offer a monthly series of training programs for your organization live and/or virtual.

Give us a call today!

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Chief Learning Officer

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![Creative Performance Solutions, LLC logo]

Training Programs

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1. Assertive Communication for Women

2. Interpersonal Effectiveness

3. Spice Up Your Speaking

4. Secrets of Superb Facilitation – not on site

5. Do's and Don'ts of PowerPoint

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1. Assertive Communication Skills for Women

Course overview

Do you ever feel as if no one is listening to you? Do you have a hard time communicating in meetings? Do you get talked into doing things that you don't want to do? Do you know how to say no? Being assertive means that you express yourself effectively and stand up for your point of view, while also respecting the rights of others.

Program objectives

During this program, women will learn:

- the difference between being aggressive, assertive or passive

- positive, powerful communication strategies

- how to communicate with clarity and confidence

- how to handle challenging situations

- how to reduce anxiety when meeting new people

Available formats

- ½ day, virtual

2. Interpersonal Effectiveness

Course overview

It doesn't matter how brilliant you are or how many degrees you possess, if you can't effectively communicate your ideas to others, who cares! Introverts and extraverts will both benefit from this program. We will review often overlooked communication skills and influencing approaches.

Program objectives

During this program, participants will learn how to:

- start a conversation with anyone, anywhere, at any time with tact and professionalism

- use probing questions to uncover valuable information

- influence others and create lasting relationships

- build your network for personal & professional effectiveness

- listen for understanding

- Communicate using positive, appropriate language

Available format

- ½ day, virtual

3. Spice Up Your Speaking

Course overview

This presentation skills program is packed with techniques for making you a more effective presenter who audiences want to listen to. Each participant will be videotaped and receive individual presentation skills coaching.

Program objectives

During this program, participants will learn ten tips for improving their presentations which will include how to:

- customize a presentation for any audience (small, large, internal, external, global, technical, remote, etc.)

- use vocal variety to engage the audience

- organize the message

- edit your language to meet the needs of the audience

- add some spice to engage the audience

- design effective visual aids

- make a great first impression

- assess the environment

- prepare for Q & A

- deal with nervous energy and high anxiety

Available formats

- Full day, multiple days

4. Secrets of Superb Facilitation

Course overview

Facilitation is an art. When done well, it adds value to the organization by reaching win/win outcomes efficiently. When done poorly, time and energy are wasted. Effective meetings, remotely and in person, typically have effective facilitators. Many organizations use internal employees to facilitate meetings which make good business sense when the employees know how to facilitate.

Organizations also hire external facilitators for a variety of reasons; the meeting is highly confidential, the meeting participants are extremely challenging to work with, the content is challenging or there is no internal facilitator available. This program is about improving the customer experience on the telephone. Customers appreciate when the person answering the call is pleasant, professional and helpful.

Program objectives

During this program, participants will:

- learn the difference between training, speaking and facilitating

- review communication skills needed to facilitate

- review effective meeting management and tricks to maximize participation

- learn how to deal with difficult meeting participants

- learn techniques for dealing with facilitation challenges

Available formats

- ½ day, full day, virtual

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5. Do's and Don'ts of Using PowerPoint for Public Speaking

Course overview

PowerPoint is a fabulous tool to use to create visuals which can help an audience increase retention and comprehension of a message. There is an effective way to use PowerPoint slides and an awful way to use PowerPoint which typically includes reading busy slides.

Program objectives

During this program, participants will learn:

- how to create effective PowerPoint slides to maximize audience interest

- how to structure a PowerPoint presentation

- how to develop an effective outline and speaker notes

- how to analyze the audience and create a mind map before designing any slides

- how to access creative visuals and stock photos

- tips for using PowerPoint when in front of an audience

- about colors, templates, charts, animation and other useful stuff

Available formats

- ½ day, full day, virtual

6. Storytelling to Increase Engagement

Course overview

We have been listening to stories our entire life. As children, we loved when others read fairy tales to us. The bible is full of stories. Listening to stories is engaging, entertaining and we can learn lessons! As adults we can use storytelling to communicate critical messages to audiences with interest. The trick is to make the story relevant and deliver the story with enthusiasm at the right moment. Effective storytelling entertains the audience and increases retention and comprehension.
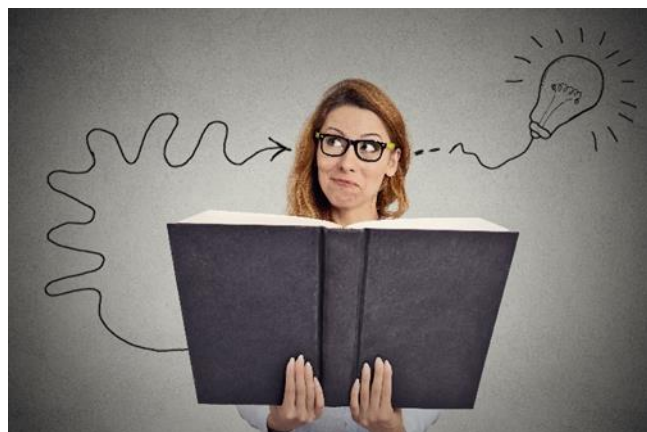
Program objectives

