Bruce A. Thomas Coaching

LEARN-EXPERIENCE-APPLY-DEVELOP

L.E.A.D. FOR LIFE

Whole-Person Professional and Life Skills Development Workshops

2023 Course Catalog

For a consultation or to schedule a L.E.A.D. for Life workshop, contact:

Bruce A. Thomas Coaching, LLC
Phone: 703-350-9710
Email: bruce@bathomascoaching.com
Web: https://www.bathomascoaching.com
Facebook: www.facebook.com/bathomascoaching
LinkedIn: /in/bruce-a-thomas-coach
Twitter: @bathomascoach

"Leadership and learning are indispensable to each other."
- President John F. Kennedy

Learn, **Experience, Apply**, and **Develop**! As a certified executive, leadership, and life coach and trainer, grooming people and organizations for greatness has been my life purpose and passion. I'm excited to share with you my 35-plus years of professional experiences and life lessons as a servant-leader in the government, military, corporate, ministry, and community.

My L.E.A.D. For Life workshops are designed with a wholistic approach to professional and personal development. While some professional training focuses on certain leadership competencies for work, L.E.A.D. For Life workshops focus on the **whole-person**. L.E.A.D. For Life workshops will provide leaders and organization members with the opportunity to learn and grow aspects of *whole self* that benefits our lives at work, at home, and in our communities.

Workshops are highly interactive, thought-provoking, and fun-filled to **maximize individual and team strengths, foster growth, and enhance mindsets and behaviors that drive positive outcomes**!

Workshops include group exercises, case studies, computer-based presentations, video segments and analysis, and relationship-building opportunities that enable participants to practice effective leadership in all aspects of life. Each course includes a Participant Training Manual.

Each L.E.A.D. For Life course can be customized for an eight, four, or two-hour workshop; retreats; and lunch and learn workshops. It's proven very effective for teambuilding in all types of organizations to include businesses, teams, private groups, government, schools, church ministries, and non-profit organizations.

I'd love to partner with you on your journey. For more information or to schedule a workshop, please contact me today.

Respectfully,

Bruce Thomas
Bruce A. Thomas Coaching, LLC

L.E.A.D. FOR LIFE WORKSHOPS
Topics and Course Syllabi

(Click on a topic to view the course syllabus)

Appreciation at Work	Increasing Your Happiness
Appreciative Inquiry	Interpersonal Skills
Being A Likeable Boss	Job/Career Search Skills
Body Language Basics	Leadership and Influence
Building Confidence and Assertiveness	Life Balance
Business Acumen	Middle Manager
Coaching and Mentoring	Negotiation Skills
Communication Strategies	Organizational Skills
Conflict Management	Personal Branding
Courageous Followership*	Presentation Skills
Creative Problem-Solving	Self-Leadership
Critical Thinking Skills	Servant Leadership
Customer Service	Social Intelligence
Delivering Constructive Criticism	Stress Management
Developing New Managers	Supervising Others
Driven Leadership	Team Building for Managers
Driven Teams	Ten Soft Skills You Need
Generation Gaps	Time Management
Goal Setting and Getting Things Done	Trust Building and Resilience Development
Improving Mindfulness	Virtual Team Building and Management
Improving Self-Awareness	

- *In addition, specialized workshops are available for these organizational and individual assessment tools: DRiV Personality Assessment; Myers-Briggs Type Indicator (MBTI).*
- *Courses can be customized for an eight, four, or two-hour workshop. (* annotates two-hour workshop only)*

Appreciation at Work

At work, people express and receive appreciation in different ways. If you try to express appreciation in ways that aren't meaningful to your co-workers, they may not feel valued at all. This is because you and your co-workers are speaking different languages.

The overarching goal of the *Appreciation at Work* workshop is to assist individuals in the workplace (both employees and supervisors) in understanding how to communicate authentic appreciation effectively to their colleagues, and to provide the resources to begin to apply this knowledge proactively in their current work environment.

This workshop is based on the 5 Languages of Appreciation at Work by Dr. Paul White and Dr. Gary Chapman.

Workshop Objectives:

- Understand the importance of appreciation in the workplace

- Identify the negative results that occur when team members do not feel valued

- Delineate the difference between authentic appreciation and employee recognition

- Describe each of the 5 languages of appreciation and what they look like in daily work life, and affirm the core components for appreciation to be communicated effectively

- Utilize core factors necessary for individuals to truly feel appreciation

- Apply the principles of the languages of appreciation in everyday work relationships by utilizing the tools and resources provided

- Identify and deal with the various challenges encountered when starting to apply the concepts

Course Outline:

Module One: The Importance of Appreciation
Module Two: The Difference Between Recognition and Appreciation
Module Three: The 5 Languages of Appreciation

Module Four: Applying the MBA Inventory Results
Module Five: Challenges and Application

Appreciative Inquiry

Organizations can be thought of as living beings made up of the individuals working within it. Appreciative Inquiry has the ability to change the whole organization by changing the people. Through positive questioning people will be directed to move in a positive direction. Recognizing the strengths and values of what works as opposed to what's wrong will transform the individuals and thus transform the organization.

Appreciative Inquiry is a shift from looking at problems and deficiencies and instead focusing on strengths and successes. It is a tool for organizational change and it will strengthen relationships. Who doesn't like to share good positive stories and events? Think about it.

Workshop Objectives:

- Know the meaning of appreciative inquiry

- Think in positive terms and avoid thinking negatively

- Encourage others to think positively

- Recognize positive attributes in people

- Create positive imagery

- Manage and guide employees in a positive environment

Course Outline:

Module One: Getting Started
Module Two: Introducing Appreciative Inquiry
Module Three: Changing the Way You Think
Module Four: Four D model
Module Five: The Four I Model
Module Six: Appreciative Inquiry Interview Style

Module Seven: Anticipatory Reality
Module Eight: The Power of Positive Imagery
Module Nine: Influencing Change Through AI
Module Ten: Coaching and Managing With AI
Module Eleven: Creating a Positive Core
Module Twelve: Wrapping Up

Being a More Likeable Boss

Becoming a more likeable boss can sometimes be a difficult process to describe. It can be one characteristic that facilitates great communication and great employee relationships. It can be the special way that you show confidence in among your team. These and other events can become more easily managed with this great workshop.

With our *How to Become a More Likeable Boss* workshop, your participants will begin to see how important it is to develop better managerial skills. By managing and looking at the way people interact and seeing things in a new light, your participants will improve on almost every aspect of their career.

Workshop Objectives:

- Understand how to develop leadership qualities

- Know how to delegate effectively

- Choose inspirational and engaging tasks for yourself and others

- Use wisdom and understanding to lead others

- Identify the roles of your team

- Learn how to trust others and earn their trust.

Course Outline:

Module One: Getting Started
Module Two: Is it Better to be Loved or Feared?
Module Three: Leadership as Service
Module Four: Leadership by Design
Module Five: Understanding Motivation
Module Six: Constructive Criticism

Module Seven: The Importance of Tone
Module Eight: Trusting Your Team
Module Nine: Earning Your Team's Trust
Module Ten: Building and Reinforcing Your Team
Module Eleven: You are the Boss of You
Module Twelve: Wrapping Up

Body Language Basics Skills

Can you tell if someone is telling the truth just by looking at them? It is a skill that a lot of people do not have. Through Body Language Basics you will be given a set of tools to use to your advantage. These tools can be utilized in the office and at home. Understanding Body Language will provide you a great advantage in your daily communications.

