

MANAGEMENT TRAINING COURSES

COACHING AND FEEDBACK FOR HIGH PERFORMANCE

Overview: Two keys to removing barriers that might be holding your team back from reaching its full potential are ongoing coaching and feedback. This course explores how consistent, growth-oriented coaching and feedback remove performance barriers, strengthen self-awareness, build confidence and help clarify expectations. Participants will learn the difference between coaching and feedback, be introduced to practical models for both and learn how to apply them effectively in real workplace situations.

Walk Away With:

1. An understanding of the difference between coaching and feedback and when to provide both
2. An applicable coaching model
3. An applicable feedback model

LEADING CHANGE WITH EFFECTIVE COMMUNICATION

Overview: Change is always happening – you are either leading it or adapting to it! Change can be challenging for leaders and their teams because everyone approaches and tackles it at different paces and with different responses. Learn to understand where people are at in the change process and how to lead more effectively with strong communication throughout the transition. In this session, participants will discover the change curve, learn the needs of others throughout the curve and discover the type of communication needed at each phase.

Walk Away With:

1. An understanding of the 3 phases of the change curve and the emotions felt during each phase
2. Strategies for communicating with others during the 3 phases of change
3. A few tools for supporting communication efforts throughout change

LEADING CAREER DEVELOPMENT CONVERSATIONS

Overview: This course is specifically designed for people leaders who are in a position to directly influence the professional growth of their team members, with a specific emphasis on how to effectively support career development conversations. During this course, you will build knowledge and skills to support employees' career exploration by fostering a growth-oriented environment. Participants will learn how to engage in healthy, constructive conversations about career development and practice approaches that encourage reflection, clarity, and growth.

Walk Away With:

1. An understanding of the role of a coach vs. the role of a manager
2. Tips and insights that managers should know before approaching career development conversations with their employees
3. A 4-step plan to help managers navigate career development conversations and their employees achieve their career goals

COMMUNICATION TRAINING COURSES

COMMUNICATING WITH DIFFERENT STYLES

Overview: We tend to communicate from a place that is comfortable and connected to our natural wiring. However, the workplace requires us to stretch outside our comfort zone and meet people where they are. In this course, participants will gain insight into their own communication tendencies and how those tendencies may be perceived by others. This course will also equip participants with practical skills to communicate effectively across a range of communication styles by understanding how others prefer to receive information.

Walk Away With:

1. Discover the various approaches to communication people bring to the workplace
2. Gain awareness of your communication style and how it is perceived by others
3. Learn strategies for communicating with those who have styles different from your own

PRESENTATION SKILLS

Overview: This course focuses on practical strategies that apply across a wide range of presentation types and audiences, helping participants prepare, structure, and deliver messages with purpose and confidence. In this course, participants will review the 3 Ps for preparing powerful presentations: people, presence and packaging.

Walk Away With:

1. People - Tips for getting to know your audience before preparing a presentation
2. Presence – Tips for carrying yourself with confidence in a presentation
3. Packaging – Tips for pulling together a prepared message, including seven different possible arrangements for organizing/structuring the content and flow of a presentation

NAVIGATING PRODUCTIVE CONFLICT

Overview: When we adopt the mindset of “conflict as a part of daily life” versus “conflict as a major intervention,” we set ourselves and our team up to engage in everyday healthy conflict that leads to better results and stronger working relationships. During this session, participants will explore strategies and tactics to help approach conflict proactively and constructively, versus letting it build and eventually blow up! By understanding our personal conflict behaviors, the neuroscience behind conflict, and productive approaches and semantics, anyone can make conflict a value-add and not a dreaded drain.

Walk Away With:

1. An understanding of how you as an individual approach and respond to conflict, and what effect this has on others
2. Strategies for both the preventive maintenance of conflict and for managing moments actively embedded in conflict
3. Go-to language and phrases to use during times of conflict that demonstrate strong emotional intelligence

SELF-DEVELOPMENT TRAINING COURSES

PERSONAL BRAND AND INFLUENCE

Overview: Did you know that you are a brand, and you represent your organization's brand? Gaining influence starts with the brand experience we create with others and guides attitudes and decisions. In this session, participants will learn the key elements of a brand strategy and how to use them to build an influential personal brand for yourself and strongly represent your organization.

Walk Away With:

1. An Identification of your personal brand
2. An action plan for enhancing your personal brand in selected areas of focus
3. Strategies for bringing your authentic self into representing your organization and its brand

CRITICAL THINKING AND DECISION MAKING

Overview: Every day, we're faced with thinking through issues and opportunities that arise and making decisions about future courses of action. Good news is there are things we can do and tools we can use to ensure that the way we work through our thoughts and decision-making process is an effective one. During this session, participants will gain an understanding of what it means to think critically and strategically about challenges and opportunities, and how to go about it to land on the best decisions.

Walk Away With:

1. Feeling empowered to take critical thinking and decision making into your own hands versus relying on others
2. A 7-step process that leads you through better thinking
3. Confidence in making informed decisions that consider all stakeholders and various impacts

STRATEGIC TIME MANAGEMENT

Overview: A work to-do list is long; distractions are many and days can pass quickly with little productivity if the hours in a workday aren't managed strategically. In this session, participants will learn how to work smarter by exploring strategies for effectively managing their time so they can use their energy efficiently and maximize their output.

Walk Away With:

1. Strategies for getting organized
2. Strategies for setting priorities and staying focused on them
3. Strategies for avoiding things that suck energy and take time away from productive outcomes