



WORKSHOPS

All workshops are presented in an interactive format designed to involve all participants and allow them to enjoy learning together. All workshops will be customized to meet the specific needs of the participants; suggested times and topics for each workshop can be combined or adjusted to meet longer or shorter time schedules as necessary.

“And the Animals All Are Here”: Understanding and appreciating differences. (2-3 hours)

“And the Animals Work Together”: Applying the “animals training” to explore and encourage teamwork. (2-3 hours)

“Appreciating Differences”: Exploring the uniqueness of each of us and developing skills to address the challenges they may present in the workplace. (2-3 hours)

“Coaching for Empowerment”: Identifying and developing skills required to coach employees for success and for performance improvement. (4-6 hours)

“Dealing with Difficult People, Part 1”: Identifying the difficult people we all know and must learn to work with. (2-3 hours)

“Dealing with Difficult People, Part 2”: Practicing effective communication skills to enhance positive working situations. (2-3 hours)

“Developing the Leader Within”: Exploring the skills required to be successful leaders in both personal and professional lives. (4-6 hours)

“Diversity Enhances the Workplace”: Exploring the opportunities available to employers to enhance the working relationships of a diverse workforce and to establish a positive work environment for all regardless of gender, ethnicity, or age. (3-6 hours)

“Facilitating Meetings Effectively & Efficiently”: Establishing guidelines for leading meetings, encouraging participation, and managing potential disruptors.

“Generations Can Work Together”: Understanding the strengths, needs, and motivators of different generations working together in today’s workplace. (2-4 hours)

“Improving Communication Skills”: Improving both verbal and nonverbal communication skills by assessing current skills, interacting with other participants, and recognizing the importance of updating effective phone and electronic communication skills. (4-6 hours)

“Keeping Your Job and Moving on Up”: Exploring the skills needed to be an effective employee, while identifying career enhancement opportunities and developing positive work habits to enhance “promotability.” (3-4 hours)

“Let’s Work Together”: Developing teams and identifying skills needed to maintain a collaborative working environment. (3 hours)

Attitudes *plus* Workshop List, cont.

“Maximizing Your Time and Energy”: Identifying time wasters and establishing techniques to effectively utilize time to enhance productivity, reduce stress, and capitalize on positive attitudes among co-workers. (3-4 hours)

“Making Your Stress Work for You”: Identifying personal and professional sources of stress and developing options to manage or use stress to achieve balance in our daily lives. (2-4 hours)

“Maximizing Emotional Intelligence in the Workplace”: Recognizing and developing skills to enhance personal and professional success while establishing a culture of teamwork and productivity in the workplace. (4-8 hours)

“Polish Up Your Professionalism”: Examining and developing a professional image—for individuals and for the workplace—while reviewing business etiquette, communication skills (verbal and nonverbal), customer service, business writing skills, and professional image. (4-8 hours)

“Self-Empowerment: Enhance Self-esteem & Personal Power”: Understanding the power of developing a positive feeling of self by becoming aware of self-defeating behaviors and relationships and recognizing the skills needed to enhance personal power. (3-6 hours)

“Providing Excellent Customer Service”: Identifying the qualities of excellent customer service providers and the “tools” necessary to assist individuals to become “star performers” in the field of customer service. (3-4 hours)

“Resolving Conflict & Rebuilding Work Relationships”: Developing the skills to address conflict and establish a culture that promotes positive working relationships. (3-4 hours)

“Success Strategies for the Administrative Assistant”: Changing competencies required in today’s office and developing the skills necessary to be successful in a high-performance workplace. (8-15 hours)

“Updating Business Writing Skills”: Reviewing basic rules of written communication and enhancing skills in grammar, word usage, and punctuation, while becoming familiar with a current resource manual. (15 hours)

“Working on the ABCs: Achievement, Balance, and Confidence”: Taking control of one’s life by identifying talents, needs, and goals to build a support system for personal and professional success. (3-5 hours)