Body Language Basics will provide you with a great set of skills to understand that what is not said is just as important than what is said. It will also give you the ability to see and understand how your own Body Language is being seen. You will be able to adjust and improve the way you communicate through non-verbal communications.

Workshop Objectives:

- Define body language.

- Understand the benefits and purpose of interpreting body language.

- Learn to interpret basic body language movements.

- Recognize common mistakes when interpreting body language.

- Understand your own body language and what you are communicating.

- Practice your body language skills.

Course Outline:

Module One: Getting Started
Module Two: Communicating with Body Language
Module Three: Reading Body Language
Module Four: Body Language Mistakes
Module Five: Gender Differences
Module Six: Non-Verbal Communication

Module Seven: Facial Expressions
Module Eight: Body Language in Business
Module Nine: Lying and Body Language
Module Ten: Improve Your Body Language
Module Eleven: Matching Your Words to Your Movement
Module Twelve: Wrapping Up

Building Confidence and Assertiveness

Strengthening our self-confidence is a powerful step in shaping our lives and creating future success. The ability to be confident and assertive are crucial skills for personal development, displaying authority in business, and promoting equality throughout interactions. Essentially, these skills have a significant influence on building a happy life. Through effective communication, visualization, and resiliency, we can learn to be confident and project an image of confidence to others. When stressful or difficult situations arise, we have the ability to control our own responses and how we choose to move forward.

Confidence and assertiveness are skills that can be developed and beneficial to everyone, no matter their career or job position. The Building Confidence and Assertiveness course will provide participants with the tools to overcome fear, gain personal empowerment, and inspire confidence in others. By believing in our potential and the positive changes that we can make, we are able to grow personally and professionally.

Workshop Objectives:

- Define confidence and assertiveness.

- Identify the characteristics of a confident individual.

- Determine the barriers to success.

- Recognize powerful tools to gain confidence.

- Successfully project and communicate confidence to others.

- Determine ways to gain personal empowerment.

- Explore techniques to remain confident and assertive during difficult situations.

- Identify ways to build confidence in others.

Course Outline:

Module One: Getting Started
Module Two: Understanding Confidence
Module Three: Characteristics of Confidence
Module Four: The Barriers to Success
Module Five: Powerful Tools
Module Six: Communicating with Confidence

Module Seven: Developing Assertiveness
Module Eight: Projecting Confidence
Module Nine: Personal Empowerment
Module Ten: Handling Difficult Situations
Module Eleven: Building Confidence in Others
Module Twelve: Wrapping Up

Business Acumen

Through our Business Acumen workshop your participants will improve their judgment and decisiveness skills. Business Acumen is all about seeing the big picture and recognizing that all decisions no matter how small can have an effect on the bottom line. Your participants will increase their financial literacy and improve their business sense.

Business Acumen will give your participants an advantage everyone wishes they had. The workshop will help your participants recognize learning events, manage risk better, and increase their critical thinking. Business Acumen has the ability to influence your whole organization, and provide that additional edge that will lead to success.

Workshop Objectives:

- Know how to see the big picture

- Develop a risk management strategy

- Know how to practice financial literacy

- Develop critical thinking

- Practice management acumen

- Find key financial levers

Course Outline:

Module One: Getting Started
Module Two: Seeing the Big Picture
Module Three: KPI's (Key Performance Indicators)
Module Four: Risk Management Strategies
Module Five: Recognizing Learning Events
Module Six: You Need to Know These Answers and More

Module Seven: Financial Literacy (I)
Module Eight: Financial Literacy (II)
Module Nine: Business Acumen in Management
Module Ten: Critical Thinking in Business
Module Eleven: Key Financial Levers
Module Twelve: Wrapping Up

Coaching and Mentoring

You are in your office looking over your performance report and it happened again. Your low performing employee failed to meet quota this month even after you spoke with them about the importance of meeting goals. This employee has a great attitude and you know they can do better. You just do not know how to motivate them to reach the goal. Money used to work, but that has worn off. You are baffled and you know being frustrated makes matters worse. What do you do?

The *Coaching and Mentoring* workshop focuses on how to better coach your employees to higher performance. Coaching is a process of relationship building and setting goals. How well you coach is related directly to how well you are able to foster a great working relationship with your employees through understanding them and strategic goal setting.

Workshop Objectives:

- Define coaching, mentoring and the GROW model.

- Identify and set appropriate goals using the SMART technique of goal setting.

- Identify the steps necessary in defining the current state or reality of your employee's situation.

- Identify the steps in developing a finalized plan or wrapping it up and getting your employee motivated to accomplish those plans.

- Identify the benefits of building and fostering trust with your employee.

- Identify the steps in giving effective feedback while maintaining trust.

- Identify and overcoming common obstacles.

- Identify when the coaching is at an end and transitioning your employee to other growth opportunities.

- Identify the difference between mentoring and coaching.

Course Outline:

Module One: Getting Started
Module Two: Defining Coaching and Mentoring
Module Three: Setting Goals
Module Four: Understanding the Reality
Module Five: Developing Options
Module Six: Wrapping it All Up
Module Seven: The Importance of Trust

Module Eight: Providing Feedback
Module Nine: Overcoming Roadblocks
Module Ten: Reaching the End
Module Eleven: How Mentoring Differs from Coaching
Module Twelve: Wrapping Up

Communication Strategies

For the better part of every day, we are communicating to and with others. Whether it's the speech you deliver in the boardroom, the level of attention you give your spouse when they are talking to you, or the look you give the cat, it all means something.

The *Communication Strategies* workshop will help participants understand the different methods of communication and how to make the most of each of them. These strategies will provide a great benefit for any organization and its employees. They will trickle down throughout the organization and positively impact everyone involved.

Workshop Objectives:

- Understand what communication is
- Identify ways that communication can happen
- Identify barriers to communication and how to overcome them
- Develop their non-verbal and para-verbal communication skills
- Use the STAR method to speak on the spot
- Listen actively and effectively
- Ask good questions
- Use appreciative inquiry as a communication tool
- Adeptly converse and network with others
- Identify and mitigate precipitating factors
- Establish common ground with others
- Use "I" messages

Course Outline:

Module One: Getting Started
Module Two: The Big Picture
Module Three: Understanding Communication Barriers
Module Four: Para-verbal Communication Skills
Module Five: Non-Verbal Communication
Module Six: Speaking Like a STAR

Module Seven: Listening Skills
Module Eight: Asking Good Questions
Module Nine: Appreciative Inquiry
Module Ten: Mastering the Art of Conversation
Module Eleven: Advanced Communication Skills
Module Twelve: Wrapping Up

Conflict Management

Wherever two or more people come together, there is bound to be conflict. This course will give participants a seven-step conflict resolution process that they can use and modify to resolve or manage conflict disputes of any size. Your participants will also be provided a set of skills in solution building and finding common ground.

In the *Conflict Management* workshop, participants will learn crucial conflict management skills, including dealing with anger and using the Agreement Frame. Dealing with conflict is important for every organization no matter what the size. If it is left unchecked or not resolved it can lead to lost production, absences, attrition, and even law suits.

Workshop Objectives:

- Understand what conflict and conflict management mean

- Understand all six phases of the conflict resolution process

- Understand the five main styles of conflict management

- Be able to adapt the process for all types of conflicts

- Be able to break out parts of the process and use those tools to prevent conflict

- Be able to use basic communication tools, such as the agreement frame and open questions

- Be able to use basic anger and stress management techniques

Course Outline:

Module One: Getting Started
Module Two: An Introduction to Conflict Management
Module Three: The Thomas-Kilmann Instrument
Module Four: Creating an Effective Atmosphere
Module Five: Creating Mutual Understanding
Module Six: Focusing on Individual Needs

Module Seven: Getting to the Root Cause
Module Eight: Generating Options
Module Nine: Building a Solution
Module Ten: The Short Version of the Process
Module Eleven: Additional Tools
Module Twelve: Wrapping Up

Courageous Followership

Are you a leader or a follower? Despite the discomfort with the term "follower," all leaders are also followers. To be effective as a leader, one must first be effective as a follower and apply skills to gain willing followers. Leaders must also listen to the followers that surround them. They must be seen as partners as they too want what is best for the organization. Leaders need to ensure that their home, work, and church environments are conducive to the best conditions and realize that their success is the success of their followers.

The *Courageous Followership* workshop will help teach participants the art and skill of courageously following and gaining willing followers. This workshop will focus on the leader-follower dynamics.

*This is a 2-hour workshop.

Workshop Objectives:

- Partner effectively with leaders in the organization to create a balanced and trustful relationship.

- Understand the five dimensions of courageous followership.

- Create an organizational culture that supports candor.

- Understand the sources of their power and courage, and use these as needed.

- Produce dynamic partnerships at all levels in service to the organization's mission.

- Know and apply principles for gaining willing followers.

Course Outline:

Module One: Understanding Leader-Follower Dynamics
Module Two: Why Explore Followership Now?
Module Three: The Five Dimensions of Followership
Module Four: Leaders and Followers as Partners
Module Five: Gaining Willing Followers

Creative Problem-Solving

In the past few decades, psychologists and business people alike have discovered that successful problem solvers tend to use the same type of process to identify and implement the solutions to their problems. This process works for any kind of problem, large or small.

The *Creative Problem Solving* workshop will give participants an overview of the entire creative problem solving process, as well as key problem solving tools that they can use every day. Skills such as brainstorming, information gathering, analyzing data, and identifying resources will be covered throughout the workshop.

Workshop Objectives:

- Understand problems and the creative problem solving process

- Identify types of information to gather and key questions to ask in problem solving

- Identify the importance of defining a problem correctly

- Identify and use four different problem definition tools

- Write concrete problem statements

- Use basic brainstorming tools to generate ideas for solutions

- Evaluate potential solutions against criteria, including cost/benefit analysis and group voting

- Perform a final analysis to select a solution

- Understand the roles that fact and intuition play in selecting a solution

- Understand the need to refine the shortlist and redefine it

- Understand how to identify the tasks and resources necessary to implement solutions

- Evaluate and adapt solutions to reality

Course Outline:

Module One: Getting Started
Module Two: The Problem-Solving Method
Module Three: Information Gathering
Module Four: Problem Definition
Module Five: Preparing for Brainstorming
Module Six: Generating Solutions (I)

Module Seven: Generating Solutions (II)
Module Eight: Analyzing Solutions
Module Nine: Selecting a Solution
Module Ten: Planning Your Next Steps
Module Eleven: Recording Lessons Learned
Module Twelve: Wrapping Up

Critical Thinking Skills

We live in a knowledge based society, and the more critical you think the better your knowledge will be. Critical Thinking provides you with the skills to analyze and evaluate information so that you are able to obtain the greatest amount of knowledge from it. It provides the best chance of making the correct decision, and minimizes damages if a mistake does occur.

Critical Thinking will lead to being a more rational and disciplined thinker. It will reduce your prejudice and bias which will provide you a better understanding of your environment. This workshop will provide you the skills to evaluate, identify, and distinguish between relevant and irrelevant information. It will lead you to be more productive in your career, and provide a great skill in your everyday life.

Workshop Objectives:

- Understand the components of critical thinking

- Utilize non-linear thinking

- Use logical thinking

- Recognize what it means to be a critical thinker

- Evaluate information using critical thinking skills

- Identify the benefits of critical thinking

- Revise perspective, when necessary

- Comprehend problem solving abilities

Course Outline:

Module One: Getting Started
Module Two: Components of Critical Thinking
Module Three: Non-Linear Thinking
Module Four: Logical Thinking
Module Five: Critical Thinkers (I)
Module Six: Critical Thinkers (II)

Module Seven: Evaluate Information
Module Eight: Benefits of Critical thinking
Module Nine: Changing Your Perspective
Module Ten: Problem Solving
Module Eleven: Putting It All Together
Module Twelve: Wrapping Up

Customer Service

Each and every one of us serves customers, whether we realize it or not. Maybe you're on the front lines of a company, serving the people who buy your products. Perhaps you're an accountant, serving the employees by producing their pay checks and keeping the company running. Or maybe you're a company owner, serving your staff and your customers.

The *Customer Service* workshop will look at all types of customers and how we can serve them better and improve ourselves in the process. Your participants will be provided a strong skillset including in-person and over the phone techniques, dealing with difficult customers, and generating return business.

Workshop Objectives:

- State what customer service means in relation to all your customers, both internal and external

- Recognize how your attitude affects customer service

- Identify your customers' needs

- Use outstanding customer service to generate return business

- Build good will through in-person customer service

- Provide outstanding customer service over the phone

- Connect with customers through online tools

- Deal with difficult customers

Course Outline:

Module One: Getting Started
Module Two: Who We Are and What We Do
Module Three: Establishing Your Attitude
Module Four: Identifying and Addressing Their Needs
Module Five: Generating Return Business
Module Six: In-Person Customer Service
Module Seven: Giving Customer Service over the Phone

Module Eight: Providing Electronic Customer Service
Module Nine: Recovering Difficult Customers
Module Ten: Understanding When to Escalate
Module Eleven: Ten Things You Can Do To WOW Every Time
Module Twelve: Wrapping Up

Delivering Constructive Criticism

Delivering Constructive Criticism is one of the most challenging things for anyone. Through this workshop your participants will gain valuable knowledge and skills that will assist them with this challenging task. When an employee commits an action that requires feedback or criticism it needs to be handled in a very specific way.

Constructive Criticism if done correctly will provide great benefits to your organization. It provides the ability for management to nullify problematic behaviors and develop well rounded and productive employees. Constructive feedback shows an employee that management cares about them and will invest time and effort into their careers.