During this program, participants will learn:

- where to find stories worth sharing

- different types of stories

- effective elements of telling a story

- how to make the story sticky

- how to add humor to stories

- effective speaking techniques when sharing a story

Available formats

- ½ day, full day

7. Engaged Listening

Course overview

Communication is the foundation for developing effective relationships at home, at work and with employees. There are two parts to communication; sending the message and receiving the message. Effective listening is key to understanding messages that are being sent. Typically, adults listen to who they want to, when they want to. Adults can also pretend that they are listening when in fact they are not.

Program objectives

During this program, participants will learn:

- tips to improve listening skills

- the obstacles that prevent active listening

- how to reflect and clarify

- the difference between hearing, listening and active listening

- how to listen and respond with empathy

Available format

- ½ day

8. Email Etiquette

Course overview

In the age of the internet, we often rely on email for the majority of our business communication even though communicating via email isn't always the best way to communicate.

Program objectives

During this program, participants will learn:

- how to write clear, concise, correct email messages that get results

- when not to use email

- how to communicate a professional image via email

- common email mistakes

- how to manage high volume emails on a daily basis

- email mechanics

- the importance of editing and checking grammar

Available format

- ½ day, virtual

9. Creating Your Professional Brand

Course overview

A first impression is made in 3-5 seconds. Physicians wear white coats, police officers wear uniforms, many businesses have dress codes and want their employees to look a certain way. What are you communicating to others by your appearance?

Your professional brand is made up of your appearance, your website, your marketing materials, your social media presence and every way you promote yourself.

Program objectives

During this program, participants will:

- be encouraged to think about their own professional brand

- decide who their target market is and how to brand themselves to appear professional and competent

- decide what kind of impression to make

- create an action plan for moving forward

Available formats

- ½ day, virtual

10. Business Etiquette

Course overview

Business etiquette is not about knowing which fork to use when you have lunch with your boss. It is about appropriate interactions with co-workers, vendors, customers and suppliers. Learning how to show respect, kindness and caring during workplace situations is a trait that goes a long way.

Program objectives

During this program, participants will learn:

- how to make a good first impression

- everyday manners

- what emotional intelligence is and why you should care?

- how to improve interpersonal communication skills

- 36 ways to improve your business etiquette

- email etiquette

Available format

- ½ day

11. Management Made Easy

Course overview

Managing others is a challenge. It always has been, and it always will be. If you are lucky, you have worked for a fabulous manager. Someone who was fair, competent, pleasant, and understood how to create a motivating work environment for his employees. Great managers are fabulous role models for their employees. Unfortunately, not everyone who is in a management position, is good at managing others. There is a difference between management and leadership. Managers do things right; leaders do the right things.

There are a variety of reasons people end up in management positions.

• They took a test, scored well on the test and received a promotion to manager/boss. (This method is typical in civil service organizations. A police officer takes a test to become a police sergeant.)

• They were born into the family business.

• They were a fabulous individual contributor, so they received a promotion to manager.

• There was no one else available to take the management job.

- They received an MBA and were hired to manage.

Rarely do employees get promoted to a management positions because they have fabulous management skills. This multi day program is highly interactive and focused on skill development.

Program objectives

At the program conclusion, participants will be able to:

- explain what a manager is and is not

- be a role model for effective communication.

- effectively manage time

- delegate with confidence.

- deliver a business presentation with confidence

- develop SMART goals for employees

- coach employees to improve performance

- resolve workplace conflict

- create a motivating work environment for employees

- effectively facilitate meetings and daily huddles

- manage multigenerational, diverse, remote work teams

- avoid any behavior that is perceived as harassment

Format

- 2 – 5 days

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12. Time Management for New Managers

Course overview

One of the most challenging issues for new managers is managing their time. There are 168 hours in the week. That's it. When you are promoted to a management position, you take on new responsibilities that can be time consuming. The way you used to work, doesn't work anymore. You need to delegate, prioritize and focus on managing your 168 hours!

Program objectives

At the program conclusion, new managers will be able to:

- effectively manage their time

- identify time wasters

- establish short term and long-term goals

- prioritize must do items

- determine who to delegate to

Format

- ½ day

13. Coaching & Counseling

Course overview

Every manager will be faced with situations that require coaching and/or counseling. Setting the stage, sharing feedback, listening and offering support are behaviors that effective coaches use. The counseling and giving personal advice should be left to professionals!

