



2026 COURSE 2027 CATALOG

Consulting and
Training Services



Who We Are

Government Leadership Solutions (GLS), a division of Elevate USA Inc. helps organizations strengthen their people and performance. Together, we design and deliver leadership development, workforce development, professional development, and organizational effectiveness training for government agencies and public-sector organizations alike.

We have provided organizational and leadership development services to help governments strengthen culture, leadership effectiveness, employee engagement, and overall performance for over 15 years. Our work includes organizational culture assessments, employee surveys, focus groups, stakeholder interviews, leadership development, coaching, transformational culture, and facilitated strategic planning to identify strengths, uncover barriers, and create practical pathways for improvement. Using frameworks such as our proprietary culture assessments,

strategic planning, process, intentional culture, and change leadership. We co-create solutions with and for you. Helping governments is what we do best.

Our programs are grounded in practical skill-building, communication, leadership, compliance, project management, and workplace culture, and can be paired with validated behavioral assessments for deeper insight.

Whatever the challenge, from onboarding a new supervisor to navigating change across a large workforce, we bring the experience and credibility of a trusted training and consulting partner to existing and prospective clients, government agencies, and organizations at every level.

How We Partner

Every training program in this catalog may be delivered virtually or on-site, and combined into a multi-session learning series or a full leadership development program built around your goals.

Assessments may be paired with training to deepen the experience and any five colleagues who complete an assessment together can add a facilitated group debrief.

This catalog is a starting point, not a limit. You don't need to know exactly which course is right before reaching out – we'll help you find the right solution. We excel at co-creating solutions with you to help your team perform at their highest level.



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HR as an AI Change Leader: Guiding People Through Adoption
Beyond Prompting: Building Context Into Your AI

Training at a Glance

Leadership Development

Build confident, accountable leaders at every level.

Communication & Workplace Effectiveness

Strengthen everyday communication, listening, and conflict skills.

Presentation & Public Speaking

Build confidence and clarity in front of any audience.

Federal Government Training

Compliance-aligned training built for federal agencies.

HR & Compliance

Stay current on employment law and HR best practice.

Administrative & Professional Excellence

Build the skills administrative professionals rely on daily.

Time & Productivity

Manage priorities, deadlines, and workload with confidence.

Technology & Computer Skills

Build fluency across Microsoft Office and Google Workspace.

Change & Organizational Effectiveness

Lead teams confidently through transition and change.

Project Management

From foundations to Agile, Scrum, and AI-enabled delivery.

Business & Professional Writing

Write with clarity, precision, and professional polish.

Workplace Culture

Build a culture of respect, inclusion, and belonging.

Behavioral Assessments

Pair training with validated assessments for deeper insight.

Customized Solutions

Tailored workshops, series, and leadership programs built around your goals.

Artificial Intelligence

Practical AI skills for people-first leaders and HR teams.

01 Leadership Development

Develop confident, accountable leaders equipped to strengthen teams, navigate change, communicate effectively, and deliver results.

Accountable Leadership (1–2 days)

COURSE OVERVIEW

This course is designed to provide leaders with the practical knowledge, skills, and tools needed on a day-to-day basis to successfully manage responsibilities and challenges in their roles. It is based around the theories of Accountable Leadership and places a strong emphasis on building and applying the leadership, management, and communication skills necessary to be an effective leader.

LEARNING OBJECTIVES

- Ways to enhance existing accountability
 - Importance of accountability cycle
 - How managers can hold team members accountable
 - Methods to improve performance
 - How to determine appropriate leadership styles per situation
 - Communicating with others with respect
-

Coaching & Mentoring C-Level

COURSE OVERVIEW

Coach, Role Model, Counselor, Supporter, Guide...do these words ring a bell? Being a coach involves being a role model, sometimes a counselor or supporter, and always a guide. Coaching is based on a partnership that involves giving both support and challenging opportunities to employees. Mentorship is a related skill that is often a part of coaching. It's about being a guide, offering wisdom and advice when it is needed. Knowing how and when to coach (and when to use other tools, like mentoring) is an essential skill that can benefit both you and your organization.

LEARNING OBJECTIVES

- Define coaching, mentoring, and the GROW model
 - Understand how coaching can be used to develop your team
 - Develop coaching skills that help improve individual performance
 - Demonstrate the behaviors and practices of an effective coach
 - Recognize employees' strengths and give them the feedback they need to succeed
 - Identify employee problems and ways you can help to correct them
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Executive Presence & Personal Brand

COURSE OVERVIEW

Some people immediately command attention and respect when they walk into a room. Do you have that kind of presence? If not, is it something that you would like to develop? This training will help you do just that by building your credibility, improving your personal appearance, honing your networking skills, and enhancing your ability to communicate effectively.

LEARNING OBJECTIVES

- Identify the elements of a strong executive presence
 - Build trust and credibility with others
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- Communicate effectively using verbal and non-verbal techniques
- Create a strong, positive first impression and maintain that impression as you build a relationship with others
- Analyze and improve your personal brand

Building High-Functioning Teams

COURSE OVERVIEW

Building High Functioning Teams training will teach participants how to grow employees into highly driven individuals dedicated to getting results. Participants will learn how to foster cooperation within their teams with effective decision-making tools that will inspire and motivate their teams for success.

LEARNING OBJECTIVES

- Identify different types of teams
- Promote trust and rapport by exploring team player styles and how they impact group dynamics
- Recognize the key elements that move a team from involvement to empowerment and how to give these elements to a team
- Develop strategies for dealing with team conflict and common problems
- Understand how action planning and analysis tools can help a team perform better

Transitioning from Staff to Supervisor

COURSE OVERVIEW

Being promoted into a position of leadership is a challenging transition. You now have to juggle being the boss and maintaining positive relationships with your employees. Not only do you get a whole new set of responsibilities, but you also have many new skills to learn as well. This course will teach participants how to become a confident leader and manage a team to get desired results. Participants will learn new skills and techniques to ease their transition from day one. They will learn how to manage their new staff, ease conflict, delegate, problem solve, ease into managerial duties, and more.

LEARNING OBJECTIVES

- Learn to manage new responsibilities as a manager
- How to handle conflict
- How to manage your staff that used to be your colleagues
- Learn how to delegate responsibility
- Learn to motivate employees
- Learn to coach and give constructive feedback to employees

Brave Space in the Workplace: Trust Leadership

COURSE OVERVIEW

Built on the concepts of Harvard professor Amy Edmondson book *The Fearless Organization: Creating Psychological Safety in the Workplace for Learning, Innovation, and Growth* this training will provide evidence-based ways to create fairness and increase morale. Participants will be challenged to analyze their leadership style and identify and correct personal and professional integrity gaps in a safe, non-judgmental environment.

LEARNING OBJECTIVES

- Develop candor, vulnerability, and perspective taking to create psychological safety

- Build interpersonal trust
 - Gain clarity on trust development
 - Develop, enhance, and maintain trust in working relationships
 - Assure team cohesion
-

Leading Virtual & Remote Teams

COURSE OVERVIEW

This course provides leaders with practical strategies for successfully leading and managing virtual and remote teams. Learners will explore how to establish effective virtual teams, facilitate productive meetings, strengthen communication, and build trust and confidence across remote work environments. The course also addresses managing performance challenges, supporting accountability, and using proven tools and practices to keep virtual teams engaged, connected, and focused throughout projects.

LEARNING OBJECTIVES

- Know the keys to establishing a virtual team
 - Learn how to hold effective meetings and group sessions
 - Learn effective ways to communicate with team members
 - Use tools to build trust and confidence among employees
 - Know how to handle poor-performing employees
 - Know how to manage a virtual team during any project
-

Leading from the Middle

COURSE OVERVIEW

There are middle managers in every field. They implement the strategies of their superiors and ensure that business runs smoothly. They are responsible for motivating people and getting results. This course will show you how to effectively lead from the middle.

LEARNING OBJECTIVES

- Understand various management styles and how they affect middle management
 - Analyze various leadership styles
 - Utilize productive problem-solving techniques
 - Identify strategies for employee retention
 - Define and understand the five-step conflict resolution process
 - Apply the principles of effective communication
 - Apply tactics to build a successful team
 - Identify techniques to administer feedback
-

How to Manage a Hybrid Workforce

COURSE OVERVIEW

This course equips leaders with practical strategies for effectively managing hybrid teams composed of both remote and in-office employees. Participants will explore techniques for guiding performance, strengthening work relationships, communicating consistently, and ensuring all team members remain aligned and engaged. The course also addresses effective meetings, trust-building, fairness, and tools for keeping hybrid teams connected and productive throughout projects.

LEARNING OBJECTIVES

- Explain the key leadership challenges associated with managing a hybrid workforce
- Apply techniques for managing performance across remote and in-office employees
- Communicate effectively with team members working in different locations
- Maintain fairness and consistency when managing hybrid teams
- Conduct effective meetings and group sessions in a hybrid environment
- Build trust and confidence among remote and on-site employees
- Keep team members aligned on priorities, expectations, and project goals
- Strengthen collaboration and working relationships across locations
- Use practical tools and techniques to address common hybrid workplace challenges
- Manage hybrid teams more effectively throughout the life cycle of a project

Leading Through Mental Health Awareness

COURSE OVERVIEW

This course helps leaders understand the important role they play in supporting mental health and emotional wellness in the workplace. Participants will explore basic concepts of personal mental health, identify factors that can influence the well-being of employees and teams, and examine how leadership behaviors and workplace conditions can positively or negatively affect overall health. The course also emphasizes strategies for maintaining personal well-being and developing a thoughtful approach to leading a mentally healthy workforce.

LEARNING OBJECTIVES

- Recognize basic concepts related to personal mental health
- Explain why mental health awareness is important in the workplace
- Identify factors that may influence the mental health and well-being of team members
- Recognize how leadership behaviors can affect employee wellness
- Understand the connection between emotional wellness and overall health
- Apply strategies to support their own mental well-being
- Create a work environment that supports healthier employee experiences
- Communicate the importance of mental health and emotional wellness within the workplace
- Identify leadership practices that can positively influence team well-being
- Develop a strategic plan for leading and supporting a mentally healthy workforce

Supervisor Rights and Responsibilities

COURSE OVERVIEW

Being promoted into a position of leadership is a challenging transition. You now have to juggle being the boss and maintaining positive relationships with your employees. Not only do you get a whole new set of responsibilities, you have many new skills to learn as well. This course will orient you to your changing role as a supervisor and help you understand your rights and responsibilities as a supervisor, as well as the rights of your employees. You will be introduced to the HRSA core and leadership competencies, proficiency rating scales, merit system principles, and prohibited personnel practices and how they apply to you as a supervisor. In addition, you will understand the different types of leave, what approving and disapproving leave entails, and various work schedules. You will also receive an overview of different documentation requirements and categories to present alternatives to taking formal action against an employee and to become familiar with

available resources allowing you to more effectively carry out your Human Resources Management (HRM) duties and responsibilities.

LEARNING OBJECTIVES

- Define traits of highly successful people and how to apply to your professional life
- Develop your path to success and excel
- Be motivated to take increased responsibility and accountability for your success
- How to communicate to persuade and influence
- Using Emotional Intelligence to resolve conflict

Effective Mentorship *(1–3 days)*

COURSE OVERVIEW

This one- to three-day course develops the skills, behaviors, and mindset needed to build effective mentoring relationships for both mentors and mentees. Participants will explore how to align expectations, build rapport, communicate openly, strengthen collaboration, and support mentee ownership of the development process. The course also addresses equity and diverse factors within mentoring relationships and includes separate learning for mentors and mentees, followed by a facilitated joint session designed to build trust, clarify expectations, and strengthen the mentoring partnership.

LEARNING OBJECTIVES

- Explain the benefits and core elements of an effective mentoring relationship
- Identify behaviors that contribute to successful formal and informal mentorships
- Align expectations between mentors and mentees
- Build rapport, trust, and open communication within the mentoring relationship
- Apply collaboration, listening, and mentor-mentee communication techniques
- Understand the four mentoring stages from the mentor perspective
- Apply a mentee-first mindset that supports growth and development
- Understand the six stages of mentorship from the mentee perspective
- Take a more proactive role in preparing for, developing, and managing a mentoring relationship
- Recognize the importance of equity and diverse factors in mentoring
- Clarify roles, responsibilities, and expectations between mentors and mentees
- Strengthen confidence and connection through facilitated mentor-mentee discussion and engagement

Criticism and Discipline for Leaders

COURSE OVERVIEW

Proper management of performance problems is vital in the effort to help employers stave off the high cost of litigation. Indeed, employers are often subject to million- and even billion-dollar lawsuits based on decisions managers make every day about employee performance.

LEARNING OBJECTIVES

- Identify leadership styles and how they affect others
- Identify different challenging personalities
- Develop proactive strategies to handle challenging employees
- Develop a proactive approach to discipline and criticism of poor performers
- Determine ways to manage for optimum performance
- Understand how to give effective feedback

- Recognize poor performance and develop ways to deal with it effectively

Leading When Not in Charge

COURSE OVERVIEW

Some people are leaders because they are tasked to be leaders. But others don't have to be in a position of leadership to be a leader. Leadership is a learned technique. Participants will learn their purpose and their personal power. They will learn to motivate, persuade, inspire, and influence others to realize their potential. Participants will learn to make a difference no matter what position they hold by putting the skills of great leaders into practice.

LEARNING OBJECTIVES

- Understand the difference between management and leadership
- Identify leadership principles
- Determine effective leadership traits
- Learn to understand the benefits of goal setting
- Improve your personal power
- Learn how to live up to your potential
- Learn to influence people through involvement
- Learn how to manage stress

Managing Unacceptable Employee Behavior

COURSE OVERVIEW

This course provides managers and supervisors with practical strategies for recognizing, addressing, and correcting unacceptable employee behavior. Participants will learn how to identify early warning signs, distinguish behavioral concerns from performance issues, coach and discipline employees appropriately, and reduce the risk of conflict escalation. The course emphasizes treating each situation individually while applying fair, consistent, and legally appropriate management practices.

LEARNING OBJECTIVES

- Recognize warning signs of disruptive or unacceptable employee behavior
- Identify performance issues and negative attitudes that require supervisory attention
- Distinguish between behavioral concerns and performance-related problems
- Apply appropriate coaching techniques to address employee behavior
- Use disciplinary approaches that are fair, consistent, and legally appropriate
- Address difficult situations before they escalate into larger conflicts
- Apply conflict de-escalation techniques when managing challenging employees
- Evaluate each employee situation individually and determine an appropriate response
- Communicate expectations and corrective actions clearly and professionally
- Strengthen confidence in managing difficult employee behavior while minimizing organizational risk

Presence with a Purpose

COURSE OVERVIEW

Successful leaders can connect authentically, build confidence in others, and inspire and motivate people into action. Leaders with purpose stay focused and committed to leading through the myriads of everyday

organizational challenges. This workshop will help leaders become more confident, composed, and credible, able to connect authentically with the thought and feelings of their team to motivate and inspire them toward a desired outcome.

LEARNING OBJECTIVES

- Define purpose-driven leadership
- Recognize and demonstrate leadership presence
- Cultivate confidence in leadership roles
- Develop advanced communication skills
- Enhance team dynamics through accountability and motivation
- Understand and leverage generational differences
- Implement reflective practices for continuous improvement

Performance Management, Coaching and Discipline

COURSE OVERVIEW

This course equips managers and supervisors with practical tools to improve employee performance through clear expectations, effective coaching, appropriate discipline, recognition, motivation, and goal setting. Participants will examine how performance is measured, how feedback should be communicated, and how leaders can build stronger teams by reinforcing good performance and addressing concerns constructively. The course is designed for both new and experienced supervisors who want to strengthen their ability to manage performance consistently and effectively.

LEARNING OBJECTIVES

- Clarify performance expectations for employees
- Explain how employee performance should be measured and communicated
- Apply effective coaching techniques to improve performance
- Address performance concerns through appropriate disciplinary practices
- Recognize and reinforce strong employee performance
- Use rewards and recognition to support motivation and engagement
- Apply goal-setting techniques to improve individual and team performance
- Strengthen team building and workplace collaboration
- Use motivational strategies to encourage employee growth and accountability
- Apply performance management practices consistently across a range of supervisory situations

Team Building: Appreciating the Styles of the Team

COURSE OVERVIEW

The success of a team is only as good as the team itself, and it is highly dependent on how well the team operates. How are their problem-solving skills? Are they enthusiastic and motivated to do their best? Do they work well together? While there are many ways to create and foster a collaborative workplace, the most successful work environments typically have some important features in common. This training is a practical look at current collaborative team practices that take the Team Player Style of each member into consideration.

LEARNING OBJECTIVES

- Identify each team member's player style
- Utilize the Team Player Survey to better communicate with team members
- Analyze the benefits of collaborative teams

- Understand how team members can work together to set performance standards and goals
 - Develop skills in observing and giving feedback, listening, and asking questions, for improved performance
 - Create tangible accountability goals
 - Effectively work through team conflict to get the job done
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Perfecting Performance Reviews

COURSE OVERVIEW

This training session will give participants the tools needed to proactively prepare for performance reviews. Managers will learn how to set their employees up for success and employees will learn best practices to ensure there are no surprises when it's time for their performance review.

LEARNING OBJECTIVES

- Understand and apply the Shared Management Model to proactively approach managing performance
 - Develop techniques to adjust performance for successful outcomes
 - Incorporate emotional intelligence into day-to-day job performance
 - Prepare for a successful performance review
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Behavioral-Based Interview

COURSE OVERVIEW

This highly interactive course introduces participants to the principles and techniques of behavioral-based interviewing. Participants will learn how to develop effective behavioral questions, evaluate candidate responses against job-related competencies, and use structured interviewing techniques to support sound hiring decisions. Through practice and guided application, participants will strengthen their ability to identify the candidates whose past behaviors and demonstrated competencies best align with the requirements of the position.

LEARNING OBJECTIVES

- Explain the purpose and value of behavioral-based interviewing
 - Develop effective behavioral interview questions tied to job requirements
 - Use questioning techniques that encourage candidates to provide meaningful examples of past behavior
 - Conduct structured behavioral interviews with greater consistency
 - Evaluate candidate responses based on defined competencies
 - Identify evidence in candidate responses that supports effective hiring decisions
 - Practice behavioral interviewing techniques in realistic scenarios
 - Compare candidate responses against job-related expectations
 - Reduce reliance on subjective impressions during the interview process
 - Select candidates whose demonstrated competencies best align with the needs of the position
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Why Good Leaders Fail

COURSE OVERVIEW

Successfully leading and managing a workforce can be challenging. Why Good Leaders Fail will teach participants the difference between management and leadership. The biggest difference between managers and leaders is in the way they motivate the people who work for or follow them, and this sets the tone for most other aspects of what they do. Participants will learn skills and techniques to easily transition from being just a

manager to being a true leader. They will learn how to lead their staff, ease conflict, and avoid the mistakes poor leaders often make.

LEARNING OBJECTIVES

- Recognize the difference between leadership and management
- Learn your leadership style and how to use it most effectively
- Learn how to communicate to gain the best results
- Gain strategies to effectively lead through conflict
- Inspire your team to aim high and succeed

Team Building & Coaching

COURSE OVERVIEW

This course equips managers and leaders with practical team-building and coaching techniques designed to strengthen employee motivation, productivity, and engagement. Participants will explore how effective coaching goes beyond occasional recognition by creating ongoing opportunities for encouragement, development, and performance improvement. The course focuses on actionable strategies leaders can use to inspire employees, build stronger teams, and support a more positive and productive workplace.

LEARNING OBJECTIVES

- Explain the role of coaching in improving employee performance and engagement
- Recognize the limitations of relying solely on occasional praise or recognition
- Apply coaching techniques to motivate and inspire employees
- Strengthen communication between managers and team members
- Use positive reinforcement to encourage continued growth and performance
- Build stronger relationships within teams through consistent coaching
- Identify opportunities to support employee development
- Apply team-building strategies that improve collaboration and morale
- Use coaching approaches to help employees reach higher levels of performance
- Foster a workplace environment that supports productivity, motivation, and employee satisfaction

Creating a Positive Work Environment

COURSE OVERVIEW

In the modern workplace, a positive environment isn't a luxury; it's a necessity. A positive workplace not only boosts productivity but also enhances job satisfaction. In this course, attendees will delve deep into what constitutes a positive workplace and how to maintain one, irrespective of whether they are employees or leaders. The course also dives into the crux of building and sustaining effective workplace relationships, a cornerstone of any thriving organization.

LEARNING OBJECTIVES

- Define the key characteristics of a positive work environment
- Differentiate between the responsibilities of an employee and a leader in promoting a positive work environment
- Apply techniques to foster effective workplace relationships
- Demonstrate methods to manage conflict proactively
- Evaluate real-life situations to identify problems and propose solutions

Characteristics of Highly Successful People *(2 days)*

COURSE OVERVIEW

This course will teach participants the common characteristics of people who have achieved remarkable success. You will learn how to use these traits to identify your strengths to improve your performance. You will be motivated to be more enthusiastic and take responsibility in your professional development plan. Participants will learn what it takes to be more effective, more efficient, and how to achieve excellence.

LEARNING OBJECTIVES

- Define traits of highly successful people and how to apply to your professional life
- Develop your path to success and excel
- Be motivated to take increased responsibility and accountability for your success
- How to communicate to persuade and influence
- Using Emotional Intelligence to resolve conflict

Strategic Planning

COURSE OVERVIEW

This highly interactive course involves participants in developing a Strategic Plan.

LEARNING OBJECTIVES

- Identify strategic planning issues in order to develop a unique competitive advantage
- Learn key analytical and conceptual approaches to expand your understanding of the marketplace
- Align your organization with your strategic planning goals by integrating strategy, objectives, metrics and performance
- Identify evolving strategic patterns and generate ideas on how they can be applied to your organization
- Incorporate customer needs into your strategic planning
- Use a case study to examine the strategic planning process
- Recognize how the actions of customers, competitors and your own company determine the outcomes in your markets
- Determine the best approach to effectively implement your strategic planning
- Build comprehensive knowledge about the fundamental principles, concepts, and analytic techniques of strategic planning
- Enhance one's understanding of strategic planning as a logical, systematic, and information-based process at the national and subnational levels
- Grasp the key linkages between strategic planning and budgeting
- Develop skills to share with others and assist them in applying systematic and information-based strategic planning and budgeting principles, linkages, and techniques

Motivation and Engagement

COURSE OVERVIEW

When you think of engaging and motivating employees, many things come to mind: more money, a bigger office, a promotion, or a better quality of life. The truth is, no matter what we offer people, true motivation must come from within. In this course, participants will learn how to engage employees and become a great motivator using popular motivational and engagement models.

LEARNING OBJECTIVES

- Learn how attitude and actions can determine the level of engagement

- Motivation for individuals and teams
- Sustain an energetic level driving others forward
- Know your vision and share your vision
- Delegate responsibility but be accountable
- Establish trust and align others to reach a common goal
- Drive towards excellence in yourself and others

Memory Power

COURSE OVERVIEW

Memory is central to everything you will ever do. This course will give you the confidence to remember important information in any situation—work, home, and school. Being able to remember boosts your confidence and your productivity.

LEARNING OBJECTIVES

- Describe and differentiate systems of memory (e.g., short-term memory, procedural memory, etc.)
- Outline the principles that underlie effective encoding, storage, and construction of memories
- Understand how the brain works with your memory
- Describe strategies for memory improvement Techniques to help you remember information

Facilitating Effective Meetings

COURSE OVERVIEW

Meetings are a focal point of the modern workplace but if mismanaged can lead to lost time, conflict, and muddled decision making that inhibits forward progress. In this one-day program, participants will explore the facets of meeting planning and facilitation. Whether you are facilitating a virtual remote meeting or an in-person meeting, you will learn the tools to get everyone engaged, build consensus, come to a group agreement, and overcome conflict and disagreement. Using discussion and activities to plan appropriate facilitation sessions, you will learn principles of effective communication, investigate group management, and meet best practices.

LEARNING OBJECTIVES

- Review core components of effective facilitation
- How to prepare and plan an effective meeting
- Apply problem analysis and resolution techniques
- Demonstrate conflict management strategies
- Discuss strategies for building consensus
- Managing agreement in group communication

Leadership Training Workshop *(3 days)*

COURSE OVERVIEW

This three-day Leadership Training Workshop provides participants with a comprehensive development experience designed to strengthen self-awareness, leadership effectiveness, and confidence. Prior to the workshop, participants complete Wiley's Everything DiSC® assessment to build insight into their individual leadership and communication styles. Across three days, participants explore the Work of Leaders, strategies for addressing leadership challenges such as conflict, change, and difficult conversations, and approaches for

leading with greater confidence through mentorship, emotional wellness, and the creation of a positive work environment.