Workshop Objectives:

- Understand when feedback should take place

- Learn how to prepare and plan to deliver constructive criticism

- Determine the appropriate atmosphere in which it should take place

- Identify the proper steps to be taken during the session

- Know how emotions and certain actions can negatively impact the effects of the session

- Recognize the importance of setting goals and the method used to set them

- Uncover the best techniques for following up with the employee after the session

Course Outline:

Module One: Getting Started
Module Two: When Should Feedback Occur?
Module Three: Preparing and Planning
Module Four: Choosing a Time and Place
Module Five: During the Session (I)
Module Six: During the Session (II)
Module Seven: Setting Goals

Module Eight: Diffusing Anger or Negative Emotions
Module Nine: What Not to Do
Module Ten: After the Session (I)
Module Eleven: After the Session (II)
Module Twelve: Wrapping Up

Developing New Managers

Management must be effective for the success of any business. Unfortunately, it is all too easy to overlook the training and development of new managers. When you provide your managers and employees with the skills and tools they need, you will greatly boost morale and strengthen your organization.

With our *Developing New Managers* workshop, your participants will understand the value of investing in employees and developing management. By focusing on development opportunities, your participants will establish a culture that retains top talent and improves succession planning.

Workshop Objectives:

- Discuss strategies for developing new managers
- Understand the importance of defining a clear management track
- Determine core roles and competencies for managers
- Understand the importance of continuous development for managers
- Apply the principles of manager development to your own organization

Course Outline:

Module One: Getting Started
Module Two: Managers are Made, Not Born
Module Three: Create a Management Track
Module Four: Define and Build Competencies
Module Five: Managers Learn by Being Managed Well
Module Six: Provide Tools

Module Seven: Provide Support
Module Eight: Identify Strong Candidates Early
Module Nine: Clearly Define the Management Track
Module Ten: Empower New Managers
Module Eleven: Provide Growth Opportunities
Module Twelve: Wrapping Up

Driven Leadership

Pre-work: DRiV Personality Assessment

In this *DRIV Leadership* workshop, participants explore how their leadership behaviors and personal drivers influence their teams' performance and engagement. Participants will develop personal goals for adapting their leadership approach in a way that optimizes their own drivers will increasing the performance and engagement of their team. They will also consider what drives individual members of their team and how they might appeal to those drivers to further increase motivation for those specific individuals.

Workshop Objectives:

- Enhance leadership performance by understanding the people you lead and how to adapt your leadership styles

- Build personalized "playbooks" to enhance relationships

- Review personal DRiV assessment and identify immediate behavior recommendations

- Create an action plan

- Establish personal goals

Course Outline:

You will receive a tailored solution for your unique team that translates individual and team-level insights into an action plan that can boost performance.

Driven Teams

Pre-work: DRiV Personality Assessment

When your team is functioning at a high level, it can be one of the most satisfying workplace experiences. Unfortunately, many teams are "stuck" due to common team derailers such as:

Confusion about goals, roles, and responsibilities

An "it's not my job" mentality

Lack of honest and open dialogue

As a result, teams fall short of their objectives and underperformance becomes the norm.

In this workshop, team members learn what drives and drains them, and how different drivers on the team may be helping or hurting team performance. The *DRiV Team* workshop goes beneath the surface to help everyone better understand what motivates each individual team member. You will receive a tailored solution for your unique team that translates individual and team-level insights into an action plan that can boost performance. Your team will leave with enhanced levels of clarity, cohesion, and commitment.

Workshop Objectives:

- Enhance performance by building more collaborative teams
- Build personalized "playbooks" to enhance relationships
- Improve team dynamics and facilitate alignment
- Leverage team strengths and mitigate potential challenges

Course Outline:

You will receive a tailored solution for your unique team that translates individual and team-level insights into an action plan that can boost performance.

Generation Gaps

While having various cultures in one workplace can present communication problems and conflicts, the benefits of such a variety in the workplace outweigh it. The workplace can present challenges to management in terms of handling the different generations present. As older workers delay retiring and younger workers are entering the workforce, the work environment has become a patchwork of varying perspectives and experiences, all valuable to say the least.

The *Generation Gaps* workshop will help participants understand the various generations present at work, and understand what motivates them and dealing with them on a daily basis. Both the young and older worker will have many ideas to offer, which will help the organization thrive in the marketplace. Learning how to deal with the Generation Gaps at work will help you become a better manager or co-worker.

Workshop Objectives:

- History behind generation gaps

- What are traditionalists

- What are baby boomers

- What are Generation Xers

- What are Generation Yers

- Differences between each type of generation

- Finding common ground among the generations

- Conflict management

- Leveraging the benefits of generation gaps at work

Course Outline:

Module One: Getting Started
Module Two: History
Module Three: Traditionalist
Module Four: Baby Boomers
Module Five: Generation X"s
Module Six: Generation Y"s (Millennial)

Module Seven: Differentiations Between Generations
Module Eight: Finding Common Ground
Module Nine: Conflict Management (I)
Module Ten: Conflict Management (II)
Module Eleven: The Power of 4
Module Twelve: Wrapping Up

Goal Setting and Getting Things Done

Goal Setting is one of the most basic and essential skills someone can develop. What makes a good goal? We touch on goal characteristics, time management, making a to do list, and what to do when setbacks occur. This workshop will provide the knowledge and skills for your participants to complete more tasks and get things done.

Our *Goal Setting and Getting Things Done* workshop will cover strategies to help your participants overcome procrastination. These skills will translate into increased satisfaction in their professional and personal lives. Your participants will learn the Goal Setting characteristics of successful people and in turn will become happier and more productive individuals.

Workshop Objectives:

- Overcome procrastination

- Manage time effectively

- Accomplish important tasks

- Self-motivate

- Create SMART goals

Course Outline:

Module One: Getting Started

Module Two: Overcoming Procrastination (I)

Module Three Overcoming Procrastination (II)

Module Four: Four P's of Goals Setting

Module Five: Improving Motivation

Module Six: Wise Time Management

Module Seven: Tips for Completing Tasks

Module Eight: Increase Your Productivity

Module Nine: To Do List Characteristics

Module Ten: SMART Goals

Module Eleven: Mistakes Will Happen

Module Twelve: Wrapping Up

Improving Mindfulness

Mindfulness is a term that is frequently used but rarely defined. Practicing true mindfulness encourages living in the present while it addresses the danger of distorted thinking. Staying in tune both mentally and emotionally improves perspective to enhance personal a professional success.

With our *Improving Mindfulness* workshop, your participants will begin to identify their own patterns of thinking. As they learn to practice mindfulness, they will cultivate positive emotions that will have a dramatic effect on the work environment.