Program objectives

During this program, participants will learn:

- the difference between workplace coaching and counseling
- when to coach others
- behavioral dimensions of effective coaches
- the coaching process to improve workplace performance which includes planning, having the coaching discussion and providing feedback
- what to do when performance fails to improve
- how to plan for and lead a coaching discussion
- when to reach out o an Employee Assistance Program (EAP)

Format

½ day, full day

14. Behavioral Interviewing

Course overview

Making a bad hiring decision is a costly mistake! Every manager and supervisor must know how to conduct an interview that will uncover the best candidate for the job opening. The premise behind behavioral interviewing is that the most accurate predictor of future performance is past performance in similar situations. Behavioral interviewing will help you find the best candidate for the job opening. We will also review current EEOC hiring practices.

Program objectives

During this program, participants will learn how to:

- avoid common interviewing pitfalls

- conduct a behavioral interview

- develop behavioral questions which are tied to a specific job description

Format

½ day, full day

15. Conducting a Performance Discussion

Course overview

Every employee is entitled to know how they are doing! The ability to share performance feedback is a management fundamental. Feedback should be timely and behavioral based with suggestions for improvement. Too often managers avoid sharing feedback because they think the behavior will go away or eventually change. Effective managers consistently provide feedback not just once a year during a formal performance review.

Program objectives

During this program, managers will learn:

• when to schedule a performance discussion

• how to give constructive and positive feedback

• how to provide timely, specific, behavioral based feedback while maintaining the self-esteem of the employee

• how to ask for feedback from others

• how to manage conflict and defensive behavior during a performance discussion.

Format

½ day

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16. Dealing with Difficult Employees

Course overview

There will always be employees who are difficult to deal with. Often, these employees will act badly for as long as they are allowed to get away with their bad behavior. Bad behavior includes coming to work late, leaving early, calling in sick, using inappropriate language, fighting with co-workers, sleeping on the job, ignoring customers, watching You Tube videos while working, constant complaining and bringing others down, etc. During this program, we examine case studies and use a process to hold employees accountable for their behavior. There are two possible outcomes; the behavior will improve or the employee will be terminated. Nothing changes unless the employee is held accountable!
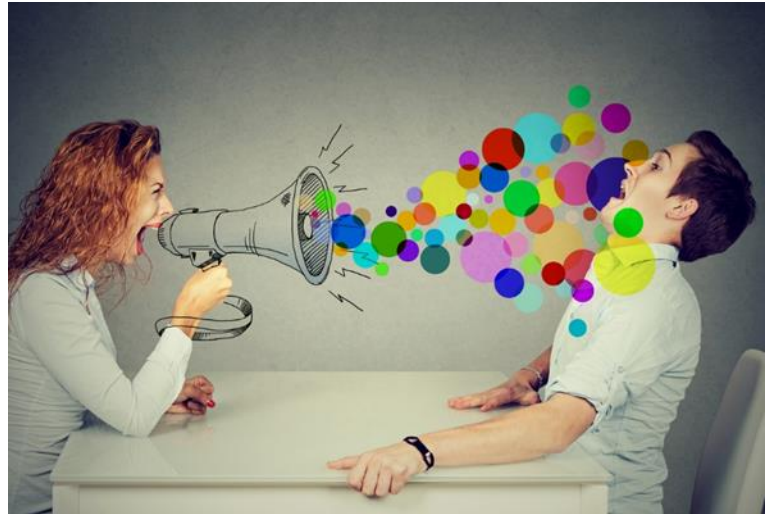
Program objectives

During this program, managers will learn:

- How to hold employees accountable for their behavior

- The correct way to document behavior and provide feedback

- How to manage conflict and defensive behavior during a performance discussion.

- How to identify root cause

- How to solve problems with employee input

- Resources available for dealing with employee challenges

Format

½ day

17. Managing Conflict

Course overview

Most people do not like conflict. And some people are so bad at conflict resolution that they have family members they haven't spoken to in years. At work, we can't avoid conflict! Conflict happens. As leaders, managers, and supervisors, we must learn to solve conflict to the best of our ability. If there is physical violence, we need to think and act quickly and use the best judgment that we have at that moment. If the conflict is verbal, we must learn to act as a mediator.

Generally, there are four times when managers should get involved in a conflict.

• When the employees who are in conflict ask for help.

• When the other employees come to you and ask for help.

• When productivity and/or morale are dropping because of the conflict.

• When not dealing with the conflict is starting to make you (as a supervisor) look bad.

Program objectives

During this program, managers will learn:

The four approaches to conflict: avoidance, accommodation, compromise and collaboration. We will use case studies and role play.