LEARNING OBJECTIVES

- Use insights from the Everything DiSC® assessment to better understand individual leadership and communication styles
- Apply principles from the Work of Leaders to strengthen leadership effectiveness
- Recognize personal leadership strengths and areas for continued development
- Apply practical strategies for resolving workplace conflict
- Manage change more effectively within teams and organizations
- Navigate difficult conversations with greater confidence and professionalism
- Use mentorship as a tool to support employee growth and development
- Recognize the importance of emotional wellness in effective leadership
- Apply strategies that foster a positive and supportive work environment
- Strengthen confidence when leading employees through complex workplace situations
- Adapt leadership approaches to meet the needs of different individuals and teams
- Develop a more intentional and well-rounded approach to leadership

Leading Effective Teams

COURSE OVERVIEW

Leading Effective Teams training will teach participants how to grow employees into highly driven individuals dedicated to getting results. Participants will learn how to foster cooperation within their teams with effective decision-making tools that will inspire and motivate their teams for success.

LEARNING OBJECTIVES

- Identify different types of teams
- Promote trust and rapport by exploring team player styles and how they impact group dynamics
- Recognize the key elements that move a team from involvement to empowerment and how to give these elements to a team
- Develop strategies for dealing with team conflict and common problems
- Understand how action planning and analysis tools can help a team perform better

Leadership Development Series — Communicate & Motivate *(1–5 days, à la carte)*

A modular deep-dive into coaching, communication, problem-solving, and motivating staff and challenging personalities.

How To Motivate Staff

COURSE OVERVIEW

It's no secret that employees who feel they are valued and recognized for the work they do are more motivated, responsible, and productive. This one-day workshop will help leaders create a more dynamic, loyal, and energized workplace. It is designed specifically to help busy leaders understand what employees want, and to give them a starting point for creating champions.

LEARNING OBJECTIVES

- Understand the role motivation plays in driving employee performance
- Identify intrinsic and extrinsic factors that affect employee motivation
- Explore leadership characteristics to engage staff
- Identify techniques to find out what matters to staff
- Develop key strategies to motivate staff

Communicating with Challenging Personalities

COURSE OVERVIEW

We've all had to work with a co-worker, client, or vendor, who we find to be difficult. Rather than letting it get under your skin, the tips in this course will help you overcome your frustration and remain under control. Cool as a cucumber! This course will provide supervisors with techniques and communication skills guaranteed to help with different and difficult personalities by diffusing potentially explosive situations in a positive way.

LEARNING OBJECTIVES

- Identify your leadership style and how it influences your approach when dealing with challenging personalities
- Identify different challenging personalities
- Learn how to pinpoint and deal with the most difficult types of personality types
- Develop and apply coping strategies to effectively communicate with challenging personalities
- Assist employees through difficult personal situations that influence attendance, performance, and work/life balance
- Develop effective techniques and coping strategies for dealing with difficult behaviors, conflicts, and misunderstandings during work meeting and in a hybrid environment
- Utilize best practices to manage your emotions under pressure
- Apply effective communication strategies to real-world scenarios to from conflict to resolution

Problem Solving

COURSE OVERVIEW

The purpose of this course is to provide participants with the knowledge and skills necessary to facilitate an effective problem analysis that leads to good decisions in their working scenarios. Participants will come to understand their own mind, brainstorm effective solutions, and work with several instructor-led exercises that build upon each other to learn how to identify causes and to recognize the difference between actions and conditions.

LEARNING OBJECTIVES

- Explain how biases affect our capability to make decisions
- Seek out knowledge and facts to dissolve assumptions and lead to better options Use a variety of techniques to generate creative ideas and solutions
- Ask applicable questions that lead to good decisions
- Generate more ideas
- Factor the unknown and uncertainties into decision making
- Assess risks in any situation Make well-informed decisions

Coaching Skills

COURSE OVERVIEW

Coach, Role Model, Counselor, Supporter, Guide...do these words ring a bell? Being a coach involves being a role model, sometimes a counselor or supporter, and always a guide. Coaching is based on a partnership that involves giving both support and challenging opportunities to employees. Knowing how and when to coach is an essential skill that can benefit both you and your organization.

LEARNING OBJECTIVES

- Understand how coaching can be used to develop your team
- Develop coaching skills that help improve individual performance
- Demonstrate the behaviors and practices of an effective coach
- Recognize employees' strengths and give them the feedback they need to succeed
- Identify employee problems and ways you can help to correct them

Communicating Effectively

COURSE OVERVIEW

This training session will give participants the tools needed to handle any situation in a calm and professional manner. Participants will learn how to handle difficult people, focus on active listening skills, and practice assertive communication.

LEARNING OBJECTIVES

- Learn how to communicate to gain the best results
 - Learn how to be tactful and diplomatic when faced with a difficult situation
 - Learn the techniques for managing your emotions without blowing your top
-

Effective Delegation, Coaching & Counseling

COURSE OVERVIEW

The purpose of this block of instruction is to teach participants how to encourage employees to improve their performance and maintain appropriate conduct. Participants will learn strategies on how to promote successful performance and provide appropriate feedback. In addition, participants will understand how to deal with misconduct issues and what corrective actions they can take.

LEARNING OBJECTIVES

- Recognize the importance of feedback
 - Communicate performance feedback
 - Give positive feedback and reinforcement
 - Identify the steps involved in coaching and counseling employees
 - Discuss Motivation vs. Recognition
-

Introduction to Growth Mindset

COURSE OVERVIEW

This training focuses on research that shows the view you adopt for yourself profoundly affects the way you live your life. With the right mindset, leaders can motivate colleagues and help them to accept more challenges. You will explore the concept of Fixed vs. Growth Mindsets.

LEARNING OBJECTIVES

- Recognize what people think about intelligence and why people are different
 - Define and understand fixed and growth mindsets and their effect on learning
 - Take a look inside the mindsets and how we can change our mindset through the choices we make
 - Develop strategies that enhance learning and accomplishment
 - Improve IQ and uncover new knowledge about what changes intelligence
 - Develop a plan for self-control and creating change personally and in the workplace
 - Maximize your time at work based on focused and knowledgeable planning
-

Leadership Skills for Professionals

COURSE OVERVIEW

The most important skill for you as a professional involves taking responsibility for your outcomes, setting direction for your lives, and having tools to manage priorities—self-directed leadership! Self-directed leadership requires a commitment from individuals to decide what they want from life and what they need to do to get the results they want. This one-day training will help participants internalize the four pillars of self-directed leadership and to make meaningful, empowered choices while taking action to get where they want to go.

LEARNING OBJECTIVES

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

Successful Negotiations

COURSE OVERVIEW

This course is designed to introduce the fundamentals of negotiation. It focuses on practical skills and strategies that can be applied in everyday work scenarios as well as in potential management roles. Participants will engage in interactive activities, role-plays, and discussions to build their negotiation skills in a practical, hands-on environment.

LEARNING OBJECTIVES

- Recall basic negotiation concepts and terminology
- Explain the importance of negotiation in everyday situations
- Demonstrate negotiation strategies in role-play scenarios in everyday work settings
- Identify different negotiation styles and their appropriate use in various situations
- Critique negotiation strategies and approaches based on real-life case studies
- Develop a personal negotiation strategy for your role

Tactical to Strategic Thinking

COURSE OVERVIEW

Strategic thinking skills are any skills that enable you to use critical thinking to solve complex problems and plan for the future. These skills are essential to accomplish business objectives, overcome obstacles, and address challenges—particularly if they're projected to take weeks, months, or even years to achieve.

LEARNING OBJECTIVES

- Identify the difference between tactical thinking and strategic thinking
- Understand the components of strategic thinking
- Apply best practices to develop analytical skills
- Define active listening and its key components
- Create a listening mindset using framing, positive intent, and focus
- Build relationships to create an authentic communication experience
- Develop skills in asking questions that give you useful information
- Apply communication skills play in building and maintaining a harmonious workplace
- How to apply problem-solving steps and tools
- How to analyze information to clearly describe problems

Breaking Through the Brick and Mortar

COURSE OVERVIEW

This course guides participants through the process of expanding a traditional business into the e-commerce environment to support increased revenue opportunities. Participants will explore strategies for establishing a strong online presence, improving the customer experience, and adapting to the evolving digital marketplace. The course emphasizes practical approaches for building an effective e-commerce strategy that aligns online activities with broader business and revenue goals.

LEARNING OBJECTIVES

- Explain the role of e-commerce in expanding business and revenue opportunities
- Identify key considerations when shifting business activities into the virtual marketplace
- Develop strategies for establishing a strong and effective online presence
- Recognize techniques for improving the online customer experience
- Align e-commerce activities with broader business and revenue objectives
- Identify opportunities to strengthen digital engagement with customers
- Evaluate factors that influence success in an evolving e-commerce environment
- Apply practical strategies to support online growth and revenue generation
- Adapt business approaches to changing digital marketplace conditions
- Build a more intentional and customer-focused e-commerce strategy

Developing Your Employees

COURSE OVERVIEW

Employee development requires producing an effective, well-incentivized team. Leaders need the ability to inspire high-quality work, build an environment of trust and mutual respect, identify areas for improvement, and develop critical skills. Employee development can take on many dimensions, but central to every approach is the concept of employee ownership and development plans for continued improvement.

LEARNING OBJECTIVES

- Understand foundation building
- Define and understand coaching vs. mentoring
- Learn the essential skills for developing others
- Understand how to analyze your team
- Learn how to create guiding principles
- Align your expectations
- Challenge your teams' learning styles
- Inspire commitment in others

Courageous Leadership *(3 days)*

COURSE OVERVIEW

This 3-day Leadership Development Program, designed for U.S. Probation and Pretrial Services, targets foundational aspects of leadership, namely team communication, change management, and organizational growth. Participants will enhance their communication skills and navigate change effectively. The curriculum leans into practical application, allowing attendees to practice newly acquired skills in real-life scenarios. It will provide participants with a 360-degree view of leadership, equipping them for future challenges.

LEARNING OBJECTIVES

- Identify and adapt to diverse communication styles, effectively employ active listening techniques, and provide actionable feedback

- Recognize the value of diverse generational perspectives, identify challenges in multi-generational communication, and propose strategies to bridge these gaps
- Distinguish leadership traits, appreciate the role of mentorship, and actively engage in mentor-mentee role-plays
- Grasp the significance of performance reviews, understand the importance of continuous training for talent retention, and suggest improvements for talent development strategies
- Comprehend the stages and significance of change management, design stakeholder engagement plans, and evaluate change management strategies
- Identify the components of EI, engage in conversations on race and biases, champion inclusivity strategies, and reflect on personal growth in these areas

Ethical Leadership

COURSE OVERVIEW

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 will also look at some tools that you can use when you are faced with an ethical decision. And we will look at some techniques you can use so you do not get stuck in an ethical quandary. Best of all, we will look at a lot of case studies so that you can practice making decisions in a safe environment.

LEARNING OBJECTIVES

- Understand the difference between ethics and morals
- Understand the value of ethics
- Identify some of your values and moral principles
- 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

Developing Facilitation Skills *(2 days)*

COURSE OVERVIEW

This course is for the employee who facilitates meetings, team projects or in the classroom. This two-day course is designed to give facilitators the tools needed to initiate and manage meetings. Participants will utilize case studies, gamification, brainstorming, interactive role play, and templates to practice these skills in a safe environment. They will learn how to plan for productive meetings using meeting management techniques that will engage attendees and leave a positive and lasting impression. Attendees will learn how to use meeting templates to reduce waste and make meetings more efficient, as well as intervention strategies to keep meeting participants focused. Meeting facilitators will learn how to successfully deal with members of the group who tend to dominate the proceedings while maintaining an open atmosphere.

LEARNING OBJECTIVES

- Define the terms “presenting” and “facilitating”
- Explain the key differences between presenting and facilitating
- Implement strategies to manage varied audience behaviors, including addressing difficult attendees, responding to unexpected questions, and managing unanticipated distractions

- Employ both traditional and non-traditional methods to actively engage an audience, including during Q&A sessions
- Describe the significance of pauses and silences in facilitation and the reasons not to perceive them as voids to be filled
- Identify instances of one's own unconscious biases during facilitation exercises
- Apply strategies to counteract unconscious biases in facilitation settings
- Tailor facilitation techniques to diverse settings, including virtual meetings, panel discussions, group sessions, executive meetings, and more
- List the key components of effective body language during facilitation
- Evaluate feedback given during facilitation exercises, discerning between constructive criticism and personal opinion
- Construct a personal development plan based on the feedback received, ensuring that personal feelings are separated from professional growth objectives

Courageous Decision Making

COURSE OVERVIEW

Decision making is the process of making choices by identifying a decision, gathering information, and assessing alternative resolutions. Using a step-by-step decision-making process can help you make more deliberate, thoughtful, and courageous decisions by organizing relevant information and defining alternatives. This approach increases the chances that you will choose the most satisfying alternative possible.

LEARNING OBJECTIVES

- Explain how biases affect our capability to creatively and critically make decisions
- Seek out knowledge and facts to dissolve assumptions and lead to better options
- Ask applicable questions that lead to good decisions
- Factor the unknown and uncertainties into decision-making
- Assess risks in any situation
- Make well-informed decisions

Train the Trainer I–III (1–3 days)

COURSE OVERVIEW

This five-day course will give you the skills that you need so that participants not only learn, but also enjoy the process, retain information shared, and use their new skills in the workplace.

LEARNING OBJECTIVES

- Recognize the importance of considering participants and their training needs, including diverse learning preferences and adult learning principles
- Develop an effective training style, using appropriate training aids and techniques
- Conduct a group training session incorporating these concepts

Coaching Skills for Managers and Supervisors

COURSE OVERVIEW

Coach, Role Model, Counselor, Supporter, Guide...do these words ring a bell? Being a coach involves being a role model, sometimes a counselor or supporter, and always a guide. Coaching is based on a partnership that

involves giving both support and challenging opportunities to employees. Knowing how and when to coach is an essential skill that can benefit both you and your organization.

LEARNING OBJECTIVES

- Understand how coaching can be used to develop your team
- Develop coaching skills that help improve individual performance
- Demonstrate the behaviors and practices of an effective coach
- Recognize employees' strengths and give them the feedback they need to succeed
- Identify employee problems and ways you can help to correct them

Emerging Leaders Series *(2 parts)*

Help new supervisors and team leads understand their role and build self-directed leadership.

Self-Directed Leadership

COURSE OVERVIEW

Self-directed leadership involves taking responsibility for our outcomes, setting direction for our lives, and having tools to manage priorities. Self-directed leadership requires a commitment from individuals to decide what they want from life and what they need to do to get the results they want. This one-day workshop will help participants internalize the four pillars of self-directed leadership and to make meaningful, empowered choices while taking action to get where they want to go.

LEARNING OBJECTIVES

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

Managing Unacceptable Employee Behavior

COURSE OVERVIEW

This course provides managers and supervisors with practical strategies for recognizing, addressing, and correcting unacceptable employee behavior. Participants will learn how to identify early warning signs, distinguish behavioral concerns from performance issues, coach and discipline employees appropriately, and reduce the risk of conflict escalation. The course emphasizes treating each situation individually while applying fair, consistent, and legally appropriate management practices.

LEARNING OBJECTIVES

- By the end of this course, participants will be able to:
- Recognize warning signs of disruptive or unacceptable employee behavior
- Identify performance issues and negative attitudes that require supervisory attention
- Distinguish between behavioral concerns and performance-related problems
- Apply appropriate coaching techniques to address employee behavior
- Use disciplinary approaches that are fair, consistent, and legally appropriate
- Address difficult situations before they escalate into larger conflicts
- Apply conflict de-escalation techniques when managing challenging employees
- Evaluate each employee situation individually and determine an appropriate response
- Communicate expectations and corrective actions clearly and professionally
- Strengthen confidence in managing difficult employee behavior while minimizing organizational risk

Emotional Intelligence & Self-Awareness for Leaders

COURSE OVERVIEW

What are people feeling? What are they thinking? Knowing a person's motivation is a key path to working successfully. A high EQ (Emotional Quotient) is a signifier of the ability to read the emotions in others and counsel them in ways that can help them achieve their goals. Emotional Intelligence training is a key factor in boosting one's EQ. The workforce of today boasts a diverse community and leadership structure. Building trust between Senior Leaders and their staff is an essential step in creating an intimate working relationship based on mutual understanding and shared goals.

LEARNING OBJECTIVES

- Discuss the background of Emotional Intelligence (EI)
- Define EI
- Identify the five (5) competencies of EI
- Assess personal emotional reactions and responses to various situations
- Increase ability to effectively use the power of emotions

CHANGE & ORGANIZATIONAL EFFECTIVENESS

Leading Through Transition and Change

COURSE OVERVIEW

Managers traditionally have had the task of contributing to the effectiveness of their organization, while maintaining high morale. Today, these roles often have to be balanced off with the reality of implementing changes imposed by senior management. Managers who have an understanding of the dynamics of change are better equipped to analyze the factors at play in their own particular circumstances, and to adopt practical strategies to deal with resistance.

LEARNING OBJECTIVES

- Accept there are no normal or abnormal ways of reacting to change, but that we must start from where we are
- See change not as something to be feared and resisted but as an essential element of the world to be accepted
- Understand that adapting to change is not technical but attitudinal. Change is not an intellectual issue but one that strikes at who you are
- Recognize that before we can embrace the way things will be, we must go through a process of grieving, and of letting go of the "way things used to be"
- See change as an opportunity for self-motivation and innovation
- Identify strategies for helping change be accepted and implemented in the workplace

21st Century Open Office Environment

COURSE OVERVIEW

Business etiquette and protocol refer to the requirements and expectations of social and business behavior, practices, and conduct that are prescribed by social convention, and a code of ethical behavior among professionals. It is simply the consistent use of good manners. Business etiquette and protocol training is a key part of effective use of soft skills & effective communication. This course will examine the basics of being considerate of others. It will cover dress/appearance, the workplace versus social situations, business meetings, use of social media platforms, proper introductions, communication skills/small talk, different personalities, cultural differences affecting domestic and international business opportunities, dealing with interruptions, and proper business email, and social media/smartphone etiquette.

LEARNING OBJECTIVES

- Define the difference between business protocol and etiquette
 - Implement the proper use of business protocol and etiquette
 - Analyze the current trends in business attire, both in the office and working from home
 - Apply best practices for workplace social media
-

Organizational Change

COURSE OVERVIEW

Change is constant in many of our lives. All around us, technologies, processes, people, ideas, and methods often change, affecting the way we perform daily tasks and live our lives. This training course will give any leader tools to implement changes more smoothly and to have those changes better accepted. Participants will gain an understanding of how change is implemented and some tools for managing their reactions to change.

LEARNING OBJECTIVES

- Develop a change management plan, taking into consideration both the business and people dimension of change
 - Assign roles in a change process for clarifying responsibilities and achieving required outcomes
 - Understand that adapting to change is not technical but attitudinal. Change is not an intellectual issue but one that strikes at who you are
 - Recognize that before we can embrace the way things will be, we must go through a process of grieving, and of letting go of the “way things used to be”
 - Address obstacles to achieving required change outcomes by drawing on Kotter’s Eight
 - Step Change Model
 - Identify strategies for helping change be accepted and implemented in the workplace
-

Creativity & Innovation Improv.

COURSE OVERVIEW

Learn how to use creativity to move forward. Stop talking about innovation and start adding value today—in your job and agency. You will learn to look at things through the eyes of an innovator! This seminar teaches you how to discover and create something new and different to tackle the challenges coming your way.

LEARNING OBJECTIVES

- Understand innovation and why it’s needed
 - Determine your thinking style
 - Analyze the barriers to innovative thinking and learn techniques to overcome them
 - Understand how your approach to thinking can influence your ability to generate innovative ideas
 - Master the seven essential I-Skills
 - Unleash the “mindset, skillset, and toolset” of the innovator
 - Develop your own personal innovation strategy
-

Change Anything

COURSE OVERVIEW

Managers traditionally have had the task of contributing to the effectiveness of their organization, while maintaining high morale. Today, these roles often have to be balanced off with the reality of implementing changes imposed by senior management. Managers who have an understanding of the dynamics of change are better equipped to analyze the factors at play in their own particular circumstances, and to adopt practical strategies to deal with resistance.

LEARNING OBJECTIVES

- Accept there are no normal or abnormal ways of reacting to change, but that we must start from where we are
 - See change not as something to be feared and resisted but as an essential element of the world to be accepted
 - Understand that adapting to change is not technical but attitudinal. Change is not an intellectual issue but one that strikes at who you are
 - Recognize that before we can embrace the way things will be, we must go used
 - See change as an opportunity for self-motivation and innovation
 - Identify strategies for helping change be accepted and implemented in the workplace
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Innovation — Everybody's Business

COURSE OVERVIEW

Learn how to use creativity to move forward. Stop talking about innovation and start adding value today—in your job and agency. You will learn to look at things through the eyes of an innovator! This seminar teaches you how to discover and create something new and different to tackle the challenges coming your way

LEARNING OBJECTIVES

- Define innovation and explain its importance in the workplace
 - Identify personal thinking styles and how they impact innovation
 - Recognize and overcome barriers to innovative thinking
 - Apply the Six “I” Skills to generate and implement new ideas
 - Use innovation strategies to solve workplace challenges effectively
-

Change Leadership

COURSE OVERVIEW

According to the Harvard Business Review, 70% of change initiatives fail due to a lack of effective leadership. This workshop focuses on enhancing change intelligence (CQ). Participants will engage in exercises and discussions to identify strengths and roadblocks, improving their change agility. Leaders will learn to inspire the Heart, engage the Head, and mobilize the Hands to drive collective movement towards positive outcomes, acquiring practical strategies and tools to lead change effectively.

LEARNING OBJECTIVES

- Enhance understanding of change, and uncertainty, and how this impacts the team's positivity, productivity, and performance as leaders
 - Cultivate leadership and communication skills most crucial to individual influence and effectiveness
 - Leverage change leadership strengths and identify potential roadblocks using the Change Leadership Compass™ to effectively lead change
-

Developing Your Team Through Coaching

COURSE OVERVIEW

Effective coaching is an essential skill all leaders need to embrace and strengthen. Coaching helps employees to develop skills, improve confidence, and uplevel thinking. It can motivate employees to perform at their highest level by helping them discover their strengths, align to goals that matter to them, create possibilities for future success, and encourage small action steps.

This workshop will help leaders understand the difference between managing and coaching and the benefits that coaching provides to the individual, team and company. Leaders will learn how to identify and leverage

coaching moments and practice a powerful coaching dialogue process. By using appreciative questioning, leaders will increase motivation for positive and lasting change in performance and behavior.

LEARNING OBJECTIVES

- Understand the difference between managing and coaching
- Learn the benefits of using coaching as a development tool
- Understand the attributes of a successful coach and assess your strengths and opportunities
- Identify ways to build a strong coaching relationship with your employee
- Learn how to recognize coaching moments and engage in a powerful coaching dialogue

Sharpening Your Leadership Coaching Skills

COURSE OVERVIEW

The skill of effectively coaching employees is essential to a leader's ability to help people develop to their fullest potential and motivate them to contribute at their highest level. Great coaches cultivate mindfulness and understand the importance of meeting the individual where they are when in a coaching relationship. This means being aware of individual nuances including personality styles, personal perspectives, intentions and career/personal goals and expectations.

This practical, interactive workshop is designed to give leaders hands-on experience using coaching techniques in their work. Leaders will learn and practice how to get into the coaching mindset and will be introduced to a toolkit of techniques for building a strong coaching relationship and engaging in effective dialogue. Leaders will understand the foundation of effective coaching and why they matter, as well as learn to master coaching conversations using a five-step coaching model.

LEARNING OBJECTIVES

- Understand what it means to be an impactful coach
- Identify three key foundations of effective coaching
- Explore personal perspectives around coaching
- Learn how to build a strong coaching relationship
- Practice and apply several coaching dialogue tools
- Learn how to master the coaching conversation
- Build your Coach Action Plan

Managing Performance Discussions

COURSE OVERVIEW

Great leaders recognize that One-On-One's are a foundational component of employee well being and experience. These meetings are foundational to building trust and creating psychological safety on a team. Purposeful and empowering One-On-One's help to drive efficiency, productivity, and improve employee motivation and engagement levels. They also create an opportunity for managers to get valuable feedback on their own performance.

This workshop will help leaders understand the purpose of a One-On-One, how to prepare using a set of best practices, and introduce an agenda and conversational framework that empowers employees to focus on their own personal and professional development goals and provide their manager with integral feedback.

