



EMOTIONAL INTELLIGENCE

Emotional intelligence, also called EQ, is the ability to be aware of and to manage emotions and relationships. It's a pivotal factor in personal and professional success. IQ will get you in the door, but it is your EQ, your ability to connect with others and manage the emotions of yourself and others, that will determine how successful you are in life.

We have all worked with and listened to brilliant people. Some of them were great and... well, some were not so great. The mean and the meek and all those in between can teach us more than they realize. When we look at the truly extraordinary people who inspire and make a difference you will see that they do this by connecting with people at a personal and emotional level. What differentiated them was not their IQ but their EQ – their emotional intelligence. This one-day workshop will help you develop your emotional intelligence.

What Will Students Learn?

- Understand what emotional intelligence means
- Recognize how our emotional health and physical health are related
- Learn techniques to understand, use, and appreciate the role of emotional intelligence in the workplace
- Understand the different emotions and how to manage them
- Create a personal vision statement
- Understand the difference between optimism and pessimism
- Validate emotions in others

What Topics are Covered?

- History of emotional intelligence
- Emotional intelligence defined
- EI blueprint
- Optimism
- Validating emotions in others
- Understanding emotions
- Setting your personal vision

CRITICAL THINKING

In today's society, many people experience information overload. We are bombarded with messages to believe various ideas, purchase things, support causes, and lead our lifestyle in a particular way. How do you know what to believe? How do you separate the truth from the myths?

The answer lies in critical thinking skills. The ability to clearly reason through problems and to present arguments in a logical, compelling way has become a key skill for survival in today's world. This two-day workshop will give you some practical tools and hands-on experience with critical thinking and problem solving.

What Will Students Learn?

- Define critical and non-critical thinking
- Identify your critical thinking style(s), including areas of strength and improvement
- Describe other thinking styles, including left/right brain thinking and whole-brain thinking
- Work through the critical thinking process to build or analyze arguments
- Develop and evaluate explanations
- Improve key critical thinking skills
- Use analytical thought systems and creative thinking techniques
- Prepare and present powerful arguments

What Topics are Covered?

- Understanding critical thinking
- Where do other types of thinking fit in? (including whole-brain and left and right brain)
- Pitfalls to reasoned decision making
- The critical thinking process
- A critical thinker's skill set
- Creating explanations
- Dealing with assumptions
- Common sense
- Critical and creative thought systems
- Plenty of hands-on case studies

SELF-LEADERSHIP

Self-leadership puts together taking responsibility for our outcomes, setting direction for our lives, and having tools to manage priorities. Self-leaders work at all levels of an organization. They are front-line workers in every possible role, middle managers, and CEOs. Self-leaders like Walt Disney and Wayne Gretzky worked hard to achieve their dreams without using the term self-leadership. However, they have clearly demonstrated that being in control of their behavior and results, focus, practice, and learning were necessary to achieve their goals.

Self-leadership requires a commitment from individuals to decide what they want from life and to do what's necessary to get the results they want. This one-day workshop will help participants internalize the four pillars of self-leadership and to make meaningful, empowered choices while taking action to get where they want to go.

What Will Students Learn?

- Define self-leadership and what it means on an individual level
- Assume responsibility for their results by understanding who they are, what they want, and how to reach they goals
- Describe the four pillars of self-leadership
- Use techniques related to adjusting to change, cultivating optimism, and developing good habits to build self-leadership

What Topics are Covered?

- What is self-leadership?
- Knowing who you are
- Change management
- Knowing what you do
- Motivation for optimists
- Using what you know

CREATIVE THINKING AND INNOVATION

Creative thinking and innovation are vital components in both our personal and professional lives. However, many people feel as though they are lacking in creativity. What most of us do not recognize is that we are creative on a daily basis, whether it's picking out what clothes to wear in the morning or stretching a tight budget at work. While these tasks may not normally be associated with creativity, there is a great deal of creativity involved to get those jobs done. While some people seem to be simply bursting with creativity, others find it a struggle to think outside the square. If you fall into the latter category, it is important to understand that boosting your creative and innovative abilities takes practice. Recognizing and honing your own creative potential is a process. That's what this two-day workshop is all about.

