

## COURSE CATALOG

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Welcome to our course catalog. Here you will find courses ranging from personal development to business solutions; including HR, IT, Finance, and Leadership. Each course can be delivered as self-study, ILT, or vILT. Most of our courses are a full-day; however, we can customize learning solutions to meet the specific needs of your professionals.

If you are interested in a specific course/topic that is not listed, please contact us at [info@etrainers.org](mailto:info@etrainers.org) or you can call 469-677-8136.

We look forward to partnering with you to prioritize the needs of your learners.

[Business Ethics](#)

[Business Writing](#)

[Change Management](#)

[Collaborative Business Writing](#)

[Conflict Resolution](#)

[Creative Problem Solving](#)

[Creativity: Thinking Outside the Box](#)

[Critical Thinking](#)

[Customer Service](#)

[Goal Setting](#)

[Health and Wellness at Work](#)

[Hiring Strategies](#)

[Human Resource Management](#)

[Increasing your Happiness](#)

[Interpersonal Skills](#)

[Job Search Skills](#)

[Leadership & Influence](#)

[Managing Managers](#)

[Managing Workplace Anxiety](#)

[Managing Workplace Harassment](#)

[Managing Meetings](#)

[Negotiation Skills](#)

[Performance Management](#)

[Personal Productivity](#)

[Presentation Skills](#)

[Project Management](#)

[Stress Management](#)

[Supervising Others](#)

[Team Building Through Chemistry](#)

[Team Building for Managers](#)

[Teamwork and Team building](#)

[Telephone Etiquette](#)

[Ten Skills You Need](#)

[Time Management](#)

[Women in Leadership](#)

[Workplace Harassment](#)

## BUSINESS ETHICS



Operate in integrity and  
make ethical decisions



### Business Ethics

A company's ethics will determine its reputation, and good business ethics are essential for the long-term success of an organization. Implementing an ethical program will foster a successful company culture and increase profitability; however, developing the program takes time and effort but doing so will do more than improve business; it will change lives.

A company's ethics influences all levels of business, and determines how others interact with the company, including customers, employees, suppliers, and competitors. All of these groups can become loyal, long-term customers if the company operates in integrity. Business Ethics teaches you to operate in integrity and enables you to make ethical decisions.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Course Objectives

Define business ethics and understand its benefits.

Distinguish between ethical and unethical behaviors.

Recognize social and business responsibilities.

Implement ethics at work.

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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### TABLE OF CONTENTS

---

<b>Module One: Getting Started</b> .....	Error! Bookmark not defined.
<i>Workshop Objectives</i> .....	<b>Error! Bookmark not defined.</b>
<i>Pre-Assignment</i> .....	<b>Error! Bookmark not defined.</b>
<i>PRE-TEST</i> .....	<b>Error! Bookmark not defined.</b>
<i>Action Plan</i> .....	<b>Error! Bookmark not defined.</b>
<i>Evaluation Form</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Two: What is Ethics?</b> .....	Error! Bookmark not defined.
<i>What Is Business Ethics?</i> .....	<b>Error! Bookmark not defined.</b>
<i>Ethical Obligations</i> .....	<b>Error! Bookmark not defined.</b>
<i>10 Benefits of Managing Ethics</i> .....	<b>Error! Bookmark not defined.</b>
<i>Case Study</i> .....	<b>Error! Bookmark not defined.</b>
<i>Practical Illustration</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Two: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Three: Implementing Ethics in the Workplace</b> .....	Error! Bookmark not defined.
<i>Benefits</i> .....	<b>Error! Bookmark not defined.</b>
<i>Downside</i> .....	<b>Error! Bookmark not defined.</b>
<i>Guidelines for Managing Ethics in the Workplace</i> .....	<b>Error! Bookmark not defined.</b>
<i>Roles and Responsibilities</i> .....	<b>Error! Bookmark not defined.</b>
<i>Practical Illustration</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Three: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Four: Employer/Employee Rights</b> .....	Error! Bookmark not defined.
<i>Privacy Policies</i> .....	<b>Error! Bookmark not defined.</b>
<i>Harassment Issues</i> .....	<b>Error! Bookmark not defined.</b>

---

<i>Technology</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Four: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Five: Business &amp; Social Responsibilities</b> .....	<i>Error! Bookmark not defined.</i>
<i>Identifying Types of Responsibilities</i> .....	<i>Error! Bookmark not defined.</i>
<i>Case Study(I)</i> .....	<i>Error! Bookmark not defined.</i>
<i>Case Study (II)</i> .....	<i>Error! Bookmark not defined.</i>
<i>Handling Conflicting Social and Business Responsibilities</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Five: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Six: Ethical Decisions</b> .....	<i>Error! Bookmark not defined.</i>
<i>The Basics</i> .....	<i>Error! Bookmark not defined.</i>
<i>Balancing Personal and Organizational Ethics</i> .....	<i>Error! Bookmark not defined.</i>
<i>Common Dilemmas</i> .....	<i>Error! Bookmark not defined.</i>
<i>Making Ethical Decisions</i> .....	<i>Error! Bookmark not defined.</i>
<i>Overcoming Obstacles</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Six Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Seven: Whistle Blowing</b> .....	<i>Error! Bookmark not defined.</i>
<i>Criteria and Risk</i> .....	<i>Error! Bookmark not defined.</i>
<i>The Process</i> .....	<i>Error! Bookmark not defined.</i>
<i>When You Should “Blow the Whistle”</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Seven: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Eight: Managerial Ethics</b> .....	<i>Error! Bookmark not defined.</i>
<i>Ethical Management</i> .....	<i>Error! Bookmark not defined.</i>

<i>Identifying the Characteristics</i> .....	<i>Error! Bookmark not defined.</i>
<i>Ensuring Ethical Behavior</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Eight: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Nine: Unethical Behavior</b> .....	<i>Error! Bookmark not defined.</i>
<i>Recognize &amp; Identify</i> .....	<i>Error! Bookmark not defined.</i>
<i>Preventing</i> .....	<i>Error! Bookmark not defined.</i>
<i>Addressing</i> .....	<i>Error! Bookmark not defined.</i>
<i>Interventions</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Nine: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Ten: Ethics in Business (I)</b> .....	<i>Error! Bookmark not defined.</i>
<i>Organization Basics</i> .....	<i>Error! Bookmark not defined.</i>
<i>Addressing the Needs</i> .....	<i>Error! Bookmark not defined.</i>
<i>Ethical Principles</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Ten: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Eleven: Ethics in Business (II)</b> .....	<i>Error! Bookmark not defined.</i>
<i>Ethical Safeguards</i> .....	<i>Error! Bookmark not defined.</i>
<i>Developing a Code of Ethics</i> .....	<i>Error! Bookmark not defined.</i>
<i>Performing an Internal Ethics Audit</i> .....	<i>Error! Bookmark not defined.</i>
<i>Upholding the Ethics Program</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Eleven: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Twelve: Wrapping Up</b> .....	<i>Error! Bookmark not defined.</i>
<i>Lessons Learned</i> .....	<i>Error! Bookmark not defined.</i>

Words from the Wise.....	<i>Error! Bookmark not defined.</i>
<b>Appendix</b> .....	<i>Error! Bookmark not defined.</i>
Worksheet 1.....	<i>Error! Bookmark not defined.</i>
Worksheet 2.....	<i>Error! Bookmark not defined.</i>
Worksheet 3.....	<i>Error! Bookmark not defined.</i>
Worksheet 4.....	<i>Error! Bookmark not defined.</i>
Worksheet 5.....	<i>Error! Bookmark not defined.</i>
Worksheet 6.....	<i>Error! Bookmark not defined.</i>
Worksheet 7.....	<i>Error! Bookmark not defined.</i>
Worksheet 8.....	<i>Error! Bookmark not defined.</i>
Worksheet 9.....	<i>Error! Bookmark not defined.</i>
Worksheet 10.....	<i>Error! Bookmark not defined.</i>
Worksheet 11.....	<i>Error! Bookmark not defined.</i>
Worksheet 12.....	<i>Error! Bookmark not defined.</i>
Worksheet 13.....	<i>Error! Bookmark not defined.</i>
Worksheet 14.....	<i>Error! Bookmark not defined.</i>
Worksheet 15.....	<i>Error! Bookmark not defined.</i>
Worksheet 16.....	<i>Error! Bookmark not defined.</i>
Worksheet 17.....	<i>Error! Bookmark not defined.</i>
Worksheet 18.....	<i>Error! Bookmark not defined.</i>
Worksheet 19.....	<i>Error! Bookmark not defined.</i>
Worksheet 20.....	<i>Error! Bookmark not defined.</i>
Worksheet 21.....	<i>Error! Bookmark not defined.</i>
Worksheet 22.....	<i>Error! Bookmark not defined.</i>
Worksheet 23.....	<i>Error! Bookmark not defined.</i>



Worksheet 24.....**Error! Bookmark not defined.**

Post Assessment .....Error! Bookmark not defined.

Recommended Reading List .....Error! Bookmark not defined.

## BUSINESS WRITING



If all other communication methods fail,  
use words. Anonymous



### Business Writing

Writing is a key method of communication for most people; however, it is commonly lacking for most professionals. Writing and communication skills have degraded with more and more people communicating through email, text messaging, and social media. However, developing writing skills is still important in the business world for creating documentation, such as proposals, reports, agendas, processes, procedures, and instruction manuals.

The Business Writing course will give you the basic writing concepts for spelling, grammar, and punctuation, while providing you with practical application of how to use these skills in the most common business documents. Having good writing skills gives you that added value in the workplace.

#### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Course Objectives

Identify common spelling and grammar issues in business.

Construct proper sentences and paragraphs.

Apply writing concepts to business documentation.

Utilize the peer review process to improve your skills.

#### Pre-requisites

A pre-assignment will be provided upon completion of registration.

#### How to Enroll

[CLICK HERE TO REGISTER:](#)

WE LOOK FORWARD TO SEEING YOU IN CLASS.

### TABLE OF CONTENTS

---

<b>Module One: Getting Started</b> .....	Error! Bookmark not defined.
<i>Housekeeping Items</i> .....	<b>Error! Bookmark not defined.</b>
<i>The Parking Lot</i> .....	<b>Error! Bookmark not defined.</b>
<i>Workshop Objectives</i> .....	<b>Error! Bookmark not defined.</b>
<i>Pre-Assignment Review</i> .....	<b>Error! Bookmark not defined.</b>
<i>Action Plans and Evaluations</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Two: Working with Words</b> .....	Error! Bookmark not defined.
<i>Spelling</i> .....	<b>Error! Bookmark not defined.</b>
<i>Grammar</i> .....	<b>Error! Bookmark not defined.</b>
<i>Creating a Cheat Sheet</i> .....	<b>Error! Bookmark not defined.</b>
<i>Case Study</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Two: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Three: Constructing Sentences</b> .....	Error! Bookmark not defined.
<i>Parts of a Sentence</i> .....	<b>Error! Bookmark not defined.</b>
<i>Punctuation</i> .....	<b>Error! Bookmark not defined.</b>
<i>Types of Sentences</i> .....	<b>Error! Bookmark not defined.</b>
<i>Case Study</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Three: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Four: Creating Paragraphs</b> .....	Error! Bookmark not defined.
<i>The Basic Parts</i> .....	<b>Error! Bookmark not defined.</b>
<i>Organization Methods</i> .....	<b>Error! Bookmark not defined.</b>
<i>Case Study</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Four: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>

---

<b>Module Five: Writing Meeting Agendas</b> .....	Error! Bookmark not defined.
<i>The Basic Structure</i> .....	<i>Error! Bookmark not defined.</i>
<i>Choosing a Format</i> .....	<i>Error! Bookmark not defined.</i>
<i>Writing the Agenda</i> .....	<i>Error! Bookmark not defined.</i>
<i>Case Study</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Five: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Six: Writing E-mails</b> .....	Error! Bookmark not defined.
<i>Addressing Your Message</i> .....	<i>Error! Bookmark not defined.</i>
<i>Grammar and Acronyms</i> .....	<i>Error! Bookmark not defined.</i>
<i>Case Study</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Six: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Seven: Writing Business Letters</b> .....	Error! Bookmark not defined.
<i>The Basic Structure</i> .....	<i>Error! Bookmark not defined.</i>
<i>Choosing a Format</i> .....	<i>Error! Bookmark not defined.</i>
<i>Writing the Letter</i> .....	<i>Error! Bookmark not defined.</i>
<i>Case Study</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Seven: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Eight: Writing Proposals</b> .....	Error! Bookmark not defined.
<i>The Basic Structure</i> .....	<i>Error! Bookmark not defined.</i>
<i>Choosing a Format</i> .....	<i>Error! Bookmark not defined.</i>
<i>Writing the Proposal</i> .....	<i>Error! Bookmark not defined.</i>
<i>Case Study</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Eight: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Nine: Writing Reports</b> .....	Error! Bookmark not defined.
<i>The Basic Structure</i> .....	<i>Error! Bookmark not defined.</i>
<i>Choosing a Format</i> .....	<i>Error! Bookmark not defined.</i>

<i>Writing the Report</i> .....	<b>Error! Bookmark not defined.</b>
<i>Case Study</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Nine: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Ten: Other Types of Documents</b> .....	<b>Error! Bookmark not defined.</b>
<i>Requests for Proposals</i> .....	<b>Error! Bookmark not defined.</b>
<i>Projections</i> .....	<b>Error! Bookmark not defined.</b>
<i>Executive Summaries</i> .....	<b>Error! Bookmark not defined.</b>
<i>Business Cases</i> .....	<b>Error! Bookmark not defined.</b>
<i>Case Study</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Ten: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Eleven: Proofreading and Finishing</b> .....	<b>Error! Bookmark not defined.</b>
<i>A Proofreading Primer</i> .....	<b>Error! Bookmark not defined.</b>
<i>How Peer Review Can Help</i> .....	<b>Error! Bookmark not defined.</b>
<i>Printing and Publishing</i> .....	<b>Error! Bookmark not defined.</b>
<i>Case Study</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Eleven: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Twelve: Wrapping Up</b> .....	<b>Error! Bookmark not defined.</b>
<i>Words from the Wise</i> .....	<b>Error! Bookmark not defined.</b>
<i>Parking Lot</i> .....	<b>Error! Bookmark not defined.</b>
<i>Action Plans and Evaluations</i> .....	<b>Error! Bookmark not defined.</b>

## CHANGE MANAGEMENT



There is nothing permanent except  
change. Heriaclitus



### Change Management

This course is designed for change agents—those responsible for implementing change throughout the organization. Change is a constant in our lives; however, some manage it better than others. All around us technologies, processes, people, ideas, and methods often change, affecting the way we perform our daily tasks and live our lives. Having a smooth transition when change occurs is important in any situation, and you will learn strategies to help you navigate the organization through the shifts.

The Change Management course gives you the tools to implement changes more smoothly and to have those changes better accepted. You will understand how change is implemented and learn to manage the organization's reactions to change.

#### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Course Objectives

Identify the requirements for a change strategy.

Gather data, address concerns, and share motivators.

Describe the four stages of Appreciative Inquiry.

Communicate the importance of resiliency and flexibility.

#### Pre-requisites

A pre-assignment will be provided upon completion of registration.

#### How to Enroll

[CLICK HERE TO REGISTER:](#)

WE LOOK FORWARD TO SEEING YOU IN CLASS.



### TABLE OF CONTENTS

---

<b>Module One: Getting Started</b> .....	Error! Bookmark not defined.
<i>Housekeeping Items</i> .....	<b>Error! Bookmark not defined.</b>
<i>The Parking Lot</i> .....	<b>Error! Bookmark not defined.</b>
<i>Workshop Objectives</i> .....	<b>Error! Bookmark not defined.</b>
<i>Pre-Assignment Review</i> .....	<b>Error! Bookmark not defined.</b>
<i>Action Plans and Evaluations</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Two: Preparing for Change</b> .....	Error! Bookmark not defined.
<i>Defining Your Strategy</i> .....	<b>Error! Bookmark not defined.</b>
<i>Building the Team</i> .....	<b>Error! Bookmark not defined.</b>
<i>Case Study</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Two: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Three: Identifying the WIFM</b> .....	Error! Bookmark not defined.
<i>What's in it for Me?</i> .....	<b>Error! Bookmark not defined.</b>
<i>Building Support</i> .....	<b>Error! Bookmark not defined.</b>
<i>Case Study</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Three: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Four: Understanding Change</b> .....	Error! Bookmark not defined.
<i>Influences on Change</i> .....	<b>Error! Bookmark not defined.</b>
<i>Common Reactions to Change</i> .....	<b>Error! Bookmark not defined.</b>
<i>Tools to Help the Change Process</i> .....	<b>Error! Bookmark not defined.</b>
<i>Case Study</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Four: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Five: Leading and Managing the Change</b> .....	Error! Bookmark not defined.
<i>Preparing and Planning</i> .....	<b>Error! Bookmark not defined.</b>

---

<i>Delegating</i> .....	<b>Error! Bookmark not defined.</b>
<i>Keep the Lines of Communication Open</i> .....	<b>Error! Bookmark not defined.</b>
<i>Coping with Pushback</i> .....	<b>Error! Bookmark not defined.</b>
<i>Case Study</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Five: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Six: Gaining Support</b> .....	<b>Error! Bookmark not defined.</b>
<i>Gathering Data</i> .....	<b>Error! Bookmark not defined.</b>
<i>Addressing Concerns and Issues</i> .....	<b>Error! Bookmark not defined.</b>
<i>Evaluating and Adapting</i> .....	<b>Error! Bookmark not defined.</b>
<i>Case Study</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Six: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Seven: Making it All Worthwhile</b> .....	<b>Error! Bookmark not defined.</b>
<i>Leading Status Meetings</i> .....	<b>Error! Bookmark not defined.</b>
<i>Celebrating Successes</i> .....	<b>Error! Bookmark not defined.</b>
<i>Sharing the Results and Benefits</i> .....	<b>Error! Bookmark not defined.</b>
<i>Case Study</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Seven: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Eight: Using Appreciative Inquiry</b> .....	<b>Error! Bookmark not defined.</b>
<i>The Four Stages</i> .....	<b>Error! Bookmark not defined.</b>
<i>The Purposes of Appreciative Inquiry</i> .....	<b>Error! Bookmark not defined.</b>
<i>Examples and Case Studies</i> .....	<b>Error! Bookmark not defined.</b>
<i>Case Study</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Eight: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Nine: Bringing People to Your Side</b> .....	<b>Error! Bookmark not defined.</b>
<i>A Dash of Emotion</i> .....	<b>Error! Bookmark not defined.</b>
<i>Plenty of Facts</i> .....	<b>Error! Bookmark not defined.</b>

*Case Study.....Error! Bookmark not defined.*

*Module Nine: Review Questions.....Error! Bookmark not defined.*

**Module Ten: Building Resiliency .....**Error! Bookmark not defined.

*What is Resiliency?.....Error! Bookmark not defined.*

*Why is It Important?.....Error! Bookmark not defined.*

*Five Easy Steps for the Leader and the Individual .....***Error! Bookmark not defined.**

*Case Study.....Error! Bookmark not defined.*

*Module Ten: Review Questions .....***Error! Bookmark not defined.**

**Module Eleven: Building Flexibility .....**Error! Bookmark not defined.

*What is Flexibility?.....Error! Bookmark not defined.*

*Why is it Important?.....Error! Bookmark not defined.*

*Five Easy Steps for the Leader and the Individual .....***Error! Bookmark not defined.**

*Case Study.....Error! Bookmark not defined.*

*Module Eleven: Review Questions.....Error! Bookmark not defined.*

**Module Twelve: Wrapping Up .....**Error! Bookmark not defined.

*Words from the Wise.....Error! Bookmark not defined.*

*Parking Lot.....Error! Bookmark not defined.*

*Action Plans and Evaluations.....Error! Bookmark not defined.*

## COLLABORATIVE BUSINESS



Alone we are smart, together we are  
brilliant. Steven Anderson



## WRITING

### Collaborative Business Writing

Writing is a key method of communication for most people; however, it is commonly lacking for most professionals. Writing and communication skills have degraded with more and more people communicating through email, text messaging, and social media. However, developing writing skills is still important in the business world for creating documentation, such as proposals, reports, agendas, processes, procedures, and instruction manuals.

The Collaborative Business Writing course gives you the knowledge and skills to collaborate with others and create business documentation. You will learn the types of collaborations, and how to improve them, while appreciating the benefits of coming together as a team. This course will build your confidence in your individual and collective team writing capabilities.

#### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Course Objectives

Explain collaborative business writing and its benefits.

Collaborate with team members and utilize style guides.

Manage conflicts to overcome writing barriers.

Build collaborative writing teams to manage deliverables.

#### Pre-requisites

[Business Writing](#)

#### How to Enroll

[CLICK HERE TO REGISTER:](#)

WE LOOK FORWARD TO SEEING YOU IN CLASS.

### TABLE OF CONTENTS

---

**Module One: Getting Started** .....Error! Bookmark not defined.

*Housekeeping Items*.....**Error! Bookmark not defined.**

*The Parking Lot*.....**Error! Bookmark not defined.**

*Workshop Objectives*.....**Error! Bookmark not defined.**

*Action Plans and Evaluation Forms* .....**Error! Bookmark not defined.**

*Action Plan*.....**Error! Bookmark not defined.**

*Evaluation Form*.....**Error! Bookmark not defined.**

*Pre-Assignment*.....**Error! Bookmark not defined.**

*Pre-Test*.....**Error! Bookmark not defined.**

*Pre-Test Answers* .....**Error! Bookmark not defined.**

**Module Two: What is Collaborative Business Writing?** .....Error! Bookmark not defined.

*Clarifying the Objective*.....**Error! Bookmark not defined.**

*Practical Writing Approaches* .....**Error! Bookmark not defined.**

*Collaborative Writing Strategies* .....**Error! Bookmark not defined.**

*Collaborative Writing Patterns*.....**Error! Bookmark not defined.**

*Practical Illustration*.....**Error! Bookmark not defined.**

*Module Two: Review Questions*.....**Error! Bookmark not defined.**

**Module Three: Types of Collaborative Business Writing** .....Error! Bookmark not defined.

*Construction – “Cut and Paste”* .....**Error! Bookmark not defined.**

*Parallel Construction – “Puzzle”* .....**Error! Bookmark not defined.**

*Sequential Summative Construction*.....**Error! Bookmark not defined.**

*Integrating Construction*.....**Error! Bookmark not defined.**

*Practical Illustration*.....**Error! Bookmark not defined.**

*Module Three: Review Questions* .....**Error! Bookmark not defined.**

---

<b>Module Four: Collaborative Team Members</b> .....	Error! Bookmark not defined.
<i>Team Leader Selection</i> .....	<i>Error! Bookmark not defined.</i>
<i>Chief Editor Selection</i> .....	<i>Error! Bookmark not defined.</i>
<i>Characteristics of Team Members</i> .....	<i>Error! Bookmark not defined.</i>
<i>Ways to Build Collaborative Writing Team</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Four: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Five: Collaborative Tools and Processes</b> .....	Error! Bookmark not defined.
<i>Outlines and Storyboards</i> .....	<i>Error! Bookmark not defined.</i>
<i>Collaborative Planning</i> .....	<i>Error! Bookmark not defined.</i>
<i>Collaborative Revision</i> .....	<i>Error! Bookmark not defined.</i>
<i>Collaborative Team Cohesion</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Five: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Six: Setting Style Guidelines</b> .....	Error! Bookmark not defined.
<i>Voice and Person</i> .....	<i>Error! Bookmark not defined.</i>
<i>Format</i> .....	<i>Error! Bookmark not defined.</i>
<i>Consistent Spelling of Commonly Used Words</i> .....	<i>Error! Bookmark not defined.</i>
<i>Numbers as Words or Figures</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Six: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Seven: Barriers to Successful Collaborative Writing</b> .....	Error! Bookmark not defined.
<i>Hoarding</i> .....	<i>Error! Bookmark not defined.</i>
<i>Innovation</i> .....	<i>Error! Bookmark not defined.</i>
<i>Search</i> .....	<i>Error! Bookmark not defined.</i>
<i>Knowledge Transfer</i> .....	<i>Error! Bookmark not defined.</i>

<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Seven: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Eight: Overcoming Collaborative Writing Barriers</b> .....	<i>Error! Bookmark not defined.</i>
<i>Practice T-shaped Management</i> .....	<i>Error! Bookmark not defined.</i>
<i>Building a Network of Alliances</i> .....	<i>Error! Bookmark not defined.</i>
<i>Implementing Enablers</i> .....	<i>Error! Bookmark not defined.</i>
<i>Assessing the Culture and Areas for Improvement</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Eight: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Nine: Dealing with Conflict</b> .....	<i>Error! Bookmark not defined.</i>
<i>Ensure that Good Relationships are the First Priority</i> .....	<i>Error! Bookmark not defined.</i>
<i>Keep People and Problems Separate</i> .....	<i>Error! Bookmark not defined.</i>
<i>Pay Attention to the Interests that are Being Presented</i> .....	<i>Error! Bookmark not defined.</i>
<i>Listen First, Talk Second</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Nine: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Ten: Tips for Successful Business Writing Collaboration</b> .....	<i>Error! Bookmark not defined.</i>
<i>Determine Purpose</i> .....	<i>Error! Bookmark not defined.</i>
<i>Formulate Outline and Organizational Format</i> .....	<i>Error! Bookmark not defined.</i>
<i>When Choosing a Team Leader, Remember</i> .....	<i>Error! Bookmark not defined.</i>
<i>Assign Writing Tasks and Associated Duties</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Ten: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Eleven: Examples of Collaborative Business Writing</b> .....	<i>Error! Bookmark not defined.</i>
<i>Writing Emails</i> .....	<i>Error! Bookmark not defined.</i>
<i>Writing Reports</i> .....	<i>Error! Bookmark not defined.</i>



<i>Writing Training Manuals</i> .....	<i>Error! Bookmark not defined.</i>
<i>Writing Company Handbooks</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Eleven: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Twelve: Wrapping Up</b> .....	<i>Error! Bookmark not defined.</i>
<i>Words from the Wise</i> .....	<i>Error! Bookmark not defined.</i>
<i>Review of Parking Lot</i> .....	<i>Error! Bookmark not defined.</i>
<i>Lessons Learned</i> .....	<i>Error! Bookmark not defined.</i>
<i>Completion of Action Plans and Evaluations</i> .....	<i>Error! Bookmark not defined.</i>
<b>Appendix</b> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 1</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 2</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 3</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 4</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 5</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 6</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 7</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 8</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 9</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 10</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 11</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 12</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 13</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 14</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 15</i> .....	<i>Error! Bookmark not defined.</i>

*Worksheet 16.....Error! Bookmark not defined.*

*Worksheet 17.....Error! Bookmark not defined.*

*Worksheet 18.....Error! Bookmark not defined.*

*Post-Assessment.....Error! Bookmark not defined.*

*Post-Assessment Answers.....Error! Bookmark not defined.*

*Recommended Reading List.....Error! Bookmark not defined.*

## CONFLICT RESOLUTION



Conflict cannot survive without our  
participation. Wayne Dyer



### Conflict Resolution

Wherever two or more people come together, there is always potential for conflict. This course will give you a seven-step conflict resolution process that you can utilize to resolve conflict disputes of any size. You will also be provided a set of skills in solution building and finding common ground.

In the Conflict Resolution course, you will learn crucial conflict management skills, including dealing with anger and using the Agreement Frame. Dealing with conflict is important for every organization no matter what the size. If it is left unchecked or not resolved it can lead to lost production, absences, attrition, and even litigation.

#### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Course Objectives

Describe the six phases of the conflict resolution process.

Utilize the resolution process to manage conflicts.

Improve communications using the agreement framework.

Apply stress management techniques to reduce anxiety.

#### Pre-requisites

A pre-assignment will be provided upon completion of registration.

#### How to Enroll

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### TABLE OF CONTENTS

---

**Module One: Getting Started** .....Error! Bookmark not defined.

*Housekeeping Items*.....**Error! Bookmark not defined.**

*The Parking Lot*.....**Error! Bookmark not defined.**

*Workshop Objectives*.....**Error! Bookmark not defined.**

*Pre-Assignment Review*.....**Error! Bookmark not defined.**

*Action Plans and Evaluations*.....**Error! Bookmark not defined.**

**Module Two: An Introduction to Conflict Resolution**.....Error! Bookmark not defined.

*What is Conflict?*.....**Error! Bookmark not defined.**

*What is Conflict Resolution?*.....**Error! Bookmark not defined.**

*Understanding the Conflict Resolution Process*.....**Error! Bookmark not defined.**

*Case Study*.....**Error! Bookmark not defined.**

*Module Two: Review Questions*.....**Error! Bookmark not defined.**

**Module Three: Conflict Resolution Styles with the Thomas-Kilmann Instrument**.....Error! Bookmark not defined.

*Collaborating* .....**Error! Bookmark not defined.**

*Competing*.....**Error! Bookmark not defined.**

*Compromising*.....**Error! Bookmark not defined.**

*Accommodating*.....**Error! Bookmark not defined.**

*Avoiding*.....**Error! Bookmark not defined.**

*Case Study*.....**Error! Bookmark not defined.**

*Module Three: Review Questions* .....**Error! Bookmark not defined.**

**Module Four: Creating an Effective Atmosphere**.....Error! Bookmark not defined.

*Neutralizing Emotions* .....**Error! Bookmark not defined.**

*Setting Ground Rules* .....**Error! Bookmark not defined.**

---

<i>Choosing the Time and Place</i> .....	<i>Error! Bookmark not defined.</i>
<i>Case Study</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Four: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Five: Creating a Mutual Understanding</b> .....	<i>Error! Bookmark not defined.</i>
<i>What Do I Want?</i> .....	<i>Error! Bookmark not defined.</i>
<i>What Do They Want?</i> .....	<i>Error! Bookmark not defined.</i>
<i>What Do We Want?</i> .....	<i>Error! Bookmark not defined.</i>
<i>Case Study</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Five: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Six: Focusing on Individual and Shared Needs</b> .....	<i>Error! Bookmark not defined.</i>
<i>Finding Common Ground</i> .....	<i>Error! Bookmark not defined.</i>
<i>Building Positive Energy and Goodwill</i> .....	<i>Error! Bookmark not defined.</i>
<i>Strengthening Your Partnership</i> .....	<i>Error! Bookmark not defined.</i>
<i>Case Study</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Six: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Seven: Getting to the Root Cause</b> .....	<i>Error! Bookmark not defined.</i>
<i>Examining Root Causes</i> .....	<i>Error! Bookmark not defined.</i>
<i>Creating a Cause and Effect Diagram</i> .....	<i>Error! Bookmark not defined.</i>
<i>The Importance of Forgiveness</i> .....	<i>Error! Bookmark not defined.</i>
<i>Identifying the Benefits of Resolution</i> .....	<i>Error! Bookmark not defined.</i>
<i>Case Study</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Seven: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Eight: Generating Options</b> .....	<i>Error! Bookmark not defined.</i>
<i>Generate, Don't Evaluate</i> .....	<i>Error! Bookmark not defined.</i>
<i>Creating Mutual Gain Options and Multiple Option Solutions</i> .....	<i>Error! Bookmark not defined.</i>
<i>Digging Deeper into Your Options</i> .....	<i>Error! Bookmark not defined.</i>

Case Study.....	<i>Error! Bookmark not defined.</i>
Module Eight: Review Questions .....	<i>Error! Bookmark not defined.</i>
<b>Module Nine: Building a Solution .....</b>	<i>Error! Bookmark not defined.</i>
<i>Creating Criteria.....</i>	<i>Error! Bookmark not defined.</i>
<i>Creating a Shortlist .....</i>	<i>Error! Bookmark not defined.</i>
<i>Choosing a Solution .....</i>	<i>Error! Bookmark not defined.</i>
<i>Building a Plan .....</i>	<i>Error! Bookmark not defined.</i>
Case Study.....	<i>Error! Bookmark not defined.</i>
Module Nine: Review Questions.....	<i>Error! Bookmark not defined.</i>
<b>Module Ten: The Short Version of the Process .....</b>	<i>Error! Bookmark not defined.</i>
<i>Evaluating the Situation .....</i>	<i>Error! Bookmark not defined.</i>
<i>Choosing Your Steps .....</i>	<i>Error! Bookmark not defined.</i>
<i>Creating an Action Plan .....</i>	<i>Error! Bookmark not defined.</i>
<i>Using Individual Process Steps.....</i>	<i>Error! Bookmark not defined.</i>
Case Study.....	<i>Error! Bookmark not defined.</i>
Module Ten: Review Questions .....	<i>Error! Bookmark not defined.</i>
<b>Module Eleven: Additional Tools .....</b>	<i>Error! Bookmark not defined.</i>
<i>Stress and Anger Management Techniques .....</i>	<i>Error! Bookmark not defined.</i>
<i>The Agreement Frame .....</i>	<i>Error! Bookmark not defined.</i>
<i>Asking Open Questions.....</i>	<i>Error! Bookmark not defined.</i>
Case Study.....	<i>Error! Bookmark not defined.</i>
Module Eleven: Review Questions.....	<i>Error! Bookmark not defined.</i>
<b>Module Twelve: Wrapping Up .....</b>	<i>Error! Bookmark not defined.</i>
<i>Words from the Wise.....</i>	<i>Error! Bookmark not defined.</i>
<i>Parking Lot.....</i>	<i>Error! Bookmark not defined.</i>
<i>Action Plans and Evaluations.....</i>	<i>Error! Bookmark not defined.</i>

## PROBLEM SOLVING



Creativity can solve almost any problem.

George Lois





### Creative Problem Solving

In the past few decades, psychologists and businesspeople, alike, have discovered that successful problem solvers tend to use a systematic process to identify and implement the solutions to their problems. A well-defined process, applied consistently, works for any kind of problem, large or small.

The Creative Problem-Solving course provides an overview of the entire creative problem-solving process, as well as key tools that can be utilized when brainstorming, information gathering, analyzing data, identifying resources, making critical decisions, or solutioning for any problem.

#### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Course Objectives

Identify the problem correctly.

Ask questions to write concrete problem statements.

Use brainstorming tools to generate ideas for solutions.

Evaluate the solution to confirm it addresses the root of the problem.

#### Pre-requisites

A pre-assignment will be provided upon completion of registration.

#### How to Enroll

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### TABLE OF CONTENTS

---

<b>Module One: Getting Started</b> .....	Error! Bookmark not defined.
<i>Housekeeping Items</i> .....	<b>Error! Bookmark not defined.</b>
<i>The Parking Lot</i> .....	<b>Error! Bookmark not defined.</b>
<i>Workshop Objectives</i> .....	<b>Error! Bookmark not defined.</b>
<i>Action Plans and Evaluation Forms</i> .....	<b>Error! Bookmark not defined.</b>
<i>Action Plan</i> .....	<b>Error! Bookmark not defined.</b>
<i>Evaluation Form</i> .....	<b>Error! Bookmark not defined.</b>
<i>Pre-Assignment</i> .....	<b>Error! Bookmark not defined.</b>
<i>Pre-Test</i> .....	<b>Error! Bookmark not defined.</b>
<i>Pre-Test Answers</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Two: The Problem Solving Method</b> .....	Error! Bookmark not defined.
<i>What is a Problem?</i> .....	<b>Error! Bookmark not defined.</b>
<i>What is Creative Problem Solving?</i> .....	<b>Error! Bookmark not defined.</b>
<i>What are the Steps in the Creative Solving Process?</i> .....	<b>Error! Bookmark not defined.</b>
<i>Practical Illustration</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Two: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Three: Information Gathering</b> .....	Error! Bookmark not defined.
<i>Understanding Types of Information</i> .....	<b>Error! Bookmark not defined.</b>
<i>Identifying Key Questions</i> .....	<b>Error! Bookmark not defined.</b>
<i>Methods of Gathering Information</i> .....	<b>Error! Bookmark not defined.</b>
<i>Practical Illustration</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Three: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Four: Problem Definition</b> .....	Error! Bookmark not defined.
<i>Defining the Problem</i> .....	<b>Error! Bookmark not defined.</b>

---

<i>Determining Where the Problem Originated.....</i>	<i>Error! Bookmark not defined.</i>
<i>Defining the Present State and the Desired State .....</i>	<i>Error! Bookmark not defined.</i>
<i>Stating and Restating the Problem.....</i>	<i>Error! Bookmark not defined.</i>
<i>Analyzing the Problem.....</i>	<i>Error! Bookmark not defined.</i>
<i>Writing the Problem Statement.....</i>	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration.....</i>	<i>Error! Bookmark not defined.</i>
<i>Module Four: Review Questions .....</i>	<i>Error! Bookmark not defined.</i>
<b>Module Five: Preparing for Brainstorming .....</b>	<b>Error! Bookmark not defined.</b>
<i>Identifying Mental Blocks .....</i>	<i>Error! Bookmark not defined.</i>
<i>Removing Mental Blocks .....</i>	<i>Error! Bookmark not defined.</i>
<i>Stimulating Creativity .....</i>	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration.....</i>	<i>Error! Bookmark not defined.</i>
<i>Module Five: Review Questions .....</i>	<i>Error! Bookmark not defined.</i>
<b>Module Six: Generating Solutions (I).....</b>	<b>Error! Bookmark not defined.</b>
<i>Brainstorming Basics .....</i>	<i>Error! Bookmark not defined.</i>
<i>Brainwriting and Mind Mapping .....</i>	<i>Error! Bookmark not defined.</i>
<i>Duncker Diagrams .....</i>	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration.....</i>	<i>Error! Bookmark not defined.</i>
<i>Module Six: Review Questions .....</i>	<i>Error! Bookmark not defined.</i>
<b>Module Seven: Generating Solutions (II).....</b>	<b>Error! Bookmark not defined.</b>
<i>The Morphological Matrix .....</i>	<i>Error! Bookmark not defined.</i>
<i>The Six Thinking Hats.....</i>	<i>Error! Bookmark not defined.</i>
<i>The Blink Method.....</i>	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration.....</i>	<i>Error! Bookmark not defined.</i>
<i>Module Seven: Review Questions.....</i>	<i>Error! Bookmark not defined.</i>

<b>Module Eight: Analyzing Solutions</b> .....	Error! Bookmark not defined.
<i>Developing Criteria</i> .....	<i>Error! Bookmark not defined.</i>
<i>Analyzing Wants and Needs</i> .....	<i>Error! Bookmark not defined.</i>
<i>Using Cost/Benefit Analysis</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Eight: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Nine: Selecting a Solution</b> .....	Error! Bookmark not defined.
<i>Doing a Final Analysis</i> .....	<i>Error! Bookmark not defined.</i>
<i>Paired Comparison Analysis</i> .....	<i>Error! Bookmark not defined.</i>
<i>Analyzing Potential Problems</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Nine: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Ten: Planning Your Next Steps</b> .....	Error! Bookmark not defined.
<i>Identifying Tasks</i> .....	<i>Error! Bookmark not defined.</i>
<i>Identifying Resources</i> .....	<i>Error! Bookmark not defined.</i>
<i>Implementing, Evaluating, and Adapting</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Ten: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Eleven: Recording Lessons Learned</b> .....	Error! Bookmark not defined.
<i>Planning the Follow-Up Meeting</i> .....	<i>Error! Bookmark not defined.</i>
<i>Celebrating Successes</i> .....	<i>Error! Bookmark not defined.</i>
<i>Identifying Improvements</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Eleven: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Twelve: Wrapping Up</b> .....	Error! Bookmark not defined.
<i>Words from the Wise</i> .....	<i>Error! Bookmark not defined.</i>

<i>Lessons Learned</i> .....	<i>Error! Bookmark not defined.</i>
<i>Parking Lot</i> .....	<i>Error! Bookmark not defined.</i>
<i>Action Plans and Evaluation Forms</i> .....	<i>Error! Bookmark not defined.</i>
<b>Appendix</b> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 1</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 2</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 3</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 4</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 5</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 6</i> .....	<i>Error! Bookmark not defined.</i>
<i>Identifying Resources</i> .....	<i>Error! Bookmark not defined.</i>
<i>Post-Assessment</i> .....	<i>Error! Bookmark not defined.</i>
<i>Post-Assessment Answers</i> .....	<i>Error! Bookmark not defined.</i>
<i>Recommended Reading List</i> .....	<i>Error! Bookmark not defined.</i>

## THINKING OUTSIDE



A course designed to improve Creativity.



## THE BOX

### Thinking Outside the Box

Creativity allows individuals to explore new paths and ideas that can help to advance our consistently evolving world of business. Without creativity, we would only see what is visible; however, to evolve as a business, it is necessary to look beyond what is visible and consider new ideas. When creativity is incorporated into daily workplace practices, there is an increase in opportunity for growth, engagement, and productivity.

Creativity and innovation can help to materialize ideas and dreams into reality. This course will provide you with informative tools and practical strategies to help infuse creativity into the workplace. Creativity plays a big role in building a positive work environment, in which employees will feel confident in expressing their ideas. When this creativity emerges, powerful opportunities and advancements can happen.

### Course Duration

10 hours of instruction

Day 1 (6.5 hours): 1 hour lunch and 2, 15-minute breaks

Day 2 (3.5 hours): one 15-minute break

### Course Objectives

Distinguish between creativity and innovation.

Identify the stages of the creative process.

Recognize the barriers to creativity.

Utilize tools to help spark your creativity.

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## TABLE OF CONTENTS

---

<a href="#"><u>Module One: Getting Started</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Housekeeping Items</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>The Parking Lot</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Workshop Objectives</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Pre-Assignment</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Action Plans and Evaluation Forms</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Action Plan Form</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Evaluation Form</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Module Two: Breaking Down Creativity</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Defining Creativity</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Thinking Outside the Box</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>The Value of Creativity</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Components of Creativity</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Characteristics of the Creative Individual</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Practical Illustration</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Module Two: Review Questions</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Module Three: Creating Business Success</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Growth Through Creativity</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Staff Morale</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Engagement and Productivity</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Competition</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Creative Problem Solving</u></a> .....	<i>Error! Bookmark not defined.</i>



<a href="#">Practical Illustration</a> .....	<i>Error! Bookmark not defined.</i>
<a href="#">Module Three: Review Questions</a> .....	<i>Error! Bookmark not defined.</i>
<a href="#">Module Four: The Creative Process</a> .....	<i>Error! Bookmark not defined.</i>
<a href="#">Preparation</a> .....	<i>Error! Bookmark not defined.</i>
<a href="#">Incubation</a> .....	<i>Error! Bookmark not defined.</i>
<a href="#">Illumination</a> .....	<i>Error! Bookmark not defined.</i>
<a href="#">Evaluation</a> .....	<i>Error! Bookmark not defined.</i>
<a href="#">Verification</a> .....	<i>Error! Bookmark not defined.</i>
<a href="#">Practical Illustration</a> .....	<i>Error! Bookmark not defined.</i>
<a href="#">Module Four: Review Questions</a> .....	<i>Error! Bookmark not defined.</i>
<a href="#">Module Five: Creativity vs. Innovation</a> .....	<i>Error! Bookmark not defined.</i>
<a href="#">Connecting the Two</a> .....	<i>Error! Bookmark not defined.</i>
<a href="#">The Innovative Leader</a> .....	<i>Error! Bookmark not defined.</i>
<a href="#">Innovative Projects</a> .....	<i>Error! Bookmark not defined.</i>
<a href="#">Experimentation</a> .....	<i>Error! Bookmark not defined.</i>
<a href="#">The Creativity Gap</a> .....	<i>Error! Bookmark not defined.</i>
<a href="#">Practical Illustration</a> .....	<i>Error! Bookmark not defined.</i>
<a href="#">Module Five: Review Questions</a> .....	<i>Error! Bookmark not defined.</i>
<a href="#">Module Six: Fostering a Creative Workplace</a> .....	<i>Error! Bookmark not defined.</i>
<a href="#">Diversity</a> .....	<i>Error! Bookmark not defined.</i>
<a href="#">Effective Feedback</a> .....	<i>Error! Bookmark not defined.</i>
<a href="#">Choosing Flexibility</a> .....	<i>Error! Bookmark not defined.</i>
<a href="#">The Power of Positivity</a> .....	<i>Error! Bookmark not defined.</i>
<a href="#">Creativity and Collaboration</a> .....	<i>Error! Bookmark not defined.</i>
<a href="#">Practical Illustration</a> .....	<i>Error! Bookmark not defined.</i>
<a href="#">Module Six: Review Questions</a> .....	<i>Error! Bookmark not defined.</i>

<a href="#"><u>Module Seven: Brainstorming</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Connecting Creativity and Brainstorming</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Successful Brainstorming</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Visualize Your Goals</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Stay Organized</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Break It Up</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Practical Illustration</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Module Seven: Review Questions</u></a> .....	<i>Error! Bookmark not defined.</i>
<b><a href="#"><u>Module Eight: The Creative Team</u></a></b> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Identifying Opportunities</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Show Respect</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Finding Creative Spaces</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Listening</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Goals and Values</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Practical Illustration</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Module Eight: Review Questions</u></a> .....	<i>Error! Bookmark not defined.</i>
<b><a href="#"><u>Module Nine: Creativity Myths</u></a></b> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Inherited Trait</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Creativity is for Artists</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>The Solo Creator</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Breakthrough Moment</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Financial Incentives</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Practical Illustration</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Module Nine: Review Questions</u></a> .....	<i>Error! Bookmark not defined.</i>
<b><a href="#"><u>Module Ten: Recognizing Obstacles</u></a></b> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Afraid to Fail</u></a> .....	<i>Error! Bookmark not defined.</i>

<a href="#"><u>Distractions</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Stressors</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Lack of Sleep</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Time</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Practical Illustration</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Module Ten: Review Questions</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Module Eleven: Finding Your Creative Mind</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Identifying Your Strengths</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Building Confidence With Creativity</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Risk-Taking</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Motivation</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Be Mindful</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Practical Illustration</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Module Eleven: Review Questions</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Module Twelve: Wrapping Up</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Words from the Wise</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Review of Parking Lot</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Lessons Learned</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Completion of Action Plans and Evaluations</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Appendix</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Worksheet 1</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Worksheet 2</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Worksheet 3</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Worksheet 4</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Worksheet 5</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Worksheet 6</u></a> .....	<i>Error! Bookmark not defined.</i>

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## Prioritizing People over Profits

[Worksheet 7](#).....*Error! Bookmark not defined.*

[Worksheet 8](#).....*Error! Bookmark not defined.*

[Worksheet 9](#).....*Error! Bookmark not defined.*

[Worksheet 10](#).....*Error! Bookmark not defined.*

[Post Assessment](#).....*Error! Bookmark not defined.*

[Post Assessment Answers](#).....*Error! Bookmark not defined.*

## CRITICAL THINKING



Critical thinking has the power to launch  
students on unforgettable learning  
experiences. Unknown



### Critical Thinking

We live in a knowledge-based society, and the more critically we think, the better our knowledge will be. Critical thinking provides the skills to analyze and evaluate information so that we can obtain the greatest amount of knowledge from it. Critical thinking affords us the best chance of making the correct decision and minimizes damages if a mistake does occur.

This course will help you be a more rational and disciplined thinker, while allowing you to take notice of your prejudice and biases to provide you with a better understanding of your environment. You will learn the skills needed to evaluate, identify, and distinguish between relevant and irrelevant information. It will lead you to be more productive in your career and provide you with a great skill to use in your everyday life.

### Course Duration

10 hours of instruction

Day 1 (6.5 hours): 1 hour lunch and  
2, 15-minute breaks

Day 2 (3.5 hours): one 15-minute break

### Course Objectives

Identify the components and benefits of critical thinking.

Use logical and non-linear thinking.

Evaluate information using critical thinking skills.

Revise your perspective to problem solve.

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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### TABLE OF CONTENTS

---

<b>Module One: Getting Started</b> .....	Error! Bookmark not defined.
<i>Housekeeping Items</i> .....	<i>Error! Bookmark not defined.</i>
<i>The Parking Lot</i> .....	<i>Error! Bookmark not defined.</i>
<i>Workshop Objectives</i> .....	<i>Error! Bookmark not defined.</i>
<i>Pre-Assignment Review</i> .....	<i>Error! Bookmark not defined.</i>
<i>Pre-Test</i> .....	<i>Error! Bookmark not defined.</i>
<i>Pre-Test Answers</i> .....	<i>Error! Bookmark not defined.</i>
<i>Action Plans and Evaluation Forms</i> .....	<i>Error! Bookmark not defined.</i>
<i>Action Plan Form</i> .....	<i>Error! Bookmark not defined.</i>
<i>Evaluation Form</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Two: Components of Critical Thinking</b> .....	Error! Bookmark not defined.
<i>Applying Reason</i> .....	<i>Error! Bookmark not defined.</i>
<i>Open Mindedness</i> .....	<i>Error! Bookmark not defined.</i>
<i>Analysis</i> .....	<i>Error! Bookmark not defined.</i>
<i>Logic</i> .....	<i>Error! Bookmark not defined.</i>
<i>Case Study</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Two: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Three: Non-Linear Thinking</b> .....	Error! Bookmark not defined.
<i>Step Out of Your Comfort Zone</i> .....	<i>Error! Bookmark not defined.</i>
<i>Don't Jump to Conclusions</i> .....	<i>Error! Bookmark not defined.</i>
<i>Expect and Initiate Change</i> .....	<i>Error! Bookmark not defined.</i>
<i>Being Ready to Adapt</i> .....	<i>Error! Bookmark not defined.</i>

---

<i>Case Study</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Three: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Four: Logical Thinking</b> .....	<i>Error! Bookmark not defined.</i>
<i>Ask the Right Questions</i> .....	<i>Error! Bookmark not defined.</i>
<i>Organize the Data</i> .....	<i>Error! Bookmark not defined.</i>
<i>Evaluate the Information</i> .....	<i>Error! Bookmark not defined.</i>
<i>Draw Conclusions</i> .....	<i>Error! Bookmark not defined.</i>
<i>Case Study</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Four: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Five: Critical Thinking (I)</b> .....	<i>Error! Bookmark not defined.</i>
<i>Active Listening</i> .....	<i>Error! Bookmark not defined.</i>
<i>Be Curious</i> .....	<i>Error! Bookmark not defined.</i>
<i>Be Disciplined</i> .....	<i>Error! Bookmark not defined.</i>
<i>Be Humble</i> .....	<i>Error! Bookmark not defined.</i>
<i>Case Study</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Five: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Six: Critical Thinking (II)</b> .....	<i>Error! Bookmark not defined.</i>
<i>Seeing the Big Picture</i> .....	<i>Error! Bookmark not defined.</i>
<i>Objectivity</i> .....	<i>Error! Bookmark not defined.</i>
<i>Using Your Emotions</i> .....	<i>Error! Bookmark not defined.</i>
<i>Being Self-Aware</i> .....	<i>Error! Bookmark not defined.</i>
<i>Case Study</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>



<i>Module Six: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Seven: Evaluate the Information</b> .....	<b>Error! Bookmark not defined.</b>
<i>Making Assumptions</i> .....	<b>Error! Bookmark not defined.</b>
<i>Watch out for the Bias</i> .....	<b>Error! Bookmark not defined.</b>
<i>Ask Clarifying Questions</i> .....	<b>Error! Bookmark not defined.</b>
<i>SWOT Analysis</i> .....	<b>Error! Bookmark not defined.</b>
<i>Case Study</i> .....	<b>Error! Bookmark not defined.</b>
<i>Practical Illustration</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Seven: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Eight: Benefits of Critical Thinking</b> .....	<b>Error! Bookmark not defined.</b>
<i>Being More Persuasive</i> .....	<b>Error! Bookmark not defined.</b>
<i>Better Communication</i> .....	<b>Error! Bookmark not defined.</b>
<i>Better Problem Solving</i> .....	<b>Error! Bookmark not defined.</b>
<i>Increased Emotional Intelligence</i> .....	<b>Error! Bookmark not defined.</b>
<i>Case Study</i> .....	<b>Error! Bookmark not defined.</b>
<i>Practical Illustration</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Eight: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Nine: Changing Your Perspective</b> .....	<b>Error! Bookmark not defined.</b>
<i>Limitations of Your Point of View</i> .....	<b>Error! Bookmark not defined.</b>
<i>Considering Others Viewpoint</i> .....	<b>Error! Bookmark not defined.</b>
<i>Influences on Bias</i> .....	<b>Error! Bookmark not defined.</b>
<i>When New Information Arrives</i> .....	<b>Error! Bookmark not defined.</b>
<i>Case Study</i> .....	<b>Error! Bookmark not defined.</b>
<i>Practical Illustration</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Nine: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>

<b>Module Ten: Problem Solving</b> .....	Error! Bookmark not defined.
<i>Identify Inconsistencies</i> .....	<i>Error! Bookmark not defined.</i>
<i>Trust Your Instincts</i> .....	<i>Error! Bookmark not defined.</i>
<i>Asking Why?</i> .....	<i>Error! Bookmark not defined.</i>
<i>Evaluate the Solution(s)</i> .....	<i>Error! Bookmark not defined.</i>
<i>Case Study</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Ten: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Eleven: Putting It All Together</b> .....	Error! Bookmark not defined.
<i>Retaining Your New Skills</i> .....	<i>Error! Bookmark not defined.</i>
<i>Reflect and Learn from Mistakes</i> .....	<i>Error! Bookmark not defined.</i>
<i>Always Ask Questions</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practicing Critical Thinking</i> .....	<i>Error! Bookmark not defined.</i>
<i>Case Study</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Eleven: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Twelve: Wrapping Up</b> .....	Error! Bookmark not defined.
<i>Words from the Wise</i> .....	<i>Error! Bookmark not defined.</i>
<i>Review of Parking Lot</i> .....	<i>Error! Bookmark not defined.</i>
<i>Lessons Learned</i> .....	<i>Error! Bookmark not defined.</i>
<i>Completion of Action Plans and Evaluations</i> .....	<i>Error! Bookmark not defined.</i>
<b>Appendix</b> .....	Error! Bookmark not defined.
<i>Worksheet 1</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 2</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 3</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 4</i> .....	<i>Error! Bookmark not defined.</i>

<i>Worksheet 5.....</i>	<i>Error! Bookmark not defined.</i>
<i>Worksheet 6.....</i>	<i>Error! Bookmark not defined.</i>
<i>Worksheet 7.....</i>	<i>Error! Bookmark not defined.</i>
<i>Worksheet 8.....</i>	<i>Error! Bookmark not defined.</i>
<i>Worksheet 9.....</i>	<i>Error! Bookmark not defined.</i>
<i>Worksheet 10.....</i>	<i>Error! Bookmark not defined.</i>
<i>Worksheet 11.....</i>	<i>Error! Bookmark not defined.</i>
<i>Worksheet 12.....</i>	<i>Error! Bookmark not defined.</i>
<i>Worksheet 13.....</i>	<i>Error! Bookmark not defined.</i>
<i>Worksheet 14.....</i>	<i>Error! Bookmark not defined.</i>
<i>Power Point-What is the Object?.....</i>	<i>Error! Bookmark not defined.</i>
<i>Post-Assessment.....</i>	<i>Error! Bookmark not defined.</i>
<i>Post-Assessment Answers.....</i>	<i>Error! Bookmark not defined.</i>
<i>Recommended Reading List.....</i>	<i>Error! Bookmark not defined.</i>

## CUSTOMER SERVICE



It takes months to find a  
customer...seconds to lose one.

Vince Lombardi



### Customer Service

Customers are those to whom we provide a service; therefore, we all have customers. Maybe you're on the frontlines of a company serving the people who buy your products, or you're an accountant, serving the employees by producing their pay checks and keeping the company running. Or maybe you're a company owner, serving your staff and your customers.

The Customer Service course will look at all types of customers and how we can serve them better and improve ourselves in the process. You will be provided a strong skillset including in-person and over the phone techniques, dealing with difficult customers and generating return business.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Course Objectives

Recognize how your attitude affects customer service.

Identify your customers' needs and how you can build goodwill.

Serve customers over the phone and through online tools.

Utilize your skills to turn unhappy customers into those who provide repeat business.

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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### TABLE OF CONTENTS

---

<b>Module One: Getting Started</b> .....	Error! Bookmark not defined.
<i>Housekeeping Items</i> .....	<i>Error! Bookmark not defined.</i>
<i>The Parking Lot</i> .....	<i>Error! Bookmark not defined.</i>
<i>Workshop Objectives</i> .....	<i>Error! Bookmark not defined.</i>
<i>Pre-Assignment Review</i> .....	<i>Error! Bookmark not defined.</i>
<i>Action Plans and Evaluations</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Two: Who We Are and What We Do</b> .....	Error! Bookmark not defined.
<i>Who Are Customers?</i> .....	<i>Error! Bookmark not defined.</i>
<i>What Is Customer Service?</i> .....	<i>Error! Bookmark not defined.</i>
<i>Who Are Customer Service Providers?</i> .....	<i>Error! Bookmark not defined.</i>
<i>Case Study</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Two: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Three: Establishing Your Attitude</b> .....	Error! Bookmark not defined.
<i>Appearance Counts!</i> .....	<i>Error! Bookmark not defined.</i>
<i>The Power of a Smile</i> .....	<i>Error! Bookmark not defined.</i>
<i>Staying Energized</i> .....	<i>Error! Bookmark not defined.</i>
<i>Staying Positive</i> .....	<i>Error! Bookmark not defined.</i>
<i>Case Study</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Three: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Four: Identifying and Addressing Customer Needs</b> .....	Error! Bookmark not defined.
<i>Understanding the Customer's Situation</i> .....	<i>Error! Bookmark not defined.</i>
<i>Staying Outside the Box</i> .....	<i>Error! Bookmark not defined.</i>
<i>Meeting Basic Needs</i> .....	<i>Error! Bookmark not defined.</i>

---

<i>Going the Extra Mile</i> .....	<b>Error! Bookmark not defined.</b>
<i>Case Study</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Four: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Five: Generating Return Business</b> .....	<b>Error! Bookmark not defined.</b>
<i>Following Up</i> .....	<b>Error! Bookmark not defined.</b>
<i>Addressing Complaints</i> .....	<b>Error! Bookmark not defined.</b>
<i>Turning Difficult Customers Around</i> .....	<b>Error! Bookmark not defined.</b>
<i>Case Study</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Five: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Six: In-Person Customer Service</b> .....	<b>Error! Bookmark not defined.</b>
<i>Dealing with At-Your-Desk Requests</i> .....	<b>Error! Bookmark not defined.</b>
<i>The Advantages and Disadvantages of In-Person Customer Service</i> .....	<b>Error! Bookmark not defined.</b>
<i>Using Body Language to Your Advantage</i> .....	<b>Error! Bookmark not defined.</b>
<i>Case Study</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Six: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Seven: Giving Customer Service over the Phone</b> .....	<b>Error! Bookmark not defined.</b>
<i>The Advantages and Disadvantages of Telephone Communication</i> .....	<b>Error! Bookmark not defined.</b>
<i>Telephone Etiquette</i> .....	<b>Error! Bookmark not defined.</b>
<i>Tips and Tricks</i> .....	<b>Error! Bookmark not defined.</b>
<i>Case Study</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Seven: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Eight: Providing Electronic Customer Service</b> .....	<b>Error! Bookmark not defined.</b>
<i>The Advantages and Disadvantages of Electronic Communication</i> .....	<b>Error! Bookmark not defined.</b>
<i>Understanding Netiquette</i> .....	<b>Error! Bookmark not defined.</b>
<i>Tips and Tricks</i> .....	<b>Error! Bookmark not defined.</b>
<i>Eliminate Electronic Ping Pong</i> .....	<b>Error! Bookmark not defined.</b>

Case Study.....*Error! Bookmark not defined.*

Module Eight: Review Questions.....*Error! Bookmark not defined.*

**Module Nine: Recovering Difficult Customers**.....*Error! Bookmark not defined.*

*De-Escalating Anger*.....*Error! Bookmark not defined.*

*Establishing Common Ground*.....*Error! Bookmark not defined.*

*Setting Your Limits*.....*Error! Bookmark not defined.*

*Managing Your Own Emotions*.....*Error! Bookmark not defined.*

Case Study.....*Error! Bookmark not defined.*

Module Nine: Review Questions.....*Error! Bookmark not defined.*

**Module Ten: Understanding When to Escalate**.....*Error! Bookmark not defined.*

*Dealing with Vulgarity*.....*Error! Bookmark not defined.*

*Coping with Insults*.....*Error! Bookmark not defined.*

*Dealing with Legal and Physical Threats*.....*Error! Bookmark not defined.*

Case Study.....*Error! Bookmark not defined.*

Module Ten: Review Questions.....*Error! Bookmark not defined.*

**Module Eleven: Ten Things You Can Do to WOW Customers Every Time**....*Error! Bookmark not defined.*

*Ten Tips*.....*Error! Bookmark not defined.*

Case Study.....*Error! Bookmark not defined.*

Module Eleven: Review Questions.....*Error! Bookmark not defined.*

**Module Twelve: Wrapping Up**.....*Error! Bookmark not defined.*

*Words from the Wise*.....*Error! Bookmark not defined.*

*Parking Lot*.....*Error! Bookmark not defined.*

*Action Plans and Evaluations*.....*Error! Bookmark not defined.*



## GOAL SETTING



If you aim for nothing, you'll hit it every  
time. Unknown



### Goal Setting

Goal Setting is one of the most common and essential skills to develop, and in this course, we explore the question “What makes a good goal?” We touch on goal characteristics, time management, making a to do list, and what to do when setbacks occur. This course will provide the knowledge and skills you need to complete more tasks and get things done.

We cover strategies to help you overcome procrastination and increase satisfaction in your professional and personal lives. You will also learn about the goal setting characteristics of successful people and how you, too, can become happier and more productive.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Course Objectives

Create SMART Goals.

Manage time effectively and accomplish important tasks.

Recognize procrastination habits and learn to self-motivate.

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## TABLE OF CONTENTS

---

<b>Module One: Getting Started</b> .....	Error! Bookmark not defined.
<i>Housekeeping Items</i> .....	<i>Error! Bookmark not defined.</i>
<i>The Parking Lot</i> .....	<i>Error! Bookmark not defined.</i>
<i>Workshop Objectives</i> .....	<i>Error! Bookmark not defined.</i>
<i>Action Plans and Evaluation Forms</i> .....	<i>Error! Bookmark not defined.</i>
<i>Action Plan</i> .....	<i>Error! Bookmark not defined.</i>
<i>Evaluation Form</i> .....	<i>Error! Bookmark not defined.</i>
<i>Pre-Assignment</i> .....	<i>Error! Bookmark not defined.</i>
<i>Pre-Test</i> .....	<i>Error! Bookmark not defined.</i>
<i>Pre-Test Answers</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Two: Overcoming Procrastination (I)</b> .....	Error! Bookmark not defined.
<i>Eat That Frog!</i> .....	<i>Error! Bookmark not defined.</i>
<i>Just Do It</i> .....	<i>Error! Bookmark not defined.</i>
<i>The 15 Minute Rule</i> .....	<i>Error! Bookmark not defined.</i>
<i>Chop It Up</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Two: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Three: Overcoming Procrastination (II)</b> .....	Error! Bookmark not defined.
<i>Remove Distractions</i> .....	<i>Error! Bookmark not defined.</i>
<i>Start Small and Build</i> .....	<i>Error! Bookmark not defined.</i>
<i>Reward Yourself</i> .....	<i>Error! Bookmark not defined.</i>
<i>Set Realistic Deadlines</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>

---

Module Three: Review Questions .....	<b>Error! Bookmark not defined.</b>
<b>Module Four: Four P's of Goal Setting</b> .....	<b>Error! Bookmark not defined.</b>
<i>They Need to Be Positive</i> .....	<b>Error! Bookmark not defined.</b>
<i>They Need to Be Personal</i> .....	<b>Error! Bookmark not defined.</b>
<i>They Need to Be Possible</i> .....	<b>Error! Bookmark not defined.</b>
<i>They Need to Be Prioritized</i> .....	<b>Error! Bookmark not defined.</b>
<i>Practical Illustration</i> .....	<b>Error! Bookmark not defined.</b>
Module Four: Review Questions .....	<b>Error! Bookmark not defined.</b>
<b>Module Five: Improving Motivation</b> .....	<b>Error! Bookmark not defined.</b>
<i>Remember Peak Moments</i> .....	<b>Error! Bookmark not defined.</b>
<i>Write Down Your Goals</i> .....	<b>Error! Bookmark not defined.</b>
<i>Use Gamification</i> .....	<b>Error! Bookmark not defined.</b>
<i>Track Your Progress</i> .....	<b>Error! Bookmark not defined.</b>
<i>Practical Illustration</i> .....	<b>Error! Bookmark not defined.</b>
Module Five: Review Questions .....	<b>Error! Bookmark not defined.</b>
<b>Module Six: Wise Time Management</b> .....	<b>Error! Bookmark not defined.</b>
<i>Urgent/Important Matrix</i> .....	<b>Error! Bookmark not defined.</b>
<i>The 80/20 Rule</i> .....	<b>Error! Bookmark not defined.</b>
<i>Utilize a Calendar</i> .....	<b>Error! Bookmark not defined.</b>
<i>Create a Ritual</i> .....	<b>Error! Bookmark not defined.</b>
<i>Practical Illustration</i> .....	<b>Error! Bookmark not defined.</b>
Module Six: Review Questions .....	<b>Error! Bookmark not defined.</b>
<b>Module Seven: Tips for Completing Tasks</b> .....	<b>Error! Bookmark not defined.</b>
<i>One Minute Rule</i> .....	<b>Error! Bookmark not defined.</b>
<i>Five Minute Rule</i> .....	<b>Error! Bookmark not defined.</b>
<i>Break Up Large Tasks</i> .....	<b>Error! Bookmark not defined.</b>

<i>Utilize Technology</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Seven: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Eight: Increase Your Productivity</b> .....	<i>Error! Bookmark not defined.</i>
<i>Repeat What Works</i> .....	<i>Error! Bookmark not defined.</i>
<i>Get Faster</i> .....	<i>Error! Bookmark not defined.</i>
<i>Remove “Should” from Your Dictionary</i> .....	<i>Error! Bookmark not defined.</i>
<i>Build on Your Successes</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Eight: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Nine: “To Do” List Characteristics</b> .....	<i>Error! Bookmark not defined.</i>
<i>Focus on the Important</i> .....	<i>Error! Bookmark not defined.</i>
<i>Chunk, Block, Tackle</i> .....	<i>Error! Bookmark not defined.</i>
<i>Make It a Habit</i> .....	<i>Error! Bookmark not defined.</i>
<i>Plan Ahead</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Nine: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Ten: Smart Goals</b> .....	<i>Error! Bookmark not defined.</i>
<i>Specific</i> .....	<i>Error! Bookmark not defined.</i>
<i>Measurable</i> .....	<i>Error! Bookmark not defined.</i>
<i>Attainable</i> .....	<i>Error! Bookmark not defined.</i>
<i>Realistic</i> .....	<i>Error! Bookmark not defined.</i>
<i>Timely</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Ten: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>

<b>Module Eleven: Mistakes Will Happen</b> .....	Error! Bookmark not defined.
<i>Accept It</i> .....	<i>Error! Bookmark not defined.</i>
<i>Bouncing Back</i> .....	<i>Error! Bookmark not defined.</i>
<i>Adapt and Learn</i> .....	<i>Error! Bookmark not defined.</i>
<i>Ask for Help</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Eleven: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Twelve: Wrapping Up</b> .....	Error! Bookmark not defined.
<i>Words from the Wise</i> .....	<i>Error! Bookmark not defined.</i>
<i>Review of Parking Lot</i> .....	<i>Error! Bookmark not defined.</i>
<i>Lessons Learned</i> .....	<i>Error! Bookmark not defined.</i>
<i>Completion of Action Plans and Evaluations</i> .....	<i>Error! Bookmark not defined.</i>
<b>Appendix</b> .....	Error! Bookmark not defined.
<i>Worksheet 1</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 2</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 3</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 4</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 5</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 6</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 7</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 8</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 9</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 10</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 11</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 12</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 13</i> .....	<i>Error! Bookmark not defined.</i>

*Worksheet 14.....Error! Bookmark not defined.*

*Worksheet 15.....Error! Bookmark not defined.*

*Worksheet 16.....Error! Bookmark not defined.*

*Worksheet 17.....Error! Bookmark not defined.*

*Post-Assessment.....Error! Bookmark not defined.*

*Post-Assessment Answers.....Error! Bookmark not defined.*

*Recommended Reading List.....Error! Bookmark not defined.*

## HEALTH AND



Your body hears everything your mind  
says. Naomi Judd



## WELLNESS



### Health and Wellness

A healthy employee is a happy and productive employee, and that is a goal for every organization. Through our Health and Wellness at Work course you will be informed of the benefits of a healthier lifestyle and workplace.

This course can be instrumental in creating a “Culture of Wellness” within your organization. Your participants will learn of common issues such as smoking cessation, nutrition & weight loss, and preventative care. Health and wellness are the responsibility of everyone in an organization, so take the positive step and create a program at your workplace.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Course Objectives

Determine which health and wellness needs are within your organization.

Plan a health and wellness program for your organization.

Implement the health and wellness program.

Maintain the health and wellness program.

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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### TABLE OF CONTENTS

---

<b>Module One: Getting Started</b> .....	<b>Error! Bookmark not defined.</b>
<i>Housekeeping Items</i> .....	<b>Error! Bookmark not defined.</b>
<i>The Parking Lot</i> .....	<b>Error! Bookmark not defined.</b>
<i>Workshop Objectives</i> .....	<b>Error! Bookmark not defined.</b>
<i>Action Plans and Evaluation Forms</i> .....	<b>Error! Bookmark not defined.</b>
<i>Action Plan</i> .....	<b>Error! Bookmark not defined.</b>
<i>Evaluation Form</i> .....	<b>Error! Bookmark not defined.</b>
<i>Pre-Assignment</i> .....	<b>Error! Bookmark not defined.</b>
<i>Pre-Test</i> .....	<b>Error! Bookmark not defined.</b>
<i>Pre-Test Answers</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Two: Definition of a Health and Wellness Program</b> .....	<b>Error! Bookmark not defined.</b>
<i>What is a Health and Wellness Program?</i> .....	<b>Error! Bookmark not defined.</b>
<i>Productivity</i> .....	<b>Error! Bookmark not defined.</b>
<i>Cost of Health Care</i> .....	<b>Error! Bookmark not defined.</b>
<i>Costs of Absenteeism</i> .....	<b>Error! Bookmark not defined.</b>
<i>Practical Illustration</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Two: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Three: Types of Health and Wellness Programs</b> .....	<b>Error! Bookmark not defined.</b>
<i>Health Behaviors</i> .....	<b>Error! Bookmark not defined.</b>
<i>Health Screenings and Maintenance</i> .....	<b>Error! Bookmark not defined.</b>
<i>Mental Health</i> .....	<b>Error! Bookmark not defined.</b>
<i>Physical Injuries</i> .....	<b>Error! Bookmark not defined.</b>
<i>Practical Illustration</i> .....	<b>Error! Bookmark not defined.</b>

---

<i>Module Three: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Four: Health Behavior Programs</b> .....	<b>Error! Bookmark not defined.</b>
<i>Increasing Physical Activity</i> .....	<b>Error! Bookmark not defined.</b>
<i>Nutrition &amp; Weight Loss</i> .....	<b>Error! Bookmark not defined.</b>
<i>Tobacco Cessation</i> .....	<b>Error! Bookmark not defined.</b>
<i>Substance Abuse Treatment</i> .....	<b>Error! Bookmark not defined.</b>
<i>Practical Illustration</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Four: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Five: Health Screenings and Maintenance Programs</b> .....	<b>Error! Bookmark not defined.</b>
<i>Preventative Care Screenings</i> .....	<b>Error! Bookmark not defined.</b>
<i>Cancer Screenings</i> .....	<b>Error! Bookmark not defined.</b>
<i>Annual Examinations</i> .....	<b>Error! Bookmark not defined.</b>
<i>Maintenance Programs</i> .....	<b>Error! Bookmark not defined.</b>
<i>Practical Illustration</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Five: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Six: Mental Health Programs</b> .....	<b>Error! Bookmark not defined.</b>
<i>Stress Management</i> .....	<b>Error! Bookmark not defined.</b>
<i>Support Groups</i> .....	<b>Error! Bookmark not defined.</b>
<i>Counseling</i> .....	<b>Error! Bookmark not defined.</b>
<i>Awareness &amp; Education</i> .....	<b>Error! Bookmark not defined.</b>
<i>Practical Illustration</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Six: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Seven: Evaluate the Need</b> .....	<b>Error! Bookmark not defined.</b>
<i>Review Current and Previous Programs</i> .....	<b>Error! Bookmark not defined.</b>
<i>Environmental Factors</i> .....	<b>Error! Bookmark not defined.</b>
<i>Identify Common Health Conditions and Procedures</i> .....	<b>Error! Bookmark not defined.</b>

<i>Review Company Information Pertaining to Employee Health .....</i>	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration.....</i>	<i>Error! Bookmark not defined.</i>
<i>Module Seven: Review Questions.....</i>	<i>Error! Bookmark not defined.</i>
<b>Module Eight: Planning Process.....</b>	<b>Error! Bookmark not defined.</b>
<i>Form a Health and Wellness Team or Committee.....</i>	<i>Error! Bookmark not defined.</i>
<i>Define Goals.....</i>	<i>Error! Bookmark not defined.</i>
<i>Budget.....</i>	<i>Error! Bookmark not defined.</i>
<i>Programs and Policies.....</i>	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration.....</i>	<i>Error! Bookmark not defined.</i>
<i>Module Eight: Review Questions .....</i>	<i>Error! Bookmark not defined.</i>
<b>Module Nine: Implementation .....</b>	<b>Error! Bookmark not defined.</b>
<i>Get Management Support.....</i>	<i>Error! Bookmark not defined.</i>
<i>Test It Out .....</i>	<i>Error! Bookmark not defined.</i>
<i>Get the Word Out .....</i>	<i>Error! Bookmark not defined.</i>
<i>Incentives.....</i>	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration.....</i>	<i>Error! Bookmark not defined.</i>
<i>Module Nine: Review Questions.....</i>	<i>Error! Bookmark not defined.</i>
<b>Module Ten: Create a "Culture of Wellness" .....</b>	<b>Error! Bookmark not defined.</b>
<i>Accessible Healthy Eating Options.....</i>	<i>Error! Bookmark not defined.</i>
<i>Give Them a Break.....</i>	<i>Error! Bookmark not defined.</i>
<i>Alcohol, Drug, and Smoke-Free Work Environment .....</i>	<i>Error! Bookmark not defined.</i>
<i>Eliminate Hazards.....</i>	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration.....</i>	<i>Error! Bookmark not defined.</i>
<i>Module Ten: Review Questions .....</i>	<i>Error! Bookmark not defined.</i>
<b>Module Eleven: Evaluate Results .....</b>	<b>Error! Bookmark not defined.</b>
<i>Check the Results.....</i>	<i>Error! Bookmark not defined.</i>

<i>Employee Satisfaction</i> .....	<i>Error! Bookmark not defined.</i>
<i>Revise Plans as Necessary</i> .....	<i>Error! Bookmark not defined.</i>
<i>Share Achievements</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Eleven: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Twelve: Wrapping Up</b> .....	<i>Error! Bookmark not defined.</i>
<i>Words from the Wise</i> .....	<i>Error! Bookmark not defined.</i>
<i>Review of Parking Lot</i> .....	<i>Error! Bookmark not defined.</i>
<i>Lessons Learned</i> .....	<i>Error! Bookmark not defined.</i>
<i>Completion of Action Plans and Evaluations</i> .....	<i>Error! Bookmark not defined.</i>
<b>Appendix</b> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 1</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 2</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 3</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 4</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 5</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 6</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 7</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 8</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 9</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 10</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 11</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 12</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 13</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 14</i> .....	<i>Error! Bookmark not defined.</i>

*Worksheet 15.....Error! Bookmark not defined.*

*Worksheet 16.....Error! Bookmark not defined.*

*Worksheet 17.....Error! Bookmark not defined.*

*Post- Assessment.....Error! Bookmark not defined.*

*Post-Assessment Answers.....Error! Bookmark not defined.*

*Recommended Reading List.....Error! Bookmark not defined.*

## HIRING STRATEGIES



Human talent is the most important  
talent. Unknown



### Hiring Strategies

Successful companies are made up of great employees, but how do they hire great employees? Hiring and training employees is an expensive venture, because recruiters must be sure to hire the right person for the right position. Hiring the right person is more than skills and abilities; it is about finding the right combination of skills, attitude, and fit for your organization's culture.

Hiring Strategies will save your company time and money as you will be recruiting and hiring the right candidates. Your hiring department will benefit from this course as it prepares them to seek out that great candidate and make sure they are a fit for your company. Your HR department will obtain the necessary tools required in finding that diamond-in-the rough.

#### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Course Objectives

Develop a workable hiring strategy.

Present open positions to attract great candidates.

Utilize proven interviewing techniques to narrow selection.

Hire and onboard new employees.

#### Pre-requisites

A pre-assignment will be provided upon completion of registration.

#### How to Enroll

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## TABLE OF CONTENTS

---

<b>Module One: Getting Started</b> .....	Error! Bookmark not defined.
<i>Housekeeping Items</i> .....	<b>Error! Bookmark not defined.</b>
<i>The Parking Lot</i> .....	<b>Error! Bookmark not defined.</b>
<i>Workshop Objectives</i> .....	<b>Error! Bookmark not defined.</b>
<i>Action Plans and Evaluation Forms</i> .....	<b>Error! Bookmark not defined.</b>
<i>Action Plan</i> .....	<b>Error! Bookmark not defined.</b>
<i>Evaluation Form</i> .....	<b>Error! Bookmark not defined.</b>
<i>Pre-Assignment</i> .....	<b>Error! Bookmark not defined.</b>
<i>Pre-Test</i> .....	<b>Error! Bookmark not defined.</b>
<i>Pre-Test Answers</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Two: Defining and Knowing the Position</b> .....	Error! Bookmark not defined.
<i>Know the Position</i> .....	<b>Error! Bookmark not defined.</b>
<i>Needs Analysis</i> .....	<b>Error! Bookmark not defined.</b>
<i>Job Analysis</i> .....	<b>Error! Bookmark not defined.</b>
<i>Task Analysis</i> .....	<b>Error! Bookmark not defined.</b>
<i>Practical Illustration</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Two: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Three: Hiring Strategy</b> .....	Error! Bookmark not defined.
<i>Company Information</i> .....	<b>Error! Bookmark not defined.</b>
<i>Salary Range</i> .....	<b>Error! Bookmark not defined.</b>
<i>Top Performers</i> .....	<b>Error! Bookmark not defined.</b>
<i>Be Prepared</i> .....	<b>Error! Bookmark not defined.</b>

<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Three: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Four: Lure in Great Candidates</b> .....	<i>Error! Bookmark not defined.</i>
<i>Advertise Where Candidates Visit</i> .....	<i>Error! Bookmark not defined.</i>
<i>Develop Corporate Citizenship</i> .....	<i>Error! Bookmark not defined.</i>
<i>Treat Your Candidates Well</i> .....	<i>Error! Bookmark not defined.</i>
<i>Look at the Competition</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Four: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Five: Filtering Applicants to Interview</b> .....	<i>Error! Bookmark not defined.</i>
<i>Put Lots of Weight on Cover Letters</i> .....	<i>Error! Bookmark not defined.</i>
<i>Grading Resumes</i> .....	<i>Error! Bookmark not defined.</i>
<i>Internet Search</i> .....	<i>Error! Bookmark not defined.</i>
<i>Initial Phone Interview</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Five: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Six: The Interview (I)</b> .....	<i>Error! Bookmark not defined.</i>
<i>Introduce Everyone</i> .....	<i>Error! Bookmark not defined.</i>
<i>Use a Panel</i> .....	<i>Error! Bookmark not defined.</i>
<i>Match the Interview to the Job</i> .....	<i>Error! Bookmark not defined.</i>
<i>Types of Questions</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Six: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Seven: The Interview (II)</b> .....	<i>Error! Bookmark not defined.</i>
<i>Tell Me About My Company</i> .....	<i>Error! Bookmark not defined.</i>
<i>Distractions</i> .....	<i>Error! Bookmark not defined.</i>

<i>Interview More Than Once</i> .....	<i>Error! Bookmark not defined.</i>
<i>Wrap Up</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Seven: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Eight: Selection Process (I)</b> .....	<i>Error! Bookmark not defined.</i>
<i>Testing</i> .....	<i>Error! Bookmark not defined.</i>
<i>Look for Passion and Enthusiasm</i> .....	<i>Error! Bookmark not defined.</i>
<i>Background Checks</i> .....	<i>Error! Bookmark not defined.</i>
<i>Trust Your Instincts</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Eight: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Nine: Selection Process (II)</b> .....	<i>Error! Bookmark not defined.</i>
<i>Education Level vs. Experience</i> .....	<i>Error! Bookmark not defined.</i>
<i>Have a Consensus</i> .....	<i>Error! Bookmark not defined.</i>
<i>Keep Non-Hires on File</i> .....	<i>Error! Bookmark not defined.</i>
<i>Checking References</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Nine: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Ten: Making an Offer</b> .....	<i>Error! Bookmark not defined.</i>
<i>Do it Quickly</i> .....	<i>Error! Bookmark not defined.</i>
<i>Employment Details</i> .....	<i>Error! Bookmark not defined.</i>
<i>Notify Rejected Candidates</i> .....	<i>Error! Bookmark not defined.</i>
<i>Be Creative</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Ten: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>

<b>Module Eleven: Onboarding</b> .....	Error! Bookmark not defined.
<i>Training and Orientation</i> .....	<i>Error! Bookmark not defined.</i>
<i>Mentoring</i> .....	<i>Error! Bookmark not defined.</i>
<i>30-60-90 Day Reviews</i> .....	<i>Error! Bookmark not defined.</i>
<i>Make Them Feel Welcome</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Eleven: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Twelve: Wrapping Up</b> .....	Error! Bookmark not defined.
<i>Words from the Wise</i> .....	<i>Error! Bookmark not defined.</i>
<i>Review of Parking Lot</i> .....	<i>Error! Bookmark not defined.</i>
<i>Lessons Learned</i> .....	<i>Error! Bookmark not defined.</i>
<i>Completion of Action Plans and Evaluation Forms</i> .....	<i>Error! Bookmark not defined.</i>
<b>Appendix</b> .....	Error! Bookmark not defined.
<i>Worksheet 1</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 2</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 3</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 4</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 5</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 6</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 7</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 8</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 9</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 10</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 11</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 12</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 13</i> .....	<i>Error! Bookmark not defined.</i>

<i>Worksheet 14</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 15</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 16</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 17</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 18</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 19</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 20</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 21</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 22</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 23</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 24</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 25</i> .....	<i>Error! Bookmark not defined.</i>
<i>Post-Assessment</i> .....	<i>Error! Bookmark not defined.</i>
<i>Post-Assessment Answers</i> .....	<i>Error! Bookmark not defined.</i>
<i>Recommended Reading List</i> .....	<i>Error! Bookmark not defined.</i>

## HUMAN RESOURCE



Our greatest resource is the human  
resource. Mal Fletcher



## MANAGEMENT

### Human Resource Management

In recent years, tasks that were originally thought to fall under the responsibility of the human resources department have become a part of many managers' job descriptions. The sharing and diffusion of these tasks throughout the organization has had an impact; particularly on those that are not equipped with the skills or knowledge to deal with these issues.

The Human Resource Management course will give managers the basic tools to handle numerous human resource related situations such as interviewing, orientation, safety, harassment, discrimination, violence, discipline, and termination. This course provides your participants those skills and equips them with better manage Human Resource situations.

#### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Course Objectives

Define HR terms and subject matter.

Recruit, interview, and retain employees more effectively.

Advocate for employees health and safety.

Provide feedback and manage discipline and termination.

#### Pre-requisites

A pre-assignment will be provided upon completion of registration.

#### How to Enroll

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### TABLE OF CONTENTS

---

**Module One: Getting Started** Error! Bookmark not defined.

*Housekeeping Items*.....**Error! Bookmark not defined.**

*The Parking Lot*.....**Error! Bookmark not defined.**

*Workshop Objectives*.....**Error! Bookmark not defined.**

*Action Plans and Evaluation Forms*.....**Error! Bookmark not defined.**

*Action Plan*.....**Error! Bookmark not defined.**

*Evaluation Form*.....**Error! Bookmark not defined.**

*Pre-Assignment Review*.....**Error! Bookmark not defined.**

*Pre Test*.....**Error! Bookmark not defined.**

*Pre Test Answers*.....**Error! Bookmark not defined.**

**Module Two: Human Resources Today** Error! Bookmark not defined.

*What is Human Resources Today?*.....**Error! Bookmark not defined.**

*Key Factors Influencing Human Resources Today*.....**Error! Bookmark not defined.**

*Growth in Human Resource Management*.....**Error! Bookmark not defined.**

*Practical Illustration*.....**Error! Bookmark not defined.**

*Module Two: Review Questions*.....**Error! Bookmark not defined.**

**Module Three: Recruiting and Interviewing** Error! Bookmark not defined.

*The Job Selection Process*.....**Error! Bookmark not defined.**

*Get Good at Interviewing*.....**Error! Bookmark not defined.**

*Interviewing Fairly*.....**Error! Bookmark not defined.**

*The Best Way to Interview*.....**Error! Bookmark not defined.**

*Practical Illustration*.....**Error! Bookmark not defined.**

*Module Three: Review Questions*.....**Error! Bookmark not defined.**



### Module Four: Retention and Orientation

Error! Bookmark not defined.

*Getting Off on the Right Track.....Error! Bookmark not defined.*

*Creating an Engaging Program .....Error! Bookmark not defined.*

*Using an Orientation Checklist .....Error! Bookmark not defined.*

*Practical Illustration.....Error! Bookmark not defined.*

*Module Four: Review Questions .....Error! Bookmark not defined.*

### Module Five: Following Up With New Employees

Error! Bookmark not defined.

*Checking In.....Error! Bookmark not defined.*

*Following Up.....Error! Bookmark not defined.*

*Designing the Follow-Up Schedule .....Error! Bookmark not defined.*

*Practical Illustration.....Error! Bookmark not defined.*

*Module Five: Review Questions .....Error! Bookmark not defined.*

### Module Six: Workplace Health & Safety

Error! Bookmark not defined.

*Understanding Your Role and Responsibilities .....Error! Bookmark not defined.*

*Understanding Local and Industry Specific Rules .....Error! Bookmark not defined.*

*Training for Managers.....Error! Bookmark not defined.*

*Practical Illustration.....Error! Bookmark not defined.*

*Module Six: Review Questions .....Error! Bookmark not defined.*

### Module Seven: Workplace Bullying, Harassment, and Violence

Error! Bookmark not defined.

*Definitions.....Error! Bookmark not defined.*

*Costs to the Organization .....Error! Bookmark not defined.*

*The Manager's Role.....Error! Bookmark not defined.*

*An Employer's Responsibility .....Error! Bookmark not defined.*

*Practical Illustration.....Error! Bookmark not defined.*

*Module Seven: Review Questions .....Error! Bookmark not defined.*

### Module Eight: Workplace Wellness

Error! Bookmark not defined.

*Wellness Behaviors* .....**Error! Bookmark not defined.**

*Wellness Trends*.....**Error! Bookmark not defined.**

*The Case for Wellness*.....**Error! Bookmark not defined.**

*Practical Illustration*.....**Error! Bookmark not defined.**

*Module Eight: Review Questions*.....**Error! Bookmark not defined.**

**Module Nine: Providing Feedback to Employees**      **Error! Bookmark not defined.**

*Feedback Model*.....**Error! Bookmark not defined.**

*The Feedback Sandwich*.....**Error! Bookmark not defined.**

*Encouraging Growth and Development*.....**Error! Bookmark not defined.**

*Practical Illustration*.....**Error! Bookmark not defined.**

*Module Nine: Review Questions*.....**Error! Bookmark not defined.**

**Module Ten: Disciplining Employees**      **Error! Bookmark not defined.**

*The General Discipline Process*.....**Error! Bookmark not defined.**

*The Progressive Discipline Process*.....**Error! Bookmark not defined.**

*Having Discipline Meetings*.....**Error! Bookmark not defined.**

*Following Up*.....**Error! Bookmark not defined.**

*Practical Illustration*.....**Error! Bookmark not defined.**

*Module Ten: Review Questions*.....**Error! Bookmark not defined.**

**Module Eleven: Terminating Employees**      **Error! Bookmark not defined.**

*Documenting Events*.....**Error! Bookmark not defined.**

*Making the Decision*.....**Error! Bookmark not defined.**

*Communicating the Decision*.....**Error! Bookmark not defined.**

*Practical Illustration*.....**Error! Bookmark not defined.**

*Module Eleven: Review Questions*.....**Error! Bookmark not defined.**

**Module Twelve: Wrapping Up**      **Error! Bookmark not defined.**

*Words from the Wise*.....**Error! Bookmark not defined.**

*Lessons Learned*.....**Error! Bookmark not defined.**

*Parking Lot*.....**Error! Bookmark not defined.**

*Action Plans and Evaluation Forms* .....**Error! Bookmark not defined.**

**Appendix**      **Error! Bookmark not defined.**

*Worksheet 1*.....**Error! Bookmark not defined.**

*Worksheet 2*.....**Error! Bookmark not defined.**

*Post Assessment* .....**Error! Bookmark not defined.**

*Post Assessment Answers*.....**Error! Bookmark not defined.**

*Recommended Reading List*.....**Error! Bookmark not defined.**

## INCREASING YOUR



Life is full of choices. Choose happiness.

Unknown



## HAPPINESS

### Increasing your Happiness

This course examines the possibility of increasing happiness through the power of positive thinking. Happiness will spread throughout the organization and have a positive effect on everyone.

Increasing Your Happiness course helps you to engage in unique and helpful ways to increase your happiness. The increase in happiness will have a robust effect on your professional and personal lives by improving your communication skills, increasing productivity, and making work enjoyable.

### Course Objectives

Correlate how thinking positively increases happiness.

Utilize routines and daily plans to impact workplace happiness

Improve workplace relationships.

Create greater workplace happiness.

### Course Duration

4 hours of instruction  
1, 15-minute break

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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### TABLE OF CONTENTS

---

<b>Module One: Getting Started</b> .....	Error! Bookmark not defined.
<i>Workshop Objectives</i> .....	<i>Error! Bookmark not defined.</i>
<i>Action Plan</i> .....	<i>Error! Bookmark not defined.</i>
<i>Evaluation Form</i> .....	<i>Error! Bookmark not defined.</i>
<i>Pre-Assignment</i> .....	<i>Error! Bookmark not defined.</i>
<i>Pre-Test</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Two: Plan Ahead for Happiness</b> .....	Error! Bookmark not defined.
<i>Have a Nightly Routine</i> .....	<i>Error! Bookmark not defined.</i>
<i>Get at Least 8 Hours of Sleep</i> .....	<i>Error! Bookmark not defined.</i>
<i>Wake Up Early Enough for Some “Me” Time</i> .....	<i>Error! Bookmark not defined.</i>
<i>Give Yourself Time to Arrive at Work Early</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Two: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Three: Plan Your Day</b> .....	Error! Bookmark not defined.
<i>Arrive 10-15 Minutes Early</i> .....	<i>Error! Bookmark not defined.</i>
<i>Check for Action Items</i> .....	<i>Error! Bookmark not defined.</i>
<i>Create a To-Do List for the Day</i> .....	<i>Error! Bookmark not defined.</i>
<i>Build in Breaks</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Three: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Four: Relate to Others</b> .....	Error! Bookmark not defined.
<i>Greet Your Colleagues</i> .....	<i>Error! Bookmark not defined.</i>
<i>Smile! Fake It If You Have To!</i> .....	<i>Error! Bookmark not defined.</i>

---

<i>Build Your Support Team</i> .....	<b>Error! Bookmark not defined.</b>
<i>Take Time to Socialize</i> .....	<b>Error! Bookmark not defined.</b>
<i>Practical Illustration</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Four: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Five: Go to Your Happy (Work) Space</b> .....	<b>Error! Bookmark not defined.</b>
<i>Create a Workspace That Makes You Happy</i> .....	<b>Error! Bookmark not defined.</b>
<i>Clear the Clutter</i> .....	<b>Error! Bookmark not defined.</b>
<i>Bring in Personal Touches</i> .....	<b>Error! Bookmark not defined.</b>
<i>Add Some Green!</i> .....	<b>Error! Bookmark not defined.</b>
<i>Practical Illustration</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Five: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Six: Accentuate the Positive</b> .....	<b>Error! Bookmark not defined.</b>
<i>Use a Daily Affirmation</i> .....	<b>Error! Bookmark not defined.</b>
<i>Surround Yourself with Positive People</i> .....	<b>Error! Bookmark not defined.</b>
<i>Limit Your Negative Interactions</i> .....	<b>Error! Bookmark not defined.</b>
<i>Build Friendships</i> .....	<b>Error! Bookmark not defined.</b>
<i>Practical Illustration</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Six: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Seven: Use Your Benefits</b> .....	<b>Error! Bookmark not defined.</b>
<i>Use Your Vacation and Paid Time Off!</i> .....	<b>Error! Bookmark not defined.</b>
<i>Gym or Health Club Memberships</i> .....	<b>Error! Bookmark not defined.</b>
<i>Employee Assistance Programs</i> .....	<b>Error! Bookmark not defined.</b>
<i>Explore Other Benefits</i> .....	<b>Error! Bookmark not defined.</b>
<i>Practical Illustration</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Seven: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>

<b>Module Eight: Take Control of Your Career Happiness</b> .....	Error! Bookmark not defined.
<i>Take Control of Your Professional Development</i> .....	<i>Error! Bookmark not defined.</i>
<i>Seek Frequent Feedback</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practice Professional Courage</i> .....	<i>Error! Bookmark not defined.</i>
<i>Seek Mentoring, and Seek to Mentor Others</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Eight: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Nine: Set Boundaries</b> .....	Error! Bookmark not defined.
<i>Learn to Say No</i> .....	<i>Error! Bookmark not defined.</i>
<i>Learn to Say Yes</i> .....	<i>Error! Bookmark not defined.</i>
<i>Protect Your Downtime</i> .....	<i>Error! Bookmark not defined.</i>
<i>Know When to Call It a Day</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Nine: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Ten: Practice Positivity</b> .....	Error! Bookmark not defined.
<i>Keep Your Interactions Positive</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practice Gratitude</i> .....	<i>Error! Bookmark not defined.</i>
<i>Address Conflict and Misunderstandings Directly</i> .....	<i>Error! Bookmark not defined.</i>
<i>Look for the Silver Lining</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Ten: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Eleven: Choose to Be Happy</b> .....	Error! Bookmark not defined.
<i>Happiness is a Choice</i> .....	<i>Error! Bookmark not defined.</i>
<i>Choose Your Stress Response</i> .....	<i>Error! Bookmark not defined.</i>
<i>Do One Thing Every Day That You Love and Enjoy</i> .....	<i>Error! Bookmark not defined.</i>
<i>Seek to Make Positive Changes</i> .....	<i>Error! Bookmark not defined.</i>



<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Eleven: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Twelve: Wrapping Up</b> .....	<i>Error! Bookmark not defined.</i>
<i>Words from the Wise</i> .....	<i>Error! Bookmark not defined.</i>
<i>Lessons Learned</i> .....	<i>Error! Bookmark not defined.</i>
<b>Appendix</b> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 1</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 2</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 3</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 4</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 5</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 6</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 7</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 8</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 9</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 10</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 11</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 12</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 13</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 14</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 15</i> .....	<i>Error! Bookmark not defined.</i>
<i>Post-Assessment</i> .....	<i>Error! Bookmark not defined.</i>
<i>Recommended Reading List</i> .....	<i>Error! Bookmark not defined.</i>

## INTERPERSONAL



How you treat the one reveals how you regard the many. Stephen Covey



## SKILLS

### Interpersonal Skills

Have you ever met someone who was dynamic, charismatic, personable, and memorable? While some people naturally have these characteristics, others can develop them. You will identify ways of creating a powerful introduction, remembering names, and managing situations when you've forgotten someone's name.

The Interpersonal Skills course will help you work towards being that unforgettable person by providing communication skills, negotiation techniques, tips on making an impact, and advice on networking and starting conversations. You will also identify the skills needed in starting a conversation, moving a conversation along, and progressing to higher levels of communication.

#### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Course Objectives

Identify how hearing and listening differs.

Utilize non-verbal communication to enhance relationships.

Initiate conversations and cultivate connections.

Share opinions constructively.

#### Pre-requisites

A pre-assignment will be provided upon completion of registration.

#### How to Enroll

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## TABLE OF CONTENTS

---

<b>Module One: Getting Started</b> .....	Error! Bookmark not defined.
<i>Housekeeping Items</i> .....	<b>Error! Bookmark not defined.</b>
<i>The Parking Lot</i> .....	<b>Error! Bookmark not defined.</b>
<i>Workshop Objectives</i> .....	<b>Error! Bookmark not defined.</b>
<i>Pre-Assignment Review</i> .....	<b>Error! Bookmark not defined.</b>
<i>Action Plans and Evaluations</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Two: Verbal Communication Skills</b> .....	Error! Bookmark not defined.
<i>Listening and Hearing: They Aren't the Same Thing</i> .....	<b>Error! Bookmark not defined.</b>
<i>Asking Questions</i> .....	<b>Error! Bookmark not defined.</b>
<i>Communicating with Power</i> .....	<b>Error! Bookmark not defined.</b>
<i>Case Study</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Two: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Three: Non-Verbal Communication Skills</b> .....	Error! Bookmark not defined.
<i>Body Language</i> .....	<b>Error! Bookmark not defined.</b>
<i>The Signals You Send to Others</i> .....	<b>Error! Bookmark not defined.</b>
<i>It's Not What You Say, It's How You Say It</i> .....	<b>Error! Bookmark not defined.</b>
<i>Case Study</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Three: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Four: Making Small Talk and Moving Beyond</b> .....	Error! Bookmark not defined.
<i>Starting a Conversation</i> .....	<b>Error! Bookmark not defined.</b>
<i>The Four Levels of Conversation</i> .....	<b>Error! Bookmark not defined.</b>
<i>Case Study</i> .....	<b>Error! Bookmark not defined.</b>

<i>Module Four: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Five: Moving the Conversation Along</b> .....	<b>Error! Bookmark not defined.</b>
<i>Asking for Examples</i> .....	<b>Error! Bookmark not defined.</b>
<i>Using Repetition</i> .....	<b>Error! Bookmark not defined.</b>
<i>Using Summary Questions</i> .....	<b>Error! Bookmark not defined.</b>
<i>Asking for Clarity and Completeness</i> .....	<b>Error! Bookmark not defined.</b>
<i>Case Study</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Five: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Six: Remembering Names</b> .....	<b>Error! Bookmark not defined.</b>
<i>Creating a Powerful Introduction</i> .....	<b>Error! Bookmark not defined.</b>
<i>Using Mnemonics</i> .....	<b>Error! Bookmark not defined.</b>
<i>Uh-Oh...I've Forgotten Your Name</i> .....	<b>Error! Bookmark not defined.</b>
<i>Case Study</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Six: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Seven: Influencing Skills</b> .....	<b>Error! Bookmark not defined.</b>
<i>Seeing the Other Side</i> .....	<b>Error! Bookmark not defined.</b>
<i>Building a Bridge</i> .....	<b>Error! Bookmark not defined.</b>
<i>Giving In Without Giving Up</i> .....	<b>Error! Bookmark not defined.</b>
<i>Case Study</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Seven: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Eight: Bringing People to Your Side</b> .....	<b>Error! Bookmark not defined.</b>
<i>A Dash of Emotion</i> .....	<b>Error! Bookmark not defined.</b>
<i>Plenty of Facts</i> .....	<b>Error! Bookmark not defined.</b>
<i>Bringing It All Together</i> .....	<b>Error! Bookmark not defined.</b>
<i>Case Study</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Eight: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>

<b>Module Nine: Sharing Your Opinion</b> .....	Error! Bookmark not defined.
<i>Using I-Messages</i> .....	<i>Error! Bookmark not defined.</i>
<i>Disagreeing Constructively</i> .....	<i>Error! Bookmark not defined.</i>
<i>Building Consensus</i> .....	<i>Error! Bookmark not defined.</i>
<i>Case Study</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Nine: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Ten: Negotiation Basics</b> .....	Error! Bookmark not defined.
<i>Preparation</i> .....	<i>Error! Bookmark not defined.</i>
<i>Opening</i> .....	<i>Error! Bookmark not defined.</i>
<i>Bargaining</i> .....	<i>Error! Bookmark not defined.</i>
<i>Closing</i> .....	<i>Error! Bookmark not defined.</i>
<i>Case Study</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Ten: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Eleven: Making an Impact</b> .....	Error! Bookmark not defined.
<i>Creating a Powerful First Impression</i> .....	<i>Error! Bookmark not defined.</i>
<i>Assessing a Situation</i> .....	<i>Error! Bookmark not defined.</i>
<i>Being Zealous without Being Offensive</i> .....	<i>Error! Bookmark not defined.</i>
<i>Case Study</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Eleven: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Twelve: Wrapping Up</b> .....	Error! Bookmark not defined.
<i>Words from the Wise</i> .....	<i>Error! Bookmark not defined.</i>
<i>Parking Lot</i> .....	<i>Error! Bookmark not defined.</i>
<i>Action Plans and Evaluations</i> .....	<i>Error! Bookmark not defined.</i>

## JOB SEARCH SKILLS



I never dreamed about success, I worked  
for it. Estee Lauder



### Job Search Skills

Searching for a job can be intimidating. How do you know where your skills are most needed? How do you build a winning resume and cover letter? Where can you find job leads? How do you network without feeling nervous? What happens when you land an interview? And most importantly, where do you find help when you need it?

The Job Search Skills course will prepare you for the interview and help you present yourself to potential employers. After completing this course, you'll be more than ready to start your search for your perfect job. Identifying the purpose for working and the assessment of skills can help determine the types of jobs for which you are best qualified.

#### Course Duration

10 hours of instruction

Day 1 (6.5 hours): 1 hour lunch and  
2, 15-minute breaks

Day 2 (3.5 hours): one 15-minute break

### Course Objectives

Define the purpose of your job search.

Utilize SMART goals in the job-hunt process.

Develop an action plan for your search and interviews.

Write an attractive cover letter and effective resume.

#### Pre-requisites

A pre-assignment will be provided upon completion of registration.

#### How to Enroll

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## Table of Contents

---

<a href="#"><u>Module One: Getting Started</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Housekeeping Items</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>The Parking Lot</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Workshop Objectives</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Action Plans and Evaluation Forms</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Action Plan</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Evaluation Form</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Pre-Assignment</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Pre-Test</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Pre-Test Answers</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Module Two: Ready, Set, Go!</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Identifying Your Values and Purpose</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Assessing Your Skills</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Setting SMART Goals</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Building a Resource System</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>A 30-Day Plan</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Practical Illustration</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Module Two Review Questions</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Module Three: Building Your Resume</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Basic Resume Formats</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Dealing with Awkward Points</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Checklist for Success</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Practical Illustration</u></a> .....	<i>Error! Bookmark not defined.</i>

---

<a href="#"><u>Module Three Review Questions</u></a> .....	<b>Error! Bookmark not defined.</b>
<b><a href="#"><u>Module Four: Polishing Your Resume</u></a></b> .....	<b>Error! Bookmark not defined.</b>
<a href="#"><u>Creating an Attractive Package</u></a> .....	<b>Error! Bookmark not defined.</b>
<a href="#"><u>About Branding</u></a> .....	<b>Error! Bookmark not defined.</b>
<a href="#"><u>Some Extra Touches</u></a> .....	<b>Error! Bookmark not defined.</b>
<a href="#"><u>Checklist for Success</u></a> .....	<b>Error! Bookmark not defined.</b>
<a href="#"><u>Practical Illustration</u></a> .....	<b>Error! Bookmark not defined.</b>
<a href="#"><u>Module Four Review Questions</u></a> .....	<b>Error! Bookmark not defined.</b>
<b><a href="#"><u>Module Five: Writing a Cover Letter</u></a></b> .....	<b>Error! Bookmark not defined.</b>
<a href="#"><u>Types of Cover Letters</u></a> .....	<b>Error! Bookmark not defined.</b>
<a href="#"><u>Creating a Template</u></a> .....	<b>Error! Bookmark not defined.</b>
<a href="#"><u>Customizing the Template</u></a> .....	<b>Error! Bookmark not defined.</b>
<a href="#"><u>Checklist for Success</u></a> .....	<b>Error! Bookmark not defined.</b>
<a href="#"><u>Practical Illustration</u></a> .....	<b>Error! Bookmark not defined.</b>
<a href="#"><u>Module Five Review Questions</u></a> .....	<b>Error! Bookmark not defined.</b>
<b><a href="#"><u>Module Six: Creating a Portfolio</u></a></b> .....	<b>Error! Bookmark not defined.</b>
<a href="#"><u>When Do I Need a Portfolio?</u></a> .....	<b>Error! Bookmark not defined.</b>
<a href="#"><u>Types of Portfolios</u></a> .....	<b>Error! Bookmark not defined.</b>
<a href="#"><u>Essential Elements</u></a> .....	<b>Error! Bookmark not defined.</b>
<a href="#"><u>Checklist for Success</u></a> .....	<b>Error! Bookmark not defined.</b>
<a href="#"><u>Practical Illustration</u></a> .....	<b>Error! Bookmark not defined.</b>
<a href="#"><u>Module Six Review Questions</u></a> .....	<b>Error! Bookmark not defined.</b>
<b><a href="#"><u>Module Seven: Networking Skills</u></a></b> .....	<b>Error! Bookmark not defined.</b>
<a href="#"><u>What is Networking?</u></a> .....	<b>Error! Bookmark not defined.</b>
<a href="#"><u>Getting a Conversation Started</u></a> .....	<b>Error! Bookmark not defined.</b>
<a href="#"><u>But I'm So Nervous!</u></a> .....	<b>Error! Bookmark not defined.</b>

<a href="#"><u>Wrapping Up and Moving On</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Practical Illustration</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Module Seven Review Questions</u></a> .....	<i>Error! Bookmark not defined.</i>
<b><a href="#"><u>Module Eight: Skills for Success</u></a></b> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Being Organized</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Becoming a Punctual Person</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>I Can Do This!</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Important Etiquette Points</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Practical Illustration</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Module Eight Review Questions</u></a> .....	<i>Error! Bookmark not defined.</i>
<b><a href="#"><u>Module Nine: Where to Look?</u></a></b> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>The Obvious Places</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>The Hidden Job Market</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>About Cold Calling</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>The Power of Networking</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Practical Illustration</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Module Nine Review Questions</u></a> .....	<i>Error! Bookmark not defined.</i>
<b><a href="#"><u>Module Ten: Understanding the Interview</u></a></b> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Types of Interviews</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>What to Expect</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>About Behavioral Questions</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>About Knowledge Questions</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Practical Illustration</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Module Ten Review Questions</u></a> .....	<i>Error! Bookmark not defined.</i>
<b><a href="#"><u>Module Eleven: Interview Skills</u></a></b> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Dressing for Success</u></a> .....	<i>Error! Bookmark not defined.</i>

<a href="#">Answering Questions</a>	<i>Error! Bookmark not defined.</i>
<a href="#">Asking Questions</a>	<i>Error! Bookmark not defined.</i>
<a href="#">Following Up</a>	<i>Error! Bookmark not defined.</i>
<a href="#">Practical Illustration</a>	<i>Error! Bookmark not defined.</i>
<a href="#">Module Eleven Review Questions</a>	<i>Error! Bookmark not defined.</i>
<a href="#">Module Twelve: Wrapping Up</a>	<i>Error! Bookmark not defined.</i>
<a href="#">Words from the Wise</a>	<i>Error! Bookmark not defined.</i>
<a href="#">Lessons Learned</a>	<i>Error! Bookmark not defined.</i>
<a href="#">Parking Lot</a>	<i>Error! Bookmark not defined.</i>
<a href="#">Action Plans and Evaluation Form</a>	<i>Error! Bookmark not defined.</i>
<a href="#">Appendix</a>	<i>Error! Bookmark not defined.</i>
<a href="#">Worksheet 1</a>	<i>Error! Bookmark not defined.</i>
<a href="#">Worksheet 2</a>	<i>Error! Bookmark not defined.</i>
<a href="#">Worksheet 3</a>	<i>Error! Bookmark not defined.</i>
<a href="#">Worksheet 4</a>	<i>Error! Bookmark not defined.</i>
<a href="#">Worksheet 5</a>	<i>Error! Bookmark not defined.</i>
<a href="#">Worksheet 6</a>	<i>Error! Bookmark not defined.</i>
<a href="#">Worksheet 7</a>	<i>Error! Bookmark not defined.</i>
<a href="#">Worksheet 8</a>	<i>Error! Bookmark not defined.</i>
<a href="#">Worksheet 9</a>	<i>Error! Bookmark not defined.</i>
<a href="#">Worksheet 10</a>	<i>Error! Bookmark not defined.</i>
<a href="#">Worksheet 11</a>	<i>Error! Bookmark not defined.</i>
<a href="#">Worksheet 12</a>	<i>Error! Bookmark not defined.</i>
<a href="#">Worksheet 13</a>	<i>Error! Bookmark not defined.</i>
<a href="#">Post Assessment</a>	<i>Error! Bookmark not defined.</i>

# ETRAINERS.ORG

## Prioritizing People over Profits

[Post Assessment Answers](#).....*Error! Bookmark not defined.*

[Recommended Reading List](#).....*Error! Bookmark not defined.*

## LEADERSHIP &



The key to successful leadership is  
influence, not authority. Ken Blanchard



## INFLUENCE

### Leadership & Influence

They say that leaders are born, not made. While it is true that some people are born leaders, some leaders are born during adversity. Often, certain people who have never had a leadership role will stand up and take the lead when a situation they care about arises. An example is parenting. When a child arrives, many parents discover leadership abilities they never knew existed in order to guide and protect their offspring. However, once you learn the techniques of true Leadership & Influence, you will be able to build the confidence it takes to take the lead. The more experience you have acting as a genuine leader, the easier it will be for you. It is never easy to take the lead, as you will need to make decisions and face challenges, but it can become natural and rewarding.

#### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Course Objectives

Define leadership and influence.

Explain leading by directing, participating, and delegating.

Assess the people you lead and adapt your leadership style.

Create a personal inventory and action plan.

#### Pre-requisites

A pre-assignment will be provided upon completion of registration.

#### How to Enroll

[CLICK HERE TO REGISTER:](#)

WE LOOK FORWARD TO SEEING YOU IN CLASS.

### TABLE OF CONTENTS

---

<b>Module One: Getting Started</b> .....	Error! Bookmark not defined.
<i>Housekeeping Items</i> .....	<i>Error! Bookmark not defined.</i>
<i>The Parking Lot</i> .....	<i>Error! Bookmark not defined.</i>
<i>Workshop Objectives</i> .....	<i>Error! Bookmark not defined.</i>
<i>Action Plans and Evaluation Forms</i> .....	<i>Error! Bookmark not defined.</i>
<i>Action Plan</i> .....	<i>Error! Bookmark not defined.</i>
<i>Evaluation Form</i> .....	<i>Error! Bookmark not defined.</i>
<i>Pre-Assignment Review</i> .....	<i>Error! Bookmark not defined.</i>
<i>Pre-Test</i> .....	<i>Error! Bookmark not defined.</i>
<i>Pre-Test Answers</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Two: The Evolution of Leadership</b> .....	Error! Bookmark not defined.
<i>Defining Leadership</i> .....	<i>Error! Bookmark not defined.</i>
<i>Characteristics of a Leader</i> .....	<i>Error! Bookmark not defined.</i>
<i>Leadership Principles</i> .....	<i>Error! Bookmark not defined.</i>
<i>A Brief History of Leadership</i> .....	<i>Error! Bookmark not defined.</i>
<i>Three Theories of Leadership</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Two: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Three: Situational Leadership</b> .....	Error! Bookmark not defined.
<i>Situational Leadership: Telling</i> .....	<i>Error! Bookmark not defined.</i>
<i>Situational Leadership: Selling</i> .....	<i>Error! Bookmark not defined.</i>
<i>Situational Leadership: Participating</i> .....	<i>Error! Bookmark not defined.</i>
<i>Situational Leadership: Delegating</i> .....	<i>Error! Bookmark not defined.</i>

---



<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Three: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Four: A Personal Inventory</b> .....	<i>Error! Bookmark not defined.</i>
<i>An Introduction to Kouzes and Posner</i> .....	<i>Error! Bookmark not defined.</i>
<i>A Personal Inventory</i> .....	<i>Error! Bookmark not defined.</i>
<i>Creating an Action Plan</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Four: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Five: Modeling the Way</b> .....	<i>Error! Bookmark not defined.</i>
<i>Determining Your Way</i> .....	<i>Error! Bookmark not defined.</i>
<i>Being an Inspirational Role Model</i> .....	<i>Error! Bookmark not defined.</i>
<i>Influencing Others' Perspectives</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Five: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Six: Inspiring a Shared Vision</b> .....	<i>Error! Bookmark not defined.</i>
<i>Choosing Your Vision</i> .....	<i>Error! Bookmark not defined.</i>
<i>Communicating Your Vision</i> .....	<i>Error! Bookmark not defined.</i>
<i>Identifying the Benefit for Others</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Six: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Seven: Challenging the Process</b> .....	<i>Error! Bookmark not defined.</i>
<i>Think Outside the Box</i> .....	<i>Error! Bookmark not defined.</i>
<i>Developing Your Inner Innovator</i> .....	<i>Error! Bookmark not defined.</i>
<i>Seeing Room for Improvement</i> .....	<i>Error! Bookmark not defined.</i>
<i>Lobbying for Change</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>

<i>Module Seven: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Eight: Enabling Others to Act</b> .....	<i>Error! Bookmark not defined.</i>
<i>Encouraging Growth in Others</i> .....	<i>Error! Bookmark not defined.</i>
<i>Creating Mutual Respect</i> .....	<i>Error! Bookmark not defined.</i>
<i>The Importance of Trust</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Eight: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Nine: Encouraging the Heart</b> .....	<i>Error! Bookmark not defined.</i>
<i>Sharing Rewards</i> .....	<i>Error! Bookmark not defined.</i>
<i>Celebrating Accomplishments</i> .....	<i>Error! Bookmark not defined.</i>
<i>Making Celebration Part of Your Culture</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Nine: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Ten: Basic Influencing Skills</b> .....	<i>Error! Bookmark not defined.</i>
<i>The Art of Persuasion</i> .....	<i>Error! Bookmark not defined.</i>
<i>The Principles of Influence</i> .....	<i>Error! Bookmark not defined.</i>
<i>Creating an Impact</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Ten: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Eleven: Setting Goals</b> .....	<i>Error! Bookmark not defined.</i>
<i>Setting SMART Goals</i> .....	<i>Error! Bookmark not defined.</i>
<i>Creating a Long-Term Plan</i> .....	<i>Error! Bookmark not defined.</i>
<i>Creating a Support System</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Eleven: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Twelve: Wrapping Up</b> .....	<i>Error! Bookmark not defined.</i>

<i>Words from the Wise</i> .....	<b>Error! Bookmark not defined.</b>
<i>Lessons Learned</i> .....	<b>Error! Bookmark not defined.</b>
<i>Parking Lot</i> .....	<b>Error! Bookmark not defined.</b>
<i>Action Plans and Evaluation Forms</i> .....	<b>Error! Bookmark not defined.</b>
<b>Appendix</b> .....	<b>Error! Bookmark not defined.</b>
<i>Worksheet 1</i> .....	<b>Error! Bookmark not defined.</b>
<i>Worksheet 2</i> .....	<b>Error! Bookmark not defined.</b>
<i>Post-Assessment</i> .....	<b>Error! Bookmark not defined.</b>
<i>Post-Assessment Answers</i> .....	<b>Error! Bookmark not defined.</b>
<i>Recommended Reading List</i> .....	<b>Error! Bookmark not defined.</b>

## Managing Managers



Be the leader you would follow.

Chelsea



### Managing Managers

Managing Managers provides the skills, guidance, and empowerment to your team of managers, who will be better at leading and motivating their team and producing measurable results. To be a successful manager means having a wide range of skills and, post this course, you will be able to disperse your knowledge and experience throughout your leadership team.

Managing Managers requires a skilled leader, and this course will expand your knowledge and provide a way for you to teach and lead new and experienced managers. As every manager knows that learning never stops, this workshop will have something for everyone.

#### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Course Objectives

Coach and mentor direct reports.

Measure and evaluate performance.

Manage conflicts and complications.

Improve communications between managers and employers.

#### Pre-requisites

A pre-assignment will be provided upon completion of registration.

#### How to Enroll

[CLICK HERE TO REGISTER:](#)

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### TABLE OF CONTENTS

---

<b>Module One: Getting Started</b> .....	Error! Bookmark not defined.
<i>Housekeeping Items</i> .....	<i>Error! Bookmark not defined.</i>
<i>The Parking Lot</i> .....	<i>Error! Bookmark not defined.</i>
<i>Workshop Objectives</i> .....	<i>Error! Bookmark not defined.</i>
<i>Pre-Assignment Review</i> .....	<i>Error! Bookmark not defined.</i>
<i>Action Plans and Evaluation Forms</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Two: Grooming a New Manager</b> .....	Error! Bookmark not defined.
<i>Set Specific Goals</i> .....	<i>Error! Bookmark not defined.</i>
<i>Authority (What They Can and Can't Do)</i> .....	<i>Error! Bookmark not defined.</i>
<i>Create a Shared Vision</i> .....	<i>Error! Bookmark not defined.</i>
<i>The More They Learn, the More Responsibility They Get</i> .....	<i>Error! Bookmark not defined.</i>
<i>Case Study</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Two: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Three: Coaching and Mentoring (I)</b> .....	Error! Bookmark not defined.
<i>Writing Performance Reviews</i> .....	<i>Error! Bookmark not defined.</i>
<i>Provide Clear and Timely Feedback</i> .....	<i>Error! Bookmark not defined.</i>
<i>Praise in Public, Criticize in Private</i> .....	<i>Error! Bookmark not defined.</i>
<i>Make Sure Your Door is Always Open</i> .....	<i>Error! Bookmark not defined.</i>
<i>Case Study</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Three: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Four: Coaching and Mentoring (II)</b> .....	Error! Bookmark not defined.
<i>Offer Advice, Not the Solution</i> .....	<i>Error! Bookmark not defined.</i>
<i>Create a Supportive Environment</i> .....	<i>Error! Bookmark not defined.</i>

---

<i>Build Ownership</i> .....	<i>Error! Bookmark not defined.</i>
<i>360 Degree Feedback</i> .....	<i>Error! Bookmark not defined.</i>
<i>Case Study</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Four: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Five: Measuring Performance</b> .....	<i>Error! Bookmark not defined.</i>
<i>Staying Within Their Budget</i> .....	<i>Error! Bookmark not defined.</i>
<i>Setting Measurable Objectives</i> .....	<i>Error! Bookmark not defined.</i>
<i>Skip Level Feedback</i> .....	<i>Error! Bookmark not defined.</i>
<i>Collaborate on Criteria to be Evaluated</i> .....	<i>Error! Bookmark not defined.</i>
<i>Case Study</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Five: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Six: Motivating Managers</b> .....	<i>Error! Bookmark not defined.</i>
<i>Provide the Needed Resources</i> .....	<i>Error! Bookmark not defined.</i>
<i>Bonuses and Incentives</i> .....	<i>Error! Bookmark not defined.</i>
<i>Give Credit for Good Work</i> .....	<i>Error! Bookmark not defined.</i>
<i>Keep Them Challenged</i> .....	<i>Error! Bookmark not defined.</i>
<i>Case Study</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Six: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Seven: Signs of Poor Management</b> .....	<i>Error! Bookmark not defined.</i>
<i>Missed Deadlines</i> .....	<i>Error! Bookmark not defined.</i>
<i>Team Turnover</i> .....	<i>Error! Bookmark not defined.</i>
<i>Losing Customers</i> .....	<i>Error! Bookmark not defined.</i>
<i>Little or No Growth</i> .....	<i>Error! Bookmark not defined.</i>
<i>Case Study</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Seven: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>

<b>Module Eight: Trust Your Team of Managers</b> .....	Error! Bookmark not defined.
<i>Do Not Micromanage</i> .....	<b>Error! Bookmark not defined.</b>
<i>Promote Open and Honest Communication</i> .....	<b>Error! Bookmark not defined.</b>
<i>Reward Initiative</i> .....	<b>Error! Bookmark not defined.</b>
<i>Trust, But Verify</i> .....	<b>Error! Bookmark not defined.</b>
<i>Case Study</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Eight: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Nine: When an Employee Complains About Their Manager</b> .....	Error! Bookmark not defined.
<i>Keep the Information Confidential</i> .....	<b>Error! Bookmark not defined.</b>
<i>Gather Information from Both Sides</i> .....	<b>Error! Bookmark not defined.</b>
<i>Coach or Delegate the Solution</i> .....	<b>Error! Bookmark not defined.</b>
<i>Follow-up with the Manager or Employee</i> .....	<b>Error! Bookmark not defined.</b>
<i>Case Study</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Nine: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Ten: When Do You Step In?</b> .....	Error! Bookmark not defined.
<i>Unsafe or Dangerous Events</i> .....	<b>Error! Bookmark not defined.</b>
<i>Legal Ramifications</i> .....	<b>Error! Bookmark not defined.</b>
<i>Severe Financial Costs</i> .....	<b>Error! Bookmark not defined.</b>
<i>Repeated Failures after Coaching Has Occurred</i> .....	<b>Error! Bookmark not defined.</b>
<i>Case Study</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Ten: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Eleven: Remember These Basic Qualities</b> .....	Error! Bookmark not defined.
<i>Express Confidence in Their Abilities</i> .....	<b>Error! Bookmark not defined.</b>
<i>Practice What You Preach</i> .....	<b>Error! Bookmark not defined.</b>
<i>Have an Open Door</i> .....	<b>Error! Bookmark not defined.</b>
<i>Their Success is Your Success</i> .....	<b>Error! Bookmark not defined.</b>



*Case Study.....Error! Bookmark not defined.*

*Module Eleven: Review Questions.....Error! Bookmark not defined.*

**Module Twelve: Wrapping Up**.....Error! Bookmark not defined.

*Words from the Wise.....Error! Bookmark not defined.*

*Review of Parking Lot.....Error! Bookmark not defined.*

*Lessons Learned.....Error! Bookmark not defined.*

*Completion of Action Plans and Evaluations.....Error! Bookmark not defined.*

## Managing Workplace Anxiety



If it's out of your hands, it deserves  
freedom from your mind too. Ivan Nuru



### Managing Workplace Anxiety

The workplace is one of the leading locations where people experience stress and anxiety. Every employee will encounter it sometime during their career, and everyone should be aware of the signs of anxiety and the tools needed to cope and deal with it.

The Managing Workplace Anxiety course provides you with the important skills and resources to recognize and manage workplace anxiety. By identifying these symptoms and coping skills, employees and managers will be better suited in dealing with these common situations. Through this course you will be better equipped to manage the challenges that the workplace can bring.

#### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Course Objectives

Explore different type of workplace anxieties.

Identify anxiety symptoms and warning signs.

Determine ways of coping and managing problems.

Recognize common triggers and accelerants.

#### Pre-requisites

A pre-assignment will be provided upon completion of registration.

#### How to Enroll

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### TABLE OF CONTENTS

---

<b>Module One: Getting Started</b> .....	Error! Bookmark not defined.
<i>Housekeeping Items</i> .....	<i>Error! Bookmark not defined.</i>
<i>The Parking Lot</i> .....	<i>Error! Bookmark not defined.</i>
<i>Workshop Objectives</i> .....	<i>Error! Bookmark not defined.</i>
<i>Action Plans and Evaluations</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Two: Common Types of Anxiety</b> .....	Error! Bookmark not defined.
<i>Social Anxiety</i> .....	<i>Error! Bookmark not defined.</i>
<i>Generalized Anxiety Disorder</i> .....	<i>Error! Bookmark not defined.</i>
<i>Panic Disorder</i> .....	<i>Error! Bookmark not defined.</i>
<i>Phobias</i> .....	<i>Error! Bookmark not defined.</i>
<i>Case Study</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Two: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Three: Recognizing Symptoms in Others</b> .....	Error! Bookmark not defined.
<i>Avoiding Social Situations</i> .....	<i>Error! Bookmark not defined.</i>
<i>Difficulty in Accepting Negative Feedback</i> .....	<i>Error! Bookmark not defined.</i>
<i>Difficulty in Focusing on Tasks</i> .....	<i>Error! Bookmark not defined.</i>
<i>Irrational Fears</i> .....	<i>Error! Bookmark not defined.</i>
<i>Case Study</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Three: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Four: Coping Strategies (I)</b> .....	Error! Bookmark not defined.
<i>Keeping a Journal</i> .....	<i>Error! Bookmark not defined.</i>
<i>Power of Positive Thinking</i> .....	<i>Error! Bookmark not defined.</i>
<i>Have a “Me” Place You Can Go</i> .....	<i>Error! Bookmark not defined.</i>

---

<i>Establish Attainable Goals</i> .....	<b>Error! Bookmark not defined.</b>
<i>Case Study</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Four: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Five: Coping Strategies (II)</b> .....	<b>Error! Bookmark not defined.</b>
<i>Talk With Friends and Family</i> .....	<b>Error! Bookmark not defined.</b>
<i>Get Enough Sleep</i> .....	<b>Error! Bookmark not defined.</b>
<i>Eating Well and Exercise</i> .....	<b>Error! Bookmark not defined.</b>
<i>Begin Small and Build Up to Larger Challenges</i> .....	<b>Error! Bookmark not defined.</b>
<i>Case Study</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Five: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Six: Don't Avoid the Situation</b> .....	<b>Error! Bookmark not defined.</b>
<i>It's OK to Make a Mistake</i> .....	<b>Error! Bookmark not defined.</b>
<i>Accept the Situation, and Move On</i> .....	<b>Error! Bookmark not defined.</b>
<i>Avoidance Can Cause a Cycle of Anxiety</i> .....	<b>Error! Bookmark not defined.</b>
<i>Identify the Trigger</i> .....	<b>Error! Bookmark not defined.</b>
<i>Case Study</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Six: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Seven: Differences in Anxiety and Normal Nervousness</b> .....	<b>Error! Bookmark not defined.</b>
<i>It Runs Along a Spectrum</i> .....	<b>Error! Bookmark not defined.</b>
<i>Anxiety Can Happen Without a Cause</i> .....	<b>Error! Bookmark not defined.</b>
<i>The Length of Time Symptoms Last</i> .....	<b>Error! Bookmark not defined.</b>
<i>It's an Exaggeration of Normal Feelings</i> .....	<b>Error! Bookmark not defined.</b>
<i>Case Study</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Seven: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Eight: Physical Symptoms</b> .....	<b>Error! Bookmark not defined.</b>
<i>Rapid Heartbeat</i> .....	<b>Error! Bookmark not defined.</b>

*Panic Attack* .....**Error! Bookmark not defined.**

*Headache* .....**Error! Bookmark not defined.**

*Trembling or Shaking* .....**Error! Bookmark not defined.**

*Case Study*.....**Error! Bookmark not defined.**

*Module Eight: Review Questions* .....**Error! Bookmark not defined.**

**Module Nine: Recognize the Positive Aspects of Anxiety**.....**Error! Bookmark not defined.**

*It Alerts Us to Danger* .....**Error! Bookmark not defined.**

*Improves Self-Awareness*.....**Error! Bookmark not defined.**

*Can Be a Great Motivator*.....**Error! Bookmark not defined.**

*Prevent Mistakes* .....**Error! Bookmark not defined.**

*Case Study*.....**Error! Bookmark not defined.**

*Module Nine: Review Questions* .....**Error! Bookmark not defined.**

**Module Ten: Common Anxiety Triggers** .....**Error! Bookmark not defined.**

*Uncertainty or Fear of the Unknown* .....**Error! Bookmark not defined.**

*Holding in Feelings*.....**Error! Bookmark not defined.**

*Public Speaking/Speaking Up* .....**Error! Bookmark not defined.**

*Trying to Be Perfect* .....**Error! Bookmark not defined.**

*Case Study*.....**Error! Bookmark not defined.**

*Module Ten: Review Questions* .....**Error! Bookmark not defined.**

**Module Eleven: When to Seek Extra Help?** .....**Error! Bookmark not defined.**

*Feeling Overwhelmed* .....**Error! Bookmark not defined.**

*Physical Changes* .....**Error! Bookmark not defined.**

*Unable to Work or Function* .....**Error! Bookmark not defined.**

*Panic Attacks* .....**Error! Bookmark not defined.**

*Case Study*.....**Error! Bookmark not defined.**

*Module Eleven: Review Questions*.....**Error! Bookmark not defined.**

**Module Twelve: Wrapping Up** .....Error! Bookmark not defined.

*Words from the Wise* .....**Error! Bookmark not defined.**

*Review of Parking Lot* .....**Error! Bookmark not defined.**

*Lessons Learned* .....**Error! Bookmark not defined.**

*Completion of Action Plans and Evaluations* .....**Error! Bookmark not defined.**

## MANAGING WORKPLACE



Victims and harassers can be of any  
gender and status in the workplace.

Mark Dorosz



## HARASSMENT



### Managing Workplace Harassment

Workplace harassment is a growing problem in America. Oh, you may say, “not in my office,” or “not our team,” but workplace harassment is an increasing issue in many organizations today. It can come in the form of a slap, a phrase, an email, or reassignment of duties.

Workplace harassment is illegal and should not be tolerated. It should always+ be reported so that the company can handle the issue properly and remediate any future problems.

### Course Objectives

Define workplace harassment and recognize its signs.

Recognize the different types of harassment.

Identify the correct reporting process and employer’s responsibilities.

Remediate workplace harassment with the required steps needed for reporting.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

[CLICK HERE TO REGISTER:](#)

WE LOOK FORWARD TO SEEING YOU IN CLASS.

### TABLE OF CONTENTS

---

<b>Module One: Getting Started</b> .....	Error! Bookmark not defined.
<i>Housekeeping Items</i> .....	<i>Error! Bookmark not defined.</i>
<i>The Parking Lot</i> .....	<i>Error! Bookmark not defined.</i>
<i>Workshop Objectives</i> .....	<i>Error! Bookmark not defined.</i>
<i>Action Plan Form</i> .....	<i>Error! Bookmark not defined.</i>
<i>Evaluation Form</i> .....	<i>Error! Bookmark not defined.</i>
<b><i>Pre-Assignment</i></b> .....	<i>Error! Bookmark not defined.</i>
<i>Pre-Test</i> .....	<i>Error! Bookmark not defined.</i>
<i>Pre-Test Answers</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Two: Discrimination</b> .....	Error! Bookmark not defined.
<i>Gender</i> .....	<i>Error! Bookmark not defined.</i>
<i>Race</i> .....	<i>Error! Bookmark not defined.</i>
<i>Religion</i> .....	<i>Error! Bookmark not defined.</i>
<i>Disability</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Two: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Three: Physical</b> .....	Error! Bookmark not defined.
<i>Hitting</i> .....	<i>Error! Bookmark not defined.</i>
<i>Threatening Behavior</i> .....	<i>Error! Bookmark not defined.</i>
<i>Destroying Property</i> .....	<i>Error! Bookmark not defined.</i>
<i>*Workplace Homicide</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Three: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>

---

<b>Module Four: Verbal</b> .....	Error! Bookmark not defined.
<i>Yelling</i> .....	<i>Error! Bookmark not defined.</i>
<i>Insulting</i> .....	<i>Error! Bookmark not defined.</i>
<i>Ordering</i> .....	<i>Error! Bookmark not defined.</i>
<i>Blaming</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Four: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Five: Sexual</b> .....	Error! Bookmark not defined.
<i>Touching</i> .....	<i>Error! Bookmark not defined.</i>
<i>Gestures</i> .....	<i>Error! Bookmark not defined.</i>
<i>Sharing Inappropriate Photos</i> .....	<i>Error! Bookmark not defined.</i>
<i>Sharing Inappropriate Jokes</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Five: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Six: Psychological</b> .....	Error! Bookmark not defined.
<i>Isolating</i> .....	<i>Error! Bookmark not defined.</i>
<i>Discrediting</i> .....	<i>Error! Bookmark not defined.</i>
<i>Disparaging</i> .....	<i>Error! Bookmark not defined.</i>
<i>Contesting</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Six: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Seven: Cyberbullying</b> .....	Error! Bookmark not defined.
<i>Sending Humiliating Mass Emails</i> .....	<i>Error! Bookmark not defined.</i>
<i>Sending Harassing Emails</i> .....	<i>Error! Bookmark not defined.</i>
<i>Emailing Lies to Others</i> .....	<i>Error! Bookmark not defined.</i>
<i>Monitoring Policy</i> .....	<i>Error! Bookmark not defined.</i>

<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Seven: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Eight: Employer Responsibility</b> .....	<i>Error! Bookmark not defined.</i>
<i>Understanding Federal and State Laws</i> .....	<i>Error! Bookmark not defined.</i>
<i>Recordkeeping</i> .....	<i>Error! Bookmark not defined.</i>
<i>Investigating Complaints</i> .....	<i>Error! Bookmark not defined.</i>
<i>Remediating Harassment</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Eight: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Nine: Stopping Harassment Before It Happens</b> .....	<i>Error! Bookmark not defined.</i>
<i>Developing an Anti-Harassment Policy</i> .....	<i>Error! Bookmark not defined.</i>
<i>Regularly Updating Policy</i> .....	<i>Error! Bookmark not defined.</i>
<i>Training Employees</i> .....	<i>Error! Bookmark not defined.</i>
<i>Emphasizing Consequences for Non-Compliance</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Nine: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Ten: Reporting Harassment</b> .....	<i>Error! Bookmark not defined.</i>
<i>Filing with Human Resources ASAP</i> .....	<i>Error! Bookmark not defined.</i>
<i>Keeping Detailed Records</i> .....	<i>Error! Bookmark not defined.</i>
<i>EEOC</i> .....	<i>Error! Bookmark not defined.</i>
<i>Filing a Lawsuit</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Ten: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Eleven: Handling Harassment Complaints</b> .....	<i>Error! Bookmark not defined.</i>
<i>Creating a Step-by-Step Process</i> .....	<i>Error! Bookmark not defined.</i>
<i>Publishing a Step-by-Step Process</i> .....	<i>Error! Bookmark not defined.</i>

<i>Training Employees</i> .....	<i>Error! Bookmark not defined.</i>
<i>Retaliating</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Eleven: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Twelve: Wrapping Up</b> .....	<i>Error! Bookmark not defined.</i>
<i>Words from the Wise</i> .....	<i>Error! Bookmark not defined.</i>
<i>Review of Parking Lot</i> .....	<i>Error! Bookmark not defined.</i>
<i>Lessons Learned</i> .....	<i>Error! Bookmark not defined.</i>
<i>Completion of Action Plans and Evaluations</i> .....	<i>Error! Bookmark not defined.</i>
<b>Appendix</b> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 1</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 2</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 3</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 4</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 5</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 6</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 7</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 8</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 9</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 10</i> .....	<i>Error! Bookmark not defined.</i>
<i>Post-Test</i> .....	<i>Error! Bookmark not defined.</i>
<i>Post-Test Answers</i> .....	<i>Error! Bookmark not defined.</i>
<i>Recommended Reading List</i> .....	<i>Error! Bookmark not defined.</i>

## Managing Meetings



Meetings should have as few people as possible, but all the right people.

Charles W. Scharf



### Managing Meetings

This course is designed to give you the basic tools you need to initiate and manage your meetings. You will learn planning and leading techniques that will give you the confidence to run a meeting that engages the attendees and leaves a positive and lasting impression. Through Managing Meetings, you will learn the needed skills in planning and implementing a successful meeting.

The Managing Meetings course will explore how to reduce waste and make meetings more efficient. This is a hands-on course and will be a valuable experience. Use this time to begin the process of developing your skills along with other participants who share the same desire to improve their meeting management skills.

#### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Course Objectives

Plan and prepare for your meetings.

Create the agenda and arrange logistics.

Facilitate the meeting and manage disruptions.

Utilize games and activities to engage participants.

#### Pre-requisites

A pre-assignment will be provided upon completion of registration.

#### How to Enroll

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### TABLE OF CONTENTS

---

<b>Module One: Getting Started</b> .....	Error! Bookmark not defined.
<i>Housekeeping Items</i> .....	<i>Error! Bookmark not defined.</i>
<i>The Parking Lot</i> .....	<i>Error! Bookmark not defined.</i>
<i>Workshop Objectives</i> .....	<i>Error! Bookmark not defined.</i>
<i>Pre-Assignment</i> .....	<i>Error! Bookmark not defined.</i>
<i>PRE-TEST</i> .....	<i>Error! Bookmark not defined.</i>
<i>Action Plans and Evaluations</i> .....	<i>Error! Bookmark not defined.</i>
<i>Action Plan Form</i> .....	<i>Error! Bookmark not defined.</i>
<i>Evaluation Form</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Two: Planning and Preparing (I)</b> .....	Error! Bookmark not defined.
<i>Identifying the Participants</i> .....	<i>Error! Bookmark not defined.</i>
<i>Choosing the Time and Place</i> .....	<i>Error! Bookmark not defined.</i>
<i>Creating the Agenda</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Two: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Three: Planning and Preparing (II)</b> .....	Error! Bookmark not defined.
<i>Gathering Materials</i> .....	<i>Error! Bookmark not defined.</i>
<i>Sending Invitations</i> .....	<i>Error! Bookmark not defined.</i>
<i>Making Logistical Arrangements</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Three: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Four: Setting up the Meeting Space</b> .....	Error! Bookmark not defined.
<i>The Basic Essentials</i> .....	<i>Error! Bookmark not defined.</i>

---



<i>The Extra Touches</i> .....	<b>Error! Bookmark not defined.</b>
<i>Choosing a Physical Arrangement</i> .....	<b>Error! Bookmark not defined.</b>
<i>Practical Illustration</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Four: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Five: Electronic Options</b> .....	<b>Error! Bookmark not defined.</b>
<i>Overview of Choices Available</i> .....	<b>Error! Bookmark not defined.</b>
<i>Things to Consider</i> .....	<b>Error! Bookmark not defined.</b>
<i>Making a Final Decision</i> .....	<b>Error! Bookmark not defined.</b>
<i>Practical Illustration</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Five: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Six: Meeting Roles and Responsibilities</b> .....	<b>Error! Bookmark not defined.</b>
<i>The Chairperson</i> .....	<b>Error! Bookmark not defined.</b>
<i>The Minute-taker</i> .....	<b>Error! Bookmark not defined.</b>
<i>The Attendees</i> .....	<b>Error! Bookmark not defined.</b>
<i>Variations for Large and Small Meetings</i> .....	<b>Error! Bookmark not defined.</b>
<i>Practical Illustration</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Six: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Seven: Chairing a Meeting (I)</b> .....	<b>Error! Bookmark not defined.</b>
<i>Getting Off on the Right Foot</i> .....	<b>Error! Bookmark not defined.</b>
<i>The Role of the Agenda</i> .....	<b>Error! Bookmark not defined.</b>
<i>Using a Parking Lot</i> .....	<b>Error! Bookmark not defined.</b>
<i>Practical Illustration</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Seven: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Eight: Chairing a Meeting (II)</b> .....	<b>Error! Bookmark not defined.</b>
<i>Keeping the Meeting on Track</i> .....	<b>Error! Bookmark not defined.</b>
<i>Dealing with Overtime</i> .....	<b>Error! Bookmark not defined.</b>

<i>Holding Participants Accountable</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Eight: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Nine: Dealing with Disruptions</b> .....	<i>Error! Bookmark not defined.</i>
<i>Running in and Out</i> .....	<i>Error! Bookmark not defined.</i>
<i>Cell Phone Ringing</i> .....	<i>Error! Bookmark not defined.</i>
<i>Off on a Tangent</i> .....	<i>Error! Bookmark not defined.</i>
<i>Personality Conflict</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Nine: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Ten: Taking Minutes</b> .....	<i>Error! Bookmark not defined.</i>
<i>What are Minutes?</i> .....	<i>Error! Bookmark not defined.</i>
<i>What do I Record?</i> .....	<i>Error! Bookmark not defined.</i>
<i>A Take-Home Template</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Ten: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Eleven: Making the Most of Your Meeting</b> .....	<i>Error! Bookmark not defined.</i>
<i>The 50 Minute Meeting</i> .....	<i>Error! Bookmark not defined.</i>
<i>Using Games</i> .....	<i>Error! Bookmark not defined.</i>
<i>Giving Prizes</i> .....	<i>Error! Bookmark not defined.</i>
<i>Simple Magic</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Eleven: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Twelve: Wrapping Up</b> .....	<i>Error! Bookmark not defined.</i>
<i>Words from the Wise</i> .....	<i>Error! Bookmark not defined.</i>
<i>Parking Lot</i> .....	<i>Error! Bookmark not defined.</i>

<i>Action Plans and Evaluations</i> .....	<i>Error! Bookmark not defined.</i>
<b>Appendix</b> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 1</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 2</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 3</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 4</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 5</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 6</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 7</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 8</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 9</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 10</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 11</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 12</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 13</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 14</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 15</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 16</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 17</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 18</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 19</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 20</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 21</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 22</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 23</i> .....	<i>Error! Bookmark not defined.</i>

Worksheet 24.....	<i>Error! Bookmark not defined.</i>
Worksheet 25.....	<i>Error! Bookmark not defined.</i>
Worksheet 26.....	<i>Error! Bookmark not defined.</i>
Worksheet 27.....	<i>Error! Bookmark not defined.</i>
Post-Test.....	<i>Error! Bookmark not defined.</i>
Post Test Answers.....	<i>Error! Bookmark not defined.</i>

## NEGOTIATION SKILLS



Information is a negotiator's greatest  
weapon. Victor Kiam



### Negotiation Skills

Although people often think of boardrooms, suits, and million dollar deals when they hear the word *negotiation*, the truth is that we negotiate all the time. Through this course you will be able to understand the basic types of negotiations, the phases of negotiations, and the skills needed for successful negotiating.

The Negotiation Skills course will give you the ability to understand your opponent and the confidence to not settle for less than you think, and feel is fair. You will learn that an atmosphere of respect is essential, as uneven negotiations could lead to problems in the future.

#### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Course Objectives

Define the basic types and phases of negotiations.

Apply basic negotiation concepts.

Utilize basic bargaining techniques.

Solve problems, reach consensus, and set terms of agreement.

#### Pre-requisites

A pre-assignment will be provided upon completion of registration.

#### How to Enroll

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## TABLE OF CONTENTS

---

<b>Module One: Getting Started</b> .....	Error! Bookmark not defined.
<i>Housekeeping Items</i> .....	<i>Error! Bookmark not defined.</i>
<i>The Parking Lot</i> .....	<i>Error! Bookmark not defined.</i>
<i>Workshop Objectives</i> .....	<i>Error! Bookmark not defined.</i>
<i>Pre-Assignment Review</i> .....	<i>Error! Bookmark not defined.</i>
<i>Action Plans and Evaluations</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Two: Understanding Negotiation</b> .....	Error! Bookmark not defined.
<i>Types of Negotiations</i> .....	<i>Error! Bookmark not defined.</i>
<i>The Three Phases</i> .....	<i>Error! Bookmark not defined.</i>
<i>Skills for Successful Negotiating</i> .....	<i>Error! Bookmark not defined.</i>
<i>Case Study</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Two: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Three: Getting Prepared</b> .....	Error! Bookmark not defined.
<i>Establishing Your WATNA and BATNA</i> .....	<i>Error! Bookmark not defined.</i>
<i>Identifying Your WAP</i> .....	<i>Error! Bookmark not defined.</i>
<i>Identifying Your ZOPA</i> .....	<i>Error! Bookmark not defined.</i>
<i>Personal Preparation</i> .....	<i>Error! Bookmark not defined.</i>
<i>Case Study</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Three: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Four: Laying the Groundwork</b> .....	Error! Bookmark not defined.
<i>Setting the Time and Place</i> .....	<i>Error! Bookmark not defined.</i>
<i>Establishing Common Ground</i> .....	<i>Error! Bookmark not defined.</i>
<i>Creating a Negotiation Framework</i> .....	<i>Error! Bookmark not defined.</i>

---

<i>The Negotiation Process</i> .....	<i>Error! Bookmark not defined.</i>
<i>Case Study</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Four: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Five: Phase One — Exchanging Information</b> .....	<i>Error! Bookmark not defined.</i>
<i>Getting Off on the Right Foot</i> .....	<i>Error! Bookmark not defined.</i>
<i>What to Share</i> .....	<i>Error! Bookmark not defined.</i>
<i>What to Keep to Yourself</i> .....	<i>Error! Bookmark not defined.</i>
<i>Case Study</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Five: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Six: Phase Two — Bargaining</b> .....	<i>Error! Bookmark not defined.</i>
<i>What to Expect</i> .....	<i>Error! Bookmark not defined.</i>
<i>Techniques to Try</i> .....	<i>Error! Bookmark not defined.</i>
<i>How to Break an Impasse</i> .....	<i>Error! Bookmark not defined.</i>
<i>Case Study</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Six: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Seven: About Mutual Gain</b> .....	<i>Error! Bookmark not defined.</i>
<i>Three Ways to See Your Options</i> .....	<i>Error! Bookmark not defined.</i>
<i>About Mutual Gain</i> .....	<i>Error! Bookmark not defined.</i>
<i>Creating a Mutual Gain Solution</i> .....	<i>Error! Bookmark not defined.</i>
<i>What Do I Want?</i> .....	<i>Error! Bookmark not defined.</i>
<i>What Do They Want?</i> .....	<i>Error! Bookmark not defined.</i>
<i>What Do We Want?</i> .....	<i>Error! Bookmark not defined.</i>
<i>Case Study</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Seven: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Eight: Phase Three — Closing</b> .....	<i>Error! Bookmark not defined.</i>
<i>Reaching Consensus</i> .....	<i>Error! Bookmark not defined.</i>



<i>Building an Agreement</i> .....	<i>Error! Bookmark not defined.</i>
<i>Setting the Terms of the Agreement</i> .....	<i>Error! Bookmark not defined.</i>
<i>Case Study</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Eight: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Nine: Dealing with Difficult Issues</b> .....	<i>Error! Bookmark not defined.</i>
<i>Being Prepared for Environmental Tactics</i> .....	<i>Error! Bookmark not defined.</i>
<i>Dealing with Personal Attacks</i> .....	<i>Error! Bookmark not defined.</i>
<i>Controlling Your Emotions</i> .....	<i>Error! Bookmark not defined.</i>
<i>Deciding When It's Time to Walk Away</i> .....	<i>Error! Bookmark not defined.</i>
<i>Case Study</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Nine: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Ten: Negotiating Outside the Boardroom</b> .....	<i>Error! Bookmark not defined.</i>
<i>Adapting the Process for Smaller Negotiations</i> .....	<i>Error! Bookmark not defined.</i>
<i>Negotiating via Telephone</i> .....	<i>Error! Bookmark not defined.</i>
<i>Negotiating via Email</i> .....	<i>Error! Bookmark not defined.</i>
<i>Case Study</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Ten Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Eleven: Negotiating on Behalf of Someone Else</b> .....	<i>Error! Bookmark not defined.</i>
<i>Choosing the Negotiating Team</i> .....	<i>Error! Bookmark not defined.</i>
<i>Covering All the Bases</i> .....	<i>Error! Bookmark not defined.</i>
<i>Dealing with Tough Questions</i> .....	<i>Error! Bookmark not defined.</i>
<i>Case Study</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Eleven: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Twelve: Wrapping Up</b> .....	<i>Error! Bookmark not defined.</i>
<i>Words from the Wise</i> .....	<i>Error! Bookmark not defined.</i>
<i>Action Plans and Evaluations</i> .....	<i>Error! Bookmark not defined.</i>

## PERFORMANCE MANAGEMENT



It is much more difficult to measure non-  
performance than performance.

Harold S. Geneen



### Performance Management

Performance Management is making sure that the employee and the organization are focused on the same priorities. Performance Management within an organization improves production and reduces waste. It helps the employee set and meet goals and improves the employee/manager relationship. The key to keeping an organization and employee aligned; improving performance and productivity, is through Performance Management.

When changes occur, Performance Management helps the transition to be smoother and less hectic. It helps the organization and employee create a stream-lined relationship, which improves communication and interaction. Performance Management will help close any gaps that exist in an employee's skill-set and makes them a more valuable employee through feedback and coaching.

### Course Objectives

Define performance management and how it works.

Identify Kolb's learning cycle and the importance of motivation.

Provide performance management feedback.

Develop a performance journal and plan.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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WE LOOK FORWARD TO SEEING YOU IN CLASS.

### TABLE OF CONTENTS

---

<b>Module One: Getting Started</b> .....	<b>Error! Bookmark not defined.</b>
<i>Housekeeping Items</i> .....	<b>Error! Bookmark not defined.</b>
<i>The Parking Lot</i> .....	<b>Error! Bookmark not defined.</b>
<i>Workshop Objectives</i> .....	<b>Error! Bookmark not defined.</b>
<i>Pre-Assignment</i> .....	<b>Error! Bookmark not defined.</b>
<i>Pre-Test</i> .....	<b>Error! Bookmark not defined.</b>
<i>Pre-test Answers</i> .....	<b>Error! Bookmark not defined.</b>
<i>Action Plans and Evaluation Forms</i> .....	<b>Error! Bookmark not defined.</b>
<i>Action Plan</i> .....	<b>Error! Bookmark not defined.</b>
<i>Evaluation Form</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Two: The Basics (I)</b> .....	<b>Error! Bookmark not defined.</b>
<i>What is Performance Management?</i> .....	<b>Error! Bookmark not defined.</b>
<i>How Does Performance Management Work?</i> .....	<b>Error! Bookmark not defined.</b>
<i>Tools</i> .....	<b>Error! Bookmark not defined.</b>
<i>Case Study</i> .....	<b>Error! Bookmark not defined.</b>
<i>Practical Illustration</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Two: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Three: The Basics (II)</b> .....	<b>Error! Bookmark not defined.</b>
<i>Three Phase Process</i> .....	<b>Error! Bookmark not defined.</b>
<i>Assessments</i> .....	<b>Error! Bookmark not defined.</b>
<i>Performance Reviews</i> .....	<b>Error! Bookmark not defined.</b>
<i>Case Study</i> .....	<b>Error! Bookmark not defined.</b>
<i>Practical Illustration</i> .....	<b>Error! Bookmark not defined.</b>

---

<i>Module Three: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Four: Goal Setting</b> .....	<b>Error! Bookmark not defined.</b>
<i>SMART Goal Setting</i> .....	<b>Error! Bookmark not defined.</b>
<i>Specific Goals</i> .....	<b>Error! Bookmark not defined.</b>
<i>Measurable Goals</i> .....	<b>Error! Bookmark not defined.</b>
<i>Attainable Goals</i> .....	<b>Error! Bookmark not defined.</b>
<i>Realistic Goals</i> .....	<b>Error! Bookmark not defined.</b>
<i>Timely Goals</i> .....	<b>Error! Bookmark not defined.</b>
<i>Monitoring Results</i> .....	<b>Error! Bookmark not defined.</b>
<i>Case Study</i> .....	<b>Error! Bookmark not defined.</b>
<i>Practical Illustration</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Four: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Five: Establishing Performance Goals</b> .....	<b>Error! Bookmark not defined.</b>
<i>Strategic Planning</i> .....	<b>Error! Bookmark not defined.</b>
<i>Job Analysis</i> .....	<b>Error! Bookmark not defined.</b>
<i>Setting Goals</i> .....	<b>Error! Bookmark not defined.</b>
<i>Motivation</i> .....	<b>Error! Bookmark not defined.</b>
<i>Case Study</i> .....	<b>Error! Bookmark not defined.</b>
<i>Practical Illustration</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Five: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Six: 360-degree Feedback</b> .....	<b>Error! Bookmark not defined.</b>
<i>What is 360-degree Feedback?</i> .....	<b>Error! Bookmark not defined.</b>
<i>Vs. Traditional Performance Reviews</i> .....	<b>Error! Bookmark not defined.</b>
<i>The Components</i> .....	<b>Error! Bookmark not defined.</b>
<i>Case Study</i> .....	<b>Error! Bookmark not defined.</b>
<i>Practical Illustration</i> .....	<b>Error! Bookmark not defined.</b>

<i>Module Six: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Seven: Competency Assessments</b> .....	<b>Error! Bookmark not defined.</b>
<i>Competency Assessment Defined</i> .....	<b>Error! Bookmark not defined.</b>
<i>Implementation</i> .....	<b>Error! Bookmark not defined.</b>
<i>Final Destination</i> .....	<b>Error! Bookmark not defined.</b>
<i>Case Study</i> .....	<b>Error! Bookmark not defined.</b>
<i>Practical Illustration</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Seven: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Eight: Kolb's Learning Cycle</b> .....	<b>Error! Bookmark not defined.</b>
<i>Experience</i> .....	<b>Error! Bookmark not defined.</b>
<i>Observation</i> .....	<b>Error! Bookmark not defined.</b>
<i>Conceptualization</i> .....	<b>Error! Bookmark not defined.</b>
<i>Experimentation</i> .....	<b>Error! Bookmark not defined.</b>
<i>Case Study</i> .....	<b>Error! Bookmark not defined.</b>
<i>Practical Illustration</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Eight: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Nine: Motivation</b> .....	<b>Error! Bookmark not defined.</b>
<i>Key Factors</i> .....	<b>Error! Bookmark not defined.</b>
<i>The Motivation Organization</i> .....	<b>Error! Bookmark not defined.</b>
<i>Identifying Personal Motivators</i> .....	<b>Error! Bookmark not defined.</b>
<i>Evaluating and Adapting</i> .....	<b>Error! Bookmark not defined.</b>
<i>Case Study</i> .....	<b>Error! Bookmark not defined.</b>
<i>Practical Illustration</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Nine: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Ten: The Performance Journal</b> .....	<b>Error! Bookmark not defined.</b>
<i>Record Goals and Accomplishments</i> .....	<b>Error! Bookmark not defined.</b>

<i>Linking with Your Employees or Managers</i> .....	<b>Error! Bookmark not defined.</b>
<i>Implementing a Performance Coach</i> .....	<b>Error! Bookmark not defined.</b>
<i>Keeping Track</i> .....	<b>Error! Bookmark not defined.</b>
<i>Case Study</i> .....	<b>Error! Bookmark not defined.</b>
<i>Practical Illustration</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Ten: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Eleven: Creating a Performance Plan</b> .....	<b>Error! Bookmark not defined.</b>
<i>Goals</i> .....	<b>Error! Bookmark not defined.</b>
<i>Desired Results</i> .....	<b>Error! Bookmark not defined.</b>
<i>Prioritization</i> .....	<b>Error! Bookmark not defined.</b>
<i>Measure</i> .....	<b>Error! Bookmark not defined.</b>
<i>Evaluation</i> .....	<b>Error! Bookmark not defined.</b>
<i>Case Study</i> .....	<b>Error! Bookmark not defined.</b>
<i>Practical Illustration</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Eleven: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Twelve: Wrapping Up</b> .....	<b>Error! Bookmark not defined.</b>
<i>Words from the Wise</i> .....	<b>Error! Bookmark not defined.</b>
<i>Review of Parking Lot</i> .....	<b>Error! Bookmark not defined.</b>
<i>Lessons Learned</i> .....	<b>Error! Bookmark not defined.</b>
<i>Completion of Action Plans and Evaluations</i> .....	<b>Error! Bookmark not defined.</b>
<b>Appendix</b> .....	<b>Error! Bookmark not defined.</b>
<i>Worksheet 1</i> .....	<b>Error! Bookmark not defined.</b>
<i>Worksheet 2</i> .....	<b>Error! Bookmark not defined.</b>
<i>Worksheet 3</i> .....	<b>Error! Bookmark not defined.</b>
<i>Worksheet 4</i> .....	<b>Error! Bookmark not defined.</b>
<i>Worksheet 5</i> .....	<b>Error! Bookmark not defined.</b>

Worksheet 6.....	<i>Error! Bookmark not defined.</i>
Worksheet 7.....	<i>Error! Bookmark not defined.</i>
Worksheet 8.....	<i>Error! Bookmark not defined.</i>
Worksheet 9.....	<i>Error! Bookmark not defined.</i>
Worksheet 10.....	<i>Error! Bookmark not defined.</i>
Worksheet 11.....	<i>Error! Bookmark not defined.</i>
Worksheet 12.....	<i>Error! Bookmark not defined.</i>
Worksheet 13.....	<i>Error! Bookmark not defined.</i>
Worksheet 14.....	<i>Error! Bookmark not defined.</i>
Worksheet 15.....	<i>Error! Bookmark not defined.</i>
Worksheet 16.....	<i>Error! Bookmark not defined.</i>
Worksheet 17.....	<i>Error! Bookmark not defined.</i>
Worksheet 18.....	<i>Error! Bookmark not defined.</i>
Worksheet 19.....	<i>Error! Bookmark not defined.</i>
Worksheet 20.....	<i>Error! Bookmark not defined.</i>
Worksheet 21.....	<i>Error! Bookmark not defined.</i>
Worksheet 22.....	<i>Error! Bookmark not defined.</i>
Post Test .....	<i>Error! Bookmark not defined.</i>
Post Test Answers.....	<i>Error! Bookmark not defined.</i>
Recommended Reading List.....	<i>Error! Bookmark not defined.</i>



## PERSONAL PRODUCTIVITY



Discipline is the bridge between goals  
and accomplishments. Jim Rohn



### Personal Productivity

Most people find that they wish they had more time in a day. This workshop will show you how to organize your lives and find those hidden moments. You will learn how to establish routines, set goals, create an efficient environment, and use time-honored planning and organizational tools to maximize your personal productivity.

Personal Productivity is a goal most of us have. Through this course you will get on the right track to achieving that goal. Some people blame everything that goes wrong in their lives on something or someone else, but through this course you will take ownership and begin to lead a more productive life.

#### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Course Objectives

Set and evaluate SMART goals.

Utilize tools to manage your time and maximize your productivity.

Organize your physical and virtual workspaces.

Stop procrastinating and effectively utilize your time.

#### Pre-requisites

A pre-assignment will be provided upon completion of registration.

#### How to Enroll

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### TABLE OF CONTENTS

---

<b>Module One: Getting Started</b> .....	Error! Bookmark not defined.
<i>Housekeeping Items</i> .....	<i>Error! Bookmark not defined.</i>
<i>The Parking Lot</i> .....	<i>Error! Bookmark not defined.</i>
<i>Workshop Objectives</i> .....	<i>Error! Bookmark not defined.</i>
<i>Action Plans and Evaluation Forms</i> .....	<i>Error! Bookmark not defined.</i>
<i>Action Plan</i> .....	<i>Error! Bookmark not defined.</i>
<i>Evaluation Form</i> .....	<i>Error! Bookmark not defined.</i>
<i>Pre-Assignment Review</i> .....	<i>Error! Bookmark not defined.</i>
<i>Pre-Test</i> .....	<i>Error! Bookmark not defined.</i>
<i>Pre-Test Answers</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Two: Setting SMART Goals</b> .....	Error! Bookmark not defined.
<i>The Three P's</i> .....	<i>Error! Bookmark not defined.</i>
<i>The SMART Way</i> .....	<i>Error! Bookmark not defined.</i>
<i>Prioritizing Your Goals</i> .....	<i>Error! Bookmark not defined.</i>
<i>Evaluating and Adapting</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Two: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Three: The Power of Routines</b> .....	Error! Bookmark not defined.
<i>What is a Routine?</i> .....	<i>Error! Bookmark not defined.</i>
<i>Personal Routines</i> .....	<i>Error! Bookmark not defined.</i>
<i>Professional Routines</i> .....	<i>Error! Bookmark not defined.</i>
<i>Six Easy Ways to Simplify Your Life</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>

---

<i>Module Three: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Four: Scheduling Yourself</b> .....	<b>Error! Bookmark not defined.</b>
<i>The Simple Secret of Successful Time Management</i> .....	<b>Error! Bookmark not defined.</b>
<i>Developing a Tracking System</i> .....	<b>Error! Bookmark not defined.</b>
<i>Scheduling Appointments</i> .....	<b>Error! Bookmark not defined.</b>
<i>Scheduling Tasks</i> .....	<b>Error! Bookmark not defined.</b>
<i>Practical Illustration</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Four Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Five: Keeping Yourself on Top of Tasks</b> .....	<b>Error! Bookmark not defined.</b>
<i>The One-Minute Rule</i> .....	<b>Error! Bookmark not defined.</b>
<i>The Five-Minute Rule</i> .....	<b>Error! Bookmark not defined.</b>
<i>What to do When You Feel like You're Sinking</i> .....	<b>Error! Bookmark not defined.</b>
<i>Practical Illustration</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Five: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Six: Tackling New Tasks and Projects</b> .....	<b>Error! Bookmark not defined.</b>
<i>The Sliding Scale</i> .....	<b>Error! Bookmark not defined.</b>
<i>A Checklist for Getting Started</i> .....	<b>Error! Bookmark not defined.</b>
<i>Evaluating and Adapting</i> .....	<b>Error! Bookmark not defined.</b>
<i>Practical Illustration</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Six: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Seven: Using Project Management Techniques</b> .....	<b>Error! Bookmark not defined.</b>
<i>The Triple Constraint</i> .....	<b>Error! Bookmark not defined.</b>
<i>Creating the Schedule</i> .....	<b>Error! Bookmark not defined.</b>
<i>Using a RACI Chart</i> .....	<b>Error! Bookmark not defined.</b>
<i>Practical Illustration</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Seven: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>

<b>Module Eight: Creating a Workspace</b> .....	Error! Bookmark not defined.
<i>Setting Up the Physical Layout</i> .....	<i>Error! Bookmark not defined.</i>
<i>Ergonomics 101</i> .....	<i>Error! Bookmark not defined.</i>
<i>Using Your Computer Efficiently</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Eight: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Nine: Organizing Files and Folders</b> .....	Error! Bookmark not defined.
<i>Organizing Paper Files</i> .....	<i>Error! Bookmark not defined.</i>
<i>Organizing Electronic Files</i> .....	<i>Error! Bookmark not defined.</i>
<i>Scheduling Archive and Clean-Up</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Nine: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Ten: Managing E-Mail</b> .....	Error! Bookmark not defined.
<i>Using E-mail Time Wisely</i> .....	<i>Error! Bookmark not defined.</i>
<i>Taking Action!</i> .....	<i>Error! Bookmark not defined.</i>
<i>Making the Most of Your E-mail Program</i> .....	<i>Error! Bookmark not defined.</i>
<i>Taking Time Back from Handheld Devices</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Ten: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Eleven: Tackling Procrastination</b> .....	Error! Bookmark not defined.
<i>Why We Procrastinate</i> .....	<i>Error! Bookmark not defined.</i>
<i>Nine Ways to Overcome Procrastination</i> .....	<i>Error! Bookmark not defined.</i>
<i>Eat That Frog!</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Eleven: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Twelve: Wrapping Up</b> .....	Error! Bookmark not defined.

<i>Words from the Wise</i> .....	<i>Error! Bookmark not defined.</i>
<i>Lessons Learned</i> .....	<i>Error! Bookmark not defined.</i>
<i>Parking Lot</i> .....	<i>Error! Bookmark not defined.</i>
<i>Action Plans and Evaluation Forms</i> .....	<i>Error! Bookmark not defined.</i>
<b>Appendix</b> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 1</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 2</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 3</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 4</i> .....	<i>Error! Bookmark not defined.</i>
<i>Post-Assessment</i> .....	<i>Error! Bookmark not defined.</i>
<i>Post-Assessment Answers</i> .....	<i>Error! Bookmark not defined.</i>
<i>Recommended Reading List</i> .....	<i>Error! Bookmark not defined.</i>

## PRESENTATION SKILLS



It takes three weeks to prepare an  
impromptu speech. Mark Twain



### Presentation Skills

Many studies have found that public speaking is the number one fear for most people: outranking flying, snakes, insects, and even death. Ironically, it is also one of the skills that can make or break a person's career. You will be provided with a set of skills that will enhance your current presentation skills—whatever that is.

The Presentation Skills course will give you presentation skills that will make speaking in public less terrifying and more enjoyable. This course includes topics that includes creating a compelling program, using various types of visual aids, and engaging the audience.

### Course Duration

10 hours of instruction

Day 1 (6.5 hours): 1 hour lunch and  
2, 15-minute breaks

Day 2 (3.5 hours): one 15-minute break

### Course Objectives

Prepare an audience analysis and prepare an outline.

Utilize verbal and non-verbal communication skills.

Select a presentation method and use audio and visual aids.

Manage nervousness by using humor, questions, and discussions.

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## TABLE OF CONTENTS

---

<b>Module One: Getting Started</b> .....	Error! Bookmark not defined.
<i>Housekeeping Items</i> .....	<i>Error! Bookmark not defined.</i>
<i>The Parking Lot</i> .....	<i>Error! Bookmark not defined.</i>
<i>Workshop Objectives</i> .....	<i>Error! Bookmark not defined.</i>
<i>Pre-Assignment</i> .....	<i>Error! Bookmark not defined.</i>
<i>Pre-Test</i> .....	<i>Error! Bookmark not defined.</i>
<i>Pre-Test Answers</i> .....	<i>Error! Bookmark not defined.</i>
<i>Action Plans and Evaluation Forms</i> .....	<i>Error! Bookmark not defined.</i>
<i>Action Plan Form</i> .....	<i>Error! Bookmark not defined.</i>
<i>Evaluation Form</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Two: Creating the Program</b> .....	Error! Bookmark not defined.
<i>Performing a Needs Analysis</i> .....	<i>Error! Bookmark not defined.</i>
<i>Writing the Basic Outline</i> .....	<i>Error! Bookmark not defined.</i>
<i>Structuring the Information</i> .....	<i>Error! Bookmark not defined.</i>
<i>Researching, Writing, and Editing</i> .....	<i>Error! Bookmark not defined.</i>
<i>Presentation - Basic Outline</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Two: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Three: Choosing Your Delivery Methods</b> .....	Error! Bookmark not defined.
<i>Basic Methods</i> .....	<i>Error! Bookmark not defined.</i>
<i>Advanced Methods</i> .....	<i>Error! Bookmark not defined.</i>
<i>Basic Criteria to Consider</i> .....	<i>Error! Bookmark not defined.</i>

<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Three: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Four: Verbal Communication Skills</b> .....	<i>Error! Bookmark not defined.</i>
<i>Listening and Hearing: They Aren't the Same Thing</i> .....	<i>Error! Bookmark not defined.</i>
<i>Asking Questions</i> .....	<i>Error! Bookmark not defined.</i>
<i>Communicating with Power</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Four: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Five: Non-Verbal Communication Skills</b> .....	<i>Error! Bookmark not defined.</i>
<i>Body Language</i> .....	<i>Error! Bookmark not defined.</i>
<i>Gestures</i> .....	<i>Error! Bookmark not defined.</i>
<i>The Signals You Send to Others</i> .....	<i>Error! Bookmark not defined.</i>
<i>It's Not What You Say, It's How You Say It</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Five: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Six: Overcoming Nervousness</b> .....	<i>Error! Bookmark not defined.</i>
<i>Preparing Mentally</i> .....	<i>Error! Bookmark not defined.</i>
<i>Physical Relaxation Techniques</i> .....	<i>Error! Bookmark not defined.</i>
<i>Appearing Confident in Front of the Crowd</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Six: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Seven: Creating Fantastic Flip Charts</b> .....	<i>Error! Bookmark not defined.</i>
<i>Required Tools</i> .....	<i>Error! Bookmark not defined.</i>
<i>The Advantages of Pre-Writing</i> .....	<i>Error! Bookmark not defined.</i>
<i>Using Colors Appropriately</i> .....	<i>Error! Bookmark not defined.</i>
<i>Creating a Plan B</i> .....	<i>Error! Bookmark not defined.</i>

<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Seven: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Eight: Creating Compelling PowerPoint Presentations</b> .....	<i>Error! Bookmark not defined.</i>
<i>Required Tools</i> .....	<i>Error! Bookmark not defined.</i>
<i>Tips and Tricks</i> .....	<i>Error! Bookmark not defined.</i>
<i>Creating a Plan B</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Eight: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Nine: Wow ‘Em with the Whiteboard</b> .....	<i>Error! Bookmark not defined.</i>
<i>Traditional and Electronic Whiteboards</i> .....	<i>Error! Bookmark not defined.</i>
<i>Using Colors Appropriately</i> .....	<i>Error! Bookmark not defined.</i>
<i>Creating a Plan B</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Nine: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Ten: Vibrant Videos and Amazing Audio</b> .....	<i>Error! Bookmark not defined.</i>
<i>Required Tools</i> .....	<i>Error! Bookmark not defined.</i>
<i>Tips and Tricks</i> .....	<i>Error! Bookmark not defined.</i>
<i>Creating a Plan B</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Ten: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Eleven: Pumping it Up a Notch</b> .....	<i>Error! Bookmark not defined.</i>
<i>Make Them Laugh a Little</i> .....	<i>Error! Bookmark not defined.</i>
<i>Ask Them a Question</i> .....	<i>Error! Bookmark not defined.</i>
<i>Encouraging Discussion</i> .....	<i>Error! Bookmark not defined.</i>
<i>Dealing with Questions</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>

<i>Module Eleven: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Twelve: Wrapping Up</b> .....	<i>Error! Bookmark not defined.</i>
<i>Words from the Wise</i> .....	<i>Error! Bookmark not defined.</i>
<i>Review of Parking Lot</i> .....	<i>Error! Bookmark not defined.</i>
<i>Lessons Learned</i> .....	<i>Error! Bookmark not defined.</i>
<i>Completion of Action Plans and Evaluations</i> .....	<i>Error! Bookmark not defined.</i>
<b>Appendix</b> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 1</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 2</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 3</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 4</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 5</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 6</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 7</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 8</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 9</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 10</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 11</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 12</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 13</i> .....	<i>Error! Bookmark not defined.</i>
<i>Post-Assessment</i> .....	<i>Error! Bookmark not defined.</i>
<i>Post Assessment Answers</i> .....	<i>Error! Bookmark not defined.</i>
<i>Recommended Reading</i> .....	<i>Error! Bookmark not defined.</i>

# PROJECT MANAGEMENT



Expect the best, plan for the worst, and  
prepare to be surprised. Denis Waitley



### Project Management

For the effective implementation of project management, you must be up-to-date on the latest trends and practices related to it. This course will define the ten (10) knowledge areas of Project Management, PMBOK, as well as outline processes, specific steps, and examples associated with it.

With our "Project Management, PMBOK course, you will discover the specifics of how project management works.

### Course Objectives

Define project management as well as its scope and schedule.

Identify the steps to manage costs, quality, and resources.

Establish communication and risk management plans.

Manage stakeholders and the procurement process.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## TABLE OF CONTENTS

---

<b>Module One: Getting Started</b> .....	Error! Bookmark not defined.
<i>Housekeeping Items</i> .....	<b>Error! Bookmark not defined.</b>
<i>The Parking Lot</i> .....	<b>Error! Bookmark not defined.</b>
<i>Workshop Objectives</i> .....	<b>Error! Bookmark not defined.</b>
<i>Pre-Assignment</i> .....	<b>Error! Bookmark not defined.</b>
<i>Pre-Test</i> .....	<b>Error! Bookmark not defined.</b>
<i>Pre-Test Answers</i> .....	<b>Error! Bookmark not defined.</b>
<i>Action Plans and Evaluation Forms</i> .....	<b>Error! Bookmark not defined.</b>
<i>Action Plan</i> .....	<b>Error! Bookmark not defined.</b>
<i>Evaluation Form</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Two: Project Integration Management</b> .....	Error! Bookmark not defined.
<i>Definition</i> .....	<b>Error! Bookmark not defined.</b>
<i>Processes</i> .....	<b>Error! Bookmark not defined.</b>
<i>Specific Steps</i> .....	<b>Error! Bookmark not defined.</b>
<i>Examples</i> .....	<b>Error! Bookmark not defined.</b>
<i>Practical Illustration</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Two: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Three: Project Scope Management</b> .....	Error! Bookmark not defined.
<i>Definition</i> .....	<b>Error! Bookmark not defined.</b>
<i>Processes</i> .....	<b>Error! Bookmark not defined.</b>
<i>Specific Steps</i> .....	<b>Error! Bookmark not defined.</b>
<i>Examples</i> .....	<b>Error! Bookmark not defined.</b>

<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Three: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Four: Project Schedule Management</b> .....	<i>Error! Bookmark not defined.</i>
<i>Definition</i> .....	<i>Error! Bookmark not defined.</i>
<i>Processes</i> .....	<i>Error! Bookmark not defined.</i>
<i>Specific Steps</i> .....	<i>Error! Bookmark not defined.</i>
<i>Examples</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Four: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Five: Project Cost Management</b> .....	<i>Error! Bookmark not defined.</i>
<i>Definition</i> .....	<i>Error! Bookmark not defined.</i>
<i>Processes</i> .....	<i>Error! Bookmark not defined.</i>
<i>Specific Steps</i> .....	<i>Error! Bookmark not defined.</i>
<i>Examples</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Five: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Six: Project Quality Management</b> .....	<i>Error! Bookmark not defined.</i>
<i>Definition</i> .....	<i>Error! Bookmark not defined.</i>
<i>Processes</i> .....	<i>Error! Bookmark not defined.</i>
<i>Specific Steps</i> .....	<i>Error! Bookmark not defined.</i>
<i>Examples</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Six: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Seven: Project Resource Management</b> .....	<i>Error! Bookmark not defined.</i>
<i>Definition</i> .....	<i>Error! Bookmark not defined.</i>
<i>Processes</i> .....	<i>Error! Bookmark not defined.</i>



<i>Specific Steps</i> .....	<i>Error! Bookmark not defined.</i>
<i>Examples</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Seven: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Eight: Project Communications Management</b> .....	<i>Error! Bookmark not defined.</i>
<i>Definition</i> .....	<i>Error! Bookmark not defined.</i>
<i>Processes</i> .....	<i>Error! Bookmark not defined.</i>
<i>Specific Steps</i> .....	<i>Error! Bookmark not defined.</i>
<i>Examples</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Eight: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Nine: Project Risk Management</b> .....	<i>Error! Bookmark not defined.</i>
<i>Definition</i> .....	<i>Error! Bookmark not defined.</i>
<i>Processes</i> .....	<i>Error! Bookmark not defined.</i>
<i>Specific Steps</i> .....	<i>Error! Bookmark not defined.</i>
<i>Examples</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Nine: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Ten: Project Procurement Management</b> .....	<i>Error! Bookmark not defined.</i>
<i>Definition</i> .....	<i>Error! Bookmark not defined.</i>
<i>Processes</i> .....	<i>Error! Bookmark not defined.</i>
<i>Specific Steps</i> .....	<i>Error! Bookmark not defined.</i>
<i>Examples</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Ten: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>

<b>Module Eleven: Project Stakeholder Management</b> .....	Error! Bookmark not defined.
<i>Definition</i> .....	<i>Error! Bookmark not defined.</i>
<i>Processes</i> .....	<i>Error! Bookmark not defined.</i>
<i>Specific Steps</i> .....	<i>Error! Bookmark not defined.</i>
<i>Examples</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Eleven: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Twelve: Wrapping Up</b> .....	Error! Bookmark not defined.
<i>Words from the Wise</i> .....	<i>Error! Bookmark not defined.</i>
<i>Review of Parking Lot</i> .....	<i>Error! Bookmark not defined.</i>
<i>Lessons Learned</i> .....	<i>Error! Bookmark not defined.</i>
<i>Completion of Action Plans and Evaluation Forms</i> .....	<i>Error! Bookmark not defined.</i>
<b>Appendix</b> .....	Error! Bookmark not defined.
<i>Worksheet 1</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 2</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 3</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 4</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 5</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 6</i> .....	<i>Error! Bookmark not defined.</i>
<i>Post-Assessment</i> .....	<i>Error! Bookmark not defined.</i>
<i>Post-Assessment Answers</i> .....	<i>Error! Bookmark not defined.</i>
<i>Recommended Reading List</i> .....	<i>Error! Bookmark not defined.</i>

## STRESS MANAGEMENT



When stress is at its highest, remember it  
can only go down. Tom Rataj



### Stress Management

Positive and negative stress is a constant influence on all our lives; however, the goal is to maximize the positive stress and to minimize the negative stress. You will learn how stress can be positive and negative, and how the Triple A approach provides the strategies to manage stress.

The Stress Management course provides you with a three-option method for addressing any stressful situation, as well as a toolbox of personal skills, including using routines, relaxation techniques, and a stress log system. You will also identify which lifestyle elements you can change to reduce stress.

#### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Course Objectives

Identify the best approach to manage stressful situations.

Use routines and relaxation techniques to reduce stress.

Implement lifestyle changes to manage stress.

Utilize a stress log to identify stressors and create a plan to cope with major events.

#### Pre-requisites

A pre-assignment will be provided upon completion of registration.

#### How to Enroll

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### TABLE OF CONTENTS

---

<b>Module One: Getting Started</b> .....	Error! Bookmark not defined.
<i>Housekeeping Items</i> .....	<i>Error! Bookmark not defined.</i>
<i>The Parking Lot</i> .....	<i>Error! Bookmark not defined.</i>
<i>Workshop Objectives</i> .....	<i>Error! Bookmark not defined.</i>
<i>Pre-Assignment</i> .....	<i>Error! Bookmark not defined.</i>
<i>Pre-Test</i> .....	<i>Error! Bookmark not defined.</i>
<i>Pre-Test Answers</i> .....	<i>Error! Bookmark not defined.</i>
<i>Action Plans and Evaluation Forms</i> .....	<i>Error! