WORKSHOPS & BREAKOUT SESSIONS
Interactive learning sessions with results-based outcomes.
Session lengths can be altered to fit your needs.

Candid Conversations that Drive Results (full day)
Stepping up and having a difficult conversation is no easy task. It’s uncomfortable, stressful and certainly no fun. But if we choose to not say anything, the issue is likely to not get better and potentially even get worse. This program focuses on how to effectively engage in open, meaningful dialogue which will help us more fully understand one another and achieve enhanced, more productive and positive relationships. Learn to share tough messages in a way that maximizes candor and minimizes defensiveness, using six powerfully effective strategies.

Learning Outcomes:
- Realize how someone’s perception of your intent as to why you are bringing up this issue, will influence his/her behavior during the discussion.
- Determine the correct timing and location for the conversation, understanding the challenges that exist when a face-to-face conversation is not possible.
- Learn how to effectively begin the conversation in a way that invites dialogue, clearly communicating the facts of the situation, and focusing on the behavior rather than on the person.
- Discover how to effectively reduce defensiveness when sharing a tough message, avoiding statements and words with negative connotations.
- Encourage the other person to share his/her thoughts and feelings, acknowledging your understanding of the other person’s point of view and asking clarifying questions when appropriate.
- Recognize natural tendencies when emotions begin to elevate and how to successfully maintain composure. Through preparation prior to the conversation and applying useful techniques during the conversation, unintentional poor behavior can be quickly corrected, getting the discussion back on track.

Engage & Inspire Your Workforce (full or half-day)
As organizations continue to compete for top talent, they also seek to retain this talent, especially when in an increasingly competitive environment. This interactive session will showcase how leaders can benefit by ensuring employees are engaged and inspired to do their best work. An engaged workforce is critical, because having employees who quit and stay, is far worse a problem than those who quit and leave. Discover 10 key components of an effective engagement strategy and watch your culture, productivity and overall revenue growth greatly enhance.

Learning Outcomes:
- Realize how an effective engagement strategy can greatly enhance the culture, productivity and overall revenue growth of an organization.
- Understand the importance of measuring the strength of your organization before implementing a solid strategy. By measuring the results each year, you can see the impact of your efforts, ensuring that your organization continues to move in a positive direction.
- Recognize when engagement issues arise and implement specific strategies to manage and overcome them.
- Understand the framework of this engagement strategy so that you can effectively apply it within your team and across your organization.
Clear, Concise & Confident Communication *(half-day)*

The ability to effectively organize our ideas and communicate them clearly, concisely is now a core skill. Whether we need to illustrate our point one-on-one, in a small group, over the telephone, via email or present a concept to a larger group, we all realize that how we communicate our message can dramatically affect the outcome. Learn to quickly structure your ideas and communicate them in a logical manner, allowing you to answer questions quickly and confidently, while also maintaining poise under pressure.

**Learning Outcomes:**
- Structure ideas into a simple, yet effective format, following the “Rule of Threes.”
- Learn techniques to articulate your message clearly and concisely while also adding depth and greater understanding for the listener(s).
- Create logical points to communicate your message using five “W” Strategies (who, what, where, when & why) involving individuals/teams, things/facts, places/locations, sequential/chronological time, and advantages/benefits of your ideas, products and services.
- Communicate effectively one-on-one, via e-mail or phone, in meetings, and with informal/formal presentations.
- Demonstrate enhanced self-confidence and greater poise when communicating, presenting or speaking.

Speak with Persuasive Power & Professional Presence *(half-day)*

Speaking effectively conveys authority, influence, and success! This workshop helps you learn expert techniques of polished speakers. You’ll learn how to organize and focus your thoughts, plan an organized strategy for your content, incorporate an effective introduction and closing, use examples and stories to add greater impact, and apply skillful techniques for speaking professionally. Learn how to take your information and transform it into a high impact and memorable presentation. Get ready to gain people’s attention, project a confident image, convey knowledge and expertise, and positively influence your listeners.

