

# FULL WORKSHOP LIST

We create experiences that are fun, engaging and challenging that allow people to learn and grow. These solutions are not "sit and get" presentations. Each course listed below can be delivered as a virtual workshop or in person. Each workshop includes participant materials to support application and reinforce learning. Contact us to schedule a private workshop for your organization.



## SELF DEVELOPMENT

### BRINGING YOUR "A' GAME

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**DESCRIPTION:**

Learn how to think and act in ways that will help you bring your "A Game" to all that you do. Work smarter, not harder to enjoy work more and deliver results for your organization.

**TOPICS/SKILLS COVERED:**

EQ, self-management, planning, the impact of self-care on personal effectiveness

**DURATION:** 2 hours

### DRIVE YOUR DEVELOPMENT

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**DESCRIPTION:**

Learn 3 practical strategies to drive your development: grow self-awareness, lean into learning, and take action. Leave the session with a development plan you can share with your leader and begin to implement immediately.

**TOPICS/SKILLS COVERED:**

self reflection, asking for feedback, the 70-20-10 model for development, connecting learning to development goals, SMART action planning

**DURATION:** 2 hours

### LEADING THE WORK/DRIVING PRODUCTIVITY

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**DESCRIPTION:**

You'll learn a technique for prioritizing work that will help you determine what to do now, plan for later or delegate to someone else. Additionally, you'll learn key skills for effective delegation and follow-up that empower your team to take the lead on their part of the work and keep everyone on track.

**TOPICS/SKILLS COVERED:**

prioritization, delegation, project oversight, effective follow-up

**DURATION:** 2 hours

## GROWTH MINDSET

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### DESCRIPTION:

In this experience, learners will explore the difference between fixed and growth mindsets, learn techniques for shifting from a fixed to a growth mindset, and learn strategies to foster growth mindset.

### TOPICS/SKILLS COVERED:

fixed vs. growth mindsets, the cognitive triangle (the link between thinking, behaviors and results), shifting from one mindset to another

DURATION: 1 hour

## INFLUENCING FOR RESULTS

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### DESCRIPTION:

Learn to effectively share your point of view in a way that others can hear it, understand it, and maybe even be convinced to agree with you. Learn the principles of influencing: Manage my mindset, tune in, communicate my story, and cultivate collaboration.

### TOPICS/SKILLS COVERED:

results cone, leadership mindset, understanding my audience, storytelling formula, curiosity, listening

DURATION: 2 hours



## BUSINESS ACUMEN

### BUSINESS ACUMEN/CREATE RESULTS

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#### DESCRIPTION:

Learners will grow their business acumen through the Business Insight Cycle which includes reviewing essential information, focusing on key objectives, recognizing the relevant options, selecting the best actions to take, and putting a plan in place.

#### TOPICS/SKILLS COVERED:

Business Insight Cycle, prioritization, data analysis, connecting behaviors and results, SMART Action Plans, measuring effectiveness, course correcting

DURATION: 2 - 4 hours

### CORE CUSTOMER EXPERIENCE (LEADING THE CUSTOMER EXPERIENCE)

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#### DESCRIPTION:

Learn how to create an exceptional customer experience that creates customer loyalty and grows sales. This workshop teaches critical customer service and selling skills that put the customer at the center of all you do, enhancing their experience and delivering results for the organization.

#### TOPICS/SKILLS COVERED:

empathy, 80/20 rule, uncovering needs, connecting services, products and/or knowledge to customer needs, asking for the sale, making recommendations

DURATION: 2 - 4 hours

## DECISION MAKING

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### DESCRIPTION:

How do you shift out of the "waiting for my leader to decide" mindset? Learn to use decision making methods and tools that allow you to fully explore a challenge and offer up a solution with confidence. Determine which decisions are yours to make and how to provide a recommendation when you're not the decision maker.

### TOPICS/SKILLS COVERED:

decision making methods, decision making roles, tools to explore, tools to narrow, how to engage partners in decisions, communicating a decision

DURATION: 2 hours

## INTERVIEWING BASICS

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### DESCRIPTION:

Develop essential skills to interview candidates for roles on your team. Learn how to create an effective interview experience for candidates and how to ask questions and assess responses

### TOPICS/SKILLS COVERED:

interview process basics, awareness of affinity bias, behavior based questions, response assessment

DURATION: 2 hours

## WORKFORCE MANAGEMENT

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### DESCRIPTION:

Learn to effectively manage labor to create the best customer experience. By effectively scheduling associates to meet the customers' needs and managing payroll expenses, business will grow customer loyalty and profitability.