Leaders will also evaluate the effectiveness of their current One-On-One meetings and look for opportunities to adapt their approach and agenda moving forward. As a result of this workshop, leaders will embrace the One-On-One meeting as one of the most important tools they have to drive performance, retention and engagement.

LEARNING OBJECTIVES

- Understand the purpose of One-On-One conversations between a manager and employee
 - Learn best practices for preparing for the One-On-One meeting
 - Identify positive outcomes of empowering One-On-One meeting
 - Review focus areas for having effective One-On-One conversations
 - Practice using a One-On-One conversational framework
 - Evaluate your own One-On-One meetings and where to adjust and adapt your agenda
-

Leading with Emotional Intelligence

COURSE OVERVIEW

When you think of an outstanding leader, what comes to mind? Someone who always keeps their cool and never lets their temper get out of control? Or maybe it's someone you trust implicitly? Someone who listens, values your input and understands when to push you, coach you, and when to lift you up.

These are the attributes of someone with a high degree of emotional intelligence (EQ). Research shows a strong correlation between success in life and at work and a well-developed emotional intelligence muscle. EQ is widely recognized as a key factor in professional—as well as personal—success.

This training workshop will help you to identify the key domains that impact emotional intelligence and to practice activities that build emotional competencies, as well as help you to adapt your responses and reactions for better outcomes.

LEARNING OBJECTIVES

- Build a clear understanding of the Emotional Intelligence Model
 - Help you to understand your responses and how your mindset and emotions have an impact
 - Help you consider opportunities and situations where you want to lead with a new approach
 - Have you practice using tools and strategies to adjust your emotional mindset in the moment
-

Leadership - Soup to Nuts

COURSE OVERVIEW

Leadership – Soup to Nuts provides a practical foundation for understanding what effective leadership looks like and how it differs from management. Participants will explore key leadership theories and philosophies, examine the values that shape their approach, and reflect on the kind of leader they want to become. The workshop culminates in the development of a personal leadership mission statement to guide future growth and decision-making.

LEARNING OBJECTIVES

- Understand the difference between leadership and management
 - Apply leadership theories and philosophies
 - Evaluate values and develop your own leadership mission statement
-

Servant Leadership

COURSE OVERVIEW

Understanding the foundational elements of Servant Leadership and similar models, designing your leadership style and culminating in your leadership proclamation.

LEARNING OBJECTIVES

- Understand the foundational principles of Servant Leadership
 - Explore Servant Leadership and related leadership models
-

- Identify the values and behaviors that shape your leadership style
 - Design a leadership approach aligned with your strengths and values
 - Develop a personal leadership proclamation
-

Strategic Leadership: Building High-Performing Teams Workshop

COURSE OVERVIEW

This executive team training is designed to equip executive leaders with practical strategies for building high-performing teams through strategic talent management in a condensed and engaging 2-hour workshop. All participants will be invited to experience the workshop through two lenses: first as an engaged participant and second, how they can take this information, activities, and strategies back to their teams for continued learning, growth, and development.

LEARNING OBJECTIVES

- Participants will be able to define the characteristics of high-performing teams and understand their significance in achieving organizational goals
 - Participants will gain insights into the importance of hiring the right staff at the right time and key elements of effective recruitment and selection
 - Participants will gain insights into the importance of hiring the right staff at the right time and key elements of effective recruitment and selection
 - Leaders will develop strategies for effective communication to align high performers with organizational objectives, fostering a culture of open and constructive dialogue
 - The workshop will contribute to the development of leaders' decision-making skills in talent acquisition, team alignment, and development
 - Leaders will learn techniques for gaining buy-in from underperforming individuals and identifying potential within them
 - Leaders will gain competencies in engaging both high-performing and underperforming individuals, fostering a positive work environment
 - Participants will gain confidence in making strategic decisions related to talent management, including hiring, promoting, and developing staff
 - Leaders will leave the workshop with actionable insights and strategies that can be immediately implemented in their leadership roles
-

Leadership Development Program

Hiring Great Talent

COURSE OVERVIEW

Hiring Great Talent helps managers take a thoughtful, proactive approach to identifying, selecting, and supporting the right people for their teams. Participants will explore how to assess cultural fit, ask effective skill-based and behavioral interview questions, and use interview data to make stronger hiring decisions. The workshop also emphasizes the manager's role after the hire, including onboarding, coaching, feedback, and creating an environment where new employees can thrive.

LEARNING OBJECTIVES

- Identify great talent and generate excitement about working for your company
 - Use interview preparation techniques and develop interviewing questions that solicit valuable information from the candidate
 - Practice using effective behavioral interviewing techniques
 - Interpret and evaluate responses to determine if the candidate is a good fit
 - Describe how to ask important legal interviewing questions
 - Review best practices for supporting and retaining your new employee
-

Setting & Aligning Goals With Strategy

COURSE OVERVIEW

Setting and Aligning Goals with Strategy helps managers translate organizational priorities into clear expectations and meaningful performance goals. Participants will learn how to collaborate with employees to set SMART goals, connect individual objectives to broader strategy, and create greater ownership and accountability. The workshop also emphasizes consistent follow-up and progress conversations to keep goals on track and support employee success.

LEARNING OBJECTIVES

- Understand the importance of setting goals that align with the company's strategy
- Review the characteristics of effective and collaborative goal setting
- Identify obstacles that hinder the accomplishment of goals and how to overcome them
- Practice effective goal-setting techniques
- Learn strategies to prioritize mission-critical tasks for your team
- Discuss how to keep goals on track and celebrate accomplishments

Providing Expectations & Feedback

COURSE OVERVIEW

Providing Clear Expectations and Effective Feedback helps leaders communicate performance standards with greater clarity and confidence while using feedback as a tool for growth and accountability. Participants will learn how to define what success looks like, give fact-based feedback, and connect employee behavior and performance to its impact on the team and organization. The workshop also introduces a practical four-step feedback model designed to strengthen trust, encourage ownership, and support collaborative solutions.

LEARNING OBJECTIVES

- Gain confidence in using expectation setting and feedback as an accountability, development, and growth mindset tool
- Learn to give fact-based, objective examples when discussing feedback
- Understand how to discuss the impact of behaviors/performance and build collaborative solutions
- Practice a four-step model for providing feedback that is clear and valuable
- Learn strategies for providing future-focused feedback and influencing positive change

Developing Others Through Coaching

COURSE OVERVIEW

Developing Others Through Coaching helps leaders strengthen the coaching skills needed to support employee growth, confidence, and performance. Participants will explore the difference between managing and coaching, identify meaningful coaching moments, and practice a structured coaching dialogue using appreciative questioning. The workshop also introduces peer-to-peer coaching circles, common coaching pitfalls, and practical tools leaders can use to encourage lasting behavior change and demonstrate a strong commitment to employee development.

LEARNING OBJECTIVES

- Understand the difference between managing and coaching
- Learn the benefits of using coaching as a development tool
- Understand the attributes of a successful coach and assess your strengths and areas for improvement
- Identify ways to build a strong coaching relationship with your employee
- Learn how to recognize coaching moments and engage in a powerful coaching dialogue
- Practice strategies for leading peer-to-peer coaching circles

Leading Empowering One-on-One Meetings

COURSE OVERVIEW

Leading Empowering One-on-One Meetings helps leaders use regular one-on-one conversations as a powerful tool to strengthen trust, psychological safety, performance, and engagement. Participants will learn how to prepare for purposeful meetings, use an effective agenda and conversational framework, and create space for employees to discuss development goals and provide meaningful feedback. Leaders will also evaluate their current approach and identify ways to make one-on-one meetings more productive, empowering, and impactful.

LEARNING OBJECTIVES

- Understand the purpose of One-On-One conversations between a manager and employee
- Learn best practices for preparing for the One-On-One meeting
- Identify positive outcomes of empowering One-On-One meeting
- Review focus areas for having effective One-On-One conversations
- Practice using a One-On-One conversational framework
- Evaluate your own One-On-One meetings and where to adjust and adapt your agenda

Managing Performance Discussions

COURSE OVERVIEW

Managing Performance Discussions helps managers address employee performance and behavior through clear, objective, and ongoing communication. Participants will learn how to provide effective feedback, reinforce positive performance, coach for improvement, and conduct productive performance review discussions. The workshop also introduces a progressive performance improvement process, including the use of documentation to strengthen accountability and help employees get performance back on track.

LEARNING OBJECTIVES

- Identify the types of performance discussions to have with an employee
- Understand what key information and data to include in the performance review
- Learn how to prepare and plan for a performance review discussion
- Understand how to have an effective performance review discussion and how to keep it future focused
- Review the steps of a performance improvement plan and what documentation is important

Building a Motivational & Inclusive Environment

COURSE OVERVIEW

Building a Motivational and Inclusive Environment helps leaders create workplace conditions where employees feel valued, respected, supported, and motivated to perform at their best. Participants will explore the foundations of clarity, alignment, accountability, collaboration, psychological safety, and employee well-being, while examining the role of meaningful recognition in sustaining engagement. Using the PERMAH framework, leaders will identify practical strategies to strengthen motivation, foster inclusion, and commit to positive changes that support a healthier, higher-performing team environment.

LEARNING OBJECTIVES

- Learn about the PERMAH framework and how it impacts wellbeing and productivity
- Understand how to use recognition to improve overall motivation and performance levels
- Review guidelines for recognition and how to evaluate effectiveness
- Discuss why building psychological safety is a path to inclusion
- Identify ways to create a more inclusive team culture

Practicing Relationship Strategies

COURSE OVERVIEW

Practicing Relationship Strategies That Build Trust helps leaders strengthen the trust, communication, and relationships that drive effective teamwork. Participants will explore how high-performing teams collaborate to assess challenges, leverage diverse skills and resources, and work collectively toward shared objectives. The workshop focuses on practical strategies for building and sustaining trust while navigating the unique dynamics and challenges that teams face.

LEARNING OBJECTIVES

- Review common challenges of teams
- Understand two perspectives for team leadership
- Identify attributes of teams with high trust levels
- Learn discussion tools and agreements that build strong team trust
- Understand the natural stages of team development
- Review relationship-building tips for leaders

How to Really Manage Performance

COURSE OVERVIEW

How to Really Manage Performance helps managers understand their role in creating an ongoing, effective performance management process. Participants will explore the key dos and don'ts of managing performance, strengthen their engagement in employee development, and learn the stages of the Performance Management Cycle. The workshop focuses on practical strategies managers can use at each stage to support accountability, growth, and stronger performance outcomes.

LEARNING OBJECTIVES

- Understand the dos and don'ts of managing performance
- Embrace your role of engagement in performance management
- Learn the Performance Management Cycle and strategies to use at each stage

How to Rock One to One Meetings

COURSE OVERVIEW

How to Rock One-to-One Meetings helps government managers and supervisors turn routine check-ins into focused, productive conversations that strengthen trust, communication, and employee performance. Participants will explore how to structure effective one-to-one meetings, create space for meaningful dialogue, address priorities and development needs, and follow through on commitments. The workshop emphasizes practical habits that make one-to-one meetings more consistent, engaging, and useful for both the manager and employee.

LEARNING OBJECTIVES

- Understand the purpose and value of effective one-to-one meetings
- Prepare and structure focused, productive conversations
- Build trust through consistent and meaningful dialogue
- Discuss priorities, performance, and development needs
- Use questions and active listening to encourage employee input
- Provide clear feedback and support during one-to-one meetings
- Track commitments and follow up on action items
- Develop practical habits for making one-to-one meetings more effective

Managing for Success: The Manager's Toolbox

COURSE OVERVIEW

In this course, you will develop time management skills to help you reach your daily goals, positively affecting your overall success. You will then expand those skills for facilitating more effective meetings. Learn how to show up physically and mentally, whether you're leading in person or virtually. Lastly

LEARNING OBJECTIVES

- Develop Time Management skills
- Learn how to facilitate meetings effectively
- Understand the importance of showing up physically and mentally
- Acquire the skills to speak-up professionally and appropriately

Moving from Bud to Boss

COURSE OVERVIEW

Moving from Bud to Boss helps new managers navigate the often-challenging transition from employee to supervisor. Participants will explore the new expectations, responsibilities, and people-management demands that come with a leadership role, including planning, organizing, administrative responsibilities, and managing former peers. The workshop helps first-time managers build confidence, recognize common transition challenges, and begin developing the mindset and skills needed to succeed in management.

LEARNING OBJECTIVES

- Learn about new manager mistakes and how to avoid them
- Identify the key roles and competencies of management
- Discuss both challenges and opportunities for the new manager in any organization
- Discuss best practices that can encourage mutual respect between the employee and manager
- Figure out your greatest opportunities to step up as a manager and embrace success!

Creating a Motivational Workplace

COURSE OVERVIEW

Creating a Motivational Workplace helps government leaders understand what drives employee engagement, commitment, and performance beyond traditional rewards. Participants will explore practical ways to create an environment where employees feel valued, connected to the mission, and motivated to contribute at a high level. The workshop focuses on leadership behaviors, communication, recognition, and workplace conditions that strengthen morale, accountability, and sustained performance.

LEARNING OBJECTIVES

- Understand key factors that influence employee motivation
- Recognize the difference between short-term incentives and lasting engagement
- Identify leadership behaviors that strengthen morale and commitment
- Connect employee motivation to mission, purpose, and organizational goals
- Use recognition and feedback more effectively
- Create conditions that support accountability and high performance
- Identify barriers that can reduce motivation and engagement
- Develop practical strategies to strengthen motivation across the team

Engaging Others: Buy-in from the Heart

COURSE OVERVIEW

In this course, you will learn the difference between engagement and satisfaction and why it matters. You will explore the different stages of engagement and how each stage affects the team and organizational results. You will then discover what can be done to promote engagement.

LEARNING OBJECTIVES

- Know the difference between engagement and satisfaction
- Understand the stages of engagement and its personal and organizational effects
- Develop strategies to improve engagement

Motivation from the Inside Out

COURSE OVERVIEW

In this course, you will learn the difference between intrinsic and extrinsic motivation and, as a leader, why it matters. You will explore Maslow's Hierarchy of Needs and the ways it affects motivation. Lastly, you will identify strategies to increase motivation in yourself and others that you can apply immediately.

LEARNING OBJECTIVES

- Learn the different types of motivation
- Recognize where on Maslow's Hierarchy of Needs you and your team members may reside and how to best motivate at that level
- Identify strategies on how to motivate yourself and others for positive outcomes

Setting and Aligning Goals With Strategy

COURSE OVERVIEW

Setting and Aligning Goals With Strategy helps managers create clear, measurable goals that connect employee performance to organizational priorities. Participants will learn how to collaborate with employees to set SMART goals, establish clear expectations, and create greater ownership of results. The workshop also emphasizes regular follow-up and progress updates to keep goals on track, reinforce accountability, and support employee success.

LEARNING OBJECTIVES

- Understand the importance of having goals that align with company strategy
- Review the characteristics of effective and collaborative goal setting
- Identify obstacles that hinder accomplishing goals and how to overcome them
- Practice effective goal-setting techniques
- Learn strategies to prioritize mission-critical tasks for your team
- Discuss how to keep goals on track and celebrate accomplishments

The Fine Art of Decision-Making

COURSE OVERVIEW

The Fine Art of Decision-Making helps mid-level government managers make thoughtful, timely, and well-informed decisions in complex public-sector environments. Participants will explore practical approaches for evaluating options, weighing risks and impacts, avoiding common decision-making traps, and balancing organizational priorities with stakeholder needs. The workshop emphasizes sound judgment, accountability, and confidence when making both routine and high-stakes decisions.

LEARNING OBJECTIVES

- Understand the key elements of effective decision-making
- Identify common barriers and biases that can affect judgment
- Evaluate options using relevant facts, risks, and potential impacts
- Balance competing priorities and stakeholder needs
- Apply practical tools to make timely and defensible decisions
- Recognize when to involve others in the decision-making process
- Strengthen accountability for decisions and outcomes
- Build confidence in making decisions in complex government environments

Hiring Great Talent

COURSE OVERVIEW

Hiring Great Talent helps managers take a thoughtful, proactive approach to selecting candidates who are both qualified for the role and a strong fit for the team and organization. Participants will explore how to identify cultural fit, develop effective skill-based and behavioral interview questions, and use interview data to make stronger hiring decisions. The workshop also emphasizes the manager's role after the hire, including onboarding, coaching, feedback, and creating an environment where new employees can succeed and thrive.

LEARNING OBJECTIVES

- Identify great talent and generate excitement about working for your company
- Use interview preparation techniques and develop interviewing questions that solicit valuable information from the candidate
- Practice using effective behavioral interviewing techniques
- Interpret and evaluate responses to determine if candidate is a good fit
- Describe how to ask important legal interviewing questions
- Review best practices for supporting and retaining your new employee

Multigenerational Teams: More Alike Than You Think

COURSE OVERVIEW

For the first time in the history of the American worker, we have four different generations at work. This diverse workforce comes with some real challenges...and some real opportunities. In this workshop, we will explore both and how to best leverage our differences and similarities.

LEARNING OBJECTIVES

- Understand the differences and similarities of the four different generations
- Learn strategies to leverage the unique qualities of each generation
- View diverse generations through their lens
- Discover techniques to influence and engage an intergenerational team

Team Dynamics: The Good, Bad, Ugly, and How to Manage through Conflict

COURSE OVERVIEW

In this course, you will examine your own personality traits and the uniqueness you bring to the team. You will then explore where you are in your generational life as well as where the team is, and how these factors influence the effectiveness of your team.

LEARNING OBJECTIVES

- Learn how to build on each other's strengths and differences
- Discover techniques to improve how you work with others
- Develop skills to lead through the various team stages

Best Practices for Leading Teams Remotely

COURSE OVERVIEW

Best Practices for Leading Teams Remotely helps leaders navigate the unique challenges of managing employees who work across locations. Participants will explore practical strategies for building engagement, accountability, trust, and connection while using clear agreements and communication tools to keep remote teams aligned. The workshop focuses on establishing effective remote leadership practices that support strong relationships, collaboration, goal setting, planning, and sustained team performance.

LEARNING OBJECTIVES

- Understand the common challenges of remote teams
 - Identify six essential truths for remote leaders
 - Have key conversations and agreements that impact team trust
 - Learn what styles and approaches work in a remote environment
-

High-Performing Team Alignment Program

Build stronger, more aligned teams through a practical series focused on the essential behaviors that drive high performance. This program helps teams strengthen trust and psychological safety, establish a shared vision, communicate effectively, navigate conflict constructively, increase accountability, and clarify roles and strengths. Participants leave with shared agreements and practical tools that support stronger collaboration, alignment, and results.

Building Trust & Psychological Safety

COURSE OVERVIEW

Building Trust and Psychological Safety helps teams intentionally create an environment where people feel safe to speak up, contribute, and work together openly. Through guided discussion, reflection, and interactive activities, participants will explore what trust and psychological safety look like in everyday work, identify behaviors that strengthen or undermine them, and create shared agreements for how the team wants to operate. The workshop focuses on turning values like trust, openness, and respect into visible, practical behaviors that can be reinforced over time.

LEARNING OBJECTIVES

- Define psychological safety in your own words and team context
- Identify current barriers and boosters to team trust
- Commit to 1–2 key trust-building behaviors for the next 90 days
- Create a plan to recognize and celebrate trust in action
- Leave with a renewed sense of alignment, connection, and confidence in how you work together

Developing A Shared Team Vision

COURSE OVERVIEW

Developing a Shared Team Vision helps teams clarify who they are, what they stand for, and where they want to go together. Participants will define their Core Ideology, identify the values that are truly non-negotiable, and shape a compelling vision of future success. The workshop focuses on creating shared direction and practical guideposts that can inform decision-making, team behavior, leadership, and strategy.

LEARNING OBJECTIVES

- Clarify the team's purpose and reason for existence
- Define core values that guide team behaviors and decisions
- Develop a vivid, inspiring vision of future success
- Explore practical scenarios to ensure alignment around values
- Create commitments to bring the vision and values to life
- Discuss how current strategic goals align with the new vision

Mastering Effective Team Communication

COURSE OVERVIEW

Mastering Effective Team Communication helps teams move from reactive and unclear communication to a more intentional, mindful approach. Using the six-step Communication Intelligence Framework, participants will build self-awareness, learn to adapt their communication style, and practice tools that strengthen clarity, trust, and collaboration. Delivered in two interactive half-day sessions, the workshop emphasizes real-world application during times of change, challenge, and conflict.

LEARNING OBJECTIVES

- Differentiate between accidental and mindful communication
 - Learn the six-step Communication Intelligence Framework to improve clarity, empathy, and collaboration
 - Reflect and receive feedback on communication effectiveness opportunities
-

- Practice how to navigate high-stakes conversations using the Communication Intelligence Framework
- Design a collaborative Team Communication Plan

Having Productive Team Conflict

COURSE OVERVIEW

Having Productive Team Conflict helps teams move from conflict avoidance or escalation toward healthy, constructive engagement. Participants will explore their own conflict mindset, recognize early warning signs and common sources of tension, and practice techniques for staying grounded, listening with curiosity, and communicating with accountability. The workshop also helps teams create shared norms and agreements that turn conflict into an opportunity for stronger relationships, better collaboration, innovation, and growth.

LEARNING OBJECTIVES

- Identify the early warning signs of conflict in teams—and understand how well-managed conflict can strengthen relationships and spark innovation
- Recognize personal tendencies toward conflict and shift from reactive to constructive responses in moments of tension
- Apply practical tools to engage in productive discussions, reframe complaints into clear requests, and avoid conflict escalation
- Co-create team norms that support psychological safety and build a culture where healthy conflict drives growth, trust, and accountability

Promoting Team Accountability & Results

COURSE OVERVIEW

Promoting Team Accountability & Results helps teams move from blame, avoidance, and missed follow-through toward shared ownership and consistent execution. Participants will use the Team Accountability Map to identify breakdowns, shift from the Excuse Zone to the Ownership Zone, and practice respectful conversations that reinforce clarity and commitment. The workshop concludes with a Team Accountability Agreement that defines the behaviors, processes, and commitments needed to support stronger results and shared success.

LEARNING OBJECTIVES

- Recognizing how everyday language drives or drains accountability
- Learning and applying the Team Accountability Map across common team breakdowns
- Practicing constructive, ownership-based team conversations
- Creating a signed Team Accountability Agreement for lasting change

Team Blueprint

COURSE OVERVIEW

Team Blueprint: Aligning Roles, Responsibilities, & Strengths helps teams create greater clarity, ownership, and alignment around how work gets done. Participants will explore individual strengths, clarify responsibilities, address areas of overlap or confusion, and identify the support needed for success. The workshop culminates in a Team Blueprint—a shared, one-page agreement that captures roles, contributions, team norms, and accountability expectations to guide collaboration as the team evolves.

LEARNING OBJECTIVES

- Clearly defined roles and responsibilities
- A deeper understanding of each team member's strengths
- Real conversations about support, expectations, and accountability
- A co-created Team Blueprint to guide your work long after the workshop ends

02 Communication & Workplace Effectiveness

Strengthen the everyday communication, listening, and interpersonal skills that keep teams aligned, respectful, and effective.

Influence and Persuasion (2 days)

COURSE OVERVIEW

When we talk about influence and persuasion, we often talk about marketing and sales. However, we influence in many ways and with great frequency. If you want a raise, sometimes you need to persuade your boss. If you want to convince your team to adopt a change, help your staff make choices, or choose the best place for lunch, there is often influencing taking place. This workshop will help participants learn how to influence and persuade in a variety of areas.

LEARNING OBJECTIVES

- Make decisions about using persuasion versus manipulation
 - Apply the concepts of pushing and pulling when influencing others
 - Describe different techniques for getting persuasive conversations and presentations underway
 - Define the six sources of influence
 - Make a persuasive presentation by using the 5 S's
 - Apply storytelling techniques to extend influence
 - Leverage concepts of neuro-linguistic programming in everyday influence and persuasion
-

How to Communicate & Collaborate on a Team

Build interactive, hands-on teamwork, leadership, and collaboration skills.

COURSE OVERVIEW

Effective teamwork depends on how well people communicate, build trust, solve problems, and work together toward shared goals. This interactive course helps participants strengthen the communication and collaboration skills needed to contribute effectively within a team. Through hands-on activities and practical application, participants will explore team dynamics, communication styles, leadership behaviors, and strategies for working through differences while maintaining positive and productive relationships.

LEARNING OBJECTIVES

- Identify the characteristics of effective teams
 - Understand how communication styles influence team dynamics
 - Apply active listening and clear communication techniques
 - Build trust and strengthen working relationships with team members
 - Recognize individual strengths and contributions within a team
 - Apply collaborative problem-solving and decision-making strategies
 - Navigate differences and disagreements constructively
 - Demonstrate leadership behaviors that support team success
 - Identify practical ways to improve communication, collaboration, and accountability within the team
-

Excellent Customer Service

COURSE OVERVIEW

While many companies promise to deliver an incredible customer experience, some are better at supplying this than others. This two-day course is designed around six critical elements of customer service that, when a company truly embraces them, bring customers back to experience service that outdoes the competition.

LEARNING OBJECTIVES

- Understand what a customer service approach is
 - Understand how your own behavior affects the behavior of others
-

- Demonstrate confidence and skill as a problem solver
 - Apply techniques to deal with difficult customers
 - Know how to provide excellent customer service
-

Leading a Multi-Generational Workforce

COURSE OVERVIEW

In today's workplace you need to interact across generational lines. People younger than you may hold positions of power or compete for the same promotion. There are now five generations working together, each with a radically different way of communicating and completing tasks. This training shows you how to get along and thrive amongst coworkers in different age groups.

LEARNING OBJECTIVES

- Define the four generations and their workplace characteristics
 - Identify the common drivers and value systems of each generation and how those drivers affect motivation and behavior in the workplace
 - Describe how each generation defines success and understand how the differences affect communication and relationships in the workplace
 - Determine how your approach may need to change when coaching, managing, and leading employees of different generations
 - Appreciate and gain respect for what is important for each generation
-

Mastering Emotional Intelligence: Strategies for Workplace Excellence *(2 days)*

COURSE OVERVIEW

This 2-day course features a deep dive into the realm of emotional intelligence (EI), emphasizing its role in fostering personal growth and professional success. Through a series of interactive activities, and real-world scenario analyses, participants will strengthen their EI competencies. The focus will be on the four pillars of EI: Self-awareness, Self-regulation, Motivation, and Social Skills. By the end of the course, participants will be equipped with practical tools and strategies to enhance interpersonal relationships, manage emotions effectively, and leverage emotional data for decision-making, leading to a harmonious and productive work environment.

LEARNING OBJECTIVES

- Identify the core components of Emotional Intelligence and their implications in the workplace
 - Evaluate personal strengths and areas for growth in each of the four EI pillars
 - Apply techniques of self-regulation to manage disruptive emotions and impulses in challenging scenarios
 - Demonstrate motivation strategies to drive intrinsic enthusiasm and commitment in personal and team-based tasks
 - Employ effective social skills to manage relationships, facilitate teamwork, and navigate conflicts
 - Formulate decisions by integrating emotional data, ensuring balanced and holistic outcomes
 - Develop a personal action plan to continuously cultivate and enhance Emotional Intelligence in the workplace
-

Active Listening

COURSE OVERVIEW

Communication skills are at the heart of everything we do each day, whether at home, at work, or at play. Active Listening encompasses the best of communication, including listening to what others are saying, processing the information, and responding to it in order to clarify and elicit more information. This training session will help you develop and practice your Active Listening skills.

LEARNING OBJECTIVES

- Define Active Listening and its key components
 - Identify ways to become a better listener
 - Use body language to reflect a positive listening attitude
 - Create a listening mindset using framing, positive intent, and focus
 - Understand the communication process
 - Build relationships to create an authentic communication experience
 - Identify common listening problems and solutions
-

Interpersonal Skills

COURSE OVERVIEW

Interpersonal skills, often referred to as people skills, must be learned. Most often, poor communication and behavior styles need to be corrected and replaced with approaches that are more conducive to creating harmony in the workplace. Successful navigation of every scenario within a team environment is crucial to making sure that everyone feels accounted for and that as a team the message is clear. This course will teach participants how to effectively communicate within a team environment.

LEARNING OBJECTIVES

- Identify your level of self-awareness and how it affects your interpersonal skills
 - Identify various communication and behavior styles
 - Develop skills in asking questions that give you useful information
 - The critical role communication skills play in building and maintaining a harmonious workplace
 - Promote trust and rapport by exploring your team player style and how it impacts group dynamics
-

Smart Salary Negotiations

COURSE OVERVIEW

Today's job market is not the same as it was even five years ago. Whether you are already in the midst of a job search or just thinking about it, this workshop will help you to determine what your skill set is made up of, and how to negotiate your worth.

LEARNING OBJECTIVES

- Identify your strengths and weaknesses in order to make appropriate changes to get the salary you want
 - Perform a self-assessment of your personal and professional values and skills
 - Demonstrate the ability to negotiate with confidence
-

Enhancing Collaboration

COURSE OVERVIEW

In today's workplace you need to collaborate effectively in a multigenerational and multicultural workplace. Enhancing Collaboration is for people who work in teams or project groups where most of the communication takes place online. This training will help you tackle the challenges you are facing when collaborating in a

multicultural workplace. You will learn how to take advantage of the radically different ways of communicating and completing tasks.

LEARNING OBJECTIVES

- Understand cultural and generational differences for effective communication
 - Determine how your approach may need to change when seeking a more collaborative approach with employees of different generations
 - Build work relationships that kick-start the collaborative process
 - Preparing for, holding, and following up on virtual collaboration meetings
 - How to prepare and plan an effective collaboration meeting
 - Discuss strategies for building consensus and managing agreement in group communication
 - Techniques for fostering a collaborative environment
-

Navigating Difficult Conversations

COURSE OVERVIEW

Initiating and participating in difficult conversations is a two-way street, sometimes fraught with emotional reactions. You will learn how to balance tact and assertiveness, encourage others to speak up and not shut down, and de-escalate emotional conversations to avoid resentment and conflict.

LEARNING OBJECTIVES

- Create a safe environment that promotes conversation to reduce defiance
 - Recognize when conversations become critical and what to do when it happens
 - Manage sensitive topics with ease and diplomacy
 - Learn conflict management skills that de-escalate confrontation
 - Reset difficult conversations
-

Interviewing Skills

COURSE OVERVIEW

Interviewing is an art. Participants will learn about facilitating open communication, understanding people, and how we communicate using emotional intelligence and effective listening skills. This course will then teach participants how to prepare for an interview, do's and don'ts of questioning, and how to handle interviews in tense or conflict situations. The interview is one of the key elements of the job search process. As with any skill, we can get better at it with preparation and practice. In this workshop, participants will explore how to prepare for an interview and become familiar with the types of questions to expect, as well as the questions they should think about asking. They will learn how to prepare for second interviews, testing, and shadowing, as well as how to follow up on their interview sessions.

LEARNING OBJECTIVES

- Develop communication skills that support increased effectiveness as a supervisor
 - Apply self-management tools to navigate difficult conversations
-

Crafting an Elevator Speech That Works

COURSE OVERVIEW

Can you sum up your job description or business proposal in thirty seconds or less? More importantly, can you make the prospect listen to your every word until he or she wants to know more? That's the key to an elevator speech—brevity and a good hook! At the end of this training, you will leave with influence and persuasion skills that will enable you to create a great elevator speech that will have people engaged and interested in what you have to offer.

LEARNING OBJECTIVES

- Make decisions about using persuasion versus manipulation
 - Apply the concept of pushing and pulling when influencing others
 - Understand the essential elements to making an elevator speech
 - Make a persuasive elevator speech by using the 5 S's
 - Write a two-minute elevator speech
 - Apply storytelling techniques to extend influence
-

Six Secrets to Thinking on Your Feet

COURSE OVERVIEW

Have you ever hung up the phone or walked away from conversation thinking, "I wish I had said something different"? This training will teach you how to think quickly and rationally. By the end of the training, you will have the tools and techniques to think and speak in a short amount of time without getting flustered while adapting strategies on the go. You will be calm and effective. You will learn the secrets of how to manage on the spot conflicts confidently, prevent communication problems, and become a better communicator with differing groups.

LEARNING OBJECTIVES

- Recognize effective communication
 - Use the six secrets to communicate and adapt on the go
 - Build confidence in answering questions
 - Handle situations when you are put on the spot
 - Understand how to communicate with others who are different than you
-

Communicating with Challenging Personalities

COURSE OVERVIEW

We've all had to work with a co-worker, client, or vendor, who we find to be difficult. Rather than letting it get under your skin, the tips in this course will help you overcome your frustration and remain under control. Cool as a cucumber! This course will provide supervisors with techniques and communication skills guaranteed to help with different and difficult personalities by diffusing potentially explosive situations in a positive way.

LEARNING OBJECTIVES

- Identify your leadership style and how it influences your approach when dealing with challenging personalities
 - Identify different challenging personalities
 - Learn how to pinpoint and deal with the most difficult types of personality types
 - Develop and apply coping strategies to effectively communicate with challenging personalities
 - Assist employees through difficult personal situations that influence attendance, performance, and work/life balance
 - Develop effective techniques and coping strategies for dealing with difficult behaviors, conflicts, and misunderstandings during work meeting and in a hybrid environment
 - Utilize best practices to manage your emotions under pressure
 - Apply effective communication strategies to real-world scenarios to from conflict to resolution
-

Applied Communication Skills

COURSE OVERVIEW

The purpose of this block of instruction is to teach participants how to apply communication skills in difficult situation to gain positive results. The model includes fundamental communication skills to learn a two-way process for communication and to practice fundamental communication skills in a work-related context.

LEARNING OBJECTIVES

- Develop communication skills that support increased effectiveness as a supervisor
 - Apply self-management tools to navigate difficult conversations
-

Managing Up in a Hybrid Environment

COURSE OVERVIEW

Working in a hybrid environment can be challenging. How you communicate with your manager is of critical importance. Managers need to have cooperation and support from their employees. Employees need direction, vision, and resources from their managers. Managing Up in a Hybrid Environment will show you how to create a productive professional relationship with your manager by understanding his or her personality and work style, strengths and weaknesses, and how each side can benefit from each other, especially if you're in a hybrid work environment. Most management training programs focus almost exclusively on the skills needed to manage downwards. While this is understandable, the fact is that managing upwards is equally important. It is a vital skill and one of the keys to your success and promotability. As you learn to manage upwards you will gain greater control over your work, improve your relationships, increase your effectiveness, and achieve greater results.

LEARNING OBJECTIVES

- Compare leadership and behavioral styles
 - List strengths and weaknesses of your manager
 - Analyze how your manager communicates with others
 - Create a Manager Fact Sheet
 - Identify the most effective way to communicate with your manager
 - Model saying "no" to your manager
 - Develop a S.M.A.R.T. career-related goal
-

Emotional Intelligence in the Workplace

COURSE OVERVIEW

What are people feeling? What are they thinking? Knowing a person's motivation is a key path to working successfully. A high EQ (Emotional Quotient) is a signifier of the ability to read the emotions in others and counsel them in ways that can help them achieve their goals. Emotional Intelligence training is a key factor in boosting one's EQ. The workforces of today boast a diverse community and leadership structure. Building trust between Senior Leaders and their staff is an essential step in creating an intimate working relationship based on mutual understanding and shared goals.

LEARNING OBJECTIVES

- Discuss the background of Emotional Intelligence (EI)
 - Define EI
 - Identify the five (5) competencies of EI
 - Assess personal emotional reactions and responses to various situations
 - Increase ability to effectively use the power of emotions
-

Communicating for Results

COURSE OVERVIEW

This training will help participants clearly and effectively transmit technical and enterprise concepts, ideas, feelings, opinions, and conclusions orally and in writing, listen attentively for comprehension, and reinforce words through empathetic body language and tone. Key modules include grammar, writing, and presentation skills. Participants will learn how to communicate for results through individual and group learning exercises in the form of scenario-based activities, knowledge checks, and facilitated group discussion.

LEARNING OBJECTIVES

- Gain better awareness of common spelling and grammar issues in business writing
- Review basic concepts in sentence and paragraph construction the value of good written communication
- Apply these skills in real world situations
- Organize a coherent narrative
- Create powerful messages and visuals
- Connect with and engage your audience
- Show people why your ideas matter to them
- Strike the right tone in any situation

Communicating with Tact & Professionalism

COURSE OVERVIEW

This training session will give participants the tools needed to handle any situation in a calm and professional manner. Participants will learn how to handle difficult people, focus active listening skills, and practice assertive communication.

LEARNING OBJECTIVES

- Learn how to communicate to gain the best results
- Learn how to be tactful and diplomatic when faced with a difficult situation
- Learn the techniques for managing your emotions without blowing your top

Mastering Communication: Verbal and Written Strategies for Success *(2 days)*

COURSE OVERVIEW

This 2-day course is designed to sharpen your communication skills in both verbal and written forms. On Day 1, you'll focus on verbal communication, learning how to deliver clear, engaging presentations, use storytelling effectively, and enhance your message with visual aids. Day 2 shifts to written communication, where you'll develop skills to write concise, well-structured documents and tailor your content to your audience. By the end of the course, you'll have practical tools to communicate more effectively, ensuring your messages are clear, impactful, and well-received.

LEARNING OBJECTIVES

- Enhance verbal communication skills through effective speech pace, active listening, and audience engagement
- Develop presentation skills using storytelling and visual aids to simplify complex information
- Improve written communication by structuring documents clearly and using concise language
- Apply audience analysis to tailor communication strategies for different audiences
- Utilize feedback to continuously refine and improve communication practices

Dealing with a Difficult Workforce

COURSE OVERVIEW

This course equips managers and supervisors with practical strategies for addressing difficult workplace dynamics that extend beyond a single employee. Participants will explore how to identify the root causes of broader team or division challenges, including behavioral conflicts, uneven workloads, communication breakdowns, and other underlying issues. The course emphasizes a comprehensive, constructive approach to resolving problems, reducing tension, and improving workplace relationships and effectiveness.

LEARNING OBJECTIVES

- Recognize signs of difficult or dysfunctional workplace dynamics
- Identify root causes of problems affecting teams, divisions, or work groups
- Distinguish between individual performance issues and broader workplace challenges
- Assess how behavioral clashes, workload concerns, and communication problems contribute to conflict
- Apply strategies for addressing difficult situations without escalating tensions
- Use a comprehensive approach to analyze workplace problems and identify appropriate solutions
- Improve communication when addressing sensitive or high-tension issues
- Develop responses that consider the needs and concerns of multiple parties
- Strengthen manager and supervisor confidence in handling complex workplace dynamics
- Support more productive, collaborative, and respectful work environments

PRESENTATION & PUBLIC SPEAKING

Speak with Clarity & Confidence

COURSE OVERVIEW

Do you get nervous when presenting at company meetings? Do you find it hard to make conversation at gatherings and social events? Do you lock up in awkward social situations? If so, this one-day workshop is just for you! It is aimed at anybody who wants to improve their speaking skills in informal situations. We will give you the confidence and the skills to interact with others, to speak in informal situations, and to present in front of small groups.

LEARNING OBJECTIVES

- Win over tough crowds
- Organize a coherent narrative
- Create powerful messages and visuals
- Connect with and engage your audience
- Show people why your ideas matter to them
- Strike the right tone in any situation

Presentation Skills *(2 days)*

COURSE OVERVIEW

This course is designed to empower professionals to become confident and effective when called upon to give a presentation or speech. Participants will learn to craft and deliver compelling presentations, handle audience engagement, and manage the anxiety often associated with presentations and speeches.

LEARNING OBJECTIVES

- Develop skills for crafting and creating engaging presentations or speeches
- Learn techniques for analyzing and engaging diverse audiences
- Enhance verbal and non-verbal communication skills

- Master the use of visual aids
- Develop strategies to manage and reduce nervousness

Briefing Strategies

COURSE OVERVIEW

Information overload is common these days. From cellphones to email, face-to-face communication is becoming obsolete. With new types of communication, however, there is a certain amount of information that is lost, and misunderstanding can easily occur. That is why in-person and virtual briefings are becoming more important to convey information accurately to your coworkers. Briefing Strategies training will teach you and your team how to develop effective ways to brief your team without losing valuable time, how to stay on track with projects, how to stick to priorities, and how to manage staff feedback and questions.

LEARNING OBJECTIVES

- Learn how to prioritize wisely
- Learn how to ask the right questions
- Learn how to manage your agenda to ensure you get your outcomes
- Learn how to handle interruptions and manage feedback
- Understand what drives your colleagues' behavior
- Learn to get your writing across to your audience
- Learn effective presentation skills

Become a Master Public Speaker

COURSE OVERVIEW

Do you get nervous when presenting at company meetings? Do you find it hard to make conversation at gatherings and social events? Do you lock up in awkward social situations? If so, this one-day workshop is just for you! It is aimed at anybody who wants to improve their speaking skills in informal situations. We will give you the confidence and the skills to interact with others, to speak in informal situations, and to present in front of small groups.

LEARNING OBJECTIVES

- Organize a coherent narrative
- Create powerful messages and visuals
- Connect with and engage your audience
- Show people why your ideas matter to them
- Strike the right tone in any situation

CONFLICT, RESILIENCE & WORKPLACE WELL-BEING

Identifying Workplace Bullying

COURSE OVERVIEW

This course helps participants recognize and respond to workplace bullying and other inappropriate behaviors that can undermine employee safety, trust, and productivity. Participants will examine how bullying can appear in the workplace, including public humiliation, intimidation, and veiled threats, while exploring the broader impact these behaviors can have on individuals and the organization. The course emphasizes proactive awareness and the importance of identifying and prohibiting bullying before it escalates into more serious workplace problems.

LEARNING OBJECTIVES

- Define workplace bullying and recognize common forms of inappropriate and unwelcome behavior
 - Identify bullying behaviors that may come from leaders, supervisors, or co-workers
 - Recognize examples of intimidation, humiliation, and threatening workplace conduct
 - Explain how workplace bullying can affect employee safety, morale, and productivity
 - Understand the potential for unresolved bullying to contribute to more serious workplace conflict or violence
 - Recognize the importance of addressing bullying early and proactively
 - Identify organizational responsibilities for discouraging and prohibiting bullying behavior
 - Increase awareness of behaviors that may create an unsafe or unhealthy work environment
 - Support a workplace culture that promotes respect, professionalism, and employee well-being
-

Balancing Life & Work When Working from Home

COURSE OVERVIEW

Today's work from home workforce is experiencing job burnout and stress in epidemic proportions. Workers at all levels feel stressed out, isolated, 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 best practices and strategies that people can use every day.

LEARNING OBJECTIVES

- Work/Home Balance
 - Learn to identify your biggest time wasters
 - Learn to eliminate procrastination
 - Learn how to prioritize wisely
 - Learn to apply the strategies and tools of time management
 - Learn how to decompress and manage your stress levels
-

Managing Stress for Supervisors

COURSE OVERVIEW

Today's supervisors are experiencing job burnout and stress in epidemic proportions, especially post-pandemic. They often feel stressed out, insecure, and misunderstood. For most supervisors, the demands of the workplace, combined with the demands of home, have become too much to handle. Today's program explores the causes of such stress and suggests general and specific stress management strategies that supervisors can use every day.

LEARNING OBJECTIVES

- Recognize that stress is an unavoidable part of a supervisor'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 to help reduce and manage stress
-

Practicing Mindfulness to Reduce Stress

COURSE OVERVIEW

This three-hour course introduces participants to mindfulness as a practical approach for reducing stress and supporting physical and psychological well-being, brain function, and productivity. Participants will explore the origins and science of mindfulness, examine its holistic impacts, and practice techniques that can be used both in specific situations and as part of an

ongoing personal routine. The course emphasizes mindful practices such as detachment, forgiveness, gratitude, breathing, relaxation, and awareness, and concludes with the development of a personal action plan.

LEARNING OBJECTIVES

- Explain the basic origins and concepts of mindfulness
- Describe the science and holistic impacts associated with mindfulness practices
- Recognize how mindfulness can support stress management and overall well-being
- Apply mindfulness techniques in both situational and ongoing daily practice
- Practice detachment, forgiveness, and gratitude as mindful habits
- Use breathing techniques to support relaxation and stress reduction
- Engage in relaxation and awareness exercises
- Identify opportunities to incorporate mindfulness into everyday routines
- Develop greater awareness of personal responses to stress
- Create a practical action plan for continued mindfulness practice

Wellness & Life Balance

COURSE OVERVIEW

Today's workforce is experiencing job burnout and stress in epidemic proportions. Workers at all levels feel stressed out, isolated, and misunderstood. Many people feel the demands of the workplace, combined with the demands of home, have become too much to handle. This 90- minute workshop explores the best practices and strategies that people can use every day.

LEARNING OBJECTIVES

- Recognize the symptoms that tell you when your life is out of balance
- Change the situations and actions that can be changed
- Deal better with situations and actions that can't be changed
- Create an action plan to increase wellness life balance

Stress Management in a Post-Pandemic World

COURSE OVERVIEW

The Pandemic has affected the workforce in many ways. Today's employees are experiencing job burnout and stress in epidemic proportions. They oftentimes feel stressed out, insecure, and misunderstood. For most employees, the pandemic has created isolation and anxiety that places new demands on their workplace, combined with the demands of home. Today's program explores the causes of such stress and suggests general and specific stress management strategies that employees can use every day.

LEARNING OBJECTIVES

- Recognize that stress is an unavoidable part of an employee'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 to help reduce and manage stress

Anger Management

COURSE OVERVIEW

Anger is a universal experience. 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. This training session is designed to equip you with effective strategies for managing anger in the workplace, promoting healthy communication, and fostering a positive work environment. You will learn to identify triggers, develop coping mechanisms, and apply practical techniques to handle anger constructively in their professional lives.

LEARNING OBJECTIVES

- Recognize signs of anger and its impact on themselves and others
 - Identify triggers that lead to anger in the workplace
 - Apply effective anger management techniques in various situations
 - Communicate assertively to resolve conflicts and express feelings constructively
-

Dealing with Criticism & Discipline

COURSE OVERVIEW

Proper management of performance problems is vital in the effort to help employers stave off the high cost of litigation. Indeed, employers are often subject to million- and even billion-dollar lawsuits based on decisions managers make every day about employee performance.

LEARNING OBJECTIVES

- Identify leadership styles and how they affect others
 - Identify different challenging personalities
 - Develop proactive strategies to handle challenging employees
 - Develop a proactive approach to discipline and criticism of poor performers
 - Determine ways to manage for optimum performance
 - Understand how to give effective feedback
 - Recognize poor performance and develop ways to deal with it effectively
-

Stress Management

COURSE OVERVIEW

Today's employees are experiencing job burnout and stress in epidemic proportions, especially post-pandemic. They often times feel stressed out, insecure, and misunderstood. For most employees, the demands of the workplace, combined with the demands of home, have become too much to handle. Today's program explores the causes of such stress and suggests general and specific stress management strategies that employees can use every day.

LEARNING OBJECTIVES

- Recognize that stress is an unavoidable part of your 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 to help reduce and manage stress
-

Productive Conflict

COURSE OVERVIEW

Disagreements, misunderstandings, and clashes of perspective are inevitable in any workplace or personal setting. This course will equip you with essential tools to change how you view and address conflict. Instead of avoiding or dreading conflict, you'll learn to leverage conflict as a force for growth, stronger relationships, and collaboration.

LEARNING OBJECTIVES

- Adapt DiSC® styles to better handle conflict
 - Describe the nature of conflict and its origins
 - Recognize how our attitudes and actions impact others
 - Recognize the importance of good communication skills, the influence of gender and cultural differences, persuasion, perception, and power in conflict resolution
 - Analyze and apply the five main styles of conflict resolution
 - Adapt to successfully handle all types of conflict
 - Utilize tools to minimize and, in some cases, prevent conflict
-

Conflict Management & Resolution

COURSE OVERVIEW

Wherever two or more people come together, there is the possibility of conflict. This course will give participants a six-step process that they can use to modify and resolve conflicts of any size. Participants will also learn crucial conflict resolution skills, including dealing with anger and using the Agreement Frame. The easiest way to deal with conflict is to stay as far away from other people as you can, and that may work for those who work by themselves at home, it's a doable option. But most people—even those who work virtually can't avoid interactions with a wide range of personality types, including some who are inconsiderate, stubborn, incorrigible, inappeasable, indecent. In fact, success sometimes depends on your ability to work well with all the above.

LEARNING OBJECTIVES

- Understand what conflict and conflict management mean
 - Understand all six phases of the conflict management process
 - Understand the five main styles of conflict management
 - Be able to adapt the process for all types of conflict
 - Be able to break out parts of the process and use those tools to prevent conflict
 - Be able to use basic communication tools, such as the agreement frame and open questions
 - Learn some techniques for managing and dealing with anger
-

Resiliency in the Midst of Change, Growth, and Uncertainty

COURSE OVERVIEW

Change is inevitable and necessary for growth. Regardless of this, many times change can be very emotional and even painful for teams and individuals. All organizations undergo change. Whether it's a pandemic, merger, acquisition, downsizing, restructuring, or even simply new leadership, change happens. And yet when change happens, it can throw a team into chaos.