Format

½ day

18. Secrets to Managing Meetings

Course overview

Facilitation is an art. When done well, it adds value to the organization by reaching win/win outcomes. When done poorly, time and energy are wasted. Effective meetings, remotely and in person, typically have effective facilitators. An effective facilitator can help teams reach conclusion faster and with less conflict. Facilitators are process experts who help move discussions along. A facilitator does not need to be a subject matter expert, their job is to help a group reach a determined future state. As a manager, you will plan, attend and run meetings.

Program objectives

By the conclusion of this program, participants will be able to:

- Facilitate meetings with tact, diplomacy and confidence
- Manage subject matter experts who might want to monopolize meetings
- Maximize audience participation during problem solving
- Run daily huddles to motivate staff

Available formats

- ½ day, virtual

19. Introduction to Process Improvement

Course overview

A process is a systematic approach to getting something done. There is a starting point and an ending point with inputs and outputs. The quality of the process determines the quality of the output. Process improvement is about improving the efficiency and effectiveness of what we do at work. When a process is broken, employees are frustrated, customers have to wait and money is wasted.

"If you can't describe what you are doing as a process, you don't know what you're doing."

W. Edwards Deming

Program objectives

During this program, participants will:

- Learn simple process improvement techniques (SIPOC)

- Learn the history of process improvement

- Be exposed to process improvement terminology (LEAN and Six Sigma)

- Create process maps for existing processes

- Identify value added and non-value added process steps

- Identify areas for improvement

- Create an action plan for obtaining buy in to support process improvement

Format

- ½ day, full day, virtual

20. Tips for Restaurant Managers

Course overview

Being a manager is a hard job! Being a manager in a busy restaurant can be overwhelming and often the wait staff and bartenders make more money that the managers. Keeping your sense of humor and being a positive role model is critical to your daily success.

Program objectives

During this program, participants will learn proven techniques which include:

- Hosting a daily huddle with motivation messages

- Dealing with difficult customers, employees and suppliers

- Holding employees accountable

- Setting performance expectations

- Learning to say NO with tact and professionalism

- Taking care of your physical and mental health

- Managing the money and keeping things clean

- Developing and motivating a diverse team which includes front of the house and back of the house

Available format

- Full day, virtual

21. Sexual Harassment Awareness for Managers

Course overview

Sexual harassment is a hot topic but unfortunately not a new topic. Employees have been harassed in the workplace for years. Sometimes it's hard to tell the difference between friendly behavior and subtle sexual harassment. Other times, it's crystal clear.

Every employee and manager should understand what is considered sexual harassment. Quid pro quo is easy to understand, it means this for that. If you have sex with me, I will give you a promotion.

Creating a hostile work environment is a bit harder to define. Is flirting with someone at work wrong? Is giving a co-worker a compliment or a hug taboo? It depends. Is the behavior welcomed? When the behavior is not welcomed, it could be considered creating a hostile or uncomfortable work environment.

Program objectives

During this training program, managers will learn:

• the definition of sexual harassment

• the difference between quid pro quo and hostile work environment

• what to do when there is a complaint of sexual harassment

• what to include in a harassment policy

• how to identify harassment behaviors

• who is liable for sexual harassment?

Available formats

• ½ day, virtual

22. Effective Leadership (IQ & EQ)

Course overview

There is a difference between management and leadership and it's not your title! Managers do things right. They execute and implement. Managers get the troops moving in the right direction. Leaders do the right things. They determine the future state for their team and/or the organization. Leaders take risks and have courage to sometimes do the unthinkable. They also know when to change directions. During this workshop, participants will examine their own leadership style. Each participant will take an assessment as pre-work and analyze the assessment and commit to an action plan during the workshop.

Program objectives

By the conclusion of this program, participants will be able to:

- Identify traits and characteristics of effective leaders

- Understand the five components of Emotional Intelligence

- Apply situational leadership techniques

- Determine an action plan for improving EQ

Available formats

- ½ day, full day, virtual

23. Using Assessments to Increase Effectiveness

Course overview

There are many types of assessment tools on the market today that will share insight and understanding to a person's behavior and team's effectiveness. These tools are used for training and education purposes, to help employees develop their skill set. Some of the most common are 360 feedback instruments, Myers Briggs personality profile, and DiSC behavioral assessment.
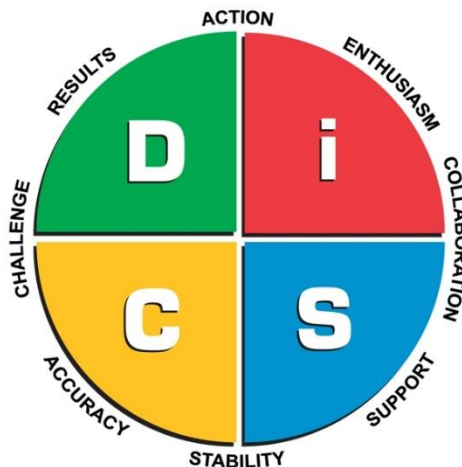
Program objectives

During this program, participants will:

- Be exposed to a number of different kinds of assessments made available from Wiley including DiSC PPSS online assessment.