### TOPICS/SKILLS COVERED:

identifying business trends, associate skills and availability, effective scheduling, schedule flexing, payroll costs

DURATION: 4 hours



## COMMUNICATION

## COMMUNICATION SKILLS

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### DESCRIPTION:

What are the core communication skills that can help you be more effective in any situation? Everything we do requires communication – with clients, with colleagues, bosses, our families. In this workshop we explore and practice communication skills that help in any situation.

### TOPICS/SKILLS COVERED:

asking questions, listening, framing, body language

DURATION: 2 hours

## COMMUNICATION STYLES

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### DESCRIPTION:

How can you communicate effectively with everyone in your work world? The reality is that we don't all communicate in the same way, yet communication is so critical to everything we do. In this session, we'll learn about Communication Styles and how they help and hinder us, as well as how to flex our styles to best communicate with others.

### TOPICS/SKILLS COVERED:

Communication Styles, the benefits and risks of your style, techniques for flexing your style

DURATION: 2 hours

## DIFFICULT CONVERSATIONS

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### DESCRIPTION:

Some conversations are just more challenging than others. What can you do to push through the dread and have a productive conversation? In this session, we'll apply what we've learned about coaching and feedback along with a "fear setting" technique to prepare for and practice tough conversations.

### TOPICS/SKILLS COVERED:

coaching, feedback, empathy, "fear setting", responding to challenges in the moment, role play scenarios and real situations

DURATION: 4 hours

## FOSTERING HEALTHY DEBATE

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### DESCRIPTION:

Do you fall prey to group think or find meetings erupting in conflict? To get to the best solutions, we need productive, healthy debate about ideas, options and possibilities. Learn techniques for participating in and leading discussions that focus on the idea, not the person, and encourage sharing multiple point of view to get to the best solutions.

### TOPICS/SKILLS COVERED:

questions that encourage contribution, staying out of judgement, assessing an idea/option productively

DURATION: 2 hours

## WORKING TOGETHER (TEAM COMMUNICATION)

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### DESCRIPTION:

How do you get everyone rowing together? In this session we'll tackle critical touchpoints for your team – one-on-ones, leading effective meetings, cross-functional collaboration. You'll learn how to set expectations, model what you want to see and reinforce these behaviors.

### TOPICS/SKILLS COVERED:

clear communication, sharing your vision/purpose, aligning on goals, using coaching and feedback in your daily work

DURATION: 2 hours



# BUILDING A BETTER WORK ENVIRONMENT

## CREATING A CULTURE OF FEEDBACK

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### DESCRIPTION:

Explore the mindsets and skillsets that are necessary for a feedback rich culture. Learn strategies for asking for and being open to feedback. Learn a feedback model and practice using it to share feedback

### TOPICS/SKILLS COVERED:

receiving feedback, sharing feedback, practice

DURATION: 2 hours

## COACHING TO GROW PERFORMANCE

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### DESCRIPTION:

Through coaching, we catalyze insights in others. Rather than guiding or directing, we ask questions that support people in uncovering their own solutions and actions.

### TOPICS/SKILLS COVERED:

coaching model, powerful questions, listening

DURATION: 2 hours

## COACHING AND FEEDBACK

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### DESCRIPTION:

What's the difference between coaching and feedback? Coaching builds skill and feedback provides insights by sharing your observations. Both can be critical development tools. Learn how to give and receive feedback and how to coach your teams to grow their capability and problem-solving skills.

### TOPICS/SKILLS COVERED:

the impact of mindset on coaching, coaching skills - building trust, asking questions, listening, being specific, using a feedback model, coaching and feedback practice

DURATION: 4 hours

## COLLABORATION

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### DESCRIPTION:

Work gets done with and through others. How can you set yourself and your partners up for success? In this course, we will strengthen personal strategies and skills to be an even more effective collaborator.

### TOPICS/SKILLS COVERED:

building trust, collaboration vs. compromise, accountability, cultivating curiosity

DURATION: 2 hours

## CREATING A FEARLESS TEAM

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### DESCRIPTION:

Learn how psychological safety helps teams get better results. Understand what psychological safety is, how to assess the level of psychological safety on your team and 4 tips to boost psychological safety.

