



**Professional Development Series**

In partnership with HRworks

**Workshops for Managers**

<b>Change Management – Managers</b>	Waiting for “back to normal”? Normal today is change! The number one skill a leader needs today is to manage change. You will never lead your organization effectively, if you do not first manage dealing with and being productive in a changing environment.
<b>Conflict Management</b>	All of us experience conflict. It can cause lost productivity, working well as a team and stressful relationships if not handled with a timely and respectful resolution. Since you can't prevent conflict, the most important thing is to learn how to handle or manage it in productive ways. That's what this workshop is designed to help you do.
<b>Interviewing and Hiring</b>	This Hire Smart workshop concentrates on behavioral interview preparation, developing behavioral interview questions and their value, the behavioral interview techniques that get specific, behavior-based examples of past performance, and the strategies that follow through on this process. The course also includes sample behavioral interview questions, helpful tips for resume screening, reference checking and interpreting non-verbal communication.
<b>Leadership</b>	Business leadership coaching involves being a role model, a mentor, sometimes a counselor or supporter, and always a guide. Leadership Coaching is based on a partnership that involves giving both support and challenging opportunities to employees. Knowing how and when to coach is an essential skill that can benefit both you and your organization.
<b>New Employee Orientation</b>	One reason people change jobs is that they never feel truly welcome or a part of the organization they join. If a company spends considerable money recruiting, interviewing and perhaps even relocating employees, it makes good sense to go one step further and make the new employee feel like they have made a good decision to come to this company. A thoughtful new employee orientation program, coupled with an employee handbook that communicates workplace policies can reduce turnover and save the organization thousands of dollars.
<b>Performance Management</b>	Incorporating many of the ideas from Ken Blanchard's One Minute Manager books, this five-module workshop covers Setting Goals and Measurements, Coaching and Feedback, Motivation, Delegation and Training – the five steps to successful performance management.
<b>Sexual Harassment</b>	Being able to identify harassment in the workplace is critical knowledge for every worker, supervisor and manager. How it is defined legally and what steps must be taken by supervisors and managers are facts that should be known.
<b>Team Development</b>	Your success as a manager often depends on how well your team operates. There have been hundreds of studies demonstrating that human beings function better and learn better in groups. If you want to develop your team leadership skills and unleash the talent of your individual team members, this workshop is a practical look at current leadership practices that work.
<b>Working with Challenging Employees</b>	Challenging employees can drain time and energy from an good manager or supervisor. To resolve these situations gives a manager much more time to focus on results-based activities and motivating good employees. This conflict management workshop will help you identify some of the ways you may be contributing to these problems and give you some strategies you can adopt at work and in your personal life



Workshops for Individuals	
<b>Change Management - Individual</b>	We live in a world of change that causes most of us stress and a feeling of being overwhelmed. This workshop identifies the link of change to stress, the predictable effects of change and strategies and competencies to help you manage changes in your life.
<b>Communication</b>	This workshop is designed to help you improve your communication skills with other people in your workplace or at home. It gives participants the opportunity to improve the critical communication skills of listening, asking questions and being aware of nonverbal messages.
<b>Customer Service</b>	This workshop is for any employee who deals with the public or who serves those who deal with the public. Customer service skills can increase your value to your company and advance your career at the same time. Training covers such topics as telephone based customer service, telephone etiquette, dealing with difficult customer and assertive problem solving.
<b>Diversity</b>	The ability to work with and value people who are different from us can be the difference between harmony and conflict, respect and suspicion and maximizing the talents of a team and a group of people who are not a team. Exploring your own assumptions and experiences and those of other class members brings awareness and positive steps to celebrate the uniqueness in each of us.
<b>Handling Difficult Clients</b>	Edward Deming, the father of quality management, has said that people can face almost any problem except the problem of difficult people. This conflict management workshop will help you identify some of the ways you may be contributing to these problems and give you some strategies you can adopt at work and in your personal life as well.
<b>Presentation Training</b>	Many people say they would rather die than stand up and present to a group of people! But being able to present information to get your point across in a positive and effective way is key to the success of many work situations. This course will give you the tools to prepare and deliver your message, and most importantly to control your fear and discomfort
<b>Problem Solving and Critical Thinking</b>	As an individual, facts and knowledge can only go so far. Tough problem solving requires the ability to define the true problem, analyze the possible causes, create options, select the most feasible option, and then implement it. This workshop helps participants enhance their skills to find sustainable solutions and learn new ways to approach problem-solving to reach win-win decisions.
<b>Stress Management</b>	Participants learn to understand the causes, symptoms and actions to deal with stress. From physical exercise to tips on time management, to dealing with change you can lessen the stress in your life.
<b>Time Management</b>	Using Steven Covey's time management ideas from his book "7 Habits of Highly Effective People", you will decrease your stress and improve your productivity by linking your daily activities to meet your goals. Specific tools are applied to each individual's situation for addressing prioritization of tasks, dealing with procrastination, and lessening or eliminating time wasters and barriers