

# **Workforce Development and Customized Programs**

## **2025 Course Catalog**

**Office of Continuing Professional Education**



## Course Catalog Index

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## ***Sample Leadership Certificate Series Curriculum***

Take all the courses listed within each series or customize one to fit your needs and earn a Rutgers Certificate!

### Sample Program 1

- Peer to Supervisor
- Resolving Conflict
- Giving Recognition and Feedback
- Performance Management

### Sample Program 2

- Peer to Supervisor
- Emotional Intelligence
- Diversity Awareness
- Coaching and Motivation
- Effective Communication

### Sample Program 3

- Management and Leadership Skills
- Managing Organizational Change
- Emotional Intelligence
- Building Relationships

### Sample Program 4

- Communicating with Clarity
- Coaching and Motivation
- Leadership for an Inclusive Culture
- Strategic Planning & Goal Setting

## **Additional Topics Are Available by Request**

### ***Professional Development Courses***

*Note: An asterisk indicates that the course is subject to instructor availability.*

#### **\*5 Levels of Effective Leadership**

The single most important factor creating, influencing, and maintaining motivational peaks, focused engagement, and high productivity levels is the employee's relationship with their manager/ team leader. The focal point of this program is to help employees at all levels recognize and utilize their leadership potential. This workshop is recommended for both new and seasoned leaders. Discussion topics include: building solid and trusting relationships with teams and co-workers; creating and maintaining positive momentum; and utilizing praise and appreciation more effectively.

#### **\*7 Habits of Highly Effective People**

This workshop is designed for anyone interested in enhancing their professional or personal success levels. Based on the best-selling book by the great Stephen Covey, participants will explore the 7 habits utilized by some of the most influential and successful people on earth. This content-rich program will discuss Covey's research and demonstrate how to incorporate the 7 habits into personal or professional life.

#### **\*12 Steps to Positive Productivity**

Turning a negative mindset into a positive one makes people happier, healthier, and more productive. An employee that feels good about what they are doing is more engaged. This program will discuss how to foster a positive workplace that stimulates success, while increasing positive emotions and well-being; improve relationships that amplify abilities and creativity; and reduce stress while increasing resilience.

#### **ABC's of LGBTQIA+**

This workshop offers an opportunity for organizations to start on a path to more inclusive communication. It opens conversation about LGBTQIA+ Inclusion and answers questions regarding gender identity. Participants will review important terminology, understand proper pronoun usage, and learn about common mistakes that people unknowingly make that create discomfort.

## Adapting to Change

This course will discuss the impact of changes in the workplace. It will examine common feelings and reactions to current workplace changes, how the employee adapts to them, and how these reactions affect the workplace. It will cover techniques for building confidence and adapting to change. This course will examine what factors employees can control or influence and how they can develop a personal action plan to adapt to change.

## Advancing Disability Inclusion Awareness

The CDC estimates that disabilities affect one in four people living in the United States. Many of these disabilities are non-apparent or “invisible”, including physical, emotional, cognitive and sensory disabilities. In this diverse world of abilities, it is imperative that inclusion practices are applied by everyone. This interactive workshop will explore how to create an inclusive culture for all.

## Allyship: Rising to the Occasion

In today’s landscape, the role of diversity and inclusion as fundamental pillars of success is undeniable, making allyship an essential practice in modern workplaces. This workshop is designed for organizations striving to cultivate an environment where each individual is valued and feels empowered to be their authentic self. This training facilitates the development of an understanding, respectful and accepting workplace culture, which is vital for both the personal development of employees and the collective success of the organization.

## Allyship for the Workplace

Allyship is critical to fostering an inclusive workplace culture. This workshop empowers employees to take meaningful action and build an inclusive workplace culture.

## Analytical and Intuitive Problem Solving

In this powerful, informative workshop, you will learn the analytical & intuitive processes for effectively solving personal and professional problems gracefully and easily. Learn to identify the problem and solution correctly. Apply strategies for team brainstorming and creating cooperative resolutions.

## Assertiveness in Healthy Communication

In this workshop, participants will learn how they show up on the spectrum of communication styles and what situations or people may inhibit your ability to be more assertive. In this interactive workshop we will practice shifting into finding the right way to say what we mean without being mean.

## Attitude of Gratitude

A culture where employees feel appreciated is critical to success with both relationships and results. Learn how you can improve your own mindset to think and act more positively and how to influence others to do the same.

## Building A Diverse Workplace I: Attracting and Hiring

Hiring the best talent requires decreasing bias that can unconsciously overlook some individuals, inflate others and interfere with efforts to increase diversity. If your organization has committed to increasing diversity in hiring, this program is essential to know where to begin. Focusing on practical, easy to implement tips and best practices, attendees will learn: why members of underrepresented groups may not be applying; research-based best practices and process to increase diversity in hiring; how to design job descriptions that include, not exclude; how to reduce bias in interview and hiring processes; the myth of Culture Fit; how to identify talent that may be packaged differently; and how to manage first impressions and biases.

## Building A Diverse Workplace II: Develop, Engage and Retain

Increasing the diversity of new hires is only the first step in cultivating a culture that experiences the power of diversity. Employees must feel welcomed, valued, and connected to others. Those from underrepresented groups often miss out on receiving clear, honest feedback, and face unique challenges in moving their career forward. Employees who face hurdles in moving their career forward are likely to leave to find a new opportunity. Recognizing and promoting talented people is essential to creating an inclusive workforce. Topics include: techniques for inclusive coaching; how to reduce bias in performance reviews; how to prevent unconscious bias from unintentionally holding some back and propel others - and what to do about it for Career Development and Succession Planning; how talent may be missed; how to become or seek a mentor or sponsor; the benefit of “stay interviews” to find out individual motivators and keys to retention; and how include others and value and encourage diverse viewpoints.

## Building Relationships

The single most important factor creating, influencing, and maintaining motivational peaks, focused engagement, and high productivity levels is the relationship the employee has with his or her manager/ team leader. The focal point of this program is to help employees at all levels to recognize and utilize their leadership potential. Whether you are a new or seasoned leader, this program will help you learn to build strong, trusting relationships with your team and co-workers for higher productivity and engagement.

## \*Building Relationships with Women in Business

Building successful relationships with women in business requires specific skills and nuances. Unique challenges affect how women entrepreneurs process data, demands and

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balance to make business decisions. This workshop will explore the history of behaviors and expectations that have impacted women and their behaviors in business, the challenges of operating in a male dominated industry, and how work-life balance can affect the thought processes and influence decision-making. Discussion will include tips for engaging women in business, the importance of active listening and how to create space for women to define success in their terms to provide impactful support.

#### \*Building Resilience: Techniques for Overcoming Adversity

Take ownership of your personal and professional development in this one-hour workshop! This course is designed to help participants build resilience and develop a strong sense of self-leadership to overcome adversity and bounce back from setbacks. Participants will learn practical techniques for cultivating a growth mindset, managing stress, and building resilience.

#### \*Business Development

This course is designed to help reinforce the skills needed to develop new business opportunities and enhance existing business. This course will focus on the fundamentals of setting objectives, provide an overview of the needs-based selling process, help employees prepare for customer calls, identify the steps of making a sales call from initial contact through closing the call and achieving desired results, help employees overcome common objections, and reinforce listening skills. Through scenarios and role-play, participants will develop the tools needed to network effectively and find additional future business prospects.

#### Business Ethics

The program includes an overview of ethics and workplace ethics, several case studies, and discussions of the value of business ethics to an organization. In all, this course will identify and encourage behaviors that ensure customers and clients are treated fairly and properly, increasing the reputation of an organization.

#### Channeling Anxiety into Action

Anxiety can be a powerful force, often overwhelming and paralyzing, but it also holds potential for growth and change. Instead of allowing anxiety to control us, we can learn to channel its energy toward constructive endeavors and personal empowerment. In this transformative workshop, participants will learn to harness the energy of anxiety and transform it into positive action. Within a safe and supportive space that allows them to explore the relationships between anxiety and action, attendees will understand the connection between thoughts and emotions; learn the importance of self-leadership through these challenges and learn to channel anxiety into positive action.

## Coaching and Motivation

This course presents the participant with the skills needed to motivate individuals. It explores motivational principles, various motivators that employees respond to, and identifies barriers that need to be addressed for continued success and growth of employees. The course also covers coaching skills and techniques necessary to motivate groups toward success. The concept of positive growth and transition for all work environments is emphasized.

## Collaborative Leadership

Inclusive leaders understand that, for collaboration to be successful, team members must first be willing to share their perspectives. To that end, they create an environment in which all individuals feel empowered to express their opinions freely with the group. In this session, leaders will learn how to empower others, pay attention to diversity of thinking and psychological safety, and focus on team cohesion.