Workshop Objectives:

- Define mindfulness

- Develop techniques to make oneself more attuned to the present moment

- Understand the value and utility of one's emotions

- Learn how to identify and counter distorted thinking

- Learn how to cultivate genuine positive emotions

- Become more fully present in social interactions

Course Outline:

Module One: Getting Started
Module Two: What is Mindfulness?
Module Three: Practicing Mindfulness
Module Four: Emotional IQ
Module Five: Cognitive Distortion I
Module Six: Cognitive Distortion II
Module Seven: Mindfulness Based Cognitive Therapy

Module Eight: Mindfulness and Gratitude
Module Nine: Cultivating High Performance Emotions
Module Ten: Mindfulness and Customer Service
Module Eleven: Mindfulness and Leadership
Module Twelve: Wrapping Up

Improving Self-Awareness

Self-awareness is an important part of everyday life. It transfers over to your personal, social, physical and work life. It can help one gain a better understanding of themselves, and how to live a better, more fulfilling life. When working to deepen one's own self-awareness, it is important to fully engage yourself. One should take the time and proper steps, to fully become self-aware.

With the *Improving Self Awareness* workshop, your participants will learn how beneficial becoming more self-aware can be. A highly self-aware person will become more equipped to deal with daily life and its challenges. Through this workshop, your participants will gain a new perspective on themselves and their emotions, and become a valuable member to society.

Workshop Objectives:

- Define the self and different aspects of the self

- Learn from introspection

- Understand the nature and value of emotions

- Appreciate themselves

- Appreciate others

- Improve effectiveness
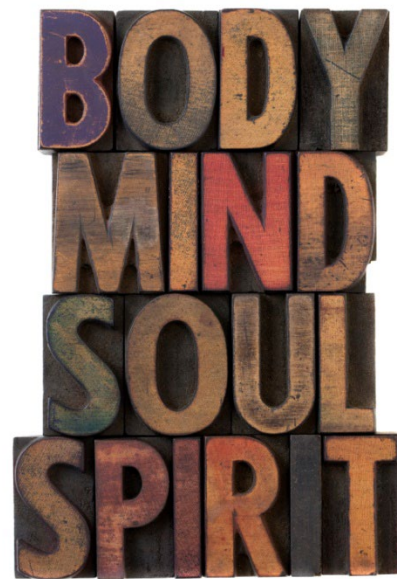
Course Outline:

Module One: Getting Started
Module Two: What is the Self?
Module Three: Awareness of the Physical Self
Module Four: Time Management
Module Five: The Emotional Self
Module Six: Mood Management
Module Seven: The Psychological Self

Module Eight: Interpersonal Awareness
Module Nine: The Spiritual Self
Module Ten: Limitations of Self-Awareness
Module Eleven: Independence Versus Interdependence
Module Twelve: Wrapping Up

Increasing Your Happiness

Increasing ones happiness can be done through the power of positive thinking. That is one skill that this work shop will touch on to teach your participants how to be happier. Happiness will spread throughout your organization, and have a positive effect on everyone.

With our *Increasing Your Happiness* workshop your participants will engage in unique and helpful ways to increase their happiness. This will have a robust effect on their professional and personal lives. It will improve their communication skills, increase productivity, and lesson absenteeism.

Workshop Objectives:

- Discuss how planning ahead cultivates workplace happiness
- Create a nightly routine and daily plan
- Relate more effectively to others in the workplace
- Understand how the workspace environment impacts happiness
- Think more positively
- Take actions that will create greater workplace happiness

Course Outline:

Module One: Getting Started
Module Two: Plan Ahead for Happiness
Module Three: Plan Your Day
Module Four: Relate to Others
Module Five: Go to Your Happy (Work)Space
Module Six: Accentuate the Positive
Module Seven: Use Your Benefits

Module Eight: Take Control of Your Career Happiness
Module Nine: Set Boundaries
Module Ten: Practice Positivity
Module Eleven: Choose to Be Happy
Module Twelve: Wrapping Up

Interpersonal Skills

We've all met that dynamic, charismatic person that just has a way with others, and has a way of being remembered. Your participants will identify ways of creating a powerful introduction, remembering names, and managing situations when you've forgotten someone's name.

The *Interpersonal Skills* workshop will help participants work towards being that unforgettable person by providing communication skills, negotiation techniques, tips on making an impact, and advice on networking and starting conversations. They will also identify the skills needed in starting a conversation, moving a conversation along, and progressing to higher levels of conversation.

Workshop Objectives:

- Understand the difference between hearing and listening
- Know some ways to improve the verbal skills of asking questions and communicating with power.
- Understand what is 'non-verbal communication' and how it can enhance interpersonal relationships.
- Identify the skills needed in starting a conversation.
- Identify ways of creating a powerful introduction, remembering names, and managing situations when you've forgotten someone's name.
- Understand how seeing the other side can improve skills in influencing other people.
- Understand how the use of facts and emotions can help bring people to your side.
- Identify ways of sharing one's opinions constructively.
- Learn tips in preparing for a negotiation, opening a negotiation, bargaining, and closing a negotiation.
- Learn tips in making an impact through powerful first impressions.

Course Outline:

Module One: Getting Started
Module Two: Verbal Communication Skills
Module Three: Non-Verbal Communication Skills
Module Four: Making Small Talk and Moving Beyond
Module Five: Moving the Conversation Along

Module Six: Remembering Names
Module Seven: Influencing Skills
Module Eight: Bringing People to Your Side
Module Nine: Sharing Your Opinion
Module Ten: Negotiation Basics
Module Eleven: Making an Impact
Module Twelve: Wrapping Up

Job/Career Search Skills

Searching for a job can be intimidating. How do you know what job you're best suited for? How do you build a winning resume and cover letter? Where can you find job leads? How do you network without feeling nervous? What happens when you land an interview? And most importantly, where do you find help when you need it?

The *Job/Career Search Skills* workshop will give you the answers to all these questions, plus a plan to get you to a new job within a month. After completing this program, you'll be more than ready to start your search for your perfect job. Identifying the purpose for working and the assessment of skills can help determine the types of jobs your participants should apply for.

Prework: DRiV Personality Assessment to assist participants discover what drives and drains them, and how these drivers are related to how they fit to different kinds of organizations and careers.

Workshop Objectives:

- Define your objectives and purpose in your search for employment.

- Help you establish SMART goals in the job-hunting process.

- Assist you in developing a first month plan of action for your job search.

- Craft an effective resume.

- Form an attractive cover letter.

- Develop and present a portfolio of your prior work.

- Learn networking skills in finding leads for jobs.

- Efficiently get interviews and thrive in the interview process.

Course Outline:

Module One: Getting Started

Module Two: Ready, Set, Go!

Module Three: Building Your Resume

Module Four: Polishing Your Resume

Module Five: Writing a Cover Letter

Module Six: Creating a Portfolio

Module Seven: Networking Skills

Module Eight: Skills for Success

Module Nine: Where to Look?

Module Ten: Understanding the Interview

Module Eleven: Interview Skills

Module Twelve: Wrapping Up

Leadership & Influence

They say that leaders are born, not made. Others believe leaders are developed, not born. Either way, some leaders are born in the midst of adversity. Often, simple people who have never had a leadership role will stand up and take the lead when a situation they care about requires it. A simple example is parenting. When a child arrives, many parents discover leadership abilities they never knew existed in order to guide and protect their offspring.

Once you learn the techniques of true *Leadership and Influence*, you will be able to build the confidence it takes to take the lead. The more experience you have acting as a genuine leader, the easier it will be for you. It is never easy to take the lead, as you will need to make decisions and face challenges, but it can become natural and rewarding.

