

course

objectives

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**Be Your Best Self
Utilizes CliftonStrengths
Assessment
3 hours**



Also available
as individual
coaching sessions

- Name it
- Claim it
- Explain it
- Aim it

It has been said that the real tragedy of life is not that people don't have potential, but that they fail to see it. Society has long focused on "fixing" our weaknesses rather than celebrating our possibilities. This workshop challenges people to identify, embrace and refine their potential in order to live happier, more successful lives.

**Beyond Customer
Satisfaction
3 hours**

- "Reading" your customer through communication styles
- Why is customer loyalty important?
- What are the customer's basic needs?
- Service ... it's all in the attitude

This workshop reviews the basic customer needs. Through lively discussion and practice, we will learn how to not only meet their needs but exceed them and in turn grow your business.

**Building Synergy
as a Team
3 hours**

- Discuss the benefits of working as a team
- List the stages of team development
- Discuss team synergy
- Improve performance by communicating effectively

This workshop combines the best of Communicating for Impact and Team Building into one action-packed three hours. Come and learn how to get more from your team that just the sum of its parts.

**Coaching for
Performance
Improvement:
GROW Model
3.5 hours**

- Explore causes of resistance
- Be directive
- Practice makes perfect

Think about those 'difficult' conversations when an employee's performance or behavior is off-track and the employee is resistant to addressing the feedback. This workshop will focus on addressing resistance, thus enabling coaching of a more receptive employee.

**Communicating
with Impact
2 hours**

- Recognize different communication styles
- Discuss and demonstrate communication adaptability

Communication is the backbone of all that we do. This workshop focuses on four different types of communication styles and ways to appreciate and approach each.

**Dynamic
Communication
Using the DISC Model
2 hours**

- Recognize the different DISC behavioral models
- Discuss and demonstrate communication adaptability

DISC is the universal language of observable human behavior, or "how we act." With the knowledge of DISC, individuals learn to understand and appreciate behavioral styles and then adapt their style to communicate effectively with others.

**Generational
Diversity
2 hours**

- Recognize the benefits of generational diversity
- Identify the different generations
- Review strategies for managing and leveraging generational diversity

This is the first time in history there are four generations in the workplace. This workshop benefits everyone by providing techniques for managing and working with a generationally-diverse workforce in order to get the best out of all of employees.

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Increase Productivity: Organize Your Mind, Your Space, Your Time
2.5 hours

- Identify any productivity obstacle(s)
- Organize your:
 - Mind
 - Space
 - Time

By organizing your mind, your physical space and your time you can increase productivity and overall happiness. In this workshop, participants focus on improving attention span, de-cluttering their space and delegation, allowing them to accomplish more with better quality.

Living a Balanced Life
1 to 1.5 hours

- How well do *you* juggle?
- Discuss obstacles
- Focus on four

Juggling the many different roles and responsibilities in our lives is challenging. This workshop discusses ways to make the most of time and energy by focusing on four key areas. It is most helpful if the company's policies that promote work/life balance can be incorporated.

Managing Conflict
2 hours

- Define conflict
- Debunk the myths of conflict
- Change your mindset
- Discuss and practice steps for conflict resolution

Conflict does not have to be negative. When employees are able to challenge one another's ideas in a supportive environment, new ideas are generated and fostered. This workshop teaches a new mindset and skill set to conflict resolution.

Power of Laughter
1 hour

- Define stress
- Deal with it! (Do I have to?)
- Is laughter really the "best medicine?"
- Your laughter prescription

Did you know that there is an entire field of scientific study on the physiological and psychological benefits of laughter? This workshop answers the question, "Is laughter really the best medicine?"

Situational Leadership
3 hours



Also available as individual coaching sessions

- Learn to use a common language for coaching and developing team members
- Diagnose others' development levels and choose appropriate leadership styles for each
- Discover how over/under supervision negatively impacts performance and morale

This workshop explores why tailoring management styles to individual employees and differing circumstances is so important and how to identify the leadership style suited to a particular person. Situational Leadership is not something you do "to" people but something you do "with" people.

Team Building
2 hours

- Discuss the benefits of working as a team
- List the stages of team development
- Discuss team synergy

Teams are only effective if they can appreciate each other's differences and leverage them for success. This workshop challenges teams to be their best.

Whale Done: The Power of Positive Relationships
1.5 hours

- Understand the ABCs of behavior
- Learn to recognize positive behavior
- Eliminate "no response" and "negative response"
- Learn to use "redirection"
- Discover how to deliver praise correctly

Whether training a two-ton killer whale or leading employees to have positive relationships, the same tools can apply. Based on concepts in Ken Blanchard's *Whale Done* book, this seminar explores how actions, behaviors, and consequences work together with positive redirection to achieve constructive outcomes.