- Have a clear understanding of the executive coaching process

Available Formats

- ½ day

24. Leading Multigenerational Diverse Teams

Course overview

Today's workforce includes five generations with different experiences and expectations and is also culturally diverse, globally aware and select employees are working remotely. Information is also available to everyone via the internet and everyone wants information immediately.

There are so many benefits to leading a diverse workforce. Different people bring different ideas to the workforce which is crucial to solving problems. Diversity also stimulates creativity and innovative thinking. Older workers have so much experience while younger workers have so much technological expertise.

Program objectives

During this highly interactive program, leaders will:

•	Be introduced to the five generations in today's workforce

•	Identify challenges of leading today's workforce and come up with strategies for overcoming the challenges

•	Identify ways to increase employee engagement, foster teamwork and celebrate success

Available Formats

•	½ day, full day, virtual

25. PIVOT – Surefire Ways to Conquer Change

Course overview

There are times in life when change is inevitable. It's our choice to embrace the change which includes taking a risk or to resist the change. Either way, energy is expended and the future will be different than the past. The current business climate includes mergers, downsizing, acquisitions, shift in product lines, growth, new technology and a million other changes. Being able to adapt quickly to change is a competitive advantage.

Program objectives

During this program, participants will:

- Identify and understand emotional and behavioral reactions to change

- Identify internal and external sources that cause change

- Involve others in the change process in a constructive way

- Learn techniques to effectively PIVOT

- Learn influencing techniques

- Reduce stress commonly associated with major change

Format

- ½ day, full day, virtual

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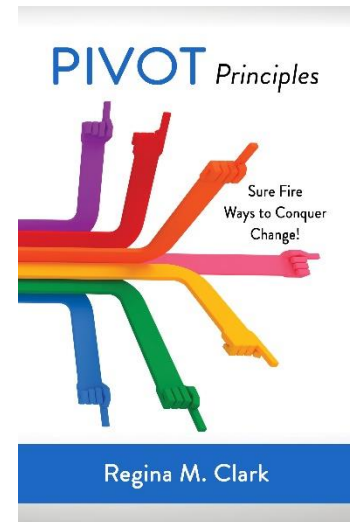
26. Employee Engagement & Your Bottom Line

Course overview

Employees are motivated for their own reasons, not for your reasons! Employers can and should create a motivating work environment to improve employee engagement. When employees are fully engaged and care about their work, they will provide exceptional customer experiences, contribute to their work team, and be productive. Engaged employees are also fabulous role models for others. Disengaged employees take up space!
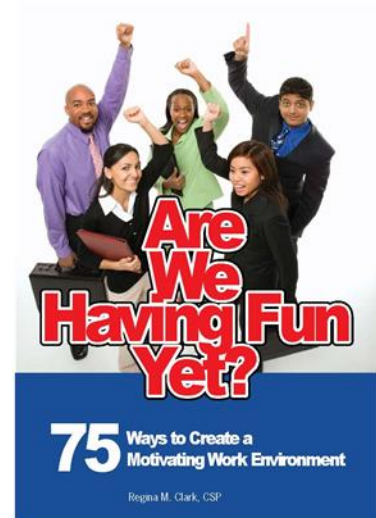

Program objectives

During this program, managers will learn:

- strategies for creating a motivating work environment

- how to use an employee engagement survey to boost productivity

- how to generate excitement with front line employees

- how to positively impact the bottom line

Available formats

- ½ day, virtual

27. Developing Your Replacement

Course overview

Effective and successful leaders are always training and mentoring their replacement in addition to handling a million other high priority items. Just as you have your own personal strategy for career advancement, you should be training your successors so that your move upwards can be supported by a loyal and well-trained replacement, fully equipped to step into your shoes. You are responsible for the development of your team.

Program objectives

During this program, managers will learn:

- how to identify high potential candidates

- best practices for developing a mentoring relationship

- resources needed for successful mentoring

- pitfalls to look out for

- how to be an effective mentor and role model

Available formats

- ½ day

28. Creating WOW Customer Experiences

Course overview

Are you creating WOW experiences for your customers, vendors, employees and members? Are you receiving rave reviews on social media as one of the best brands and best company to conduct business with? Are your employees passionate, proud and highly engaged? During this high energy program, Regina will uncover the four truths to creating WOW experiences. A WOW is unexpected, thoughtful, memorable, adds value, creates loyalty and impacts your bottom line.