**Learning Outcomes:**
- Plan ideas and content into an organized format, with an opening, body *(w/facts, examples, stories)* and closing.
- Integrate transitions to build clarity, understanding and meaning for the audience.
- Understand how right body language reinforces what you’re saying—and wrong body language negates it.
- Use tools to captivate the attention of the audience and compels them to want to learn more.
- Learn tactics to remain poised and professional, speaking with less nerves and greater confidence.
- Discover powerful strategies to dramatically impact how memorable your message is to an audience.
- Focus on truly connecting with your audience to deepen the experience and inspire them to take action.

Mastering the Art of Small Talk *(half-day)*

Have you ever wondered how some people can enter a roomful of strangers and strike up a conversation with practically anyone, yet others struggle just to say hello? Learn some effective tips and techniques for engaging in casual conversation, helping you to appear more approachable and friendly to others, while feeling a greater sense of comfort and confidence.

**Learning Outcomes:**
- Realize why the skill of engaging in small talk is important in networking situations and also in both establishing and maintaining relationships.
- Learn how to spontaneously start conversations, while creating rapport with greater comfort and confidence.
- Discover how to maintain stimulating discussions, change topics gracefully, and end conversations tactfully.
- Learn effective strategies to more easily get to know someone, create a positive first impression, and gain self-confidence in the process.
Enhancing Group Dynamics in Meetings *(half-day)*
How come some meeting facilitators are able to navigate through challenging group dynamics productively and almost effortlessly, while other meeting facilitators fail to maintain control and keep emotions in line? Discover best practices and helpful techniques to create a collaborative meeting environment designed to better ensure respectful interactions, build common ground and guide the group to generate creative and productive solutions.

**Learning Outcomes:**
- Understand your role as a facilitator to effectively manage meetings and foster productivity.
- Discover how to enhance understanding and acceptance of differences in others during meetings or discussions.
- Realize some of the more common group dynamics that facilitators face and how to work through them successfully.
- Discover the art of asking good questions to diagnose difficulty and support healthy outcomes.
- Gain insight on your personal triggers and strategies to more ably confront difficult situations that arise.

Embracing the Challenge of Change *(half-day)*
One of the most valuable job skills you can have in today’s world is knowing how to change. Some changes we can control, others we can influence, and some situations we simply can’t control. This program focuses on understanding the change process and learning key strategies to manage personal reactions, increase effectiveness individually and within your team, and learning how to move toward become a change agent in unstable times. Discover how to overcome resistance, build resilience and protect productivity for you, your team and your organization.

**Learning Outcomes:**
- Understand drivers of change and how change can represent both a challenge and an opportunity for growth.
- Determine factors that impact your response to change and how you can better control your reactions.
- Assess your personal change effectiveness level and implement actions to move faster through the transition.
- Learn the four phases of change and how we can move from being stuck to maneuvering through the transition.
- Discover how to take accountability for dealing with change initiatives and influencing changes around us.
- Adopt new tools for managing the challenges of change related to communication, resistance and productivity.

Inspiring Creativity & Innovation to Cultivate Change *(half-day)*
Creativity and innovation are among the key skills needed to address today’s most pressing business challenges, especially during times of frequent change. This program explores the change process, debunks some of the myths surrounding creativity, and introduces a series of innovative strategies to cultivate change both for ourselves and for our teams. Through exercises and examples, participants will better understand how to positively influence change and how to better inspire others to think and work more creatively to enhance individual, team, and organizational performance.

**Learning Outcomes:**
- Explore the difference between creativity and innovation, and debunk common myths that often prohibit creativity to flourish.
- Learn and apply creative techniques toward a challenging change-related issue you are currently facing.
- Better control reactions that can impact your response to change and take accountability for dealing with change initiatives you are involved with.
- Cultivate creativity and innovation in others, while positively influencing the changes around you.
Professional Impressions: Executing Savvy Workplace Essentials (half-day)
Today it is not only important to manage immense workloads and achieve expected results, but demonstrating appropriate business behaviors is also critical. Do you treat others with respect and behave in a professional manner? Can you easily engage in casual conversations and do you understand which business manners really matter? Executing savvy workplace essentials can positively influence others and better position you for boundless success. This program is designed to help you to network and build relationships with greater ease, enrich workplace etiquette and avoid unforgettable gaffes, and influence how others perceive you and value your talents.