What Will Students Learn?

- How to identify the difference between creativity and innovation
- How to recognize their own creativity
- Ways to build their own creative environment
- The importance of creativity and innovation in business
- Problem solving steps and tools
- Individual and group techniques to help generate creative ideas
- How to implement creative ideas

What Topics are Covered?

- What is creativity and innovation?
- Individual creativity and how to get creative
- Developing the right environment for creativity
- Creativity and innovation in business
- Where does creativity fit into the problem-solving process?
- Defining the problem
- Creative techniques (RAP model, shoe swap, mind mapping, metaphors and analogies, situation/solution reversal)
- Encouraging creativity in a team (brainstorming, role storming, brainwriting, stepladder, and slip writing)
- Putting it all together

STRESS MANAGEMENT

Today's workforce is experiencing job burnout and stress in epidemic proportions. Workers at all levels feel stressed out, insecure, and misunderstood. Many people feel the demands of the workplace, combined with the demands of home, have become too much to handle. This one-day workshop explores the causes of such stress and suggests general and specific stress management strategies that people can use every day.

What Will Students Learn?

- Understand that stress is an unavoidable part of everybody's life
- Recognize the symptoms that tell you when you have chronic stress overload
- Change the situations and actions that can be changed
- Deal better with situations and actions that can't be changed
- Create an action plan for work, home, and play to help reduce and manage stress

What Topics are Covered?

- Defining stress and how it affects us
- What is stress about?
- Building a solid foundation
- Mental strategies
- Stress at work
- Time management tips
- Stress at home
- Drainers and fillers

ANGER MANAGEMENT: : UNDERSTANDING ANGER

Anger is a universal experience. Dogs get angry, bees get angry, and so do humans. You don't have to be a psychologist to know that managing anger productively is something few individuals, organizations, and societies do well. Yet research tells us that those who do manage their anger at work are much more successful than those who don't. The co-worker who can productively confront his teammate about his negative attitude increases his team's chance of success as well as minimizes destructive conflicts. The customer service agent who can defuse the angry customer not only keeps her customers loyal but makes her own day less troublesome. This one-day workshop is designed to help give you and your organization that edge.

What Will Students Learn?

- ✓ Recognize how anger affects your body, your mind, and your behavior.
- ✓ Use the five-step method to break old patterns and replace them with a model for assertive anger.
- ✓ Use an anger log to identify your hot buttons and triggers.
- ✓ Control your own emotions when faced with other peoples' anger.
- ✓ Identify ways to help other people safely manage some of their repressed or expressed anger.
- ✓ Communicate with others in a constructive, assertive manner.

What Topics are Covered?

- ✓ What is anger?
- ✓ Costs and pay-offs
- ✓ Using an anger log
- ✓ The anger process
- ✓ How does anger affect our thinking?
- ✓ Understanding behavior types
- ✓ Managing anger
- ✓ Communication tips and tricks

DIVERSITY TRAINING: CELEBRATING DIVERSITY IN THE WORKPLACE

More than ever, a workplace is a diverse collection of individuals proud of who they are: their gender, their sexual orientation, their religion, their ethnic background, and all the other components that make an individual unique. One of the challenges for workplace leaders is how to help these diverse individuals work as a team. We all know what happens to organizations that don't have effective teamwork: they fail. And, failing to embrace diversity can also have serious legal costs for corporations. This one-day workshop will give you ways to celebrate diversity in the workplace while bringing individuals together.

What Will Students Learn?

- Describe what diversity and its related terms mean
- Explain how changes in the world have affected you and your view
- Identify your stereotypes
- Use terms that are politically correct and avoid those which are not
- Apply the four cornerstones of diversity
- Avoid the pitfalls related to diversity
- Use a technique for dealing with inappropriate behavior
- Develop a management style to encourage diversity
- Take action if you or one of your employees feels discriminated against

What Topics are Covered?