Program objectives

During this program, participants will learn how to create WOW experiences for their customers by:

- identifying customer expectations

- having the right people who are highly competent with great attitudes

- focusing on continuous process improvement

- Creating a motivating work environment

- Making available the right product and/or service that customers want

Available formats

- ½ day, full day, online

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29. Dealing with Difficult Customers & Challenging Situations

Course overview

This program is about improving the customer experience. There are easy to deal with customers and there are difficult customers. Customers who are angry, frustrated, disappointed, yelling and perhaps posting negative comments about your business to social media. There are also times when we are faced with challenging situations. For example, when the worldwide corona pandemic disrupted the supply chain which impacted our customers.

Program objectives

During this program, participants will:

•   develop strategies to effectively manage difficult customers

•   turn disgruntled customers into raving fans

•   identify opportunities for process improvement

•   practice active listening and using empathy to calm customers down

•   analyze difficult situations and identify best practices for moving forward

Available formats

•   ½ day, full day, virtual

30. Improving the Customer Journey

Course overview

This program is about improving the customer journey. Every customer journey has a beginning and an end, along the way there are touchpoints which impact the overall customer experience. When a customer has a negative experience along the journey, the overall customer experience can be negative. Imagine visiting Disney World with your family and one of the ride operators is using offensive language. The use of offensive language does not fit with the Disney brand and creates a negative experience for the customer.

Program objectives

During this program, participants will:

- Identify the customer journey touchpoints

- Review communication skills needs to provide exceptional customer service at each customer touch point

- Look for bottlenecks and obstacles which prevent the customer from having a fabulous experience

- Identify process improvement opportunities

- Develop an action plan for moving forward

Available formats

- ½ day

- Full day

31. Customer Service on the Telephone

Course overview

This program is about improving the customer experience on the telephone. Customers appreciate when the person answering the call is pleasant, professional and helpful.


Program objectives

During this program, participants will:

- identify the challenges of phone customer service and share best practices

- review communication skills needed to provide exceptional customer service including using vocal variety, articulating words, avoiding jargon and smiling remotely to sound friendly and helpful

- review active listening skills

- identify process improvement opportunities

- learn techniques to deal with difficult callers

Available formats
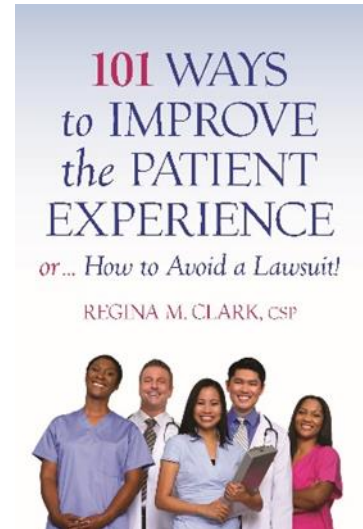
- ½ day, full day, virtual
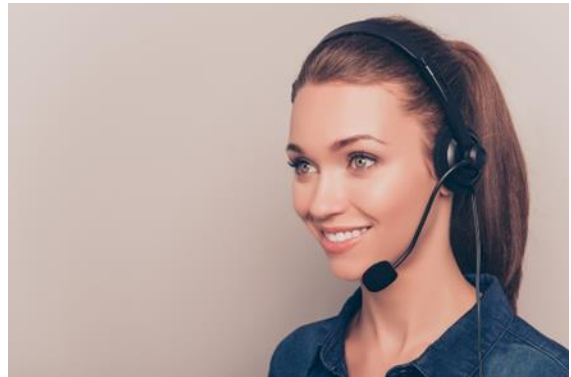
32. Improving Patient Experience

Course overview

Healthcare organizations are paying close attention to patient satisfaction scores and trying to figure out how to positively impact the scores. One way to impact the scores is to improve the entire patient experience and every touchpoint as the patient moves through the healthcare system. During this full day program, healthcare professionals will learn effective communication skills and identify areas for process improvement.

Material includes a workbook and a copy of 101 Ways to Improve the Patient Experience

Program objectives

At the program conclusion, healthcare professionals will be able to:

• 	Improve personal effectiveness

• 	Improve communication skills

• 	Deal with difficult patients

• 	Identify broken processes within their healthcare organization

Available formats

• ½ day or full day

33. Leading Patient Experience Improvement

Course overview

Healthcare organizations are paying close attention to patient satisfaction scores and trying to figure out how to positively impact the scores. One way to impact the scores is to improve the entire patient experience and every touchpoint as the patient moves through the healthcare system. During this full day program, leaders will be introduced to the four areas that impact patient satisfaction and create an action plan to make improvements. The four areas include: having the right people, having the right processes, having the right work environment and offering the right services.

Material includes a workbook and a copy of 101 Ways to Improve the Patient Experience

Course Outcomes

This training program for healthcare leaders will:

- Develop healthcare leaders who are role models

- Help leaders establish a strategic plan for improving the patient experience

- Help leaders identify broken processes within the healthcare system which negatively impact patients

- Help leaders create a motivating work environment

Available formats

- One day

34. The Physician as Leader

Course overview

The American Association for Physician Leaders (AAPL) uses these seven attributes to define leadership.

•ADAPTABLE: Approach every challenge with an open and willing spirit, and see all obstacles as opportunities to iterate, grow and improve.

•ETHICAL: Base decisions on a set of core values, and those decisions lead to outcomes that honor, serve and respect the humanity of others.

•VISIONARY: Transcend status quo by drawing inspiration from common and uncommon sources, and use that inspiration to help others achieve potential.

•INTROSPECTIVE: Understand how personal thoughts and behaviors affect outcomes, and take time to discover the truth of themselves and others before passing judgment or committing to action.

•VIGILANT: Use action and decision as their primary problem-solving tools, look back on past experiences to overcome future obstacles and draw strength and grounding from core values.

•TACTICAL: Align the goals of individuals with the objectives of an organization, and integrate people with process to create progress.

•KNOWLEDGEABLE: Pursue an ongoing awareness of issues and challenges within the industry to inform future decision-making.

Program objectives

During his highly interactive program, physician leaders will:

- Identify characteristics of effective physician leader

- Determine strategies for leading others through an everchanging healthcare environment

- Share strategies for managing stress and burnout

- Assess challenges and a path forward

Available formats

• ½ day or full day

35. Dealing with Difficult Patients & Challenging Situations

Course overview

Working in the healthcare industry is challenging to say the least! Patients and their family members can be angry, combative, confused, agitated and/or disinterested at times. They might also have mental health issues and be verbally abusive. Your position requires showing competence and compassion on a consistent basis, even when you don't feel like it. There is always a right way to handle every situation.

Program objectives

During his highly interactive program, healthcare professionals will:

• Learn professional communication skills to use during difficult situations which include active listening and using empathy.

• Learn when to ask for help

• Learn how to set boundaries with difficult patients

• Share strategies for managing stress and taking care of yourself

• Assess challenges and a path forward.

Available formats

• ½ day or full day

36. Communication Skills for Healthcare Professionals

Course overview

Working in the healthcare profession requires constant communication; in person, online and on the telephone.

Professional communication skills are critical to providing exceptional patient experiences and working with your healthcare team.

Program objectives

During his highly interactive program, healthcare professionals will:

- Focus on communication skills for sending and receiving messages

- Identify was to improve sending messages – visual, verbal and written

- Review email etiquette

- Learn how to use positive, hopeful language.

- Practice active listening techniques and using empathy

- Learn best practices for remote communication via Teladoc

- Review professional dress code for your healthcare organization

- Review social media standards for your healthcare organization

Available formats

• ½ day or full day

37. Time Management

Course overview

Do you ever feel as if there is too much to do and not enough hours in the day? Do you ever miss deadlines? Do you feel overloaded and exhausted? There are 168 hours in the week. That's it. If you want to get more done, you have to manage your time better.

Program objectives

During this program, we will:

- Analyze your 168 hours and Identify time wasters

- Establish short term and long-term goals

- Prioritize must do items

- Develop a strategy to manage distractions

- Review common time management mistakes including failure to write down goals and procrastinating

- Take a look at common time management tools

- Develop an action plan for moving forward

Available formats

- ½ day, full day, virtual

38. Maximize Your Personal Productivity

Course overview

If you are interested in being more productive and reaching your short term and long-term goals, this program is for you. The program encourages honest self-evaluation of your work week.

Program objectives

During this program, we will learn:

- how to do more with less

- tips for organizing your home, desk, office and surroundings

- identifying ways to do more in less time

- how to manage distractions

- the importance of self-care and positive energy

Format

- ½ day, virtual

39. Balancing Deadlines & Diapers

Course overview

Managing kids, careers, marriage and yourself is not easy these days! Don't re-invent the wheel, learn how other working parents have conquered their challenges.

Program objectives

During this program, caregivers will learn how to:

- manage your morning routine
- prioritize what is really important
- regain your sense of humor
- develop better relationships
- survive the teenage years
- stay up to date with technology
- delegate at home and at work

Format

- ½ day, virtual

40. Train the Trainer

Course overview

Organizations are selecting subject matter experts to train their employees. Subject matter experts often lack the training skills to be effective trainers. The train the trainer program will teach subject matter experts how to effectively teach others.