Change can significantly impact people on an emotional level and can wreak havoc on productivity. It's important that your leaders understand the natural cycle of change and have proven tools to help employees build a resiliency mindset and bounce forward after a transformational change. With this understanding, your teams will be more prepared to handle the constant change they are faced with and choose beliefs, thoughts and emotions that serve them more effectively.

In this interactive workshop, leaders will learn about living in a VUCA (volatile, uncertain, complex and ambiguous) environment and what is required to lead successfully. Leaders will learn how to recognize and navigate the emotional shifts that happen during change and how to focus on well-being.

LEARNING OBJECTIVES

- Gain a clear understanding of what it means to live in a VUCA (volatile, uncertain, complex and ambiguous) world
-

- Understand the impacts of transformational change
 - Identify the emotional stages of change and how to address them
 - Learn tools to build a resiliency mindset for you and your team
 - Review the six elements of well-being and why they are important
-

The Grit of Resiliency

COURSE OVERVIEW

In this course you will explore factors effecting resiliency along with strategies and steps to build resilience. You will examine yourself with a positive view and build confidence in your strengths and abilities.

LEARNING OBJECTIVES

- Learn what affects resiliency
 - Understand a Fixed Mindset vs. a Growth Mindset
 - Identify ways to build resiliency
-

From Communication to Connection

COURSE OVERVIEW

In this workshop, participants will explore perceptions, mental models, and different personality types impacting communication. The communication model and how to navigate successfully through the communication process will enhance your ability to understand and be understood. Active listening techniques will also be explored.

LEARNING OBJECTIVES

- Understand how perceptions, mental models, and different personality types impact communication
 - Identify where in the communication model you may apply strategies to increase understanding
 - Apply perception-shifting techniques
 - Discuss your own communication skills
 - Evaluate active listening strategies and interpret situations in which they may apply
-

Navigating Difficult Conversations

COURSE OVERVIEW

Most of us want to avoid having difficult conversations at all costs and usually it's based on a misconception that all conflict is bad. In reality, difficult conversations and conflict can push teams to be more innovative and take relationships to a new level of openness, honesty and understanding.

The key to handling these difficult conversations is to slow down, assess the situation from a non-judgmental point of view and decide what approach to take given the situation. This type of conscious behavior can be learned.

If handled appropriately, working through difficult conversations can create strong bonds between team members and pave the way for improved communication. However, if handled inappropriately, these tough conversations can quickly destroy workplace relationships and cause team members to become disgruntled and dissatisfied with their jobs.

In this workshop, participants will explore “elephants” in the room and the benefits of addressing these sensitive topics before they grow out of control. They will identify symptoms and sources of the issue, including exploring their natural approach to handling difficult conversations to determine if there is a better way.

LEARNING OBJECTIVES

- To identify symptoms that difficulties exist and the root cause
-

- To learn various approaches in response to difficult situations
- To identify strategies to move from conflict to cooperation
- To learn how to invite and offer constructive feedback when handling a difficult conversation
- To use helpful language to ask for what you need

Taking the Fear Out of Speaking

COURSE OVERVIEW

One of the greatest fears is speaking in public, whether it is in front of a large audience or a small team. This course explores strategies to help overcome the fear of speaking with confidence. The work necessary before the presentation, during the presentation, and after the presentation are explored.

LEARNING OBJECTIVES

- Learn strategies to overcome the fear of speaking (with a large audience or your team)
- Understand the prep work before the speech
- Apply practice techniques
- Identify key presentation factors to increase engagement

Providing Clear Expectations and Effective Feedback

COURSE OVERVIEW

Being clear on what is expected and delivering influential feedback to an employee can many times be stressful and difficult for leaders to deliver. In fact, we've all most likely endured the pain of well-intentioned, but poorly executed feedback. However, if implemented on a consistent basis, clear expectations and feedback helps employees gain a sense of clarity and confidence that can motivate them to build their skills and deliver amazing results.

What we know for sure is that healthy, honest and thoughtful feedback builds trust and respect, keeps the lines of communication open between an employee and manager, and creates an environment where everyone can succeed.

This workshop will guide leaders through the process of setting clear expectations with employees that defines acceptable levels of job performance and answers the question, "What does success look like for your role?". It also gives leaders the opportunity to practice a simple, yet powerful four-step feedback model that is intentional and has a positive impact. The feedback model is fact-based and highlights the impact of behaviors/performance on the team, department and company. It encourages the employee to take accountability for their actions and supports building collaborative solutions between the leader and employee.

LEARNING OBJECTIVES

- Gain confidence in using expectation setting and feedback as an accountability, development, and growth mindset tool
- Learn to give fact-based, objective examples when discussing feedback
- Understand how to discuss the impact of behaviors/performance and build collaborative solutions
- Practice a four-step model for providing feedback that is clear and valuable
- Learn strategies for providing future-focused feedback and influencing positive change

Having Difficult Conversations

COURSE OVERVIEW

Difficult conversations are often avoided because conflict can feel uncomfortable, emotional, and unproductive. In this workshop, participants will learn how to approach challenging discussions more

intentionally by slowing down, assessing the situation without judgment, and choosing a response that supports productive dialogue. The course helps participants move beyond reactive “fight or flight” responses and build the confidence to navigate conflict with greater openness, honesty, and understanding.

LEARNING OBJECTIVES

- To identify symptoms that difficulties exist and the root cause
 - To learn various approaches in response to difficult situations
 - To identify strategies to move from conflict to cooperation
 - To learn how to invite and offer constructive feedback when handling a difficult conversation
 - To use helpful language to ask for what you need
-

Considering the Whole Customer

COURSE OVERVIEW

Participants will broaden their awareness of the 4 types of customers. They'll learn how to begin building a relationship to gain understanding and trust. They will look at meeting them where they are based on the customer's: level of ability, cultural nuance, communication style, and behaviors/moods.

LEARNING OBJECTIVES

- Identify the four types of customers
 - Build customer relationships based on understanding and trust
 - Recognize individual customer needs and levels of ability
 - Adapt communication to cultural nuances and communication styles
 - Respond effectively to different customer behaviors and moods
-

Customer Centric Leader's Summit

COURSE OVERVIEW

Participants will leave with a broad understanding of specific coaching tools needed for customer interfacing team members, how to lead through times when teams feel less than positive about their customers and how to turn the optimistic corner, and how to help diminish unneeded stress and prevent customer service burnout

LEARNING OBJECTIVES

- Understand coaching tools for customer-facing team members
 - Recognize when teams are becoming discouraged or negative about customers
 - Apply strategies to shift teams toward a more positive customer mindset
 - Identify ways to reduce unnecessary customer service stress
 - Develop approaches to help prevent customer service burnout
-

The Demanding Customer

COURSE OVERVIEW

Participants will learn to identify when a customer is turning a request into a demand and how to change their experience through empathetic and compassionate communication. Uncovering the true need and connecting the customer to their solution. Additionally, they will learn how to take requests that cannot be met and turn them around.

LEARNING OBJECTIVES

- Identify when a customer request is becoming a demand
 - Use empathy and compassion to improve the customer experience
 - Uncover the customer's underlying need
-

- Connect customers to appropriate solutions
- Apply strategies to turn around requests that cannot be met

Who's the Customer Anyway?

COURSE OVERVIEW

Learn how to identify internal customers and navigate through those critical conversations. They will also learn to eliminate negative speak and increase self-accountability when dealing with internal customers. Keep positive and be mindful of team dynamics while staying true to the customer.

LEARNING OBJECTIVES

- Identify internal customers and their needs
- Navigate critical conversations with internal customers
- Eliminate negative language and maintain a positive approach
- Increase self-accountability in customer interactions
- Recognize how team dynamics impact the customer experience

03 Federal Government Training

Compliance-focused training built for federal agencies, aligned to core federal leadership competencies.

No FEAR Act Training

COURSE OVERVIEW

This course provides employees and managers with a practical understanding of the No-FEAR Act and their responsibilities for preventing and addressing workplace discrimination, harassment, and retaliation. Participants will review prohibited employment practices, available remedies, and protections related to race, color, religion, sex, national origin, age, disability, genetic information, and reasonable accommodation. The course also helps participants distinguish harassment and bullying from workplace conflict and introduces behavioral management techniques for addressing issues appropriately and constructively.

LEARNING OBJECTIVES

- Explain the purpose and key protections of the No-FEAR Act
- Identify workplace practices that may constitute discrimination, harassment, or retaliation
- Recognize protected categories addressed under federal equal employment opportunity requirements
- Describe available remedies for employees who believe they have experienced discrimination or harassment
- Explain the importance of appropriate religious and disability accommodations
- Distinguish harassment and bullying from workplace conflict
- Recognize behaviors that may contribute to a hostile or inappropriate work environment
- Apply appropriate behavioral management techniques to address workplace conflict and misconduct
- Identify the responsibilities of employees and managers in preventing and responding to discrimination and retaliation
- Promote a respectful, compliant, and professional workplace environment

Ethics in Federal Contracting

COURSE OVERVIEW

What does it truly mean to act ethically in a federal contracting environment? Ethical decision-making in government work is rarely black and white. What may appear acceptable in one situation can quickly become a violation when viewed through legal, regulatory, or public trust lenses. This learning experience will not provide a simple answer to every ethical situation you may encounter. Instead, it will help you build a strong ethical foundation for navigating complex and high-stakes decisions in federal contracting. Throughout this course, we will explore the standards, laws, and principles that guide ethical behavior, while also examining real-world scenarios that highlight common challenges. You will gain practical tools and strategies to help you recognize risks, think critically, and act with integrity—even in difficult or ambiguous situations. Most importantly, you will have the opportunity to apply what you learn through case studies and discussions, allowing you to practice ethical decision-making in a safe and supportive environment.

LEARNING OBJECTIVES

- Define and explain key ethical principles and standards that guide behavior in federal contracting environments
- Evaluate the importance of ethics in maintaining public trust and ensuring fairness in government processes
- Recognize common ethical challenges and dilemmas that arise in federal contracting situations
- Identify personal and professional responsibilities related to ethical conduct and compliance
- Apply ethical decision-making strategies and frameworks to real-world scenarios
- Analyze case studies to determine appropriate responses to complex ethical situations
- Develop strategies to prevent, identify, and address unethical behavior in the workplace

Ethics Awareness Training

COURSE OVERVIEW

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 learning experience 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 will also look at some tools that you can use when you are faced with an ethical decision. And we will look at some techniques you can use so you do not get stuck in an ethical quandary. Best of all, we will look at a lot of case studies so that you can practice making decisions in a safe environment.

LEARNING OBJECTIVES

- Define and differentiate the concepts of ethics and morals
- Evaluate and articulate the importance and impact of ethics in professional and personal contexts
- Recognize and list your own core values and moral principles
- Propose methods or strategies to improve the ethical environment in your office
- Identify and explain strategies to prevent or mitigate ethical dilemmas in the workplace
- Utilize specific tools and frameworks to enhance decision-making in ethically challenging situations
- Analyze and discuss examples of common ethical dilemmas in professional settings

Federal Equal Employment Opportunity (EEO)

COURSE OVERVIEW

This course provides participants with a practical foundation in federal Equal Employment Opportunity (EEO) principles, and the responsibilities employees and supervisors have in supporting a workplace free from discrimination, harassment, and fear. Participants will examine key EEO concepts, including reasonable accommodation, sexual harassment prevention, ADA-related responsibilities, affirmative action, workplace violence, drug testing, and EEOC compliance. Through hypotheticals and real-life case studies, the course

emphasizes proactive management practices, appropriate reporting, and practical steps for recognizing and addressing workplace concerns.

LEARNING OBJECTIVES

- Understand micro-purchase guidelines
- Know how to make a micro-purchase
- Troubleshoot micro-purchase challenges
- Administrative Power Skills Series (9-Part Series):

Federal HR Management for Supervisors and Managers

COURSE OVERVIEW

Being promoted into a position of leadership is a challenging transition. You now have to juggle being the boss and maintaining positive relationships with your employees. Not only do you get a whole new set of responsibilities, but you also have many new skills to learn as well. This course will orient you to your changing role as a supervisor and help you understand your rights and responsibilities as a supervisor, as well as the rights of your employees. You will be introduced to the Federal Government's core and leadership competencies, proficiency rating scales, merit system principles, and prohibited personnel practices and how they apply to you as a supervisor. In addition, you will understand the different types of leave, what approving and disapproving leave entails, and various work schedules. You will also receive an overview of different documentation requirements and categories to present alternatives to taking formal action against an employee and to become familiar with available resources, allowing you to more effectively carry out your Human Resources Management (HRM) duties and responsibilities.

LEARNING OBJECTIVES

- Identify strategies for managing the transition from individual contributor to supervisor
- Understand the responsibilities of a supervisor
- Identify basic and inherent supervisory rights including assigned and delegated
- HRM program responsibilities
- Describe various roles supervisors perform
- Identify basic employee rights
- Identify changes that occur during the transition from employee to supervisor
- Describe new supervisor pitfalls
- Identify the type of supervisory traits you demonstrate in your capacity as a supervisor
- Describe the Merit System Principles and Prohibited Personnel Practices that form the foundation of supervisors' legal and HRM responsibilities and apply it to everyday work situations
- Understand how to consider sound supervisory advice before acting or making decisions
- Identify available resources and self-care strategies

Federal Employee Retirement System (FERS): Retirement Planning Training

Build a long-term retirement strategy, including TSP allocation and budgeting.

COURSE OVERVIEW

Planning for retirement requires federal employees to understand how their benefits work together and how today's financial decisions can affect long-term retirement readiness. This course provides an overview of the Federal Employee Retirement System (FERS) and helps participants consider the key components of a comprehensive retirement strategy. Participants will explore retirement income planning, Thrift Savings Plan (TSP) allocation considerations, budgeting, and practical strategies for preparing financially for the transition into retirement.

LEARNING OBJECTIVES

- Understand the key components of the Federal Employee Retirement System (FERS)

- Recognize how federal retirement benefits contribute to an overall retirement strategy
- Understand the role of the Thrift Savings Plan (TSP) in retirement planning
- Examine TSP allocation considerations in relation to individual retirement goals and time horizons
- Identify factors that may influence retirement income needs and financial readiness
- Develop a realistic retirement budget based on anticipated income and expenses
- Recognize the importance of long-term financial planning throughout different career stages
- Identify practical steps for strengthening personal retirement preparedness
- Develop a more informed, long-term strategy for transitioning from federal employment into retirement

Financial Literacy: Essentials for Federal Budgeting

COURSE OVERVIEW

This one-day course provides participants with an introduction to the federal budget process and the fundamentals of federal financial management. Participants will explore what a budget is, how federal budgets are prepared, developed, and executed, and how budgeting decisions can affect other budgets and financial priorities across an organization. The course is designed to build a practical foundation for understanding the role of budgeting in federal operations.

LEARNING OBJECTIVES

- Define the purpose and basic components of a budget
- Describe the major steps in the federal budget process
- Explain how a federal budget is prepared and developed
- Describe how budgets are executed within a federal organization
- Identify key concepts related to federal financial management
- Explain how one budget may affect other budgets within an organization
- Recognize the relationship between budgeting decisions and organizational financial priorities
- Apply a basic understanding of federal budgeting concepts to workplace responsibilities

Micro-Purchase

COURSE OVERVIEW

Agencies spend millions, if not billions of dollars each year and their employees are expected to know the rules regarding the micro-purchase process. You will learn the guidelines to use micro-purchasing, understand laws surrounding the use of micro-purchasing, and know your responsibilities as a micro-purchaser.

LEARNING OBJECTIVES

- Understand micro-purchase guidelines
- Know how to make a micro-purchase
- Troubleshoot micro-purchase challenges

A companion Health & Human Services Catalog is available for HHS-specific training.

Federal Leadership Competencies

Federal courses in this catalog are built to align with the Office of Personnel Management's Executive Core Qualifications framework:

Leading Change	Establishing an organizational vision and implementing it in a changing environment.
Leading People	Leading people toward meeting the organization's vision, mission, and goals.
Results Driven	Meeting organizational goals and customer expectations through sound decisions.
Business Acumen	Managing human, financial, and information resources strategically.
Building Coalitions	Building coalitions internally and with other agencies and organizations to achieve common goals.
Fundamental Competencies	The foundational interpersonal, communication, and integrity skills underlying every core qualification.

04 HR & Compliance

Keep your organization compliant and your workforce informed on core employment law and HR practice.

HIPAA Compliance

COURSE OVERVIEW

This course provides participants with a practical introduction to the Health Insurance Portability and Accountability Act (HIPAA) and the responsibilities it establishes for protecting sensitive health information. Participants will explore the Privacy Rule, Security Rule, and Breach Notification Rule; identify what constitutes Protected Health Information (PHI) and electronic PHI (ePHI); and examine common situations that can lead to inappropriate disclosure or HIPAA non-compliance. Through discussion, quizzes, and realistic workplace scenarios, participants will consider both legal requirements and ethical responsibilities when handling confidential client information.

LEARNING OBJECTIVES

- Explain the purpose and basic requirements of HIPAA
- Identify the key provisions of the Privacy, Security, and Breach Notification Rules
- Define Protected Health Information (PHI) and recognize common forms of identifiable health information
- Explain how confidentiality, integrity, and availability apply to electronic protected health information (ePHI)
- Recognize appropriate and inappropriate disclosures of confidential client information
- Apply HIPAA requirements to common workplace and community situations
- Identify common HIPAA violations and potential areas of non-compliance within an organization
- Distinguish between legal requirements and ethical considerations when protecting client information
- Describe appropriate safeguards for verbal, paper, and electronic health information
- Recognize the importance of protecting client privacy in everyday workplace practices

Human Resources Management

COURSE OVERVIEW

This course provides Human Resources professionals with practical knowledge and tools to support effective, compliant, and responsive HR management. Participants will explore key areas such as employment laws, privacy requirements, health insurance, regulatory compliance, conflict management, and organizational liability related to workplace violence, sexual harassment, and discrimination. The course is designed to help HR professionals reduce risk, avoid costly penalties, support a positive workforce, and provide managers and employees with accurate, timely guidance on everyday workplace issues.

LEARNING OBJECTIVES

- Identify key employment laws and regulatory requirements that affect Human Resources management
- Recognize important privacy and health insurance considerations in the workplace
- Explain how regulatory compliance can reduce organizational risk and potential legal penalties
- Apply conflict management strategies to help resolve workplace disputes
- Recognize potential organizational liability related to workplace violence, sexual harassment, and discrimination
- Identify HR practices that can support employee satisfaction and retention
- Provide managers and staff with relevant HR information and guidance on everyday workplace issues
- Recognize situations that may require additional HR review or intervention
- Use HR knowledge and tools to support sound workplace decisions
- Contribute to a compliant, informed, and positive work environment

FMLA — The Family Medical Leave Act

COURSE OVERVIEW

This course provides participants with an introduction to the Family and Medical Leave Act (FMLA), including its application, legal guidelines, and implications for both employees and organizations. Participants will develop a clearer understanding of the law, organizational responsibilities for compliance, and the rights of employees and staff when FMLA applies.

LEARNING OBJECTIVES

- Define the purpose and basic requirements of the Family and Medical Leave Act
- Explain how FMLA applies within the workplace
- Recognize key legal guidelines associated with FMLA
- Identify organizational responsibilities for maintaining FMLA compliance
- Understand employee rights under the FMLA
- Describe how FMLA may affect supervisors, staff, and workplace operations
- Recognize situations in which FMLA requirements may need to be considered
- Apply a basic understanding of FMLA guidelines to workplace responsibilities and decision-making

Equal Employment Opportunity (EEO)

COURSE OVERVIEW

This course has been designed to provide management and employees with a better understanding of what EEO is and the laws, regulations and policies relating to the fair treatment of employees.

LEARNING OBJECTIVES

- Define EEO
- Identify protected groups
- Define discrimination and the laws and guidelines concerning discrimination
- Apply laws and guidelines through case studies
- Discuss the provisions of federal laws and guidelines

Personnel Law for Managers

COURSE OVERVIEW

This course provides managers and supervisors with a practical introduction to key personnel laws and the federal agencies responsible for enforcing them. Participants will explore the roles of the Equal Employment Opportunity Commission (EEOC) and the Department of Labor (DOL), while building familiarity with major employment laws and regulations that affect everyday management decisions. The course is designed to help leaders better understand legal responsibilities related to issues such as leave, compensation, discrimination, disability, privacy, safety, and employee relations.

LEARNING OBJECTIVES

- Explain the importance of personnel law in effective management and supervision
- Describe the roles of the EEOC and the Department of Labor in the workplace
- Recognize the purpose of major employment laws and regulations affecting managers
- Build familiarity with Title VII, FLSA, EPA, ADEA, FMLA, ADA, HIPAA, GINA, and OSHA
- Identify common legal considerations related to employee leave, compensation, discrimination, disability, privacy, and workplace safety
- Recognize situations that may create legal or compliance concerns for managers and supervisors
- Understand how personnel laws can affect employee relations, retention, and workplace decisions
- Apply a stronger legal awareness when addressing employee and management issues

- Improve confidence in navigating common personnel-law responsibilities in the workplace
-

Sexual Harassment

COURSE OVERVIEW

This course provides participants with a practical understanding of sexual harassment and the behaviors, responsibilities, and workplace practices that support a respectful work environment. Participants will examine how sexual harassment is defined, the difference between quid pro quo and hostile environment harassment, the role of impact versus intent, and the reasonable person standard. The course also explores verbal, nonverbal, and physical behaviors that may constitute harassment, the broader impact of harassment on employees and organizations, and appropriate techniques for addressing, reporting, and preventing inappropriate workplace conduct.

LEARNING OBJECTIVES

- Define sexual harassment and identify its primary elements
 - Distinguish between quid pro quo and hostile environment harassment
 - Explain how impact, intent, and the reasonable person standard influence the assessment of workplace behavior
 - Recognize verbal, nonverbal, and physical behaviors that may constitute sexual harassment
 - Identify same-sex, third-party, and non-employee harassment
 - Recognize other forms of workplace harassment and disrespectful behavior
 - Describe the impact harassment can have on individuals, teams, morale, and organizational performance
 - Apply appropriate techniques for responding to and reporting harassment
 - Explain the responsibilities of employees, observers, managers, and supervisors in preventing harassment
 - Identify proactive strategies for promoting a respectful, professional, and harassment-free workplace
-

Ethics in the Workplace

COURSE OVERVIEW

This course helps participants navigate the often complex and sometimes unclear ethical situations that can arise in the workplace. Participants will learn how to establish clear standards for ethical behavior, make sound decisions when faced with ethical dilemmas, and encourage practices that promote integrity, accountability, and trust throughout the organization.

LEARNING OBJECTIVES

- Define workplace ethics and explain why ethical conduct matters
 - Recognize common ethical challenges and gray areas in the workplace
 - Identify behaviors and practices that support an ethical work environment
 - Apply sound judgment when faced with ethical dilemmas
 - Establish clear boundaries for appropriate workplace conduct
 - Consider the impact of individual decisions on coworkers and the organization
 - Encourage accountability and ethical decision-making among team members
 - Promote a culture of integrity, trust, and professionalism
 - Apply practical strategies for strengthening ethical practices in the workplace
-

Holding Employees Accountable for Performance & Conduct

COURSE OVERVIEW

This course equips supervisors at all levels with practical knowledge and strategies for holding employees accountable for both performance and conduct in the Federal workplace. Participants will strengthen their

understanding of supervisory responsibilities, establish clear expectations, address performance or conduct concerns appropriately, and support a culture of accountability, consistency, and professionalism.

LEARNING OBJECTIVES

- Explain the supervisor's role in promoting employee accountability
- Establish clear expectations for employee performance and workplace conduct
- Recognize when performance or conduct concerns require supervisory attention
- Address accountability issues in a timely and professional manner
- Communicate expectations and concerns clearly with employees
- Distinguish between performance-related and conduct-related issues
- Apply consistent approaches when responding to workplace concerns
- Reinforce appropriate standards of behavior and performance
- Support a workplace culture built on responsibility, fairness, and accountability

05 Administrative & Professional Excellence

Build the practical, high-impact skills administrative and operations professionals rely on every day.

Administrative Power Skills Series 9-part series · à la carte

Build the leadership, communication, and productivity skills that empower administrative professionals to collaborate, manage up, and lead projects with confidence. Modules include: Assessing Your Business Potential, The Art of Self-Promotion, Leading Up, Boosting Your Emotional Quotient, Strategic Decision Making, Time Management Essentials, Project Management Basics, Writing for Results, and Presentation Skills.