Learning Outcomes:
- Make first impressions that are positive while treating others with respect—including interpretations, personal discussions, relationship dynamics, working through uneasy encounters, and work space expectations.
- Discover key communication dos and don'ts--regarding telephone conversations, email correspondence, and social media outlets. Learn to confidently prepare for networking and/or relationship building situations, including how to start conversations with greater comfort, maintain stimulating discussions, change topics gracefully, and end conversations tactfully.
- Cultivate good business manners—cubicle/office etiquette, workplace décor, proper handshakes, business dining dos and don'ts, professional attire, cubicle humor, party etiquette and language and behaviors to avoid.

The Power of Four: Understanding Generational Differences in the Workplace (half-day) For the first time in history, four generations—Traditionalists, Baby Boomers, Generation X, and Millennials—have presented new challenges for managers and their employees in the workplace. A definite lack of awareness exists among these four distinct generations, which leads to management challenges and productivity issues. The “Power of Four” program is the perfect tool to bridge the generational gaps, building awareness that will lead to happier employees, enhanced productivity, stronger teams, and healthier organizations. It helps participants understand what makes each generation unique, and how each adds its own perspective and value to the workplace.

Learning Outcomes:
- Build greater awareness and understanding of the core values, behaviors, attitudes, work preferences and communication styles of each of the four generations—Traditionalists, Baby Boomers, Generation X, Millennials.
- Recognize how each generation is motivated differently and how to best capitalize on the strengths that each one brings to a team.
- Enhance communication and decision-making skills by working through common difficult scenarios experienced in the workplace today.
- Realize how negative judgments and differences can impact productivity and learn key strategies to collaborate more successfully, enhancing engagement and effectiveness across the organization.

Platinum Service: Mindful, Memorable & Meaningful (half-day)
Creating a positive, memorable service experience, one that causes your customers to keep coming back…that is the competitive Platinum Edge we are looking for in business today. Discover actionable strategies for how to work more collaboratively with others, while realizing how to better influence and manage emotions during an exchange. Learn and apply key skills to effectively handle difficult service interactions and achieve more productive and positive relationships.

Learning Outcomes:
- Recognize what customers truly want from a service interaction and discover what specific strategies can be demonstrated to exceed customer needs and desires.
- Enhance communication skills needed for building loyal relationships by actively and patiently listening, controlling our urge to talk more than we should, and understanding how each method of communication impacts the service interaction differently.
- Understand why emotions matter, the four core abilities in emotional intelligence, and how to better influence and manage emotions during an interaction.
- Develop skills to effectively work through difficult service experiences, using the L.E.A.R.N. method.
Emotional Intelligence: Managing Emotions to Enhance Performance (half-day)

Imagine if you couldn’t understand when a co-worker was angry, your supervisor was frustrated, or a friend was feeling sad. The ability to understand, interpret, and respond to the emotions of others has a crucial impact on professional and personal success. Discover how achieving a greater understanding of and better managing our own emotions—while influencing those of others—can significantly enhance performance, build stronger relationships, and achieve higher levels of success for ourselves and the organizations we work for.

Learning Outcomes:
- Understand the importance of emotional intelligence and the impact on performance in the workplace.
- Discover four core abilities that determine one’s level of emotional intelligence and self-assess your current level in each respective area.
- Identify thoughts, behaviors and habits that can interfere with understanding and effectively managing emotions.
- Learn and apply key skills to further develop your emotional intelligence—enhancing your ability to perform at a higher level, increase self-confidence, and build stronger, more collaborative relationships.