Program objectives

During this program, participants will learn:

- the difference between facilitating, training and presenting
- how to create a participant centered learning environment
- how to have fun during training and create interaction
- skills needed to be an effective trainer
- presentation tips
- how to handle difficult participants
- what needs to be done before the training, during the training and after the training
- how to measure the effectiveness of a training program
- when to use training to solve an organizational issue

Available formats

- Full day
- Multiple days with Presentation Skills coaching

41. Train the Six Sigma Trainer

Course overview

Organizations are selecting subject matter experts to train their employees. Subject matter experts often lack the training skills to be effective trainers. The train the trainer program will teach technical subject matter experts, usually Master Black Belts, how to effectively teach others.

Program objectives

During this program, participants will learn:

- the difference between facilitating, training and presenting
- how to create a participant centered six sigma learning environment
- how to have fun during training and create interaction
- skills needed to be an effective trainer
- presentation tips
- how to handle difficult participants
- how to prepare to train others
- how to measure the effectiveness of a training program
- when to use training to solve an organizational issue

Available format

- Full day

- Multiple days with Presentation Skills coaching

42. Teambuilding

Course overview

This program begins with a highly interactive team building activity. During the debrief section, we review the characteristics of high-performance work teams and the common dysfunctions. We will end the day with an action plan that your team can implement to increase effectiveness.

Program objectives

At the program conclusion, participants will be able to:

- identify characteristics of high-performance work teams and best practices used

- recognize common dysfunctions of work teams and solutions

- improve team communication skills

- deal with conflict among team members

Available formats

• ½ day or full day

43. Is Your Net Working?

Course overview

Being able to network and develop strategic business relationships is critical to every leader's success. People typically do business with people they like. People who are genuine, honest, credible and top of mind. Learn how to be top of mind with others both in person and online.

Program objectives

During this program, participants will learn:

- who to network with

- how to find the time to build a network

- strategic approach to networking

- how to follow up online and in person for long term success

Material: How to Win Friends and Influence Others by Dale Carnegie

Available formats

- ½ day, virtual

44. Sexual Harassment Awareness

Course overview

Sexual harassment is a hot topic but unfortunately not a new topic. Employees have been harassed in the workplace for years. Sometimes it's hard to tell the difference between friendly behavior and subtle sexual harassment. Other times, it's crystal clear.

Every employee should understand what is considered sexual harassment. Quid pro quo is easy to understand, it means this for that. If you have sex with me, I will give you a promotion. Creating a hostile work environment is a bit harder to define. Is flirting with someone at work wrong? Is giving a co-worker a compliment or a hug taboo? It depends. Is the behavior welcomed? When the behavior is not welcomed, it could be considered creating a hostile or uncomfortable work environment.

This program will include New York State requirements when delivered in New York.

Program objectives

During this training program, participants will learn:

- the definition of sexual harassment

- the difference between quid pro quo and hostile work environment

- how to identify harassment behaviors

- what to do if you think you are being harassed

Available format

- ½ day

45. Workplace Safety & Violence Prevention

Course overview

Workplace safety is a priority for every employer. Unfortunately, workplace violence is a legitimate concern and can occur in any setting. There are a few industries that are high risk when it comes to dealing with workplace violence, specifically industries that are exposed to the general public. The healthcare and restaurant industries in major cities are vulnerable. During the past few years, there have been suicide bombers and active shooters appear in restaurants in major cities worldwide. Don't put your head in the sand! Be proactive and create a plan for your business and for your employees. During this ½ day program, managers will be exposed to the different kinds of workplace violence and create a plan of action.

Program Objectives

By the conclusion of this program, participants will:

• Be able to diffuse difficult situations

• Identify warning signs for hostile and/or violent behavior

• Implement a plan of action with staff

• Know the location and operation of safety devices such as alarm systems, along with the required maintenance schedules and procedures;

• Be able to react to life threatening situations including active shooter response

Available Formats

• ½ day

46. Creative Problem Solving

Course overview

When was the last time that you had a creative idea? Last week, last month, a year ago? Are you stuck in your comfort zone? Do you embrace change or dread it? If you are not challenging the system daily, you will not move forward to world class results. Businesses must develop new products and services to stay in business. We must find creative solutions to existing problems. Many highly educated, intelligent business executives know that fostering innovation is a smart thing to do, the right thing to do, the one thing that will set them apart from the competition and still they fail to innovate.

Program objectives

During this highly interactive program, participants will learn creative problem-solving techniques and approaches that foster innovation including:

- Brainstorming

- Random Word Technique

- Mind Mapping

- The Six Thinking Hats

- The Whack Pack

- TRIZ

- Lateral Thinking

- Celebrity Cards

Available format

- Full day