Business Acumen

COURSE OVERVIEW

This course helps participants strengthen their business acumen by developing a broader understanding of how decisions, risks, finances, and external market factors influence organizational performance. Participants will build skills in judgment, decisiveness, critical thinking, financial literacy, and risk management while learning to see the “big picture” and recognize how everyday decisions can affect productivity and the bottom line.

LEARNING OBJECTIVES

- Define business acumen and explain its importance in organizational decision-making
- Assess external market factors that may influence business outcomes
- Strengthen judgment and decisiveness when evaluating workplace situations
- Recognize how individual decisions can affect productivity and the bottom line
- Apply critical thinking skills to business challenges and opportunities
- Identify and respond to learning opportunities that support better business performance
- Manage risk more effectively when making decisions
- Improve financial literacy and understanding of basic business considerations
- Connect day-to-day actions with broader organizational goals and priorities
- Develop a stronger overall business perspective and decision-making mindset

21st Century Business Protocol

COURSE OVERVIEW

Business etiquette and protocol refer to the requirements and expectations of social and business behavior, practices, and conduct that are prescribed by social convention, and a code of ethical behavior among professionals. It is simply the consistent use of good manners. Business etiquette and protocol training is a key part of effective use of soft skills & effective communication. This course will examine the basics of being considerate of others. It will cover dress/appearance, the workplace versus social situations, business meetings, use of social media platforms, proper introductions, communication skills/small talk, different personalities, cultural differences affecting domestic and international business opportunities, dealing with interruptions, and proper business email, and social media/smartphone etiquette.

LEARNING OBJECTIVES

- Define the difference between business protocol and etiquette
 - Implement the proper use of business protocol and etiquette
 - Analyze the current trends in business attire, both in the office and working from home
 - Apply best practices for workplace social media
-

Leadership Skills for Administrative Professionals

COURSE OVERVIEW

Some people are leaders because they are tasked to be leaders. But others don't have to be in a position of leadership to be a leader. Leadership is a learned technique. Participants will learn their purpose and their personal power. They will learn to motivate, persuade, inspire, and influence others to realize their potential. Participants will learn to make a difference no matter what position they hold by putting the skills of great leaders into practice.

LEARNING OBJECTIVES

- Understand the difference between power and influence
 - Learn the benefit of setting goals
 - Determine effective leadership traits
 - Improve your personal power
 - Learn how to live up to your potential
 - Learn to influence people through involvement
 - Learn how to manage stress
-

Techniques of the Great Administrative Professionals I & II *(1–2 days)*

COURSE OVERVIEW

In this course, you will learn the core skills that will help you use your resources efficiently, manage your time wisely, communicate effectively, and collaborate with others skillfully. The practices presented in this course will take time to root into your daily work routine. However, making the commitment to consistently apply the concepts every day is the key to changing and adopting new behaviors in a short amount of time.

LEARNING OBJECTIVES

- Learn and practice goal setting and its benefits
 - Discover how to prioritize
 - Learn how to streamline your responsibilities for better efficiency
 - Find ways to work smarter, not harder
 - Be able to make better and quicker decisions
-

Business Succession Planning Workshop

COURSE OVERVIEW

This workshop provides participants with a practical framework for developing an effective succession plan that supports both current operations and future organizational needs. Participants will learn how to identify critical positions, anticipate potential vacancies, define the competencies and skills needed for continuity, and develop internal talent for future roles. The course also emphasizes aligning succession planning with organizational strategy and goals, engaging executive and senior leaders, and ensuring employees understand their role in the process.

LEARNING OBJECTIVES

- Define succession planning and explain its importance to long-term organizational capability
- Identify critical positions and potential future vacancies
- Assess future staffing needs in relation to organizational goals
- Identify the competencies and skills required for key roles
- Recognize employees with the potential to assume future responsibilities
- Develop action plans to prepare individuals for critical positions
- Align succession planning efforts with organizational strategy and business goals
- Engage executive and senior leaders in defining and supporting succession priorities
- Clarify employee roles and expectations within the succession planning process
- Use succession planning to strengthen continuity, readiness, and overall organizational effectiveness

TIME & PRODUCTIVITY

Managing Multiple Priorities

COURSE OVERVIEW

As you know, rarely do you ever have just one priority or project to work on. In the business world the ability to juggle multiple responsibilities and tasks is essential. At times it can get a bit overwhelming. Our workshop will show you how to cope with several demanding priorities at a time while giving them all the attention and care they deserve.

LEARNING OBJECTIVES

- How to reap the benefits of better planning
- How to get organized and stay that way
- How to meet deadlines without fail
- How to make sure your real “top priorities” don’t get lost in the shuffle
- Handle project changes and emergencies with ease
- Become more productive, more effective and less stressed

Professional Accountability: Meeting Your Deadlines

COURSE OVERVIEW

Professional accountability is about stepping up to the plate to get work done, solve problems, and become accountable to improve productivity and performance—both for yourself and those you may supervise. Clear communication and realistic timelines are essential to manage all of your projects and deadlines.

LEARNING OBJECTIVES

- Create accountability within the organization, department, or team
- Communicate effectively to get things done
- Prioritize and manage multiple projects

- Create processes for meeting deadlines

Maximize Productivity: Monotasking vs. Multitasking

COURSE OVERVIEW

As you know, rarely do you ever have just one priority or project to work on. In the business world the ability to juggle multiple responsibilities and tasks is essential. At times it can get a bit overwhelming. Our workshop will show you how to cope with several demanding priorities at a time while giving them all the attention and care they deserve.

LEARNING OBJECTIVES

- How to reap the benefits of better planning
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- How to meet deadlines without fail
- How to make sure your real “top priorities” don’t get lost in the shuffle
- Handle project changes and emergencies with ease
- Become more productive, more effective and less stressed

TECHNOLOGY & COMPUTER SKILLS

Microsoft Office Suite Overview

COURSE OVERVIEW

This course provides participants with a practical overview of the Microsoft Office Suite and its most commonly used applications, tools, and resources. Participants will become familiar with the core functions of Microsoft Office software and how these applications can support everyday productivity, communication, organization, and workplace tasks. The program may be delivered as a comprehensive overview or customized into focused sections based on participants’ skill levels and specific software needs.

LEARNING OBJECTIVES

- Identify the primary applications and resources within the Microsoft Office Suite
- Describe the basic purpose and common workplace uses of key Microsoft Office applications
- Navigate commonly used Microsoft Office tools and features
- Apply Microsoft Office applications to support routine workplace tasks
- Use Office resources to improve productivity, communication, and organization
- Recognize which Microsoft Office applications are best suited for different types of work
- Build confidence using commonly used Microsoft Office software
- Identify areas where additional application-specific training may be beneficial
- Apply Microsoft Office skills at a level appropriate to individual experience and job responsibilities

Microsoft Word I–II (1–2 days)

COURSE OVERVIEW

This one- to two-day Microsoft Word course helps participants build practical skills for creating polished, professional documents while improving everyday productivity. Participants will explore useful Word features, tools, and shortcuts for developing a variety of documents, including reports, newsletters, tables, charts, and articles. The course progresses from foundational to more advanced skills, preparing participants to work more efficiently and confidently with a wide range of document types.

LEARNING OBJECTIVES

- Navigate Microsoft Word and use commonly accessed tools and features

- Create, edit, and format professional workplace documents
 - Apply shortcuts and productivity features to work more efficiently
 - Create and format reports, newsletters, articles, and other business documents
 - Insert, organize, and format tables within documents
 - Incorporate charts and other visual elements to communicate information effectively
 - Apply consistent formatting to improve document readability and presentation
 - Select appropriate Word features for different document types and purposes
 - Build confidence using Microsoft Word for a variety of workplace needs
 - Apply increasingly advanced Word capabilities based on individual skill level and job responsibilities
-

Microsoft Access I–III *(1–3 days · in-person only)*

COURSE OVERVIEW

This one- to three-day Microsoft Access course is designed to take participants from foundational database concepts through the development of fully functional databases. Participants will learn how to create and organize tables and forms, structure information for easy retrieval, and build more advanced functionality using features such as macros and switchboards. The course progresses by skill level and is intended for in-person delivery.

LEARNING OBJECTIVES

- Understand the basic purpose and structure of a Microsoft Access database
 - Create and organize database tables to store information effectively
 - Design forms to support efficient data entry and use
 - Structure databases so information is easy to organize, manage, and retrieve
 - Progress from basic database design to more functional and advanced applications
 - Create macros to automate common database tasks
 - Design switchboards to improve database navigation and usability
 - Apply Microsoft Access features to support everyday information management needs
 - Build greater confidence in creating and maintaining functional databases
-

Microsoft PowerPoint

COURSE OVERVIEW

This Microsoft PowerPoint course introduces participants to the essential features and tools needed to create effective, professional presentations. Participants will learn practical techniques, shortcuts, and design strategies that can enhance the visual appeal of their slides, strengthen their message, and create a greater impact on their audience.

LEARNING OBJECTIVES

- Navigate the Microsoft PowerPoint interface and use core presentation tools
 - Create and organize slides for clear, logical presentation flow
 - Apply layouts, themes, and formatting to improve visual consistency
 - Incorporate text, images, graphics, and other visual elements effectively
 - Use PowerPoint features and shortcuts to improve productivity
 - Apply design strategies that make presentations more engaging and professional
 - Enhance slides to better support key messages and audience understanding
 - Avoid common presentation design mistakes that reduce clarity or impact
 - Develop presentations that are visually appealing and audience-focused
 - Use PowerPoint more confidently to create presentations with greater impact
-

Microsoft Excel I–III (1–3 days)

COURSE OVERVIEW

This introductory Excel course provides participants with the foundational skills needed to confidently create, organize, modify, and manage Microsoft Excel workbooks. Through practical exercises, participants will become familiar with the Excel environment, work with worksheet data, make common worksheet modifications,

prepare workbook contents for printing, navigate and manage larger workbooks, and customize Excel to support more efficient day-to-day use.

LEARNING OBJECTIVES

- Navigate the Excel interface and create new workbooks
- Enter, organize, and work with data in worksheets
- Modify worksheet content and adjust worksheet structure
- Prepare and format workbook contents for printing
- Navigate and manage large or data-intensive workbooks
- Apply basic tools for organizing and viewing worksheet information
- Customize the Excel environment to improve usability and efficiency
- Use foundational Excel features with greater confidence in everyday workplace tasks

Google Applications

COURSE OVERVIEW

This course provides participants with a practical introduction to Google’s cloud-based applications and how they can be used to create, organize, share, and collaborate on workplace information. Participants will build familiarity with Google Drive, Docs, Sheets, Slides, Calendar, and Forms while learning how to manage files, create and edit documents and spreadsheets, develop presentations, coordinate schedules, collect information, and collaborate with others in real time. The course emphasizes hands-on use of Google applications to support productivity, communication, project work, and efficient information management.

LEARNING OBJECTIVES

- Navigate Google Drive and organize, search, upload, download, share, and manage files
- Create, format, review, and collaborate on documents using Google Docs
- Create and edit spreadsheets, apply formatting, use formulas and functions, and create charts in Google Sheets
- Develop, format, present, and share presentations using Google Slides
- Create and manage events, invitations, calendars, and reminders in Google Calendar
- Build Google Forms, add questions and sections, distribute forms, and review response data
- Use sharing permissions, comments, suggested edits, and version history to collaborate effectively
- Apply Google’s cloud-based tools to support everyday workplace communication, organization, and project collaboration

Microsoft Outlook

Build calendar, contact, task, and mail-management skills for a more productive inbox.

COURSE OVERVIEW

Microsoft Outlook is a powerful tool for managing email, calendars, contacts, meetings, and everyday workplace communication. This course helps participants use Outlook more efficiently to organize information, manage priorities, and stay on top of daily responsibilities. Participants will explore practical tools for managing email, organizing the inbox, scheduling meetings, maintaining calendars and contacts, and using Outlook features to improve productivity and communication.

LEARNING OBJECTIVES

- Navigate the Microsoft Outlook interface and customize commonly used features
- Create, send, receive, reply to, and manage email messages effectively
- Organize email using folders, categories, flags, rules, and search tools
- Apply strategies for managing inbox volume and prioritizing important communications
- Create and manage appointments, meetings, and events using the Outlook calendar
- Schedule meetings and use calendar features to coordinate availability with others
- Create and organize contacts and contact groups
- Use tasks, reminders, and follow-up features to manage responsibilities and deadlines
- Apply Outlook tools and best practices to improve organization, communication, and daily productivity

BUSINESS & PROFESSIONAL WRITING

Effective Business Writing, Grammar & Proofreading *(2 days)*

Build the writing, grammar, and proofreading skills to produce clear, error-free documents.

Clear Writing through Critical Thinking

COURSE OVERVIEW

Writing is thinking. Often you don't know what you think until you have written it down, and when you write well, you create a context in which others can think. This course teaches many critical-thinking strategies that will improve your writing.

LEARNING OBJECTIVES

- Understand and apply critical thinking in writing
 - Apply, analyze, evaluate, and create information
 - Think critically through each stage of the writing process
 - Gain better awareness of common spelling and grammar issues in business writing
 - Review basic concepts in sentence and paragraph construction
-

Writing at the Executive Level

COURSE OVERVIEW

Organizations greatly benefit from having a professional cadre who can produce clear, well-organized, grammatically correct documents of the work they perform. Today's professionals are expected to communicate effectively, and writing plays a vital role in how one's work is presented to colleagues, subordinates, and the community as a whole.

LEARNING OBJECTIVES

- Identify and implement tools for writing to complement the reader's level of understanding
 - Gain a better grasp of the grammar, spelling, punctuation, and sentence structure required for writing correctly
 - Practice the ability to write concisely and clearly, so that the reader will quickly grasp the message of the written material
 - Learn the process of gathering material, putting it in a format that addresses the points under discussion, and bringing closure to the situation
 - Revisit the rules of good grammar and clear communication
 - Improve sentence construction and paragraph development
 - Proofread your work so you can feel confident it is clear, concise, complete, and correct
-

Getting Results with Clear Writing and Dynamic Presentations *(3-day series)*

COURSE OVERVIEW

This course strengthens participants' ability to communicate clearly, professionally, and persuasively through both writing and presentations. Participants will explore how to identify purpose and audience, organize messages for maximum impact, write concise and reader-focused business documents, and deliver presentations with confidence and credibility. The course also addresses listening, tone, grammar, punctuation, email etiquette, proofreading, presentation design, vocal variety, body language, handling questions, and techniques for engaging an audience and achieving desired results.

LEARNING OBJECTIVES

- Identify the purpose, audience, and desired outcome of a written or spoken message
- Organize ideas and information into clear, logical, and audience-focused communications
- Apply the PRODUCE model to plan, draft, clarify, and edit effective business writing
- Write concise, professional documents using appropriate tone, active voice, and reader-focused language
- Apply basic grammar, punctuation, word usage, and proofreading principles to improve written communication
- Develop effective emails using clear subject lines, appropriate formatting, and professional etiquette
- Structure persuasive presentations using attention-getters, key points, supporting proof, and calls to action
- Use vocal variety, pacing, pauses, eye contact, body language, and movement to strengthen presentation delivery
- Manage nervousness and build confidence when speaking before an audience
- Use presentation graphics and other visual tools effectively to reinforce key messages
- Respond professionally to questions, objections, complaints, and challenging audience members
- Apply active listening and interpersonal communication techniques to improve understanding and collaboration

Writing a Statement of Work Training

COURSE OVERVIEW

Government agencies today must be good stewards of the taxpayers' money and deliver successful projects as efficiently and as cost effectively as possible. The statement of work is one document that can help ensure project success. The purpose of this course is to provide guidance on how to write a Statement of Work (SOW) for service-type contracts. It will discuss several key elements that should be contained in the SOW and address some of the important things to consider when writing an SOW. A well-written SOW can prevent disagreement, misunderstanding, and eventual disputes between the government and the contractor as to the expectations of the work to be performed.

LEARNING OBJECTIVES

- Understand what a SOW is and its purpose
- Understand how to prepare a good SOW and what is included
- Design a Statement of Work that gets results
- Writing an SOW in plain language
- Understand things to avoid when writing a SOW
- Understand how to formulate the different components of the SOW
- Understand the consequences of a poor SOW

Succinct Plain Language

COURSE OVERVIEW

Organizations greatly benefit from having a professional cadre who can produce clear, well-organized, grammatically correct documents of the work they perform. Today's professionals are expected to communicate technically, and technical writing plays a vital role in how one's work is presented to key customers, and the research community as a whole. Skills obtained from this writing course will help participants to communicate with others inside and outside of the organization through reports, instructions, procedures, e-mails, letters, abstracts, case studies, etc.

LEARNING OBJECTIVES

- Define succinct writing, including types of document and key purposes
 - Identify and implement tools for writing to complement the reader's level of understanding
 - Analyze grammar, spelling, punctuation, and sentence structure required for writing correctly
 - Practice the ability to write concisely and clearly, so that the reader will quickly grasp the message of the written material
 - Decide appropriate use of the rules of good grammar and clear communication
 - Improve sentence construction and paragraph development
 - Apply these skills in real work applications
 - Proofread your work so you can feel confident it is clear, concise, complete, and correct
 - Identify elements of formatting to enhance the readability of documents
-

Technical Writing *(Fundamentals–Advanced, 1 day each)*

COURSE OVERVIEW

Organizations greatly benefit from having a professional cadre who can produce clear, well-organized, grammatically correct documents of the work they perform. Today's professionals are expected to communicate technically, and technical writing plays a vital role in how one's work is presented to key customers, and the research community as a whole. Skills obtained from this technical writing course will help participants to communicate with others inside and outside of the organization through reports, instructions, procedures, e-mails, letters, abstracts, case studies, etc.

LEARNING OBJECTIVES

- Define technical writing, including types of document and key purposes
 - Establish a system of steps for planning and executing a technical document, including methods for organizing and critical components to include
 - Identify and implement tools for writing to complement the reader's level of understanding
 - Write examples of technical instructions and conduct tests to determine areas that need improvement
 - Revise given examples using editing tools
 - Assess means of translating tech-talk into reader-friendly language
 - Define and create abstracts and recommendations to summarize technical documents
 - Identify elements of formatting to enhance the readability of documents
-

Effective Writing for Military and Government Officials

COURSE OVERVIEW

Effective Writing for Military and Government Officials is designed to enhance participants' writing skills according to the AR-50 Army Writing Style principles. The course focuses on developing clarity, coherence, accuracy, and brevity in writing. Participants will engage in a series of interactive sessions that build upon each other to provide a comprehensive understanding of effective writing techniques.

LEARNING OBJECTIVES

- Differentiate between various writing styles and identify the key principles of the Army
- Writing Style
- Construct clear, concise, and coherent sentences and paragraphs
- Develop unified and organized documents with a clear purpose and thesis
- Apply principles of accuracy, brevity, and clarity to military and government documents
- Utilize active voice and concrete language to enhance the effectiveness of their writing
- Identify and correct common writing errors, including wordiness, jargon, and misused modifiers

Administrative Professional Capstone Program *(4-month series)*

COURSE OVERVIEW

This four-month Administrative Professional Capstone Program is designed to strengthen participants' professional writing through sustained practice, feedback, and application. Participants will compose, edit, proofread, and refine workplace materials while learning to write with greater purpose, clarity, brevity, grammatical accuracy, and professional formatting. The program progresses through business writing, grammar, editing and proofreading, and a final capstone experience in which participants demonstrate their growth through a completed assignment and a debrief with peers, supervisors, and executive-level stakeholders.

LEARNING OBJECTIVES

- Write professional correspondence with greater clarity, purpose, and brevity
- Adapt written communication to the topic, audience, and intended response
- Create effective workplace documents, including emails, letters, reports, and meeting minutes
- Apply correct grammar, word usage, and formatting in professional writing
- Edit written materials to improve readability, clarity, tone, and professionalism
- Apply practical proofreading techniques to identify and correct errors
- Reduce unnecessary rewriting and editing by improving first-draft quality
- Incorporate feedback from subject matter experts, peers, and supervisors to strengthen written work
- Demonstrate measurable improvement through progressive writing assignments
- Prepare and submit a final capstone writing assignment for expert review
- Reflect on and communicate individual growth during a capstone debrief
- Apply the writing, grammar, editing, and proofreading skills developed throughout the four-month program

Business Writing & Mistake-Free Grammar *(2 days)*

Build foundational and advanced grammar and business-writing skills.

COURSE OVERVIEW

Clear, professional writing is essential for effective workplace communication. This two-day course strengthens both foundational and advanced business-writing and grammar skills, helping participants communicate with greater clarity, accuracy, and confidence. Participants will explore practical techniques for organizing ideas, improving sentence structure, applying grammar and punctuation rules, selecting an appropriate tone, and proofreading effectively. The course emphasizes creating polished workplace communications that are concise, professional, and easy for the reader to understand.

LEARNING OBJECTIVES

- Apply essential grammar, punctuation, capitalization, and sentence-structure rules
- Identify and correct common grammatical errors in workplace writing
- Organize ideas logically to create clear and effective business communications
- Write concise sentences and eliminate unnecessary or confusing language
- Adapt tone, style, and word choice to the audience and purpose

- Strengthen the clarity and professionalism of emails, memos, reports, and other workplace documents
- Recognize and correct common problems with sentence construction, word usage, and punctuation
- Apply effective editing and proofreading techniques to identify errors before sending or publishing written communications
- Develop practical strategies for producing accurate, polished, and professional business writing

Business Writing and Email Etiquette

COURSE OVERVIEW

This course helps participants strengthen their business writing and email etiquette to communicate more clearly, professionally, and effectively in the workplace. Participants will learn how to craft emails that are purposeful, polished, and results-oriented while developing communication habits that support credibility and professionalism. The course prepares participants for the types of written communication they are likely to use throughout their careers.

LEARNING OBJECTIVES

- Explain the importance of professional email communication in the workplace
- Write clear, concise, and purposeful business emails
- Apply appropriate tone and professionalism to workplace correspondence
- Organize email content so key messages are easy to understand
- Write emails that support desired actions and results
- Recognize common email habits that can reduce clarity or professionalism
- Adapt written communication to different workplace situations and audiences
- Strengthen overall business writing skills for everyday professional communication
- Communicate with greater confidence and credibility through email
- Apply professional email practices throughout their careers

06 Project Management

Build the tools to plan, execute, and recover projects — from foundational skills to advanced methodology.

Project Management (1–3 days)

COURSE OVERVIEW

This course is designed to provide participants with a comprehensive understanding of essential project and program management principles, tools, and techniques. Through a series of modules, participants will explore the fundamentals of project management, develop strategies for managing projects effectively, and enhance their leadership skills to drive project success. The course includes hands-on activities and real-world scenarios, enabling participants to apply their learning in a practical context and prepare for the challenges of managing projects in a dynamic work environment.

LEARNING OBJECTIVES

- Identify the key characteristics and phases of project management
- Apply tools like Gantt charts, status reports, and SMART goals to plan, monitor, and control projects
- Implement change management processes and strategies to handle risks and overcome obstacles
- Use different leadership styles to influence project outcomes
- Apply course concepts to real-world project scenarios to improve project management skills

Project Management: Managing Stakeholder's Expectations in a Government Environment *(2 days)*

COURSE OVERVIEW

This two-day course focuses on a stakeholder-centered approach to project management within a government environment. Participants will examine how to identify stakeholders, understand and manage expectations, and build productive relationships throughout the project life cycle. The course emphasizes stakeholder management planning, active engagement, and ongoing control, while introducing key inputs, tools, techniques, and outputs used to manage stakeholder and team expectations effectively.

LEARNING OBJECTIVES

- Explain the importance of stakeholder management in government projects
- Identify key project stakeholders and assess their expectations and interests
- Develop a stakeholder management plan aligned with project needs
- Apply strategies for building and maintaining productive stakeholder relationships
- Manage stakeholder engagement throughout the project life cycle
- Monitor and control stakeholder involvement and expectations
- Identify key inputs, tools, techniques, and outputs associated with stakeholder management
- Use practical tools to uncover stakeholder and team expectations
- Address competing or changing stakeholder expectations effectively
- Strengthen communication and engagement practices to support successful project outcomes

Project Management: Assessing & Recovering Troubled Projects *(2 days)*

COURSE OVERVIEW

This course is designed to provide participants with a comprehensive understanding of essential project and program management principles, tools, and techniques. Through a series of modules, participants will explore the fundamentals of project management, develop strategies for managing projects effectively, and enhance their leadership skills to drive project success. The course includes hands-on activities and real-world scenarios, enabling participants to apply their learning in a practical context and prepare for the challenges of managing projects in a dynamic work environment.