## Communicating in a Diverse Environment

One of the biggest blocks to intercultural communication occurs when our unconscious biases get in the way of healthy interactions with others. Oftentimes, when we interact with someone who thinks or behaves differently from ourselves, emotions such as irritation, frustration, and anger can take over. Throughout this workshop, we will discuss differences stemming from the twelve domains of culture, to find ways to expand your cultural perspective-taking. This increases the knowledge to foster motivation to find new learning approaches to build understanding. These tools assist in boosting your ability to communicate, relate, and negotiate in order to gain influence to create collaborative environments.

## Communicating with Clarity

This program is designed to provide supervisors and managers with advanced communication skills that will help them to get the most out of their relationships with peers, bosses, and those who report to them. It will cover how to give effective feedback, send professional emails, use stories in persuasive speech, use communication in collaborative setting, and give presentations on short notice. At the end of the program, participants will develop an action plan to use these skills on-the-job going forward.

## Compensation and Benefits

This course is designed to help managers and human resources professionals understand the importance of proper compensation to employee engagement and how to determine fair compensation and benefits for employees. The program will define terms such as salary, wages, and compensation, focus on the factors influencing compensation, and provide an overview of various benefits employees can receive.

## Creating a Great Resume

This content-rich workshop will provide you with the required knowledge for creating a resume that head-hunters and hiring managers will respect, read, and hire. Discussion topics include: using a resume as a marketing tool and promotional device; adapting a resume for different job opportunities; designing an attention-grabbing cover letter; and why achievements are more important than job responsibilities or previous titles.

## Critical Thinking

This program will help participants to think through problems and obstacles in the workplace in a more effective manner. The course will begin by defining critical thinking and its importance to career success. It will also cover several cognitive biases that can prevent employees from thinking clearly. A step-by-step process to solving problems will also be discussed.

## \*Cross Selling

In this course, participants will learn the sales technique of cross selling (also called suggestive selling), which will help them boost sales and better meet the needs of their customers. The course will discuss how to create rapport with a customer, what questions to ask to determine a customer's additional needs, active listening, how to present additional products, and how to handle objections effectively.

## Crucial Conversations

The toughest conversations are the ones where the outcomes matter, there is a difference of opinion, and emotions are running high. These are the conversations that also matter the most. This program helps you to stop and plan your discussion to resolve issues without destroying relationships in both personal and work situations.

## Cultivating a Diverse Workplace

A workforce that includes individuals with different worldviews, ethnicities, religions, backgrounds, abilities, and ages makes for a well-rounded culture. Cultivating such a diverse workplace starts with the interviewing and selection process. This course will teach you how to recognize and decrease bias that may cause you to unconsciously overlook some individuals, inflate others, and interfere with efforts to increase diversity. Topics include: tips for attracting underrepresented talent; research based best practices and processes to decrease bias; the myth of "culture fit"; identifying talent that may be packaged differently; managing your first impression; develop leaders and improve both retention and engagement by increasing diversity in your organization.

## Cultural Competency

This training will focus on building one's cultural competency to enhance policy and practice managers' experiences in the workplace. Learners will engage in an in-depth conversation about culture, equity, and inclusion. We will spotlight levels of cultural understanding and expand on one's identified definition of culture. Responding to cultural insensitivity and workplace harassment is not always clear cut. Assessing one's cultural competency, and alignment with mission, vision, and values will build strength and clarity. This course offers active steps to inclusion, identifying, and avoiding workplace harassment while raising one's own confidence to do "this" work.

## Cultural Competency Building for HR Professionals

This training will focus on building one's cultural competency to enhance the HR professional's experience in the workplace. Learners will engage in an in-depth conversation about culture, equity, and inclusion. We will cover unconscious bias, provide tools to adjust our automatic patterns of thinking, and ultimately highlight one's awareness of implicit bias. This session clarifies how to raise one's HR accountability, avoid discriminatory behaviors and become more knowledgeable about the laws that protect employees in the workplace. This course offers active steps to inclusion, identifying, and avoiding workplace harassment while raising one's own confidence to do "this" work. Learning objectives include: what "it" is; levels of cultural understanding - what culture is; understanding bias - intentional/ unintentional; identification of micro-behaviors, micro-inequalities, micro-aggressions, micro-inequities, and micro-affirmations; expanding our definition of diversity and spotlighting roadblocks to inclusion; strategies for fostering a cohesive workplace, HR accountability; getting clearer about what cognitive bias is and what it isn't; identifying appropriate and inappropriate workplace behaviors; responding to cultural insensitivity and workplace harassment; and assessing your cultural competency - Mission, Vision, Values.

## Current Business Challenges through the Lens of DEI

Issues of Diversity, Equity and Inclusion have never been more crucial to companies, their employees, and society. The pandemic has brought changes in the workplace and the Great Resignation has created turnover at an all-time high. A resurgence of focus on civil rights and social justice inspired many companies to step up their commitment to diversity and inclusion. These significant changes to the new workplace do not exist in separate silos from the organization's DEI goals, but should provide opportunities to incorporate DEI into all areas of the business. What are the challenges and opportunities for increasing diversity and inclusion in the new workplace and into the future?

## Customer Service Skills

There is no magic formula to please everyone all the time. However, there are many things that can maintain an upbeat attitude. This workshop will help you to create an expectation-shattering customer experience and rise to a level of service excellence. Discussion topics

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include: what the Customer Experience means, and how to make it an essential part of your culture; serving with an “attitude of gratitude”; and effectively dealing with difficult people and situations. Additionally, this program will focus on maintaining a professional demeanor at all times, whether face-to-face or on the phone, and how to de-escalate situations before they become heated.

### \*Customer-Focused Sales Strategies

This program will provide participants with sales skills and knowledge that use the employee’s understanding of the customer to make smart sales decisions. Employees will learn skills for creating positive customer connections, gain listening and questioning skills, and acquire an understanding of what is valuable to customers. Participants will also learn to see the sales process from both the buyer and seller’s perspective.

### Dealing with Difficult People and Personalities

Difficult people can ruin a day and create large amounts of unnecessary stress. There is no magic formula to please everyone all the time. However, there are many things that can maintain an upbeat attitude while swimming in a sea of negativity. Discussion topics include: understanding why difficult personalities behave the way they do; coping strategies when dealing with difficult personalities; remaining calm in difficult situations; and how best to confront difficult people.

### Delegating for Success

It might seem easier to just do the work ourselves, however, how will the staff grow, learn and work as a team to meet our objectives? A big part of the answer lies in effectively delegating. With a system that helps us get the right formula of communicating, directing, and allowing for accountability, we can re-engage our teams and develop them so we are hitting all of our goals. This course provides key competences for managing people, such as setting clear and concise direction and establishing objectives and goals for your direct reports.

### Delegation and Prioritization – Letting Go/Building Leaders

“When you want something done well, ask a busy person” is a commonly known expression. But even the most talented and organized people have limited time and capacity and, at some point, need support. How does one determine when to delegate and to whom? This workshop will explore about how to balance workload for maximum effectiveness, develop employees to “build a bench” of future leaders, and ensure that they continue to produce quality results.

### Delivering an Expectation-Shattering Customer Experience

Old-fashioned customer service focused on your products and services. The “Customer Experience” focuses on how you make your customers feel during and after their

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transaction. Our country's most influential and profitable companies recognize this and are training their employees to master essential customer experience strategies. This workshop will help you train yourself, your staff, and your organization to create an expectation-shattering customer experience and rise to a level of service excellence. Discussion topics include: exploring what the Customer Experience means to your organization's customers, employees, and managers and how to make it an essential part of your culture; the Ultimate Objectives of every client interaction; serving every customer with an "Attitude of Gratitude"; dealing with difficult customers; and expanding your customer experience into your product or service.

#### \*Demonstrating Commitment to Inclusivity

Inclusive leaders are committed to diversity and inclusion because these objectives align with their personal value and because they believe in their positive impact on the organization. In this session, we examine how leaders articulate authentic commitment to diversity, hold others accountable, and make diversity and inclusion a personal priority.

#### \*Design and Development of Employee Training with Proven Results: Instructional Design Basics

This comprehensive "Train the Trainer" program provides learning and development professionals with a robust, systematic approach to instructional design. Participants will be introduced to several proven training models, with particular focus on ADDIE (Analyze, Design, Develop, Implement, Evaluate). Participants will gain insight into creating effective, strategic training solutions that drive organizational performance and measurable learning outcomes. They will develop skills to quickly assess training needs and deliver concise and targeted training as well as assessment and evaluation techniques that show return on investment.

#### \*Developing Leadership Capabilities

This program is designed to develop and enhance the skills and knowledge managers require to effectively lead a team in a modern business environment. Topics include defining a good leader, establishing the difference between a manager and a leader, and skills and qualities required of a leader, such as decision making, communication, coaching and motivation, problem solving, and more.

#### \*Discovering Values that Drive Performance

A strong culture produces employees with a well-tuned sense of direction and helps create common definitions of success, so your company can grow as a team. This presentation will discuss the alignment of personal and company values; how to cultivate behaviors that honor values and impact performance; and how to develop high-performance teams with a common purpose and values.

### \*Difficult Performance Conversations

Handling tough conversations about improving performance are always a challenge. This program takes a more in-depth look at coaching conversations when you are first introducing the issue that performance is not meeting standards or goals. Discussion topics include: managing conversations about performance that are simultaneously direct and clear, and sensitive and kind; leading conversations that create accountability to turn performance around and avoid termination; guidelines and steps for a coaching and feedback conversation; and what triggers strong emotions and reactions, and how to handle them.

### Diversity and Inclusion for Leaders

This course will allow participants to identify the importance of engaging employees in the organization to learn ways of creating a diverse, equitable, and inclusive environment. Participants will explore how the isms and unconscious bias limit access and exclude people within the organization. By the end of the course, participants will leave with practical information along with tools and tips for managing interactions with new awareness, skills, and confidence to work effectively in a diverse and inclusive workplace.

### Diversity Awareness

This course is an introduction to identifying one's cultural lens, becoming aware of unconscious bias, practicing cultural sensitivity, and building towards cross-cultural fluency. This course will provide an interactive space to increase awareness of difference, expand the definition of diversity, and explore the distinctions between affirmative action, diversity, equity, and inclusion. Tools will be discussed to provide individuals with steps they can take to prevent biased attitudes and behaviors from interfering with decisions and interactions in their work environment.

### Effective Communication

Through discussions of how people communicate and why communication is important, this program presents the principles and practices of excellent communication skills within any group. Participants will discuss barriers to communication and concentrate on the benefits of good communication. Along with basic principles of communication, specific skills such as active listening will be covered.

### \*Effective Interviewing

This program will provide essential tips and guidelines for determining the best person to fill a position. The course will cover how to keep an interview formal, grade interviewee responses, avoid asking illegal questions, and create the proper conversational balance between interviewer and interviewee. After completing this course, participants will be able to more effectively interview job candidates.

## Emotional Intelligence

This course will examine emotional intelligence and its role in effective leadership. Participants will outline and explore the nature of emotional intelligence, which is the ability of an individual to recognize their own and others' emotions and understand their effects on the workplace. Communication styles and additional practical tools for improving one's ability to work successfully with others will be covered.

## Empathy in Action

Employed properly, empathy is simple and yet so powerful. Many times we get this wrong because we want to fix, change, rescue or problem solve. This workshop will help you to get it right. Participants will gain a deeper understanding of empathy, why it matters and its benefits. In addition, they will learn strategies to employ empathy, the questions to ask, how to improve relations and help you be a more productive team member or effective leader.

## \*Employee Engagement

Employee engagement, the extent to which employees enjoy, believe in, and feel valued for what they do, is a top indicator of organizational success. This program will teach managers and supervisors how to improve employee engagement in their organization. The course will focus on essential practices for increasing employee engagement, such as control, confidence, and communication.

## Employee Resource Groups that Engage and Add Value

If you've ever enjoyed lime or chili flavored snack chips, you have an Employee Resource Group to thank. Employee or Business Resource Groups (ERGs / BRGGs) are voluntary employee-led groups whose aim is to foster a diverse, inclusive workplace and support business goals. They are organized around shared backgrounds or experiences such as gender, ethnicity, racial, lifestyles or interests. By providing support in personal and career development for employees, they help foster a sense of belonging and engagement. Many of the most successful and well-regarded companies have active ERGs that have proven to be a valuable resource to achieving business goals. Frequent examples of their contributions are seen in areas such as recruiting underrepresented talent, offering new product ideas, and making new connections to customers and the community. This program introduces you to: what Affinity, Employee Resource, and Business Resource Groups are; how ERG's can increase employee engagement; the crucial role of executives; best practices organizing and establishing ERGs; How can ERGs provide a resource as a valued resource to achieving business goals; things you want to know but were afraid to ask, such as how to get started at your company.

### \*Empowered Leadership for Women

This workshop is designed for women, who are new to, or have been in, mid-management positions. It focuses on how to reframe thinking and approach to leadership, be emotionally aware and intelligent in situations, how to project executive presence and 'be heard' at meetings, and how leverage your individual strengths to benefit your career goals.

### \*Establishing and Maintaining Healthy Boundaries in Personal and Professional Relationships

This workshop is designed to help participants establish and maintain healthy boundaries in both personal and professional relationships. Participants will learn why boundaries are important for maintaining healthy relationships, how to set clear boundaries, and how to communicate those boundaries effectively.

### \*Executing Projects Effectively

This workshop offers a dive into what can lead to a project going off track. Strategies and tools to bring it back on track for effective execution and delivery will be discussed.

### \*Exterminating the Clutter-Bug

Is the paperwork on your desk disorganized and not current? Do you fear opening your desk? Clutter in the office, desk space or the home can be stressful. Chronic clutter in our lives dramatically affects us physiologically and psychologically. Discussion topics include: developing a system for eliminating paper clutter and eliminating emotional attachments for items that will not be used; and organizing desk and files for function and enhanced productivity.

### \*Fostering Positive Incremental Change

Simple steps that will change your life and impact your business. Help ease the chaos found in embracing change and transition. Learn the magic behind unlocking hidden opportunities and realizing true potential. This course will discuss how to identify and consider possibilities to make forward progress; move closer to a collaborative vision for the future; create a sustainable action for continued growth.

### From Discord to Harmony: Positive Responses to Challenging Situations

Challenging Situations are an inherent aspect of human interaction, and effective management is crucial in various personal, professional, and societal settings. This workshop equips participants with the essential skills, strategies, and frameworks necessary to navigate, address, and resolve conflicts constructively and aims to provide a deep understanding of conflict dynamics, emphasizing proactive approaches to resolve challenging situations while fostering a positive environment for productive outcomes.

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## Giving Recognition and Feedback

This course explores the importance of effectively giving recognition and feedback. It will touch upon identifying opportunities to give employees positive feedback, practical tips for delivering both positive and negative feedback, and the importance of following up after feedback is given.

## Goals and Vision Mastery

Goal setting and achievement is the most vital skill of all top-ranking companies, businesses, high achievers, peak performers, and self-motivators. Many studies reveal that, on average, people who pursue worthwhile goals are happier, healthier, have more energy, and live longer. Goals are not just for the New Year. Discussion topics include: how to vision; mastering a goal achievement formula; and the importance of desire, belief, and expectancy.

## How to Beat Your Competition Ethically

To stay in business, a company must provide a product or service that is Unique, Perceived, and holds Value. They must also build trust within their customers and clients that is based on three major factors – Character, Communication and Capability. This is a prime opportunity for ethical leadership to present itself and show their clients, customer and employees how essential the company is. This workshop is designed to provide participants with the foundational skillset needed to increase value realization, lower risk and build a competitive advantage within their industry.

## How to Influence People

This course focuses on the fundamentals of influencing others and explores methods to help employees achieve their persuasion-based objectives. Participants will learn to use strategic thinking techniques, maintain a positive attitude, and use optimal communication techniques. By the end of this course, participants will be able to more effectively influence others in the direction of their choice.

## \*I'm a New Project Manager! Where Do I Begin? – 4-hr

Are you new to Project Management? Have you been given a project to manage, but have no idea where to start? We're here to help! This 4-hour course will provide an entry-level overview of the general project management process and the PM's role throughout the process, with practical tips along the way. A case study will engage the attendees in developing a project charter or project plan for a fictional product.

### \*Integrity

This workshop will discuss what integrity is and its importance in being an effective leader. Participants will learn about the “4 Pillars” to stay in your lane. Attendees will also explore the “4 Agreements” that support leaning into integrity even when challenged.

### Intercultural Communications

Intercultural Communication explores how culture shapes language, thought, and behavior in the workplace. This course focuses on gaining an advanced understanding of the concepts associated with culture and communication. The course provides participants the opportunity to develop intercultural awareness and patterns of perception and thinking to enable effective communication across cultural boundaries. Topics discussed include the effect of cultural differences on communication styles, personal identities, and various organizational contexts.

### \*Introduction to Human Resources

This program provides participants with all the basic knowledge needed to gain an understanding of the role and function of human resources professionals. The course will define the distinction between HR management and personnel management and cover the basic functions of human resources, including recruitment, learning and development, and ensuring legal compliance.

### Introduction to Agile Project Management

Agile Project Management is a method of managing short development cycles for small projects using an iterative development methodology and progressively elaborated incremental requirements. Participants in this one-day Agile Project Management Introduction course will enhance their focus on approach, mindset, and principles to expand value to project success. Risks and costs are reduced using continuous involvement of stakeholders.

### Introduction to Lean Thinking

This workshop covers understanding the theory behind Lean, and the seven types of waste. Discussion topics include how to use the theory of Lean thinking and how this understanding leads organizations to build process improvement.

### \*Introduction to Project Management – 8 hrs.

Project Management is critical to manage changes for today’s business and to achieve organizational success. Participants in this one-day Project Management Introduction course will refresh their knowledge of skills, concepts, and techniques, and build a foundation of Project Management knowledge.

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## It's About Respect – Recognizing Harassment in a Diverse Workplace

This course discusses harassment, the costs of harassment in the workplace, and harassment prevention. In the course, participants will learn to define harassment and gain an understanding of the effects of harassment on an individual. This course also covers what to do if an employee believes he or she is being treated differently than co-workers or is subject to harassment.

## Leadership for an Inclusive Culture

Direct supervisors and managers have the biggest impact on their employees' experience. The culture of an employee's immediate group or team becomes the standard of how the entire organization is viewed. By creating a culture of inclusiveness and high engagement, employees are most likely to stay and do their best work, and the organization can activate the potential advantages of a diverse workforce.

### \*Leadership Skills for High Performing Teams

Leaders require a capacity to lead from both the heart and the head if they wish to maximize the performance of their teams. Taking a holistic look at what that means, leaders must have an understanding of team dynamics, team player styles, and the ability to recognize characteristics associated with both functional and dysfunctional teams. With the goal of mapping out a personal portrait of their leadership strengths and opportunities for improvement, this workshop allows participants to enhance their listening and conflict management skills, identify the behaviors associated with high-trust leaders, and integrate higher levels of emotional intelligence into every interaction with team members.

### \*Leadership Styles

This course will explore different leadership styles and the strengths and weaknesses of each. Through activities and role play, participants will develop the tools necessary to recognize and utilize their own leadership/behavioral style, understand the behavioral style of others, and how to best respond to others for maximum effectiveness and results.

### \*Leading a Virtual Team

It is easy to assume that our fundamental needs as team members remains the same when we go virtual – after all, your responsibilities and deliverables don't change much. Yet, what the research finds is that virtual teams do have different needs. How you, as a Team Leader, create a shared sense of context, understanding and accountability is critical to the Team's ability to deliver on key results. This session will help you understand the key actions and conversations that need to happen in order for your virtual team to remain engaged, productive and resilient.

### \*Leading with Courage

Inclusive leaders speak up and challenge the status quo, and they are honest and humble about their own strengths and weaknesses. They are modest about capabilities, admit mistakes, and create the space for others to contribute. In this session, attendees will examine the role of courage in inclusive leadership.

### \*Leading Your Team and Yourself Through Change

Change throws us into situations forcing us to draw on our inner resources to survive. We are asked to be flexible, learn more, stay focused, produce quality work, and do it all faster than before. Participants in this workshop will learn how to help their team, co-workers, or family adapt gracefully to new challenges; master the art of “flexibility” when life is overwhelming and unpredictable; how to guide teams through “change fatigue”; steps to accepting change; understanding the “transition zone”; and how to conquer the negative emotions that accompany change.

### \*Learning and Development

In this course, participants will learn how to identify needs and design programs that will meet the needs of their employees. The program will discuss conducting needs assessments, the role of class in overall employee development, and the use of technology in employee class. After completing this course, participants will have a fuller understanding of how to develop their employees.

### \*Leveraging Empathy to Building Better Connections

This workshop is designed to help participants build deeper, more meaningful connections with others through the power of empathy. In today's fast-paced world, it's easy to forget the importance of human connection, but it's essential for building successful personal and professional relationships. Through this course, participants will learn how to develop their empathy skills and leverage them to connect more authentically with others.

meet the needs of their employees. The program will discuss conducting needs assessments, the role of class in overall employee development, and the use of technology in employee class. After completing this course, participants will have a fuller understanding of how to develop their employees.

### \*Leveraging Assertiveness: Getting What You Want without Jeopardizing Relationships

Have you ever been told you're too assertive? Not assertive enough? Tired of walking that tightrope? In this workshop, participants will learn how to balance their assertiveness to create the perception they want, build and maintain professional relationships and achieve the outcomes they want AND to leverage emotional intelligence components to assess and balance their assertiveness for different situations.

### \*LGBTQIA+ Inclusion

This course embarks on a journey of understanding and valuing the diversity of this community to foster a sense of belonging within organizations. Discover the history of the LGBTQIA+ community, including their struggles and victories. Uncover the diverse identities within the LGBTQIA+ spectrum and explore important definitions. Through these insights, we will examine the power of allyship as we discuss creating inclusive and supportive environments.

### \*Little Things DO Make a Difference

Most of us are astute enough to avoid, and organizations prohibit, direct discriminatory actions and behaviors. Instead, it is the seemingly small comments, actions, unconscious body language, and inactions that prevent organizations from experiencing the benefits of a diverse workforce. Over time, these Micro-aggressions wear down individuals and create cultures where people feel excluded and invisible rather than included and valued.

### Maintaining Your Psychological Edge

What is "The EDGE"? "The EDGE" is an inner driving force giving a person unshakable levels of confidence, unmatched passion for life, and an incomparable sense of being in the "flow." When everything "clicks", creativity peaks and productivity soars. This program's strategies are designed for consistently creating and maintaining the EDGE. Discussion topics include how **E**nergy, **D**etermination, **G**ratITUDE, and **E**nthusiasm help maintain the EDGE; strategies to acquire greater flexibility to deal with greater challenges successfully; and the importance of remaining a lifelong learner.

### Management and Leadership Skills

This program, designed for new or up-and-coming organizational leaders, provides an overview of the management and leadership skills all managers need for success. The course will introduce participants to the responsibilities of a manager, giving positive and corrective feedback, coaching for performance problems, and much more.

### Managing Conflict Professionally

Conflict is found, to one degree or another, wherever people work together. When recognized and handled effectively, it can lead to more productive teams and better working relationships among colleagues. Additionally, some conflicts can be avoided, particularly those that are the result of miscommunication due to poor listening or other misunderstandings. Through discussion, exercises and other activities, this workshop will offer participants opportunities to identify their conflict management style, discover tools which foster better communication, and outline steps to handle conflicts more effectively.

### Managing Difficult Situations

This course teaches staff how to respond effectively and sensitively to resistance, charged emotions, and challenging behaviors with clients, customers, and co-workers. When staff can effectively respond to challenging situations, they are better equipped to provide the highest quality customer service. Employees are more satisfied when they have the skills and tools to respond effectively to difficult situations.

### Managing Multiple Generations in the Workplace

This course will define each of the generations currently in workplaces, as well as what these individuals want and need from their work and their workplace leaders. Practical tips for working with each generation and the importance of treating individuals from different generations differently are also covered.

### Managing Organizational Change

This workshop will provide managers and supervisors with the tools and knowledge needed to lead their teams through changes that affect their organization. During this session, participants will discuss the importance of clear communication from managers and supervisors throughout the change process, the different ways employees respond to workplace change, common emotions associated with workplace change, stages in change acceptance, and tips for managing resistance to change.

### Managing Up, Down and Sideways

No matter their position in any organization, the key to an individual's professional success is the ability to work with others. Associates need to build and maintain relationships with their boss, peers, and direct reports to be effective in their position and to achieve positive results regarding their career. In this workshop, participants will learn why this skill is critical in navigating the corporate environment in addition to practical knowledge to incorporate it daily to set themselves up for success.

### Mastering Communication Styles

The latest research in communication reveals that professional success depends primarily on human relations skills. The faster one can build trust and rapport with others, the better the chances of an effective working relationship. Superior communication skills improves careers, enhances productivity, and ensures job satisfaction. Discussion topics include reasons communications fail; creating instant rapport; reframing language patterns to enhance your daily interactions; principles for building trust and credibility with teams & customers; utilizing different communication styles to better influence and motivate others; and increasing trust, cooperation, and support from your co-workers, employees, and boss.

## Mastering Your Emotions

The ability to master your emotions is one of the most important keys to your business and personal success. They can spoil relationships, create stress, health problems, reduce productivity, stall your career, destroy your family life, and tear down your self-esteem. This enlightening program presents an innovative, solution-driven approach to the inevitable emotions that arise at work and home. Learn how to transform destructive emotions into positive, productive forces.

## \*Mindfulness and Self-Care for the Busy Professional

This course discusses mindfulness & how conscious action supports a holistic work/life balance. It will discuss self-care & why it is important for both our physical & mental well-being. Participants will have the opportunity to create a customized plan that will support their individual needs.

## \*Multigenerational Intelligence

For the first time in US history, there are currently 5 generations in the workplace. Learning how to foster generational harmony is essential to employee retention and building an engaged workforce. This workshop is designed to address the common sticking points where generations tend to clash as well as provide insights and effective strategies for ways that leaders can build generational harmony. This workshop should be part of your Diversity, Equity and Inclusion strategy to help foster an inclusive and fair workplace. In this workshop we will explore: the 5 generations that make up the modern workforce; common sticking points where generations tend to clash; learn what EACH generation needs to build engagement and loyalty; tips and best practices for bridging the gaps; and the role leaders play in building generational harmony.

## Navigating the Racial Disparities within HealthCare

This session discusses the past, current and future lenses of health disparities as a result of race. We review historical roots of mistrust and racial trauma with the goal of educating the listener about investigating their own implicit bias within their role as a healthcare provider. We will end with strategic ways to reduce preferential treatment and ways to challenge our own prejudice (because we all have them!).

## Negotiations

This workshop will provide participants with an interactive approach to negotiations. The program will identify negotiation as a fact of life and teach skills for both formal and informal workplace negotiations. Negotiation styles, types of negotiations, and obstacles to fair and effective negotiations will also be covered.

## Networking: From Chore to Choice

When you hear the term “networking”, what’s your reaction? Dread? Fear? Avoidance? Networking is a topic that prompts a variety of reactions.... most of them not positive. And yet, we frequently hear that networking is one of the keys to a successful career. Develop an approach that WORKS! In this interactive workshop, participants will discover how to develop a customized networking plan, activate and cultivate the plan, an even turn networking into an enjoyable endeavor! Partake in activities that build your networking confidence and learn pro tips learned from leading professionals.

## Networking Intentionally

It is not what you know but who knows what you know. Learn why networking is so important, how to change your mindset to embrace it and simple strategies to improve how you grow your own network.

## Optimizing Project Management – 35 hr

This workshop is designed for professionals who REALLY want to learn project management, not just the superficial layer, but learn the topic methodically. Most importantly, this course provides the foundational knowledge to professionals preparing for project management certifications such as PMI’s CAPM®, PMP®, CompTIA Project+®, PRINCE2® and other certifications. The main objective is to provide a thorough foundation to project management, regardless of the approaches (e.g. traditional waterfall or predictive versus adaptive or agile).

NOTE – This course is not the Project Management Certification Exam Preparation class.

## Organizational Accountability

Accountability is essential in the workplace as we continue to transition toward defining a new normal. Building a culture of ownership and accountability fosters positivity, productivity, employee engagement, and overall well-being. It aligns your team around shared objectives, opens feedback loops, and encourages creative problem-solving. The result is that your company will be better equipped to manage expectations and empower others for greater personal and professional growth.

## \*Overcoming Workplace Negativity

Chronic negativity and difficult people destroying company morale can result in a loss in productivity... and good people quitting. Workplace negativity costs corporate America over \$3 billion annually. Over 68% of employees reported that negativity forced them to leave their jobs. This insightful program is the perfect starting point to confront workplace negativity constructively. Discussion topics include: how to detect and arrest negativity in its early stages; confronting negative problems; what to do if you are considered the

negative one; how negativity becomes entrenched in an organization and what you can do about it; and finding the proper balance of optimism and pessimism for success.

#### \*Partnering with your Boss/Managing Up

This course will offer techniques for becoming more productive, valuable, and effective for an organization by understanding the communication skills, conflict management skills, and collaboration skills needed to successfully work with one's boss and co-workers. It will provide several examples and activities to help participants see where their current strengths and weaknesses in these areas are.

#### Peer to Supervisor

This course is designed to aid those who are moving or recently moved into supervisory or management positions. It discusses the transition from peer to supervisor and the adjustments necessary to make that transition successful. Participants will learn a variety of skills which will optimize this transition, including strategic thinking, effective communication, and motivation skills.

#### Performance Management

Management improves employee confidence and performance. Participants will learn how to set goals for employees, give feedback effectively, and coach and motivate employees to success. The success of supervisors and managers is often measured by their ability to use these key skills.

#### Personal Brand

What is a "personal brand"? This workshop will discuss the importance of developing your own personal brand and how to deliver on it every time.

#### Persuasive Presentations

Presenting ideas, plans and strategies in today's business environment means getting 'buy-in' by supervisors, managers and co-workers. This workshop delivers actionable steps to organize, construct and deliver persuasive presentations. This is an 8-hour seminar delivered in two 4-hour sessions. Participants will interact using small group activities to study and assess key principles. All presentations will be recorded on video and made available to each participant to allow them to benefit from self-study and reflection on the work they've accomplished.

#### Phone-da-Mentals – Mastering Professional Telephone Skills

Over 92% of customer interactions occur over the phone. More than 95% of first-time business is lost because the caller did not like the sound of a voice or the initial greeting. Factually, the phone is a "Branding Device" that enhances or destroys an organization's reputation and a company's credibility. Polished telephone skills are crucial for anyone in

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the business arena. Discussion topics include: creating instant rapport with all callers; dealing with angry customers and handling complaints; how to “Be the Brand” on a call; and delivering professional, outgoing calls.

### Platinum Level Email Etiquette

Email etiquette is the code of conduct guiding behavior when writing or responding to emails. Regardless of where a person is in their career, using best practices for email etiquette allows clear communication and makes a positive impression on potential employers, business contacts, and customers. In this workshop, participants discuss why email etiquette is so important and many of the best workplace email etiquette practices for success.

### Positive Responses to Aggressive Behavior

The clients, customers, or patients at some organizations may regularly get involved in conflicts or confrontations. This course will help employees at these organizations to understand what these confrontations may look like and the main causes of conflict among customers in their workplace. Participants will learn targeted communication skills that can be used to prevent conflicts from occurring, as well as de-escalation skills to handle conflicts that arise.

### Presentations Skills

Effective presentation skills are needed to sell products, services, and ideas. This program will help employees develop their presentation skills and learn how to present ideas with conviction, control, and poise. Participants will learn to use both verbal and nonverbal messages, practice nonverbal impact skills, reduce nervousness, engage the attention of the listeners, and make their content clearer and more memorable.

### Preventing Workplace Harassment

Workplace harassment is a form of discrimination that undermines employees’ ability to perform at their best every day. This interactive program primarily focuses on sexual harassment and meets the criteria for training in New Jersey and many other states by addressing protected classes, includes your organization’s policies, and includes specific steps to take as a victim and how to be an active bystander to prevent harassment. Discussion topics include: what is defined as Harassment; how harassment shows up in everyday workplace interactions; how power can distort our perceptions, and lead to sexual harassment; and how to proactively and safely intervene when you see harassment.

### Problem Solving

In this course, participants will gain advanced skills that will help them to identify and solve complex workplace and organizational problems. Topics include different problem-solving styles, the individual steps in the problem-solving process (such as defining the problem,

developing solutions, considering the consequences, and evaluating the solution after implementation), and specific tools for the participant’s problem-solving toolbox.

### Professional Interpersonal Communication and Listening Skills

Experts agree that professional success depends as much on soft skills as technical knowledge related to a specific position. This program will help you learn the key factors influencing how you communicate with others and how they receive and perceive your communications. Discussion topics include: preventing your mind from wandering and developing laser-sharp focus when someone is speaking; improving memory and recall; mastering listening strategies, such as precision questions, paraphrasing, and silence; understanding how body language conveys secret communication messages; the benefits of being a “Tri-Channel Communicator”; and strategies to project a positive, influential image of confidence, professionalism, and competency.

### Professionalism

Professionalism refers to how employees conduct themselves in the workplace. In fact, it is a collection of traits that demonstrate a capacity to work hard, be trustworthy, be courteous, and demonstrate appropriate behaviors in all situations. This multi-faceted workshop will define what it means to be a professional, identify behaviors that are and are not professional, and the challenges to acting professionally. Discussion topics will include effective communication, use of body language, maintaining a professional demeanor, how to resolve conflicts and de-escalate situations before they become heated.

### Project Leadership Basics

This informative workshop will break down the basics of project leadership, review how to avoid some of the common pitfalls and discuss strategies integral to bringing your project in on time, on budget and with satisfied stakeholders. A project leader has more of a focus on the people rather than project. Leaders will learn how to engage and motivate their team by creating a vision and purpose around the project.

### \*Project Management Exam Certification Preparation – 35 hrs.

This 35-hour program will prepare participants to take the Project Management Professional exam, which leads to a globally recognized certification credential based on the Project Management Institute’s (PMI) Project Management Body of Knowledge (PMBOK). The PMBOK consists of competencies such as project integration, cost management, project control, risk management, quality management, communications management, and professional responsibility. These skills will prepare participants to become future Project Management leaders.

### \*Project Management in a Nutshell – 2-hrs

Are you new to Project Management? Have you been given a project to manage, but have no idea where to start? This engaging 2-hour presentation will give you a basic understanding of project management concepts and some practical tips to get started. Topics include: the project lifecycle and why it's important; basics of project management processes and knowledge areas, and why it's important they are integrated throughout the project lifecycle; and balancing the "triple constraints" of scope, time and cost to ensure project quality. Concepts shared are grounded in the practices of the Project Management Institute® (PMI®).

### \*Prospecting and Buyer-Focused Sales

Participants in this program will learn how to better identify potential customers and sell their goods and services more effectively by focusing their efforts on understanding and communicating with customers. The first half of the course will cover successful prospecting, with a specific focus on understanding the needs of potential customers. The second half of the course will help participants understand how to use understanding of customers to complete sales.

### \*Psychological Safety

Psychological safety is a very powerful concept, characterized by feeling safe to discuss ideas, experiment, take risks, give feedback and learn from mistakes. Research has found that having high levels of psychological safety is the best indicator to a team's success. This course will define what psychological safety is, behaviors that both build as well as erode psychological safety, and tips and tricks to creating a culture that fosters high levels of psychological safety.

### \*Realigning Ideas and Perspectives

Leadership within any organization often involves navigating and resolving dissension among team members. This specialized training focuses on empowering leaders with the skills and techniques required to manage conflicts constructively, fostering a harmonious and productive work environment. Participants will explore theories, best practices, and practical strategies that enhance their ability to address discord, mitigate disruptions, and promote collaboration within their teams.

### \*Recognizing and Managing Burnout

This interactive workshop will focus on identifying, managing, and preventing burnout for both employees and leaders. We will explore best practices for addressing burnout, ways to minimize its effects and suggested recommendations on how to prevent burnout in the future. We will explore how to interpret our physical and mental stress, deepen our awareness of how stress plays a role in the workplace, and how work erodes our well-being

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(if we're not careful!). Participants will be provided with proven strategies that help effectively manage internal stress.

#### \*Reducing Bias in Leadership

To create a level playing field, inclusive leaders must be mindful of personal and organizational blind spots. In this session, attendees will explore the role of bias in decision making from a leader's perspective. They will also understand how to take personal responsibility for ensuring the organization is a meritocracy.

#### \*Removing Bias from Feedback

This workshop is designed to create awareness on common bias in feedback and how that creates disparity in performance evaluations and career progression. Through activities and discussion attendees will explore ways to address bias to create clear evaluation practices and provide actionable improvement goals.

#### Resiliency

Resiliency is the ability to withstand, recover and/or grow in the face of stressors and difficult situations. This course provides tools to overcome everyday adversity to build the habit to be prepared to face significant stress. Attendees will learn how to practice gratitude to increase optimism and positive emotions. They will learn mindfulness practices to stay present and engaged and to center during stressful times. Values based goals will outline how to be intentional in your efforts. Additionally, reframe and balance your thinking will outline steps to slow down our thinking to be able to respond versus react. The practice of resilience results in increased performance, improved health, enhanced teamwork and stronger leadership in your personal and professional life.

#### Resolving Conflict

This program discusses the theory of conflict resolution and practical tips for addressing conflict. The course covers the main styles of conflict resolution, the definition and nature of conflict, and the goals of those in conflict. The course concludes by offering participants steps for managing conflict in a way that is fair to all parties and key skills for managing conflict.

#### Respectful Workplace Communication

In this workshop we will start by identifying the differences between respectful and disrespectful communication, which will help you increase understanding of the impact disrespectful communication has on you, your work, and others you work with. We also identify your responsibility in maintaining a respectful workplace and learn techniques for creating a more respectful work environment.

## Selling Smarter – The Sale Is All in Your Head

Research in the art of selling concludes that the attitude by which one approaches the sale will determine its outcome more than any other element of the selling process. Top producers understand a “behind the scenes” or “mental aspect” for building trust and rapport with prospects long before a contract is signed. A prospect buys “you” long before they invest in your product or services. This content-rich workshop will discuss the following: creating rapport with prospects and nurturing the relationship for increased profits; how body language plays a significant role in a sales presentation; creating loyalty with existing customers; how developing a genuine desire to help, empathy, and persistence can increase your profits; and why “NO!” indicates that the selling process has begun.

## SHRM Certification Preparation – 36 hrs.

This 36-hour program will prepare participants to take either the SHRM-CP or SHRM-SCP exam. This preparation course is based on the SHRM Body of Competency & Knowledge (BoCK). BoCK consists of behavioral competencies such as leadership and navigation, relationship management, and communication, as well as functional areas such as talent acquisition, employee engagement & retention, learning & development, total rewards, and more. These skills will prepare participants to become future HR leaders.

## SMART Goals

Setting goals is an honored ritual in organizations, however, goals can fall short of helping teams and individuals rise above their challenges or increase their effectiveness towards a stronger future. Why is this? Often it is because we have not clearly and effectively built and communicated goals. In this workshop we discuss how to build effective goals and practice how to effectively communicate and implement them.

## Sound Decision Making for Successful Outcomes

Whether business related or personal, decision making is a part of everyone's everyday life. In this class you will be given helpful resources that will allow strong decisions to be made with strategic problem-solving skills. The goal is to demonstrate an organized process through which facts are reviewed and clear objectives identified in order to enhance productivity with positive outcomes.

## Spanish for Healthcare Professionals, 12-hour

This course will focus upon specific terminology and occupational specific language, allowing staff to communicate with non-English speaking customers, supervisors, and co-workers. This class will focus on direct communication, narrowing the language barrier that may prevent professional and quality service.

## Sparkling Your Creativity and Innovation

Creative and innovative thinking is a quality that many businesses and organizations highly value and generously reward. Sadly, many believe that “creativity” and “out-of-the-box thinking” is reserved for the talented few, such as artists, poets, inventors, and scientists. Truthfully, we all have much more innovative and creative potential than we are using. The secret to unleashing it is overcoming the mental roadblocks established by years of old-fashioned traditional thinking.

## SPIN Selling

Take your selling skills to the next level and increase customer satisfaction through SPIN. Developed by Neil Rackham (after analyzing tens of thousands of sales interactions requiring multiple calls to close), the most successful transactions were achieved by using four types of questions in sequence: Situation, Problem, Implication, Needs-Payoff. This workshop will introduce the SPIN Selling methodology and teach you how to utilize it to your advantage!

## \*Strategic Growth

All organizations, large and small, need to be continuously looking ahead to the future needs of the company. Strategic planning incorporates reviewing the values and goals of an organization and determining how they may be affected in coming days, weeks and years. In reviewing past data, one can assess the level of adequacy in the current protocols’ response to organizational goals. In this course you will be given tools to assist in the development of future sustainable practices to meet the objectives of growth and success.

## Strategic Planning & Goal Setting

This program explains the necessity of having strategically aligned plans and programs in place within an organization. The course will cover the essential components of a strategic plan, SWOT analysis, how to set specific, measurable, attainable, realistic, and timely, goals, and how to identify and overcome obstacles to the meeting of organizational goals.

## Strategic Thinking

As leaders move into higher level roles, more long term and strategic thinking is required. Using case studies, experiential exercises, and opportunities to apply tools to current challenges, this program covers: defining strategy; understanding Strategy, Vision and Mission; the differences between strategic and tactical thinking and planning; analyzing strengths, weaknesses, opportunities, and threats relative to current marketplace and developing long-term strategies for business success.

## \*Strategies for Team Building

In this workshop, participants will learn about the benefits of building functional teams in a work environment. Through discussion and activities, attendees will explore teamwork and its principles, allowing them to develop an appreciation for the skills and knowledge necessary to build successful work teams. Key topics include: the benefits of teamwork, roles of individual team members, and the characteristics of high-performing teams.

### Stress Management for Better Health and Improved Productivity

Stress has a significant link to every problem we encounter professionally and personally. Stress is linked to many health problems, including insomnia, headaches, anxiety, absentmindedness, reduced productivity, excessive worry, lack of concentration, etc. This program is a must for anyone desiring to eliminate the harmful side effects of stress. Discussion topics include: mastering a medical approach to meditation for physical & mental well-being; incorporating the ABC strategy for rapid stress reduction; how to naturally eliminate insomnia, headaches, and other stress-related issues; improving energy and vitality levels for enhanced productivity and life balance; and how alpha brain functioning can enhance your immune system.

### Successful Networking / \*Working an Event

This course examines methods for improving networking skills in a variety of situations. The program begins by setting out networking guidelines for any situation, then discusses the details of networking over the phone, in-person, and electronically. The importance of following up after an initial meeting or conversation, as well as tips for making a follow-up successful, is also covered. The Working an Event program covers these important networking skills, but specifically in an event setting.

### \*Suggestive Selling

In this course, participants will learn the sales technique of suggestive selling (also called cross selling), which will help them boost sales and better meet the needs of their customers. Designed for the Retail Sector, the course will discuss how to create rapport with a customer, what questions to ask to determine a customer's additional needs, active listening, how to present additional products, and how to handle objections effectively.

### \*Supportive and Corrective Feedback

This workshop explores the importance of effectively providing supportive and corrective feedback. Discussion points include most common scenarios for providing feedback, specific aspects to consider for evaluation when providing feedback, a suggested approach to providing feedback supportively, the importance of follow up after giving feedback and how to follow up after giving feedback. By the end of the session, participants will have a better understanding of how to provide feedback supportively, along with the importance of follow up after initial feedback has been provided.

## \*Sustaining Values in an Ever-Changing Environment

Change is prominent and continuous change is inevitable. Organizations that have strong corporate values are better equipped to foster an environment of growth and productivity amidst a rapidly changing world. In this course you will be able to identify your own values and work toward aligning them to the corporate values within your teams. Our goal is to assist you in creating a culture in which change is embraced and viewed as an opportunity for growth and profitability. Adapting current processes to the changing surroundings of today will help sustain a successful future.

## Tackling Tensions

Stress has a significant link to every problem encountered professionally and personally. Stress is linked to many health problems, including insomnia, headaches, anxiety, absentmindedness, reduced productivity, excessive worry, lack of concentration, etc. This program is a must for anyone desiring to eliminate the harmful side effects of stress. Participants will learn practical strategies for stress reduction, including mindfulness, time management, and resilience-building techniques. Learners will engage in real-world scenarios and group discussions to master stress management in both professional and personal spheres.

## Talent Acquisition, Selection, and Retention

In this course, participants will gain a variety of skills related to identifying new talent, interviewing job candidates, and retaining employees from a variety of backgrounds. The program will begin with a step-by-step process for creating and advertising for a new position. An in-depth series of interviewing skills and techniques will also be covered. Finally, participants will learn key employee retention techniques, specifically those that pertain to working with four generations of employees.

## Tapestry of Tales: The Art of Business Storytelling

Storytelling is an age-old pastime enjoyed by everyone! Within the context of public speaking, effective storytelling is a powerful way to relay key messages memorably. This interactive discussion will focus on how a speaker can offer audiences prepared stories that engage listeners and ensure that they will remember messages long after the presentation has concluded.

## TEAM: Together Everyone Achieves More

A pitcher alone doesn't win a baseball game. He needs his catcher, first baseman, and outfielders to even play the game. Likewise, in most professional settings, success requires multiple employees to effectively work together. In this workshop, attendees will discuss how to create energy and accountability in shared projects. Participants will learn practical ways to manage the content, process, and dynamics of a collaborative discussion. Additional topics include how to spot flaws in group decision making and when to take

action to prevent and manage them, and how to overcome your own personal "collaboration demons."

### Team Building

In this program, the participant will learn about the benefits of building functional teams in a work environment. Teamwork and its principles will be discussed, allowing the participant to develop an appreciation for the skills and knowledge necessary to build successful work teams. This course will discuss in detail: stages of team development, the benefits of teamwork, roles of individual team members, and the characteristics of high-performing teams.

### Team Building with a Diverse Staff

Members of work teams need the opportunity to get to know one another better and to grow together if they are to learn to trust one another's judgment and to progressively improve their performance. Creating a space in which participants share about themselves, their life experience, and values contributes to building trusting working relationships. This course is a teambuilding experience. Lecture is limited; instead, we learn through exercises, sharing with one another, getting to know each other better, setting the foundation for stronger team dynamics beyond the workshop.

### The Art of Influence

Discover the secrets to cultivating successful working relationships with The Art of Influence. This essential course offers valuable insights on conflict management, negotiation strategies, and effectively managing the expectations of your superiors. Develop the skills to foster alignment and harmony within organizations.

### The Art of Listening

Genuine listening is a skill that can be quickly developed. More than 135 documented studies indicate that listening is a top skill needed for your personal and business success. Listening is also a prerequisite to promotability. Yet less than 2% of the American population has had any formal education regarding the art of listening. Are you a good listener? Is your lack of listening skills holding you back or damaging critical relationships? Attendees will learn how to prevent your mind from wandering and develop laser-sharp focus when someone is speaking; how to improve your memory and recall during a conversation or meeting; master listening strategies, such as precision questions, paraphrasing, and silence; and understand the power of "The Steeple."

### The Curious Leader

Inclusive leaders have an open mindset, a desire to understand how others view and experience the world, and a tolerance for ambiguity. In this session, attendees will learn

how to develop an open mindset and deep curiosity about others, how to listen without judgment, and how to seek with empathy to understand those around them.

### The Diversity and Inclusion Landscape in Organizations

Issues of Diversity, Equity and Inclusion have never been more crucial to companies, their employees, and society. The challenge is to address these issues thoughtfully and with effective practices that can produce real change. Start with increasing your knowledge and competence of what diversity, equity and inclusion (DEI) is all about. You'll learn common language and explore key concepts that can help you begin to see how you can take meaningful action to support DEI in your organization.

### The Power of Influence, Persuasion and Motivation

The ability to influence and persuade the mind, thoughts, and actions of another human being is a crucial tool that all leaders must master. It will serve individuals professionally when dealing or negotiating with co-workers, team members, and customers. It will also support personal life when dealing with loved ones, friends, or neighbors. The most successful people have mastered these skills and utilize them as a critical distinction between ordinary and extraordinary leadership and management abilities. Discussion topics include: how feedback and coaching build morale, increases productivity and engagement; the top qualities of a great coach and how to capitalize on them; essential coaching rules for open communication; how to determine if a coaching session has been successful.

### The Power of Positive Intelligence

Your mind can be your best friend or worst enemy. With Positive Intelligence you can improve the percentage of time your mind is serving you rather than sabotaging you. Although IQ and EQ also contribute to reaching maximum potential, it is PQ that determines how much of that potential you actually achieve. PQ can be improved over time having significant Impact on your ability to lead and inspire others. Higher PQ leaders and teams perform 30-35% better on average and report being happier and less stressed. This program will help you identify, and manage, the Saboteurs that keep you from all that you can be.

### The Process of Performance Appraisals

Most organizations periodically review employee performance, but not everyone understands the process. Ratings are not just arbitrary numbers. When executed properly, performance appraisals can help managers and supervisors identify strengths and areas of opportunity in an employee's performance; and can gauge how closely employee performance is aligned with the organization's expectations and team standards. This workshop will explore the performance appraisal process and provide tips on best practices.

## Things Happen! Managing Project Risks

Try as you may, there is no way to avoid taking risks in business, which is why it is best to forecast and assess project risks before decisions are made. The course will cover how to identify, measure, and analyze risks in projects of all sizes and scopes. Grounded in the processes and good practices of the Project Management Institute® (PMI), learn how to better handle things that may go wrong and take advantage of opportunities to increase project success. In this interactive course, you will have the chance to prepare a risk analysis and risk responses for a fictional project. Learn how to evaluate the risks your organization takes and understand how to minimize their impact.

## Time Management

This course will help participants to identify and overcome barriers to effective time management. Attendees will learn proven time-management skills, approaches, and strategy development which will enable them to determine how much energy, resources, and task coverage is needed to complete a project or task. Participants will learn how to plan and organize their time for their personal success.

## Transitioning from Tactical to Strategic Leadership

Leaders need to execute. However, if they only spend time on the operations, how will they grow and develop their team or meet the strategic needs of their organization? In this session, participants will learn how to shift from tactical to strategic and vice versa to meet the needs of the organization. Attendees will focus on the right things and the right time to create a powerful forward momentum for their teams and their organization.

## Turning Strengths into Actions

Employees who are encouraged to develop and use their strengths are more engaged and loyal. They perform better, produce more, and positively affect their organization's profits. Learning about their strengths and positive characteristics makes both employees and teams more productive. As a leader, knowing the strengths and positive attributes of your employees helps to maximize them and best identify opportunities for growth. Learning components include the following: assessing individual strengths that contribute to performance; applying strengths, weaknesses, opportunities, and threats analysis (SWOT); and the role of motivation in ensuring the completion of actions towards forward progress.

## Unleashing Your Potential: Self-Leadership Strategies for Excellence

The cornerstone of personal and professional success is self-leadership. This workshop is designed to empower individuals with the skills, mindset, and strategies needed to unleash their potential, cultivate resilience, and achieve personal excellence. Participants will explore various concepts of self: leadership, awareness, and management to enhance their decision-making, goal-setting, and overall effectiveness in both professional and personal realms.

## Unconscious Bias

This course will expose participants to their unconscious biases, provide tools to adjust automatic patterns of thinking, and ultimately highlight one's awareness of implicit bias. This will be an in-depth conversation about diversity and exclusion, to avoid discriminatory behaviors and become more knowledgeable about the laws that protect employees in the workplace.

## \*Visual Thinking Strategies

Visual Thinking Strategies has the power to change the way we relate to one another, by enhancing: Critical Thinking, Communication and Collaboration, Visual Literacy, Analytical Thinking and Mindset. It challenges attendees to strengthen speaking and listening skills, confidence, the ability to express oneself and value multiple perspectives. Through this course learners nurture intellectual curiosity, perseverance, and openness to the unfamiliar.

## Wellness

This course is designed to help participants develop an appreciation for and commitment to a wellness lifestyle. We will explore the direct connection between wellness and self-care to work and personal outcomes. The course emphasis is placed on the importance of work/life boundaries, self-talk, managing burnout and maintaining positive personal morale.

## Wellness, Awareness and Balance

In this course, participants will better understand the importance of balancing awareness and well-being in the workplace and the consequences of falling out of balance. Attendees will also understand mindfulness and how conscious and unconscious actions support a holistic balance. Additionally, this interactive workshop will focus on identifying, managing, and preventing burnout for both employees and leaders. Discussion topics will include best practices for addressing burnout, ways to minimize its effects and suggested recommendations on how to prevent burnout in the future; how to interpret physical and mental stress, deepen awareness of how stress plays a role in the workplace, and how it can erode well-being; and proven strategies that effectively maintain balance, manage internal stress and develop a professional, mindful approach.

## What's Your Style? – Communicating for Success

This course helps individuals, managers, and teams better understand their communication style while learning to more effectively communicate with those who operate within different styles. We will discuss how to understand your specific combination of primary personality traits and then identify the styles of others to facilitate more productive communications. This interactive workshop will help uncover behavioral patterns and insights within yourself and others.

## Writing for Success - Professional Business Communication

This program teaches practical skills that can be utilized to produce quality business communications (letters, memos, and email messages), enhancing the professional image of participants and their organizations. In turn, employees will work more efficiently, build stronger workplace relationships, and improve job performance. The workshop will begin with a review of what types of writing those in the course currently use and what impact writing has on the workplace. Topics include, but are not limited to, basic grammar and punctuation, editing, and proofreading.

### \* Work Life Balance

In this course, participants will better understand work-life balance and the consequences of falling out of balance. Participants will also understand mindfulness and how conscious action supports a holistic work/life balance.

### Working Through Resistance

What do people think of when they hear the word, “resistance?” Likely something negative. Would you like to see resistance in a different light? Join this exciting, provocative workshop to learn how to not only view resistance in a new way, but to use it productively to lead yourself and others through change.

# **Additional Topics are Available by Request**

## ***PC Courses***

### Adobe Photoshop

This workshop teaches participants the foundations of Adobe Photoshop with the image editing and enhancement graphing management features. Topics to be covered during the course: paintbrush, airbrush, stamp, and pencil tools; applying color correction; adding soft focus effects; sharpening images; layering management techniques; adding/removing backgrounds; and converting image size.

### Computer Basics

This workshop introduces employees to the Windows environment, word processing, spreadsheets, and presentation concepts. Exercises focus on the most common skills that every computer user needs for proficiency.

### Microsoft Access Level 1

This workshop teaches employees the fundamentals of creating, using and manipulating a database. Employees should be comfortable working with other software programs proficiently before taking this course. Employees will learn how to work in MS Access, what a field, query, and table are, how to work with toolbars, use and search the help function, create and build a new database, set up fields for tables, save tables, create auto forms, create auto reports, add additional tables to a database, print the contents of a table, change fields in already established tables, add additional data to a database, design a database, save a database, print a database, and a brief introduction to querying.

### Microsoft Access Level 2

Employees must have a foundational understanding of databases before taking this course. Employees will learn how to use Access databases with Word mail merge, merge data with Word, and create form letters, labels, and envelopes. Attendees will learn how to import and export their data into and out of Excel, filter a database in Excel, take an existing Excel database and convert it to Word, sort an Excel database, use complex math functions inside an Access database using Excel, and review any needed beginner concepts.

### Microsoft Outlook

This workshop teaches employees the essentials of Outlook. Employees will learn how to use Outlook to organize their calendar, tasks, and emails. They will also understand symbols in Microsoft Outlook, work with tools in the calendar, contacts, inbox, journal, and tasks,

send emails and use email features, add appointments to the calendar, create new tasks on the task pad, use notes, and more.

### Internet Basics – Microsoft Internet Explorer

This workshop teaches employees how to navigate the internet using Microsoft's Internet Explorer. Employees will learn the difference between the internet and the intranet, explain web addresses, domains, connection speeds and why they are important, use address books, use email functions, use search engines with defined search scripts, view complex sites, use hyperlinks, and more.

### Microsoft Office Version Upgrades

This workshop teaches employees elements that are new to an upgraded version or software. Exercises focus on the most common skills that each system user will need for proficiency.

### Microsoft Visio

This workshop teaches participants the foundations of MS Visio and computerized graphing management. Attendees will learn how to open Visio, set up documents, use properties, page setup, document properties, and the shortcuts menu, select and format shapes, move a shape, add text, change shape size and appearance, and more.

### Pivot Tables

This workshop teaches participants the features of Microsoft Pivot tables. Pivot tables allow users to sort, filter, group, count, summate, and format data easily and efficiently. Attendees will learn how to use one or more tables, drill down, refresh Pivot data, sorting data, group, and filter data, add calculated fields and items, utilize slicers, place subtotals and grand totals, and apply layouts and styles. This course builds off of topics contained in our Excel Intro and Intermediate courses. Although not required, it is highly recommended that students have a solid foundation in Advanced Excel.

### Microsoft PowerPoint Level 1

This workshop teaches participants the basics of computerized presentations using PowerPoint. They will learn how to start a Presentation, explore what is new with PowerPoint, use the different PowerPoint views, create a title slide, save a presentation, add a slide to a presentation, create a bulleted list slide, move between slides in slide view, add a new slide with the same layout, change line spacing, print presentations, create a presentation from an outline, use outline view, and more.

## Microsoft PowerPoint Level 2

Participants should have functional knowledge of PowerPoint before taking this course. Employees will learn how to review a presentation in slide sorter view, change slide layout, move text, add clip art, download clipart, movies, and sound clips to a presentation, add headers and footers, add animation effects, check presentation for spelling and style, format and animate a title slide, run and animate slideshows, add hyperlinks to websites, email addresses, and network files, pack a presentation for online or offsite use, and more.

## Microsoft PowerPoint Level 3

Employees will learn how to embed hyperlinks into a presentation in both text and picture links, use statistical charts (using PowerPoint with Excel), use diagram or organization charts, work with tables, use drawing with auto shapes, insert text from Word into PowerPoint, use a summary slide, and more.

## Power Query and Flash Fill

Tired of cleaning, merging, and writing formulas for the data you received? Instead, use Power Query with its Query Editor, a powerful tool for shaping and transforming data so it's ready for your models and visualizations.

## Microsoft Excel Level 1

This workshop is for the employee who needs to learn the essentials of Microsoft Excel and spreadsheets to create and save workbooks, format text and numbers, select ranges, and move or copy data. Employees will learn to use formulas and basic functions, explore printing options for worksheets, save worksheets as PDF files, and format rows and columns.

## Microsoft Excel Level 2

This workshop is for the employee who needs to learn the more advanced features of Microsoft Excel and spreadsheets to create and manage large workbooks, lock and hide rows and columns, print large worksheets, and create tables and charts.

## Microsoft Excel Level 3

This workshop is for the employee who needs to produce complex Excel spreadsheets. Participants will learn how to use the complex mathematical functions in Excel, write "What If" analysis formulas, use category cell formatting, create multiple lines within a cell, change height and width of cells, make changes by right clicking, add more complex charts, use these charts in Word and PowerPoint, reference cells on other worksheets in complex formulas, format charts, change the properties of charts, and link and embed objects to their spreadsheet.

## Microsoft Excel Level 4

Employees will learn how to create a template, write visual basic programming script, use complex spreadsheet functions including Goal Seek, PMT, and create macros, learn how to understand additional functions, add notes and comments on cells of worksheets, protect a worksheet, insert objects in a spreadsheet, use Word Art as an object, add hyperlinks to a spreadsheet, attach spreadsheets to email, use the MS Web site to download additional features, use the web toolbar, and use the form toolbar.

## Microsoft Word Level 1

This workshop is for the employee that needs to learn the essentials of Microsoft Word and word processing. Employees will learn how to create, navigate, and save documents, apply character and paragraph formatting, insert symbols, and create headers and footers. They will also learn to convert documents to Word formats, adjust margins, insert pictures, manipulate and crop graphics, set page borders, work with standard and customized bullets and numbering patterns, add and delete tabs, indent paragraphs, insert page numbers and page breaks, adjust line spacing, and more.

## Microsoft Word Level 2

This workshop is for the employee that needs to learn more advanced features of Microsoft Word and word processing. Participants will learn to create and apply formatting using styles, work with outlines, and create and format document sections. Employees will work with columns, insert section and column breaks, create and format tables, insert and edit diagrams, and use the drawing tools. They will also learn how to insert pull quotes, drop caps, hyperlinks, and WordArt.

## Microsoft Word Level 3

This workshop is designed for students looking to produce complex Word documents. Attendees will gain a functional knowledge of Word and how to use it in conjunction with other Microsoft products such as Excel.

Upon successful completion of this course, students will be able to:

- Link objects to documents
- Embed objects in documents
- Work with text boxes
- Create form letters, create mailing labels, and print envelopes
- Use the mail merge functions to merge form letters with an Excel database
- Use and understand merge codes
- Create Word databases
- Make a document library for templates to be used within an organization

Students will also learn some timesaving tips and shortcuts to work more quickly and efficiently, and the instructor will set aside time to answer specific questions.

#### Microsoft Word Level 4

Participants will learn how to add hyperlinks to a document, attach Word documents to email, use the web toolbar, use the form toolbar, create an HTML document with hyperlinks, use the Microsoft website to download additional features, and turn a Word document into a web page.

#### The Ins and Outs of Outlook

Outlook is constantly evolving. This workshop will review familiar options, share tips and techniques to increase efficiency in performing routine tasks, and introduce users to some of the newer features Outlook has to offer. Class participants will improve their ability to view, search and organize messages, as well as learn some of the “gotchas” of message formatting and read receipts. Also discussed will be the pitfalls of message recall and much more.