Workshop Objectives:

- Define "leadership"
- Explain the Great Man Theory
- Explain the Trait Theory
- Understand Transformational Leadership
- Understand the people you lead and how to adapt your leadership styles
- Explain leading by Directing
- Explain leading by Participating
- Explain leading by Delegating
- Kouzes and Posner
- Conduct a personal inventory
- Create an action plan
- Establish personal goals

Course Outline:

Module One: Getting Started
Module Two: The Evolution of Leadership
Module Three: Situational Leadership
Module Four: A Personal Inventory
Module Five: Modeling the Way
Module Six: Inspiring a Shared Vision

Module Seven: Challenging the Process
Module Eight: Enabling Others to Act
Module Nine: Encouraging the Heart
Module Ten: Basic Influencing Skills
Module Eleven: Setting Goals
Module Twelve: Wrapping Up

Life Balance

Having a balance between work and home life can be a challenge. With this challenge come great rewards when it is done successfully. By balancing a career with home life it will provide benefits in each environment. You will become healthier, mentally and physically, and you will be able to produce more career wise.

With a *Life Balance*, you will be managing your time better. Better time management will benefit all aspects of life; you will be working less and producing more. This workshop will show how to focus on the important things, set accurate and achievable goals, and communicate better with your family, peers, and people in all areas of your life.

Workshop Objectives:

- Explain the benefits of life balance.

- Recognize the signs of an unbalanced life.

- Identify employer resources for a balanced lifestyle.

- Improve time management and goal setting.

- Use the most effective work methods for you.

- Create balance at work and at home.

- Manage stress.

Course Outline:

Module One: Getting Started
Module Two: Benefits of a Healthy Balance
Module Three: Signs of an Imbalance
Module Four: Employer Resources
Module Five: Tips in Time Management
Module Six: Goal Setting

Module Seven: Optional Ways to Work
Module Eight: At Work
Module Nine: At Home
Module Ten: Stress Management
Module Eleven: Working in a Home Office
Module Twelve: Wrapping Up

Middle Manager

Traditionally, middle managers make up the largest managerial layer in an organization. The *Middle Manager* is responsible to those above them and those below them. They head a variety of departments and projects. In order for a company to operate smoothly, it is essential that those in middle management be committed to the goals of the organization and understands how to effectively execute these goals.

It is crucial for businesses to focus on these essential managers and provide them with the opportunities to succeed. No matter the organization's structure or size, it will benefit from employing well-trained middle managers. Having a middle manager understand their role in the organization is very important. They are in communication with a very large percentage of the company, and will have a large impact throughout the organization.

Workshop Objectives:

- Define management.

- Understand ethics in the workplace.

- Manage information and make decisions.

- Be familiar with the control process.

- Use organizational strategies to facilitate change.

- Create structures and processes to manage teams.

- Manage as a leader.

Course Outline:

Module One: Getting Started
Module Two: Introduction to Management
Module Three: Ethics and Social Responsibility
Module Four: Managing Information
Module Five: Decision-Making
Module Six: Control Basics of Control

Module Seven: Organizational Strategy
Module Eight: Innovation and Change
Module Nine: Organizational Structures and Process
Module Ten: Managing Teams
Module Eleven: Motivation and Leadership
Module Twelve: Wrapping Up

Negotiation Skills

Although people often think of boardrooms, suits, and million dollar deals when they hear the word *negotiation*, the truth is that we negotiate all the time. Through this workshop participants will be able to understand the basic types of negotiations, the phases of negotiations, and the skills needed for successful negotiating.

The *Negotiation Skills* workshop will give your participants a sense of understanding their opponent and have the confidence to not settle for less than they feel is fair. Your participants will learn that an atmosphere of respect is essential, as uneven negations could lead to problems in the future.

Workshop Objectives:

- Understand the basic types of negotiations, the phases of negotiations, and the skills needed for successful negotiating

- Understand and apply basic negotiating concepts: WATNA, BATNA, WAP, and ZOPA

- Lay the groundwork for negotiation

- Identify what information to share and what to keep to yourself

- Understand basic bargaining techniques

- Apply strategies for identifying mutual gain

- Understand how to reach consensus and set the terms of agreement

- Deal with personal attacks and other difficult issues

- Use the negotiating process to solve everyday problems

- Negotiate on behalf of someone else

Course Outline:

Module One: Getting Started
Module Two: Understanding Negotiation
Module Three: Getting Prepared
Module Four: Laying the Groundwork
Module Five: Phase One - Exchanging Information
Module Six: Phase Two - Bargaining

Module Seven: About Mutual Gain
Module Eight: Phase Three - Closing
Module Nine: Dealing with Difficult Issues
Module Ten: Negotiating Outside the Boardroom
Module Eleven: Negotiating on Behalf of Someone Else
Module Twelve: Wrapping Up

Organizational Skills

Developing good Organizational Skill is an investment that will provide benefits for years. To be successful means to be organized. These skills will filter through all aspects of your participants professional and personal lives. Throughout this workshop your participants will be given the tools necessary in developing better Organizational Skills.

Through *Organizational Skills* your participants will encounter improved productivity, better management, and an overall increase in professional growth. Every day people waste numerous amounts of time looking for items. So stop looking for those important items, and start knowing where they are by getting organized.

Workshop Objectives:

- Examine current habits and routines that are not organized

- Learn to prioritize your time schedule and daily tasks

- Determine ways of storing information and supplies

- Learn to organize personal and work space

- Learn to resist procrastination

- Make plans to stay organized in the future

Course Outline:

Module One: Getting Started
Module Two: Remove the Clutter
Module Three: Prioritize
Module Four: Scheduling Your Time
Module Five: To Do Lists
Module Six: Paper and Paperless Storage
Module Seven: Organization Your Work Area

Module Eight: Tools to Fight Procrastination
Module Nine: Organizing your Inbox
Module Ten: Avoid the Causes of Disorganization
Module Eleven: Discipline is the Key to Stay Organized
Module Twelve: Wrapping Up

Personal Branding

Personal Branding is identifying your assets, characteristics, strengths, and skills as an individual. Understanding Personal Branding will provide advantages in your participant's personal and professional lives. Branding is a mix of how you present yourself and how others see you. It is important to be aware of how you are viewed.

With our Personal Branding course your participants will be able to share their vision and passions with others in your company. Utilize this knowledge through Social Media to define and influence how others see you. You are your brand so protect it. Live it.

Workshop Objectives:

- Define your image.

- Control your image.

- Understand how to sharpen your brand.

- Use social media appropriately.

- Manage your brand in a crisis.

- Develop a professional appearance.

Course Outline:

Module One: Getting Started
Module Two: Defining Yourself (I)
Module Three: Defining Yourself (II)
Module Four: Controlling/Developing Image
Module Five: Personal/Professional Influences
Module Six: Sharpening Your Brand

Module Seven: Appearance Matters
Module Eight: Social Media (I)
Module Nine: Social Media (II)
Module Ten: Brand Management During a Crisis
Module Eleven: Branding Personality Traits
Module Twelve: Wrapping Up

Presentation Skills

Many studies have found that public speaking is the number one fear amongst most people, outranking flying, snakes, insects, and even death. Ironically, it is also one of the skills that can make or break a person's career. Your participants will be provided a strong set of skills that will complement their current presentation skill set.

The *Presentation Skills* workshop will give participants some presentation skills that will make speaking in public less terrifying and more enjoyable. This workshop includes topics that participants can look forward to including: creating a compelling program, using various types of visual aids, and engaging the audience.

Workshop Objectives:

- Perform a needs analysis and prepare an outline
- Select presentation delivery methods
- Practice verbal and non-verbal communication skills
- Knock down nervousness
- Develop and use flip charts with color
- Create targeted PowerPoint presentations
- Utilize white boarding for reinforcement
- Describe how video and audio enhance a presentation and list criteria for determining what types to use
- Enrich the learning experience with humor, questions, and discussion.

Course Outline:

Module One: Getting Started
Module Two: Creating the Program
Module Three: Choosing Your Delivery Methods
Module Four: Verbal Communication Skills
Module Five: Non-Verbal Communication Skills
Module Six: Overcoming Nervousness
Module Seven: Creating Fantastic Flip Charts

Module Eight: Creating Compelling PowerPoint Presentations
Module Nine: Wow 'Em with the Whiteboard
Module Ten: Vibrant Videos and Amazing Audio
Module Eleven: Pumping it Up a Notch
Module Twelve: Wrapping Up

Self-Leadership

As we grow, we learn to become leaders. Being a leader is natural for some, and learned for others. No matter how we have become a leader, it is important to remember we must lead ourselves before we lead others. Take the time to motivate yourself and realize that you can do it.

With our *Self-Leadership* workshop, your participants will discover the specifics of how to be a better leader for themselves and for others. Your participants will be able to guide themselves in positives ways, which equals success!

Workshop Objectives:

- Understand what self-leadership is
- Motivate yourself
- Set goals
- Reward yourself when positive things happen
- Think positively

Course Outline:

Module One: Getting Started
Module Two: What Is Self-Leadership?
Module Three: Motivators
Module Four: Behavior Focus (I)
Module Five: Behavior Focus (II)
Module Six: Natural Rewards
Module Seven: Constructive Thinking

Module Eight: Well-Being (I)
Module Eight: Review Questions
Module Nine: Well-Being (II)
Module Ten: Individuality
Module Eleven: Personal Application
Module Twelve: Wrapping Up

Servant Leadership

Servant leadership can seem like a contradicting term, but it is becoming a very popular tool in many businesses. Servant leadership is a philosophy that involves focusing on others (i.e. your employees), and focus on their success, and in turn build better professional relationships that can benefit both manager and employee. Servant leadership shows that managers can be great leaders while boosting their employee's confidence and further their success at the same time.

With our *Servant Leadership* workshop, your participants will discover the specifics of how servant leadership works and how it can benefit both leaders and employees!

Workshop Objectives:

- Define servant leadership
- Know the characteristics of servant leadership
- Recognize the barriers of servant leadership
- Learn to be a mentor and a motivator
- Practice self-reflection
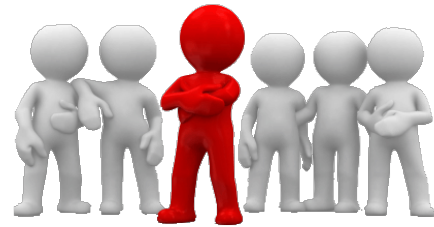
Course Outline:

Module One: Getting Started
Module Two: What is Servant Leadership?
Module Three: Leadership Practices
Module Four: Share the Power
Module Five: Characteristics of a Servant Leader
Module Six: Barriers to Servant Leadership

Module Seven: Building a Team Community
Module Eight: Be a Motivator
Module Nine: Be a Mentor
Module Ten: Training Future Leaders
Module Eleven: Self-Reflection
Module Twelve: Wrapping Up

Social Intelligence

Social Intelligence is about understanding your environment and having a positive influence. Your participants will become more confident in their social situations by learning how to express and interrupt social cues. They will create positive connections and increase their influence during social situations.

Increasing *Social Intelligence* will provide benefits throughout their professional and personal lives. It is a fantastic tool for coaching and development as people will learn "people skills". Improving social skills through active listening, understanding body language, and being more empathic will give your participants the advantage in their interactions. Social interactions are a two-way street, know the rules of the road!

Workshop Objectives:

- Be aware of our own behaviors

- Learn to be empathetic with others

- Know tools for active listening

- Effectively communicate interpersonally

- Recognize various social cues

- Determine appropriate conversation topics

- Know various forms of body language

Course Outline:

Module One: Getting Started
Module Two: Increase Your Self-Awareness
Module Three: The Keys to Empathy
Module Four: Active Listening
Module Five: Insight on Behavior
Module Six: Interpersonal Communication

Module Seven: Social Cues (I)
Module Eight: Social Cues (II)
Module Nine: Conversation Skills
Module Ten: Body Language
Module Eleven: Building Rapport
Module Twelve: Wrapping Up

Stress Management

Positive and negative stress is a constant influence on all of our lives. The trick is to maximize the positive stress and to minimize the negative stress. Your participants will be shown how stress can be positive and negative, and we'll look at the Triple A approach that will form the basis of this workshop.

The *Stress Management* workshop will give participants a three-option method for addressing any stressful situation, as well as a toolbox of personal skills, including using routines, relaxation techniques, and a stress log system. They will also understand what lifestyle elements they can change to reduce stress.

Workshop Objectives:

- Identify the best approach to a stressful situation (Alter, Avoid, or Accept)

- Understand what lifestyle elements you can change to reduce stress

- Use routines to reduce stress

- Use environmental and physical relaxation techniques

- Better cope with major events

- Use a stress log to identify stressors and create a plan to reduce or eliminate them

Course Outline:

Module One: Getting Started
Module Two: Understanding Stress
Module Three: Creating a Stress-Reducing Lifestyle
Module Four: Altering the Situation
Module Five: Avoiding the Situation
Module Six: Accepting the Situation

Module Seven: Using Routines to Reduce Stress
Module Eight: Environmental Relaxation Techniques
Module Nine: Physical Relaxation Techniques
Module Ten: Coping with Major Events
Module Eleven: Our Challenge to You
Module Twelve: Wrapping Up

Supervising Others

Supervising others can be a tough job. Between managing your own time and projects, helping your team members solve problems and complete tasks, and helping other supervisors, your day can fill up before you know it.

The *Supervising Others* workshop will help supervisors become more efficient and proficient, with information on delegating, managing time, setting goals and expectations (for themselves and others), providing feedback, resolving conflict, and administering discipline.