LEARNING OBJECTIVES

- Identify the key characteristics and phases of project management
- Apply tools like Gantt charts, status reports, and SMART goals to plan, monitor, and control projects
- Implement change management processes and strategies to handle risks and overcome obstacles
- Use different leadership styles to influence project outcomes
- Apply course concepts to real-world project scenarios to improve project management skills

Leadership in Project Management: PMI Talent Triangle

COURSE OVERVIEW

This course explores leadership within the context of project management using the three areas of the PMI Talent Triangle: Ways of Working, Power Skills, and Business Acumen. Participants will examine leadership strategies, communication techniques, and approaches for aligning project goals with broader organizational objectives. Through practical case studies and interactive learning, the course helps participants strengthen the leadership capabilities needed to manage projects effectively across a range of industries and levels of complexity.

LEARNING OBJECTIVES

- Explain the three components of the PMI Talent Triangle

- Apply technical project management principles through effective Ways of Working
 - Strengthen leadership and interpersonal skills through Power Skills
 - Develop greater Business Acumen to support project decision-making
 - Apply effective leadership strategies in project environments
 - Use communication techniques to improve collaboration and project performance
 - Align project goals with broader business and organizational objectives
 - Recognize how leadership style can influence project teams and outcomes
 - Apply leadership concepts to practical project management scenarios
 - Strengthen the leadership versatility needed to manage projects of varying scope and complexity
-

Basic Tools for Process Improvement

COURSE OVERVIEW

In this course, participants will focus on basic tools for process improvement. They will learn how to set organizational priorities for process improvement, how to execute process improvement projects, and how to sustain the initiative for continuous improvements.

LEARNING OBJECTIVES

- Understand the roles of process improvement
 - Relate underlying principles to frameworks and techniques used for process improvement
 - Apply analytical techniques for tactical decisions in a process improvement project
-

Introduction to the Scrum Framework

COURSE OVERVIEW

This course provides participants with an introduction to the Scrum framework and its role within agile project management. Participants will explore the core principles and practices of Scrum, including its collaborative structure, iterative feedback cycles, and emphasis on continuous improvement. The course also introduces key leadership, coaching, and facilitation practices that help teams leverage individual strengths, work effectively together, and advance projects through incremental progress.

LEARNING OBJECTIVES

- Explain the purpose and foundational principles of the Scrum framework
 - Describe how Scrum supports agile project management
 - Recognize the collaborative nature of Scrum teams
 - Explain the value of iterative feedback and continuous improvement
 - Identify how incremental progress supports effective project delivery
 - Apply basic Scrum leadership principles within a team environment
 - Use coaching techniques to support team performance and development
 - Apply facilitation practices that encourage collaboration and engagement
 - Recognize and leverage team members' strengths to support project success
 - Understand how Scrum can be used to guide projects through changing needs and evolving requirements
-

Critical Thinking & Creative Problem Solving

COURSE OVERVIEW

The purpose of this course is to provide participants with the knowledge and skills necessary to facilitate an effective problem analysis that leads to good decisions in their working scenarios. Participants will come to understand their own mind, brainstorm effective solutions, and work with several instructor-led exercises that

build upon each other to learn how to identify causes and to recognize the difference between actions and conditions.

LEARNING OBJECTIVES

- 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

Introduction to Analytics

COURSE OVERVIEW

This course presents an introduction to the concept of data analysis, the role of a Data Analyst, and the tools that are used to perform daily functions. You will gain an understanding of the data ecosystem and the fundamentals of data analysis, such as data gathering or data mining. You will then learn the soft skills that are required to effectively communicate your data to stakeholders, and how mastering these skills can give you the option to become a data-driven decision-maker.

LEARNING OBJECTIVES

- Define analytics
- Recognize the importance of project objectives and stakeholders
- Acquire a basic knowledge of quantitative analysis techniques
- Learn data visualization techniques
- Know how to collect primary data and present results
- Assess personal emotional reactions and responses to various situations

The Effective Use of the Work Breakdown Structure

COURSE OVERVIEW

This course provides participants with a practical understanding of how to create and use an effective Work Breakdown Structure (WBS) to support successful project planning and execution. Participants will explore how to develop a WBS that aligns with project requirements while connecting it to the broader Project Management Life Cycle. The course also examines how the WBS supports project scope, scheduling, cost management, resource identification, and change control.

LEARNING OBJECTIVES

- Explain the purpose and value of a WBS
- Identify the characteristics of an effective WBS
- Develop a WBS that aligns with project requirements and objectives
- Connect the WBS to the phases of the Project Management Life Cycle
- Use a WBS to define and organize project scope
- Apply WBS concepts to support project scheduling
- Recognize how a WBS contributes to cost management
- Use the WBS to identify project resource needs
- Understand the relationship between the WBS and change control
- Apply WBS principles to strengthen overall project planning and management

PMP Test Preparation *(5 days · in-person only)*

COURSE OVERVIEW

This five-day, in-person course is designed to prepare participants for the Project Management Professional (PMP) exam through a focused review of project management concepts and practices. The course includes instructor-led discussions, practice materials, exercises, and sample test questions to reinforce understanding and build exam readiness. It is especially well suited for project team members and entry-level project managers seeking to strengthen their knowledge of project management fundamentals and certification requirements.

LEARNING OBJECTIVES

- Review key project management concepts relevant to PMP exam preparation
- Strengthen understanding of the Project Management Body of Knowledge
- Reinforce foundational concepts associated with project management certification
- Apply project management knowledge through guided practice exercises
- Work through sample test questions similar to those encountered in certification preparation
- Identify areas of strength and topics requiring additional study
- Participate in instructor-led discussions to clarify challenging project management concepts
- Improve confidence in applying project management terminology and principles
- Develop effective strategies for preparing for the PMP examination
- Build a stronger foundation for continued professional development in project management

Project Management Methodologies

COURSE OVERVIEW

This course provides participants with a comprehensive understanding of key project management methodologies and life cycles, including Waterfall, Agile, and Hybrid approaches. Participants will examine the strengths, limitations, and practical applications of each methodology while learning how to select the approach that best fits a project's specific needs. The course also explores the Project Management Life Cycle, including the processes, activities, and deliverables involved in planning, executing, monitoring, and completing projects successfully.

LEARNING OBJECTIVES

- Explain the purpose and characteristics of major project management methodologies
- Distinguish between Waterfall, Agile, and Hybrid approaches
- Identify the advantages and limitations of each methodology
- Select an appropriate project management approach based on project requirements
- Apply project methodologies to a variety of real-world project scenarios
- Describe the phases of the Project Management Life Cycle
- Identify key processes, activities, and deliverables associated with each project phase
- Explain how projects are planned, executed, monitored, and completed
- Recognize how methodology selection can influence project outcomes and effectiveness
- Apply project management principles with greater flexibility across diverse project environments

Artificial Intelligence in Project Management

COURSE OVERVIEW

This course introduces participants to the practical use of Artificial Intelligence (AI) in project management. Participants will explore how AI can support project initiation, planning, execution, and decision-making while improving areas such as data analysis, risk assessment, and resource allocation. The course emphasizes

using AI to increase efficiency, strengthen project strategies, respond to changing conditions, and improve overall project outcomes in a technology-driven environment.

LEARNING OBJECTIVES

- Explain the role of Artificial Intelligence in modern project management
- Identify practical applications of AI across project initiation, planning, and execution
- Use AI-supported approaches to strengthen project decision-making
- Apply AI concepts to improve data analysis and interpretation
- Recognize how AI can support project risk assessment
- Explore ways AI can improve resource allocation and utilization
- Use AI to support more efficient and informed project management strategies
- Recognize opportunities to optimize project outcomes through AI-enabled tools and techniques
- Adapt project management approaches to changing conditions using AI-supported insights
- Build confidence in incorporating AI capabilities into everyday project leadership and management

07 Workplace Culture

Build a workplace culture of respect, inclusion, and cross-cultural understanding.

Improving Cross-Cultural Communication

COURSE OVERVIEW

In this training, you will learn how to communicate and leverage the full potential of diverse teams and colleagues in your workplace.

LEARNING OBJECTIVES

- Develop useful cross-cultural attitudes
- Communicate effectively across cultures
- Effectively manage employees from different cultures
- Help teams overcome cross-cultural and virtual barriers
- Promote acceptance and awareness in your organization to help create a multicultural environment
- Develop skills to help you recognize and take action to manage bias
- Create a goal-setting plan to work toward becoming more inclusive by managing your unconscious bias

Understanding the Effects of Unconscious Bias

Build awareness of implicit, cultural, and systemic bias and how it shapes decisions.

COURSE OVERVIEW

Unconscious bias can influence how people interpret information, interact with others, and make workplace decisions without realizing it. This course helps participants recognize the role implicit, cultural, and systemic biases can play in everyday workplace experiences. Participants will explore how assumptions and mental shortcuts develop, examine how bias may affect communication and decision-making, and identify practical strategies for increasing awareness and making more thoughtful, equitable choices.

LEARNING OBJECTIVES

- Define unconscious bias and recognize how it develops
- Distinguish between implicit, cultural, and systemic forms of bias
- Identify common biases that may influence workplace interactions and decisions
- Recognize how assumptions and mental shortcuts can affect judgment

- Examine the impact of bias on communication, relationships, and workplace practices
- Apply strategies for slowing down decision-making and challenging assumptions
- Develop practical actions for increasing awareness and reducing the influence of unconscious bias

Becoming an Ally: How to Turn Intentions into Actions

Build the skills to raise concerns and interrupt behavior that fails to respect inclusion.

COURSE OVERVIEW

Creating an inclusive workplace requires more than good intentions. This course helps participants understand what it means to act as an ally and develop the confidence to respond when workplace behaviors or practices do not support respect and inclusion. Participants will explore how to raise concerns constructively, interrupt inappropriate behavior, support colleagues, and turn awareness into meaningful everyday actions.

LEARNING OBJECTIVES

- Define allyship and its role in creating an inclusive workplace
- Recognize behaviors and situations that may undermine inclusion and belonging
- Identify opportunities to move from passive support to constructive action
- Develop strategies for raising concerns respectfully and professionally
- Practice techniques for interrupting inappropriate or exclusionary behavior
- Strengthen communication skills for navigating sensitive workplace situations
- Identify personal actions that contribute to a more respectful and inclusive workplace

Workplace Civility: Promoting Respect in the Workplace

Build the everyday behaviors that demonstrate respect and prevent disrespect.

COURSE OVERVIEW

Respectful workplaces are built through everyday behaviors, communication, and choices. This course helps participants recognize the behaviors that contribute to workplace civility and understand how seemingly small acts of disrespect can affect trust, morale, teamwork, and productivity. Participants will explore practical strategies for communicating professionally, managing differences, addressing disrespect, and contributing to a workplace culture grounded in respect.

LEARNING OBJECTIVES

- Define workplace civility and recognize its importance to organizational effectiveness
- Identify behaviors that demonstrate respect and professionalism
- Recognize behaviors that may contribute to an uncivil or disrespectful workplace
- Understand the impact of workplace incivility on trust, morale, and productivity
- Apply communication strategies that promote respectful workplace interactions
- Respond constructively to disagreements and inappropriate behavior
- Identify personal actions that support a culture of civility and mutual respect

Generational Blending in the Workforce

Build the skills to lead effectively across five generations in today's workforce.

COURSE OVERVIEW

Today's workplace may include as many as five generations working side by side, each shaped by different experiences, expectations, communication preferences, and approaches to work. This course helps participants better understand generational differences without relying on stereotypes. Participants will explore how generational perspectives can influence communication, motivation, collaboration, and leadership, while developing strategies for building stronger relationships across age groups.

LEARNING OBJECTIVES

- Identify the five generations represented in today's workforce and their general workplace influences
 - Recognize how generational experiences may shape communication, expectations, and work preferences
 - Distinguish generational differences from individual preferences and avoid harmful stereotypes
 - Understand how different generations may approach motivation, feedback, technology, and workplace relationships
 - Adapt communication and leadership approaches to better support employees across generations
 - Apply strategies for reducing generational misunderstandings and conflict
 - Leverage generational diversity to strengthen collaboration, knowledge sharing, and team performance
-

Uniting Diversity in the Workplace *(2 days)*

Move from awareness to action in managing unconscious bias through research-based exercises.

COURSE OVERVIEW

Building an inclusive workplace requires moving beyond awareness and putting inclusive behaviors into practice. This two-day course provides participants with an opportunity to explore unconscious bias, workplace differences, and the ways assumptions can influence communication, relationships, and decisions. Through research-based concepts, discussion, reflection, and practical exercises, participants will develop strategies for recognizing bias, challenging assumptions, and contributing to a workplace where differences are respected and valued.

LEARNING OBJECTIVES

- Explore the meaning and value of diversity within the workplace
 - Recognize how unconscious bias may influence perceptions, behaviors, and decisions
 - Identify personal assumptions and patterns of thinking that may affect workplace interactions
 - Examine how differences in background and experience can influence communication and relationships
 - Apply research-based strategies for recognizing and managing unconscious bias
 - Practice communication techniques that encourage respect, curiosity, and understanding
 - Develop strategies for responding constructively to bias and exclusionary behavior
 - Create practical actions for supporting a more inclusive and collaborative workplace
-

Working in a Multi-Cultural Workplace

Build cultural awareness, bias recognition, and communication skills across backgrounds.

COURSE OVERVIEW

Today's workforce brings together people with different cultural backgrounds, experiences, values, and communication styles. This course helps participants strengthen the awareness and communication skills needed to work effectively across those differences. Participants will examine how culture and bias can influence workplace interactions, explore strategies for reducing misunderstandings, and develop practical approaches for communicating respectfully and building stronger cross-cultural relationships.

LEARNING OBJECTIVES

- Increase awareness of how culture influences workplace behavior and communication
 - Recognize personal assumptions and biases that may affect cross-cultural interactions
 - Identify differences in communication styles across cultural backgrounds
 - Develop strategies for communicating effectively across cultures
 - Recognize and reduce common sources of cross-cultural misunderstanding
 - Apply active listening and perspective-taking techniques to strengthen workplace relationships
 - Adapt communication approaches while maintaining professionalism and respect
 - Contribute to a workplace environment that values cultural differences and collaboration
-

Essentials of Diversity & Inclusion Series (1–3 days)

A two-part series covering diversity and inclusion awareness, then unconscious bias in the workplace.

COURSE OVERVIEW

This flexible series provides a practical foundation for understanding diversity, inclusion, and unconscious bias in the workplace. The first part builds awareness of diversity and inclusion and explores how individual differences shape workplace experiences, relationships, and organizational culture. The second part focuses on unconscious bias, helping participants recognize how assumptions and mental shortcuts can influence decisions and interactions. Together, the series moves participants from awareness toward practical behaviors that support a more respectful and inclusive workplace.

LEARNING OBJECTIVES

- Define diversity and inclusion and understand their importance in the workplace
- Recognize the value different perspectives and experiences bring to teams and organizations
- Examine how individual behaviors contribute to an inclusive workplace culture
- Define unconscious bias and recognize how it may influence workplace decisions and interactions
- Identify common assumptions and mental shortcuts that may affect judgment
- Recognize behaviors that may unintentionally exclude or marginalize others
- Apply strategies for communicating and collaborating more inclusively
- Develop practical actions for reducing bias and strengthening inclusion in everyday workplace interactions

Cultural Competency

Build a genuine culture of respect that strengthens engagement and outcomes.

COURSE OVERVIEW

Cultural competency is the ability to work effectively and respectfully with people whose experiences, backgrounds, perspectives, and values may differ from our own. This course helps participants strengthen cultural awareness, examine assumptions, and develop communication practices that support positive workplace relationships. Participants will explore how culturally competent behaviors can strengthen trust, employee engagement, collaboration, and organizational outcomes.

LEARNING OBJECTIVES

- Define cultural competency and explain its importance in the workplace
- Increase awareness of personal cultural perspectives and assumptions
- Recognize how culture can influence communication, behavior, and workplace expectations
- Identify barriers that may interfere with effective cross-cultural interactions
- Apply communication strategies that demonstrate cultural awareness and respect
- Practice perspective-taking and active listening across differences
- Develop behaviors that strengthen trust, inclusion, and workplace relationships
- Identify practical ways to contribute to a culturally respectful workplace

Leveraging Diversity in the Workplace Series for Managers & Supervisors (2 days)

Build a DEIA program while navigating difficult conversations around race, religion, and identity.

COURSE OVERVIEW

Managers and supervisors play an important role in creating a workplace where employees feel respected, included, and able to contribute. This two-day series equips leaders with practical tools for supporting diversity, equity, inclusion, and accessibility within their teams. Participants will examine leadership behaviors, unconscious bias, and organizational practices while developing the communication skills needed to navigate

difficult conversations involving race, religion, identity, and other workplace differences. The course emphasizes turning DEIA principles into practical leadership behaviors and sustainable workplace practices.

LEARNING OBJECTIVES

- Understand the role managers and supervisors play in supporting DEIA in the workplace
- Recognize how leadership behaviors and decisions can strengthen or undermine inclusion
- Identify unconscious biases that may influence supervisory decisions and employee experiences
- Develop strategies for creating respectful and inclusive team environments
- Strengthen communication skills for discussing sensitive workplace topics
- Navigate difficult conversations involving race, religion, identity, and other differences with greater confidence
- Apply strategies for responding appropriately to concerns related to inclusion and respect
- Identify practical components of an effective DEIA program or workplace initiative
- Develop actionable strategies for reinforcing DEIA through everyday leadership practices

Creating a Safe Culture for LGBTQIA+ Individuals

Build culturally sensitive language and practice to support the LGBTQIA+ community.

COURSE OVERVIEW

Creating a respectful workplace includes developing the awareness and communication skills needed to interact effectively with LGBTQIA+ colleagues and community members. This course introduces participants to culturally sensitive language, common terminology, and workplace practices that support respectful interactions. Participants will explore how assumptions, language, and everyday behaviors can affect workplace experiences and identify practical ways to contribute to an environment where employees are treated with dignity and respect.

LEARNING OBJECTIVES

- Increase awareness of terminology related to LGBTQIA+ individuals and communities
- Recognize the importance of respectful and culturally sensitive language
- Identify assumptions and biases that may affect workplace interactions
- Understand how language and everyday behaviors can influence an employee's workplace experience
- Apply respectful communication practices when interacting with LGBTQIA+ colleagues and community members
- Recognize behaviors that may undermine workplace respect and inclusion
- Develop strategies for responding constructively to inappropriate or disrespectful behavior
- Identify practical actions that support a professional, respectful, and inclusive workplace culture

Appreciative Inquiry

COURSE OVERVIEW

Appreciative Inquiry focuses on identifying what is already working well within a team and using those strengths as a foundation for improvement. Participants will explore the conditions that support trust, communication, and collaboration, then translate those insights into practical action steps. The workshop emphasizes shared commitment and accountability, helping teams build stronger relationships and create positive, sustainable ways of working together.

LEARNING OBJECTIVES

- Identify what is working well with their team and where improvement is possible
- Determine what is necessary to build trust, communication, and collaboration with the team
- Design action plan to build trust, communication, and collaboration with the team

- Develop commitment statements and accountability to build trust, communication, and collaboration with the team
-

Culture by Design

COURSE OVERVIEW

In today's dynamic landscape, influenced by political shifts, generational changes, and the impacts of the Great Resignation and the Great Reshuffling, procurement leaders often question their organizational culture's effectiveness. This workshop offers a deep dive into essential elements for fostering a strong, productive, and motivated workplace. Through engaging discussions and practical exercises, leaders will discover strategies to enhance their organizational culture for immediate, impactful results.

LEARNING OBJECTIVES

- Explore how leadership behaviors shape organizational culture
 - Identify behaviors that strengthen connection, trust, and accountability
 - Examine the relationship between leadership, culture, and employee experience
 - Identify practical ways to reinforce the desired culture through everyday leadership
-

Culture Matters - Align Your Subculture with Your Why and Values

COURSE OVERVIEW

This course outlines your overall organizational culture and how your team and department align with the County's culture and strategic objectives.

LEARNING OBJECTIVES

- Learn the 7 layers of culture and how you may affect change at each one
 - Understand why organizational culture is important for today's local governments
 - Develop strategies to improve the culture in your workplace
-

Creating a Welcoming Workplace for Belonging

COURSE OVERVIEW

The lack of a sense of belonging is one of the top three most important reasons employees give for leaving their job. In this workshop participants will further develop their leadership competencies, increase their awareness of how to create the desired culture, and how to communicate effectively across cultures.

LEARNING OBJECTIVES

- Increase awareness of team members' skills for belonging
 - Describe the importance of communication across cultures
-

Empowering DEIB Champions

COURSE OVERVIEW

Skill-building workshop to empower participants to be effective and inspiring champions of your DEIB program.

- Focuses on the principles/skills of facilitating, coaching, having difficult conversations, and interpersonal communication.
 - Equip your DEIB champions with a skillset to implement and advance your DEIB program and equity plans.
-

LEARNING OBJECTIVES

- Explore techniques to foster collaboration with your colleagues
 - Enhance your interpersonal communication skills by evaluating mental models, perceptions, and active listening skills
 - Build trust and lead open and honest dialogue as you coach others and assist with conflict resolution
-

The 7C's of DEIB

COURSE OVERVIEW

This workshop delves into the essential conditions required for a successful Diversity, Equity, Inclusion, and Belonging (DEIB) approach. Participants will learn from successes and challenges and gain actionable insights into effective strategies. The workshop aims to equip leaders with the knowledge and tools to foster an inclusive and equitable organizational culture.

LEARNING OBJECTIVES

- Increase awareness of our collective humanity
 - Address barriers to DEIB success
 - Develop requisite human capital knowledge
 - Shift to a pro-human DEIB model
 - Challenge failed approaches to DEIB
 - Reduce the likelihood of implementation missteps
-

The Kindness Factor

COURSE OVERVIEW

With a focus on inclusion and belonging, this course calls participants to connect on a human level. When team members embrace and celebrate diversity, teams learn how to leverage the uniqueness each brings, making the team strong and whole.

LEARNING OBJECTIVES

- Recognize that differences make the team stronger
 - Identify the components that make you feel part of the group
 - Learn the Kindness Model and how to apply the principles at work
-

Inclusionary Leadership

COURSE OVERVIEW

Inclusionary Leadership Training equips leaders with the tools to not only champion diversity and inclusion but also to create lasting cultural change within their organizations. It empowers leaders to drive positive outcomes, including increased employee engagement, innovation, and a stronger competitive advantage in today's diverse and interconnected world.

LEARNING OBJECTIVES

- Learn the importance of diversity and inclusion in the workplace
 - Identify and mitigate unconscious biases
 - Develop inclusive communication skills
-

- Enhance cultural sensitivity for better teamwork
 - Foster an inclusive leadership mindset
 - Create a personalized action plan
-

How Did We Get Here: Warning! No Blaming, Shaming, or Guilt

COURSE OVERVIEW

Take a historical journey to understand how we got here, where we are now, and determine the direction in which you would like to go. Participants will understand from an academic perspective without shaming, blaming, and guilt. Participants will develop their capacity to better understand racism.

LEARNING OBJECTIVES

- Learn the historical steps of racism and its institutional and structural forms
 - Identify the structural analysis of racism
 - Develop an understanding of how history has repeated itself and how to prevent it from happening again
-

Words, Words, and More Words: Understanding Today's Terminology

COURSE OVERVIEW

Learn the DEIB terminology and the origins of many of the terms.

LEARNING OBJECTIVES

- Develop an understanding of DEIB terminology
-

Belonging is Good Business

COURSE OVERVIEW

This executive team training is designed to help executives implement belonging initiatives with employment, programs, and how to eliminate biases or barriers in their business practices. All participants will be invited to experience the workshop through two lenses: first as an engaged participant and second, how they can take this information back to their teams for continued learning, growth, and development.

LEARNING OBJECTIVES

- Participants should have a clear understanding of what belonging means in a professional context and why it is important for organizational success
 - Participants will engage in self-reflection to assess their own workplace culture and practices related to fostering belonging
 - Participants should be able to recognize and identify both explicit and implicit biases and barriers to belonging within their organizations
 - Competency includes understanding and being familiar with best practices for fostering belonging in the workplace, such as mentorship programs, diversity and inclusion training, and employee resource groups
 - Participants should demonstrate the ability to think strategically about implementing belonging initiatives and breaking down barriers within their specific organizational context
 - Individuals will understand the role of leadership in fostering a culture of belonging and be able to articulate strategies for leadership role modeling
 - Participants should be able to collaborate effectively with others and communicate ideas for fostering belonging in a clear and compelling manner
-

- Competency involves the ability to identify and address challenges related to belonging within the organization and develop practical solutions
- Participants should express a commitment to taking tangible actions to implement belonging initiatives within their organizations
- Individuals will actively engage in interactive elements of the workshop, such as group discussions and activities

EQi-2.0 Emotional Intelligence

COURSE OVERVIEW

Accurately assess strengths and blind spots in order to predict and measure current levels of emotional and social functioning. The assessment is a vehicle for developing effectiveness in order to improve performance and develop a customized action plan to ensure participants are focusing on the right development needs.

Enhance understanding of emotional intelligence (EQ) and how this impacts the team's positivity, productivity, and performance as leaders. Design and implement leadership development to create a strong, effective leadership ethos. Cultivate leadership and communication skills most crucial to individual influence and effectiveness.

LEARNING OBJECTIVES

- Self-Perception
- Self-Expression
- Interpersonal
- Decision Making
- Stress Management
- Happiness and Wellbeing

TRUST

It's All About Relationships: Strategies that Build Trust

COURSE OVERVIEW

With today's rapid transfer of information and knowledge, collaboration and teamwork are an absolute necessity in any business. A successful team will understand how to collectively assess a situation, problem or opportunity, and apply a variety of skills, tools, people and resources to achieve objectives. This level of team effectiveness is only achieved with a high level of trust, open communication and strong relationships.

This program focuses on what it takes to build high levels of trust and strong relationships and manage the special nuances and challenges that teams face.

LEARNING OBJECTIVES

- Review common challenges of teams
- Understand two perspectives for team leadership
- Identify attributes of teams with high trust levels
- Learn discussion tools and agreements that build strong team trust
- Understand the natural stages of team development
- Review relationship-building tips for leaders

Psychological Safety

COURSE OVERVIEW

Psychological safety speaks to our ability to show-up and contribute without fear of negative repercussions. Participants will increase their awareness of the levels of psychological safety, how to create a psychologically safe environment, explore the organization's psychological contracts, and how to acknowledge the individual and collective traumas in the workplace.

LEARNING OBJECTIVES

- Understand the meaning and levels of psychological safety
- Recognize behaviors that support or undermine psychological safety
- Identify ways to create a psychologically safe work environment
- Explore the role of psychological contracts in the workplace
- Increase awareness of individual and collective workplace trauma
- Develop strategies to help employees contribute without fear of negative repercussions

Trust How To Build It And Lose It

COURSE OVERVIEW

Trust in organizations is one of the greatest challenges. Building relationships requires developing trust with others. This course begins by reviewing various business case studies regarding trust. You will look at the facets of self-trust, relationship trust and ultimately organizational trust. The course then explores how to build trust and how to restore it if trust has been broken.

LEARNING OBJECTIVES

- Understand the importance of trust in achieving organizational results
- Identify the various levels of trust
- Recognize and utilize course concepts in your everyday workplace to build and restore trust

Building Trust Externally

COURSE OVERVIEW

Building Trust Externally helps senior government leaders strengthen credibility, confidence, and relationships with the external stakeholders they serve and partner with. Participants will explore how trust is built through transparency, consistency, communication, follow-through, and sound decision-making, especially in environments where public expectations and accountability are high. The workshop focuses on practical leadership behaviors that help strengthen relationships with community members, partner agencies, elected officials, vendors, and other external stakeholders.

LEARNING OBJECTIVES

- Understand the importance of external trust in government leadership
- Identify behaviors that build or weaken credibility with stakeholders
- Strengthen transparency, consistency, and follow-through
- Communicate effectively with diverse external audiences
- Build stronger relationships with community and partner organizations
- Apply trust-building strategies during difficult or high-visibility situations
- Reinforce accountability and confidence through leadership actions
- Develop practical approaches to sustain trust over time

08 Behavioral Assessments

Pair any program with a validated assessment to deepen self-awareness, strengthen communication, and build more cohesive teams.

Assessments reveal how people communicate, what motivates them, and where their strengths lie — insight that helps organizations hire well, build cohesive teams, and develop talent with intention. Every assessment is delivered online and reviewed with your team by a certified trainer. Programs marked as pairable in this catalog can be combined with an assessment, and any five colleagues who complete one together can add a 60-minute group debrief.

Wiley's Everything DiSC®

Understand behavioral style across four dimensions — Dominance, Influence, Steadiness, and Conscientiousness — to improve communication and teamwork.

COURSE OVERVIEW

Everything DiSC® is a behavioral assessment and personal development experience that helps individuals better understand how they approach work, communication, relationships, and collaboration. The DiSC® model describes four primary behavioral styles: Dominance, Influence, Steadiness, and Conscientiousness. Results provide participants with personalized insight into their behavioral preferences and tendencies, creating a practical framework for improving self-awareness, communication, and working relationships.

LEARNING OBJECTIVES

- Understand the four DiSC® behavioral styles: Dominance, Influence, Steadiness, and Conscientiousness
- Identify personal behavioral preferences and tendencies
- Recognize how different DiSC® styles approach communication and workplace interactions
- Increase awareness of how individual behavior may be perceived by others
- Adapt communication approaches to work more effectively with different behavioral styles
- Apply DiSC® insights to strengthen collaboration, teamwork, and workplace relationships

Wiley's The Five Behaviors®

Build a cohesive team around trust, conflict, commitment, accountability, and results, based on The Five Dysfunctions of a Team.

COURSE OVERVIEW

The Five Behaviors® is a team development assessment and learning experience based on Patrick Lencioni's model for teamwork. The framework helps teams examine five essential behaviors of cohesive, high-performing teams: Trust, Conflict, Commitment, Accountability, and Results. Through assessment results and facilitated discussion, teams gain insight into their current dynamics and identify practical opportunities to improve how they work together.

LEARNING OBJECTIVES

- Understand the Five Behaviors® model of Trust, Conflict, Commitment, Accountability, and Results
- Examine how the team currently operates across each of the five behaviors
- Strengthen vulnerability-based trust among team members
- Engage in productive and constructive conflict around ideas

- Increase commitment to team decisions and priorities
- Strengthen peer-to-peer accountability
- Maintain greater focus on collective team results
- Identify practical actions for improving team effectiveness and cohesion

Gallup's CliftonStrengths®

Identify natural strengths and close knowledge gaps for continued, well-rounded growth.

COURSE OVERVIEW

CliftonStrengths® is Gallup's strengths-based assessment designed to identify an individual's natural patterns of thinking, feeling, and behaving. The assessment measures talent across 34 CliftonStrengths themes and helps individuals understand what they naturally do best. Personalized results provide a foundation for increasing self-awareness, developing talents into strengths, and applying those strengths more intentionally at work and in everyday life.

LEARNING OBJECTIVES

- Identify and understand personal CliftonStrengths® talent themes
- Recognize natural patterns of thinking, feeling, and behavior
- Increase awareness of individual talents and how they appear in the workplace
- Explore opportunities to intentionally develop talents into strengths
- Recognize how different strengths contribute to individual and team performance
- Apply strengths more intentionally to workplace responsibilities and goals
- Identify opportunities to partner with others whose strengths complement their own

TTI SI DISC®

Uncover behavioral strengths and communication style through a certified DISC assessment.

COURSE OVERVIEW

TTI Success Insights DISC® is a behavioral assessment that helps individuals understand how they prefer to behave, communicate, and approach workplace situations. The assessment examines four behavioral factors: Dominance, Influence, Steadiness, and Compliance. Results provide insight into communication preferences, behavioral strengths, workplace tendencies, and opportunities for adapting behavior to work more effectively with others.

LEARNING OBJECTIVES

- Understand the four DISC behavioral factors: Dominance, Influence, Steadiness, and Compliance
- Identify personal behavioral and communication preferences
- Recognize how behavioral styles influence workplace interactions and decision-making
- Identify behavioral strengths and potential areas for development
- Recognize the behavioral preferences of others
- Adapt communication approaches to different behavioral styles
- Apply DISC insights to strengthen communication, collaboration, and workplace effectiveness

Myers-Briggs Type Indicator (MBTI)

Build understanding of personality type and its impact on everyday decisions at work.

COURSE OVERVIEW

The Myers-Briggs Type Indicator® is a personality assessment that helps individuals understand their personality preferences and how those preferences may influence the way they communicate, process information, make decisions, and approach the world around them. MBTI® insights provide a common language for understanding individual differences and can be applied to communication, teamwork, leadership, conflict management, and professional development.

LEARNING OBJECTIVES

- Understand the personality preference framework measured by the MBTI® assessment
- Identify individual personality preferences and corresponding MBTI® type
- Increase awareness of how personality preferences influence communication and decision-making
- Recognize and appreciate differences in how others process information and approach work
- Explore how personality type may influence workplace relationships and collaboration
- Adapt communication approaches to work more effectively with different personality preferences
- Apply MBTI® insights to strengthen teamwork, leadership, and professional development

360 Assessments

Gather structured feedback from peers, subordinates, and supervisors to guide targeted coaching.

COURSE OVERVIEW

A 360 assessment provides individuals with structured feedback from multiple perspectives, which may include supervisors, peers, direct reports, and other colleagues. By comparing self-perceptions with feedback from others, participants gain a broader understanding of how their behaviors and leadership practices are experienced in the workplace. Results can be used to identify strengths, development priorities, and opportunities for focused coaching and professional growth.

LEARNING OBJECTIVES

- Compare self-perceptions with feedback from others
- Identify consistent strengths across multiple sources of feedback
- Recognize potential blind spots and development opportunities
- Examine how workplace behaviors may be experienced by colleagues at different levels
- Identify priority areas for leadership or professional development
- Translate assessment insights into specific development goals
- Use feedback to support targeted coaching and continued growth

Emotional Intelligence

COURSE OVERVIEW

What are people feeling? What are they thinking? Knowing a person's motivation is a key path to working successfully. A high EQ (Emotional Quotient) is a signifier of the ability to read the emotions in others and counsel them in ways that can help them achieve their goals. Emotional Intelligence training is a key factor in boosting one's EQ.

The workforces of today boast a diverse community and leadership structure. Building trust between Senior Leaders and their staff is an essential step in creating an intimate working relationship based on mutual understanding and shared goals.

LEARNING OBJECTIVES

- Discuss the background of Emotional Intelligence (EI)
- Define EI
- Identify the five (5) competencies of EI

- Assess personal emotional reactions and responses to various situations
 - Increase ability to effectively use the power of emotions
-

Behaviors and Driving Forces

COURSE OVERVIEW

This course uses the Behaviors and Driving Forces assessment to help participants better understand individual behavioral styles, motivations, and workplace preferences. Participants will explore how people approach tasks, respond to their environment, solve problems, and communicate with others. Assessment results provide insight into both natural and adapted behavioral styles, helping participants better understand what individuals bring to the workplace and how to improve communication and working relationships.

LEARNING OBJECTIVES

- Explain the purpose of the Behaviors and Driving Forces assessment
 - Identify key characteristics of individual behavioral styles
 - Recognize how people approach tasks, challenges, and workplace situations
 - Distinguish between natural and adapted behavioral styles
 - Understand how behavioral tendencies influence problem-solving approaches
 - Identify preferred communication methods based on individual behavioral patterns
 - Recognize the strengths individuals bring to their roles and teams
 - Apply assessment insights to improve workplace communication
 - Use behavioral awareness to strengthen working relationships
 - Adapt communication and interaction styles to better meet the needs of others
-

TriMetrix® EQ

A blended assessment of behaviors, driving forces, and emotional intelligence for a complete leadership picture.

COURSE OVERVIEW

TriMetrix® EQ is a multi-science assessment that combines three areas of insight: behaviors, driving forces, and emotional intelligence. The assessment helps individuals understand **how** they tend to behave and communicate, **why** they are motivated to take action, and how effectively they recognize and manage emotions. By integrating these areas into one profile, TriMetrix® EQ provides a broader view of individual performance and development that can support leadership development, executive coaching, and talent development.

LEARNING OBJECTIVES

- Identify personal behavioral preferences and communication tendencies
 - Understand the driving forces that influence motivation and decision-making
 - Explore key dimensions of emotional intelligence
 - Recognize how behaviors and motivations interact with emotional intelligence
 - Identify individual strengths and potential development opportunities
 - Increase self-awareness of how personal tendencies may affect others
 - Apply integrated assessment insights to communication, leadership, and workplace relationships
 - Identify targeted development strategies based on the combined assessment results
-

EQ-i 2.0

An emotional intelligence assessment measuring key EQ competency to strengthen self-awareness, relationships, decision-making, and leadership effectiveness.

COURSE OVERVIEW

The Emotional Quotient-Inventory™ 2.0 (EQ-i 2.0®) is a scientifically validated assessment that measures emotional intelligence: the ability to recognize, understand, and manage emotions in oneself and others. The assessment provides insight across five composite areas and 15 emotional intelligence subscales, helping individuals identify emotional strengths and development opportunities that may influence leadership, relationships, resilience, communication, and workplace performance.

LEARNING OBJECTIVES

- Understand the role of emotional intelligence in workplace and leadership effectiveness
- Identify personal emotional intelligence strengths and development opportunities
- Increase awareness of how emotions influence behavior and decision-making
- Strengthen understanding of interpersonal and relationship dynamics
- Recognize opportunities to improve emotional self-management
- Explore strategies for strengthening communication, resilience, and interpersonal effectiveness
- Apply assessment insights to leadership and professional development
- Develop targeted actions for strengthening emotional intelligence over time

Adaptability Intelligence (AQ)

COURSE OVERVIEW

Adaptability Intelligence (AQ) explores how individuals respond to change and how effectively they adjust when faced with new challenges, expectations, and uncertainty. Participants will gain insight into their own adaptability, recognize the benefits of embracing change rather than resisting it, and explore the behaviors that support healthy adjustment. The workshop also helps participants understand their predictive change readiness and identify opportunities to strengthen their ability to navigate change successfully.

LEARNING OBJECTIVES

- Understand how you adapt to change
- Discover the benefits to a healthy adaptation (embracing change and not running from it)
- Learn your predictive change readiness

Positive Intelligence (PQ)

COURSE OVERVIEW

Positive Intelligence speaks to how we experience positive versus negative emotions affecting our performance, health, and relationships. In this workshop explore your own undermining tendencies, develop your ability to respond positively to stressors, develop strategies for real-time engagement, and improve overall mental outlook.

LEARNING OBJECTIVES

- Identify how positive and negative emotions impact performance, health, and relationships
- Recognize personal undermining tendencies
- Develop strategies to respond positively to stressors
- Practice real-time engagement techniques
- Strengthen overall mental outlook

Inclusion Intelligence (NQ)

COURSE OVERVIEW

Inclusion Intelligence (NQ) explores how individuals understand, respond to, and embrace human differences. Participants will examine how their behaviors, thoughts, and attitudes can create more inclusive interactions and strengthen their effectiveness when working with culturally diverse groups.

LEARNING OBJECTIVES

- Understand how you embrace human differences
- Learn to behave, think, and feel in ways that include others
- Enhance your effectiveness in culturally diverse groups

09 Additional Customized Services

Executive Coaching

COURSE OVERVIEW

Our Executive Coaching services provide senior leaders with confidential, personalized support to strengthen leadership effectiveness, decision-making, and executive presence. Coaching helps leaders navigate complex challenges, increase self-awareness, and translate insight into meaningful action. Engagements are tailored to individual goals and organizational priorities.

Leadership Coaching

COURSE OVERVIEW

Leadership Coaching helps managers and emerging leaders strengthen the skills, confidence, and self-awareness needed to lead effectively. Through individualized coaching, participants explore leadership challenges, communication approaches, accountability, and relationship dynamics. The result is practical growth that improves both individual and team performance.

Meeting Facilitation

COURSE OVERVIEW

Our professional facilitators help organizations conduct productive, focused, and inclusive meetings where meaningful work gets accomplished. We design and guide conversations, manage group dynamics, and create space for differing perspectives. Participants leave with greater clarity, alignment, decisions, and defined next steps.

Keynote Presentations

COURSE OVERVIEW

Our engaging keynote presentations inspire audiences while delivering practical ideas they can immediately apply in the workplace. Topics can be customized around leadership, organizational culture, communication, employee engagement, change, and personal effectiveness. Each presentation is designed to educate, energize, and create lasting impact.

Workplace Assessments

COURSE OVERVIEW

Workplace Assessments provide organizations with valuable insight into employee perceptions, organizational strengths, and opportunities for improvement. Using quantitative and qualitative methods, we examine areas such as culture, leadership, communication, trust, engagement, and the employee experience. Findings are translated into clear, actionable recommendations for organizational improvement.

Intentional Organizational Culture

COURSE OVERVIEW

We help organizations intentionally shape cultures that reinforce their mission, values, and desired employee experience. Our approach examines the behaviors, beliefs, values, and assumptions that influence how people communicate, collaborate, lead, and perform. Through assessment and facilitated action planning, organizations can strengthen what is working and address barriers to a healthier, more effective culture.

Strategic Planning

COURSE OVERVIEW

Our Strategic Planning services help organizations establish a clear direction and translate priorities into achievable action. We engage leaders and stakeholders in identifying goals, opportunities, challenges, and measures of success. The resulting plan provides a practical roadmap for decision-making, accountability, and organizational progress.

Retreat Facilitation

COURSE OVERVIEW

We design and facilitate purposeful retreats that help leadership teams step away from daily demands and focus on what matters most. Retreats may address strategic priorities, team alignment, culture, communication, problem-solving, or future planning. Every experience is customized to produce meaningful dialogue, stronger relationships, and actionable outcomes.

Succession Planning/Workforce Continuity

COURSE OVERVIEW

Succession Planning and Workforce Continuity services help organizations prepare for leadership transitions, retirements, and changing workforce needs. We identify critical roles, institutional knowledge, talent pipelines, and development opportunities to reduce organizational vulnerability. The process supports continuity while strengthening internal capacity for the future.

Relationship Restoration

COURSE OVERVIEW

Relationship Restoration helps individuals and teams address damaged trust, recurring conflict, and communication breakdowns that affect workplace effectiveness. Through structured conversations and skilled facilitation, we help participants understand differing perspectives, clarify expectations, and rebuild productive working relationships. The goal is not simply conflict resolution, but sustainable improvement in how people work together.

Performance Management

COURSE OVERVIEW

We help organizations build performance management practices that promote clarity, accountability, development, and meaningful feedback. Services may include strengthening expectations, coaching practices, performance conversations, goal setting, and manager capability. Our approach helps make performance management an ongoing leadership process rather than a once-a-year administrative exercise.

Employee Experience Mapping

COURSE OVERVIEW

Employee Experience Mapping examines the employee journey from recruitment and onboarding through development, advancement, retention, and transition. We identify key touchpoints, strengths, gaps, and moments that shape how employees experience the organization. The resulting insights help organizations improve engagement, processes, communication, and workforce practices across the employee lifecycle.

HR Audits

COURSE OVERVIEW

Our HR Audits provide a comprehensive review of human resources practices, policies, processes, and documentation. We identify operational gaps, inconsistencies, risks, and opportunities to strengthen HR effectiveness. Organizations receive practical recommendations designed to improve consistency, efficiency, employee support, and alignment with organizational priorities.

HR Mediations

COURSE OVERVIEW

HR Mediation provides a structured, neutral process for addressing workplace disputes and restoring productive communication. Our mediators help participants clarify concerns, understand differing perspectives, and identify workable agreements. The process is designed to reduce escalation while supporting respectful and sustainable workplace relationships.

HR Investigations

COURSE OVERVIEW

Our HR Investigation services provide an impartial, thorough, and professionally managed approach to reviewing workplace complaints and concerns. We conduct interviews, review relevant documentation, analyze available information, and develop clear findings based on the established scope of the investigation. Our approach emphasizes objectivity, confidentiality, consistency, and well-documented conclusions.

10 Artificial Intelligence (AI)

Practical artificial intelligence skills for people-first leadership and human resources.

Introduction to Generative AI and Microsoft Copilot

COURSE OVERVIEW

This course introduces participants to generative AI concepts and practical applications using Microsoft Copilot within the Microsoft 365 ecosystem. Participants will gain hands-on experience using AI tools to improve

productivity, streamline workflows, and enhance decision-making. The training explores how AI generates content, its capabilities and limitations, and best practices for responsible use.

LEARNING OBJECTIVES

- Understand generative AI fundamentals and how large language models work
- Identify workplace use cases for AI across common job functions
- Use Microsoft Copilot tools effectively within Microsoft 365
- Apply prompt engineering techniques to get better results from AI
- Evaluate AI outputs critically, recognizing hallucinations and bias
- Apply ethical AI practices and protect data privacy

AI FOR LEADERSHIP

AI for Leaders: From Curious to Confident

COURSE OVERVIEW

AI can help leaders make better use of their time but knowing where to begin can feel overwhelming. This hands-on course gives participants a practical introduction to using AI as a thought partner in their daily work. Leaders will practice using it to organize ideas, prepare for meetings, explore options, draft communications, and think through workplace challenges. Through realistic examples, participants will learn where AI adds value, how to check its work, and when leadership experience and human judgment must guide the final decision. They will leave with a few useful applications they can put to work immediately.

Prompting with Purpose: Better Questions, Better Results

COURSE OVERVIEW

The quality of an AI response often depends on the direction it receives. In this interactive course, participants will learn how to write clear prompts that describe the task, audience, context, and desired outcome. They will practice improving weak responses through follow-up questions, checking information, and refining language to reflect their organization's voice. Exercises may include drafting a staff message, preparing discussion questions, or turning complex information into a clear summary. Participants will leave with a repeatable approach to using AI while keeping ownership of the finished work.

Leading Teams Through AI Change

COURSE OVERVIEW

Introducing AI affects more than workflows. It can raise questions about trust, job security, fairness, and what employees are expected to learn. This course helps leaders guide those conversations with empathy and clarity. Participants will explore how to explain the purpose of AI use, invite employee input, identify tasks where it may help, and set expectations for responsible use. They will practice responding to concerns and creating space for experimentation and learning. Each participant will leave with a practical first step for helping their team adopt AI in a way that supports both service and people.

Responsible AI: Ethics, Trust, and Human Judgment

COURSE OVERVIEW

AI can produce a polished answer that is incomplete, inaccurate, or inappropriate for the situation. Leaders need the confidence to recognize those limits, especially when their decisions affect employees or the public. Using workplace scenarios, this course examines privacy, bias, accuracy, transparency, and accountability in

AI use. Participants will practice deciding what information should be kept out of an AI tool, how to review an AI-generated recommendation, and when to involve the right people before acting. The course reinforces a simple principle: AI may inform the work, but people remain responsible for the decisions.

AI FOR HUMAN RESOURCES DEPARTMENTS

AI for HR: Practical Tools for People-Centered Work

COURSE OVERVIEW

Explore where AI can save time and improve the quality of everyday HR work. Participants will practice using AI to draft employee communications, develop interview questions, outline training, summarize nonconfidential information, and prepare for leadership conversations. The course teaches participants how to give AI clear direction, check its output, and revise it for accuracy, tone, and organizational context. Each person will identify appropriate uses for their role and leave with prompts they can adapt to real HR tasks.

Responsible AI in HR: Protecting Trust in People Decisions

COURSE OVERVIEW

HR decisions carry consequences for applicants, employees, and the organization. Through realistic scenarios, participants will examine how AI may be used in recruiting, performance management, employee relations, and workforce planning. They will practice spotting inaccurate or biased outputs, protecting sensitive information, asking questions of vendors, and setting meaningful points for human review. The course helps HR teams establish clear boundaries for AI use while keeping fairness, privacy, and accountability central to their work.

HR as an AI Change Leader: Guiding People Through Adoption

COURSE OVERVIEW

As AI changes how work gets done, employees and managers will look to HR for guidance. This course prepares HR professionals to help leaders communicate clearly, listen to employee concerns, identify changing skill needs, and build practical learning opportunities. Participants will work through common questions about job impact, expectations, and appropriate use, then outline a people-centered approach to introducing AI in their organization. They will leave with a first-step plan for supporting adoption and maintaining employee trust.

Beyond Prompting: Building Context Into Your AI

COURSE OVERVIEW

Most AI training focuses on writing better prompts. While prompting is important, the real leap in capability happens when AI understands your organization, your role, and the context behind your work. In this session, participants build on the AI Adoption Ladder by moving beyond simply asking AI for help and into creating an AI partner that produces more accurate, consistent, and organization-specific results. Participants will learn how to build reusable context, create knowledge libraries, and develop AI systems that become more valuable over time.

Let's Build and Co-create the Right Learning Experience Together.

Let's start the conversation.



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