- Defining diversity
- How does diversity affect me?
- Identifying stereotypes
- Wise words
- The cornerstones of diversity
- How to discourage diversity
- The stop technique
- Managing for diversity
- Dealing with discrimination

MANAGING DIFFICULT CONVERSATIONS

We have so many interactions in the run of a day, it's reasonable to expect that some of them are going to be difficult. Whether these are conversations that you have in person, or you manage a virtual team and need to speak with someone in another city, there are things that you can do to make these conversations go smoothly. This one-day workshop will give you the tools to manage difficult conversations and get the best results possible out of them.

What Will Students Learn?

- ✓ How to define their frame of reference
- ✓ How to establish a positive intent and a desired outcome
- ✓ Good communication skills
- ✓ How to draft a script for a difficult conversation
- ✓ Use specific steps to carry out a difficult conversation
- ✓ How to access additional resources as required
- ✓ How to maintain safety in a conversation

What Topics are Covered?

- ✓ Choosing to have the conversation
- ✓ Toolkit for successful conversations
- ✓ Choosing the time and place
- ✓ Framework for difficult conversations
- ✓ Conversation template
- ✓ Staying safe
- ✓ Role play practice

CONFLICT RESOLUTION: GETTING ALONG IN THE WORKPLACE

Many people see conflict as a negative experience. In fact, conflict is a necessary part of our personal growth and development. Think of when you were trying to choose your major in college, for example, or trying to decide between two jobs. However, conflict becomes an issue when the people involved cannot work through it. They become engaged in a battle that does not result in growth. When this type of conflict arises, negative energy can result, causing hurt feelings and damaged relationships. This two-day course will give participants the tools that will help you resolve conflict successfully and produce a win-win outcome.

What Will Students Learn?

- ✓ What conflict is and how it can escalate.
- ✓ The types of conflict and the stages of conflict.
- ✓ The five most common conflict resolution styles and when to use them.
- ✓ How to increase positive information flow through non-verbal and verbal communication skills.
- ✓ Effective techniques for intervention strategies.
- ✓ Ways to manage conflicts to enhance productivity and performance.

What Topics are Covered?

- ✓ Defining conflict and types of conflict
- ✓ Spontaneous and reflective action
- ✓ The Johari windows
- ✓ Stages of conflict
- ✓ Conflict resolution style questionnaire
- ✓ The role of communication in conflict resolution (including information on active listening, paraphrasing, asking questions, and body language)
- ✓ The conflict/opportunity test
- ✓ Conflict and its resolution
- ✓ Helping others through conflict

BUSINESS ETHICS FOR THE OFFICE

What exactly makes a decision ethical? The problem with ethics is that what may seem morally right (or ethical) to one person may seem appalling to another. This workshop will not provide you with an easy way to solve every ethical decision you will ever have to make. It will, however, help you define your ethical framework to make solving those ethical dilemmas easier. We'll also look at some tools that you can use when you're faced with an ethical decision. And, we'll look at some techniques you can use so you don't get stuck in an ethical quandary. Best of all, we'll look at a lot of case studies so that you can practice making decisions in a safe environment.

What Will Students Learn?

- Understand the difference between ethics and morals
- Understand the value of ethics
- Identify some of your values and moral principles
- Be familiar with some philosophical approaches to ethical decisions
- Identify some ways to improve ethics in your office
- Know what is required to start developing an office code of ethics
- Know some ways to avoid ethical dilemmas
- Have some tools to help you make better decisions
- Be familiar with some common ethical dilemmas

What Topics are Covered?

- What are ethics? Why bother with ethics?
- Taking your moral temperature
- Kohlberg's six stages
- Philosophical approaches
- Avoiding ethical dilemmas
- Pitfalls and excuses
- Developing an office code of ethics
- 22 keys to an ethical office
- Decision making tools
- Handling dilemmas with company policy, co-workers, clients, and supervisors
- What to do when you make a mistake