Workshop Objectives:

- Define requirements for particular tasks

- Set expectations for your staff

- Set SMART goals for yourself

- Help your staff set SMART goals

- Assign work and delegate appropriately

- Provide effective, appropriate feedback to your staff

- Manage your time more efficiently

- Help your team resolve conflicts

- Understand how to manage effectively in particular situations

- Understand what a new supervisor needs to do to get started on the right path

Course Outline:

Module One: Getting Started
Module Two: Setting Expectations
Module Three: Setting Goals
Module Four: Assigning Work
Module Five: Degrees of Delegation
Module Six: Implementing Delegation
Module Seven: Providing Feedback

Module Eight: Managing Your Time
Module Nine: Resolving Conflict
Module Ten: Tips for Special Situations
Module Eleven: A Survival Guide for the New Supervisor
Module Twelve: Wrapping Up

Team Building for Managers

Team building is an important part of the work experience. It is not only applicable to your work life, but also transfers over to your personal and social life. When working with a team, it is important to fully engage yourself. One should take the time and proper steps, to become the best team member they can be.

With our *Team Building for Managers* workshop, your participants will learn how important team building is and how beneficial it can be. Through this workshop, your participants will gain a new perspective on teamwork, and become a valuable member to any team they are placed in. Follow the information in this workshop and create a positive atmosphere within your company with the use of teams.

Workshop Objectives:

- Discuss the benefits of team work

- Understand the importance of intentionally fostering teamwork

- Determine strategies your organization can take to build teams

- Understand the benefits of games and social activities in building a team

- Apply the principles of team building to your own organization
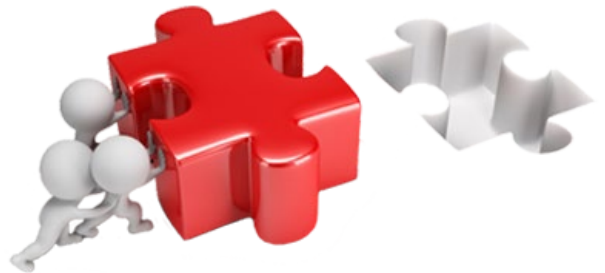
Course Outline:

Module One: Getting Started
Module Two: What Are the Benefits Of Team Building?
Module Three: Types of Team Building
Module Four: Creating Team Chemistry
Module Five: Improving Team Strength
Module Six: Engagement and Collaboration Activities

Module Seven: Building a Great Team Identity
Module Eight: Social Gathering
Module Nine: Common Mistakes When Team Building
Module Ten: Formatting A Team Building Plan
Module Eleven: Evaluations and Improvements
Module Twelve: Wrapping Up

10 Soft Skills You Need

The meaning of Soft Skills can sometimes be difficult to describe. It can be that unique attribute or characteristic that facilitates great communication. It can be the special way that you show confidence in a challenging situation. These and other events can become more easily managed with this great workshop.

With our *10 Soft Skills You Need* workshop your participants will begin to see how important it is to develop a core set of soft skills. By managing and looking at the way people interact and seeing things in a new light, your participants will improve on almost every aspect of their career.

Workshop Objectives:

- Discuss how soft skills are important to success in the workplace

- Understand the 10 key soft skills everyone should have

- Use soft skills to relate more effectively to others in the workplace

- Understand how to use soft skills to communicate, problem-solve, and resolve conflict

- Apply soft skills to specific situations

Course Outline:

Module One: Getting Started
Module Two: What are Soft Skills?
Module Three: Soft Skill 1: Communication
Module Four: Soft Skill 2: Teamwork
Module Five: Soft Skill 3: Problem Solving
Module Six: Soft Skill 4: Time Management
Module Seven: Soft Skill 5 and 6: Attitude and Work Ethic

Module Eight: Soft Skill 7: Adaptability/Flexibility
Module Nine: Soft Skill 8: Self-Confidence
Module Ten: Soft Skill 9: Ability to Learn from Criticism
Module Twelve: Wrapping Up

Time Management

Personal time management skills are essential for professional success in any workplace. Those able to successfully implement time management strategies are able to control their workload rather than spend each day in a frenzy of activity reacting to crisis after crisis - stress declines and personal productivity soars! These highly effective individuals are able to focus on the tasks with the greatest impact to them and their organization.

The *Time Management* workshop will cover strategies to help participants learn these crucial strategies. Your participants will be given a skill set that include personal motivation, delegation skills, organization tools, and crisis management. We'll cover all this and more during this workshop.

Workshop Objectives:

- Plan and prioritize each day's activities in a more efficient, productive manner

- Overcome procrastination quickly and easily

- Handle crises effectively and quickly

- Organize your workspace and workflow to make better use of time

- Delegate more efficiently

- Use rituals to make your life run smoother

- Plan meetings more appropriately and effectively

Course Outline:

Module One: Getting Started
Module Two: Goal Setting
Module Three: Prioritizing Your Time
Module Four: Planning Wisely
Module Five: Tackling Procrastination
Module Six: Crisis Management

Module Seven: Organizing Your Workspace
Module Eight: Delegating Made Easy
Module Nine: Setting a Ritual
Module Ten: Meeting Management
Module Eleven: Alternatives to Meetings
Module Twelve: Wrapping Up

Trust Building and Resilience Development

Welcome to the Trust Building and Resilience Development workshop. Creating relationships that are built on trust, and having the tools to be resilient are crucial in creating a workplace that is safe and a solid place for all to work.

This workshop will introduce you to your company's responsibility with regard to promoting honesty, as well as how to deal with the inevitable changes that come along with building a stronger business.

Workshop Objectives:

- Gain the trust of employees by empowering them.

- Promote transparent communication.

- Keep the promises you make.

- Identify different personality types and how to work with them.

- Respect all those you work with.

- Keep stress at bay.

- Overcome adversities.

- Accept and manage change.

- Stay motivated.

Course Outline:

Module One: Getting Started

Module Two: Empower Staff

Module Three: Transparent Communication

Module Four: Keep Promises

Module Five: Personality Types

Module Six: Respect

Module Seven: Stress Management

Module Eight: Develop Positive Relationships

Module Nine: Overcoming Adversities

Module Ten: Change Acceptance/Management

Module Eleven: Stay Motivated

Module Twelve: Wrapping Up

Virtual Team Building and Management

There are an estimated one billion virtual workers in 2012, and the number is expected to continue climbing well into the future. With a global workforce you are provided with a cost effective and talented pool of employees to draw from. With a virtual team you are given a Follow the Sun production environment.

With a virtual team you have the normal issues of a localized team, with the additional challenges of distance and cultural differences. Virtual Team Building and Management will give you participants the knowledge to work with these challenges and succeed in a growing global workforce.

Workshop Objectives:

- Know the keys to establishing a virtual team.

- Learn how to hold effective meetings and group sessions.

- Learn effective ways to communicate with team members.

- Use tools to build trust and confidence among employees.

- Know how to handle poor performing employees.

- Know how to manage a virtual team during any project.

Course Outline:

Module One: Getting Started
Module Two: Setting Up Your Virtual Team (I)
Module Three: Setting Up Your Virtual Team (II)
Module Four: Virtual Team Meetings
Module Five: Communication (I)
Module Six: Communication (II)

Module Seven: Building Trust
Module Eight: Cultural Issues
Module Nine: To Succeed With a Virtual Team
Module Ten: Dealing With Poor Team Players
Module Eleven: Choosing the Right Tools
Module Twelve: Wrapping Up