### TOPICS/SKILLS COVERED:

psychological safety, building trust, empowering your team, creating accountability, culture of learning, innovation and creativity

DURATION: 2 hours

## INSPIRING ENGAGEMENT AND PERFORMANCE

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### DESCRIPTION:

Create an environment that supports your employees in being at their best. When employees are at their best they can contribute in bigger and better ways - problem solving, innovation, creativity, collaboration. Learn how to build trust, empowerment and accountability.

### TOPICS/SKILLS COVERED:

employee motivation, building trust, delegation, employee development, team engagement, psychological safety

DURATION: 2 hours

## EFFECTIVE ONE-ON-ONES

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### DESCRIPTION:

Use your one-on-ones to develop your team rather than get through a checklist. The best one-on-ones create connection, build trust, encourage accountability, and support flexibility to business needs. Learn how you can create powerful experiences to realize each of these benefits.

### TOPICS/SKILLS COVERED:

human-business model, brain cravings, effective questions, listening

DURATION: 2 hours

## THE POWER OF A MULTI-GENERATIONAL TEAM

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### DESCRIPTION:

Tap into generational differences to realize the full potential of your team. Sometimes our differences create challenges, but they can also create huge opportunities. Explore generational characteristics and learn ways to work together to make those characteristics strengths for your team.

### TOPICS/SKILLS COVERED:

generational differences, listening, empathy, perspective taking

DURATION: 60-90 minutes



## LEADERSHIP SKILLS

### IS LEADING A TEAM RIGHT FOR ME?

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**DESCRIPTION:**

Explore the mindsets and skills of individual contributors and team leaders. Identify personal work strengths and preferences. Determine how your personal strengths align with leading a team. Take actions to support your career goals.

**TOPICS/SKILLS COVERED:**

mindsets and skillsets of a people leader, self-assessment, aligning strengths and preferences with career goals, exploring career growth options

**DURATION:** 2 hours

### LEADING A HYBRID TEAM

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**DESCRIPTION:**

How can you make work "work" for everyone in a hybrid work environment? In this workshop, we'll dig into 3 specific areas that are proven to be tipping points for effectiveness in our hybrid work world.

**TOPICS/SKILLS COVERED:**

purposeful leadership - empathy, creating connection, psychological safety; leading hybrid meetings, intentional planning for work in multiple locations

**DURATION:** 2 hours

### LEADING AN INCLUSIVE CULTURE

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**DESCRIPTION:**

Explore the definitions of diversity, equity and inclusion, completing activities to gain a greater understanding of what each term means and how a culture of equity and inclusion supports achieving business goals.

**TOPICS/SKILLS COVERED:**

Diversity, equity, inclusion, conscious and unconscious bias, ways to interrupt bias

**DURATION:** 2 hours

### LEADING CHANGE

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**DESCRIPTION:**

In this workshop we will explore the Change Cycle, learn the CAPE model for practical tips to lead a team through change, identify ways to build resilience during times of change while supporting one another.

**TOPICS/SKILLS COVERED:**

change management, communication, problem solving, building resilience, team support

**DURATION:** 2 hours

## LEADING MEETINGS

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### DESCRIPTION:

Spending too much time in ineffective meetings? Make the most of the meetings you lead. We'll start by determining if you really need a meeting and then learn strategies for effective meeting management and how to ensure follow through on action items.

### TOPICS/SKILLS COVERED:

when a meeting is needed/other ways to communicate, who to include in a meeting, effective agendas, templates for agendas and action items

DURATION: 2 hours

## LEADING TODAY

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### DESCRIPTION:

What does effective leadership look like today? Work continues to evolve – new industries, changing expectations, a dispersed workforce – how does that change the role of leaders? Learn the critical skills needed to lead your team in our dynamic world.

### TOPICS/SKILLS COVERED:

Emotional Intelligence, empathy, growth mindset, generational differences, psychological safety

DURATION: 4 hours

## PERFORMANCE MANAGEMENT

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### DESCRIPTION:

Learn how to support your employee's development by understanding their career goals, helping them create development plans, having regular performance conversations, championing them with your peers and conducting a meaningful annual performance review.

### TOPICS/SKILLS COVERED:

career conversations, development planning, effective one-on-ones, championing your team, conducting performance reviews

DURATION: 2 hours

## MANAGING PERFORMANCE ISSUES

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### DESCRIPTION:

What do you do when someone isn't meeting expectations? Learners will become familiar with the process and tools available, learn how to partner with HR, and practice having performance conversations.

### TOPICS/SKILLS COVERED:

performance improvement process and tools, HR partnership, techniques for difficult conversations

DURATION: 2 hours