Make Your Minutes Matter! Achieve Maximum Results in Minimum Time (half-day)

Do you feel overworked and overcommitted? Is there never enough time to achieve all that you want to do? Do you find it hard to balance all the demands of work and home life, let alone find time for yourself? Effectively managing your time is essential for success! Rather than spend each day reacting to one crisis after another, learn skillful strategies to get more done. Discover how to achieve maximum results in minimum time—set clearly defined goals, plan and prioritize tasks, tackle procrastination, organize your workspace, effectively manage email, control interruptions, learn to say no, delegate without dumping, and so much more. Because you can’t find time for important things—you must make it! Make your minutes matter and watch your productivity soar!

Learning Outcomes:
- Learn how to create a written plan by setting S.M.A.R.T. goals you can attain and prioritizing your TO DO list—focusing on the most important, highest value tasks.
- Discover how to reduce unexpected interruptions—allowing you to better maintain control of your time, and leverage tasks according to your energy cycle to achieve greater concentration and enhanced focus.
- Realize why procrastination occurs and learn key strategies to break and overcome this habit.
- Enhance productivity with a de-cluttered and organized workspace, and a well-managed email inbox.
- Discover how to set effective boundaries, work through conflicting priorities and delegate effectively—empowering others with authority and responsibility.

Conquer the Chaos! Stress Less & Achieve More (2 or 4 hours)

Stress is considered by many experts to be the #1 health problem today, known for causing extremely harmful effects in the workplace, at home, and anywhere in between. By learning to proactively prevent, reduce and cope with stress in a more effective manner, you will be able to live a healthier and more productive professional and personal life. Rather than spend each day in a frenzy of activities reacting to crisis after crisis, learn skillful strategies to stress less and achieve more by conquering the chaos in your life.

Learning Outcomes:
- Understand why managing stress is so important and learn strategies to better alter and/or adapt to your stressors, helping you to more easily relax, recharge and enjoy life.
- Discover how to minimize interruptions and distractions, set and maintain healthy boundaries and limits with others, and overcome the stress-inducing habit of procrastination.
- Commit to clearly defined goals while prioritizing your TO DO list—focusing on the most important, highest value tasks—allowing for greater concentration, enhanced focus, and decreased stress.
- Enhance personal productivity with a de-cluttered and organized workspace, a well-managed email inbox, and a structured process to enhance efficiency.
Resilience: The Courage to Come Back (2 or 4 hours)

How do people deal with difficult events that change their lives? Whether it is the death of a loved one, loss of a job, serious illness, or another traumatic event, these are all examples of very challenging life experiences. Many people react to such circumstances with a flood of strong emotions and a sense of uncertainty. By understanding factors that influence resilience and adopting helpful strategies, you can positively alter how you move through hardships.

Learning Outcomes:
- Learn what resilience is, why some people are more resilient than others, and realize factors that influence the ability to adapt better or worse to difficult events.
- Discover key strategies for building resilience, realizing what works for one person might not work for another.
- Understand how focusing on past experiences and sources of personal strength can help you determine what strategies for building resilience might work best for you.
- Develop an action plan for adapting well to adversity or significant sources of stress—like relationship problems, serious health concerns or workplace and financial stressors.

Candid Dialogue: Clear, Concise & Constructive Feedback (90-120 min.)

According to the Gallup Organization, the number one leadership behavior that affects morale and productivity the most is “not enough feedback.” This program targets this very need. Discover an eight-step method for being able to share either a negative message or positive feedback with someone, in a way where you can “ENGAGE MORE, REACT LESS.” Whether they are performance-related or otherwise, these short and frequent conversations can truly not only enhance relationships, but demonstrate, that as a leader, you care—which, according to research, happens to be what employees truly want the most from a supervisor!

Learning Outcomes:
- Enhance communication by realizing the purpose and benefits of providing both forms of constructive feedback.
- Discover barriers that prevent sharing negative and/or positive feedback to others about their performance.
- Decrease defensiveness by realizing why negative emotional reactions occur and how to best prevent them.
- Enhance productivity and results by learning and applying the eight steps for engaging in candid dialogue—clearly, concisely and constructively.
- Transform relationships with direct reports and others by considering their preferences, demonstrating greater appreciation, understanding reward and recognition desires, and determining how to best engage them to maximize their talents.

Email Essentials: Effectively Crafting & Controlling Email (2 or 4 hours)

If you’re like most professionals, every day you face an overflowing inbox, mountains of files, frequent interruptions, and countless tasks and responsibilities. You may feel overwhelmed, stressed and exhausted even before you get out of bed in the morning to start another day. Email Essentials will provide strategies on how to enhance your skill in writing clear, concise and actionable email messages, increase your ability to be more focused and productive, and improve your effectiveness and efficiency in managing email overload.

Learning Outcomes:
- Enhance your communication and image by learning to craft clear, concise and actionable email messages using effective subject lines and specifically stating the action, purpose and necessary response time.
- Learn how to build instant understanding through the use of key words and an organized email structure.
- Realize how word choice, tone, and style, dramatically impact the perception of one’s message and also the response the sender receives.
- Understand email guidelines to help ensure your message is received as intended. This includes problem words and actions to avoid, greetings and closures, emoticons and abbreviations, Cc and Bcc, large attachments and e-trains, social niceties, and the use of “out-of-office assistant.”
- Discover eight strategies to increase productivity by better managing interruptions, using time-saving tips, and significantly reducing email processing time.
Train—the-Trainer (full-day)
The learning and development field continues to rapidly evolve, which makes training for trainers crucial. New methodologies. New discoveries about the way adults learn. Changing expectations from trainees—and from your organization. This interactive and highly engaging program provides practical platform skills, helping to enhance competency and confidence needed to be successful in this role. New trainers will gain a strong foundation in critical training skills and seasoned trainers will be introduced to new approaches for delivering powerful, results-focused training. This powerful workshop brings the latest trends and techniques, even offering a skills practice segment that reinforces the learning and provides necessary feedback to take your skill to the next level. You’ll build confidence and learn how to “wow” future participant groups—while immediately and almost effortlessly applying what you’ve learned.

Learning Outcomes:
- Write clear objectives and develop learning activities to further enhance engagement.
- Apply adult learning practices into your design and delivery to maximize transfer of knowledge.
- Stimulate thinking and ensure concepts are understood by asking the right type and style of questions.
- Effectively handle and overcome various types of difficult participants.
- Demonstrate greater professional presence, stronger delivery, and decreased nervousness.
- Transform your classes into high impact, learner-centered programs that accelerate learning, increase retention, and enhance productivity for your participants.

The Eggsact Moment of Truth (2-hour team-building program)
As a team, divided into small groups of four or five people each, you will be asked to design a safety device, using purchased materials from an auction, to save a raw egg from breaking when dropped from 9ft high. Additionally, teams need to create a short jingle to market and promote their product. The items in the auction may range from useful to bizarre, but the idea is to use creativity from the team to design the best device you can afford. Remember, the other team may try to outbid you for coveted items during the auction. Rally your team and make Humpty Dumpty proud!

Following the team building activity, teams will be asked to reflect upon the experience and share aloud their findings related to these components:
- Planning and executing
- Creativity
- Teamwork
- Communication
- Resource Management
- Decision-making

The Marshmallow Challenge (45-90-minute team-building program)
The Marshmallow Challenge is a remarkably fun and instructive design exercise that encourages teams to experience simple but profound lessons in collaboration, innovation and creativity. The Marshmallow Challenge is among the fastest and most powerful techniques for enhancing a team’s capacity to generate fresh ideas, build rapport and integrate prototyping—all of which lie at the heart of effective innovation. The lessons learned are universal.

The task is simple! Design and build the tallest free-standing structure out of only four items, one being a marshmallow. The highest tower among the teams is declared the winning team! If you need to kick-start an event, get a team into a creative frame of mind, or simply want to encourage your organization to think about what it takes to dramatically increase innovation, invest 45-90 minutes to experience The Marshmallow Challenge.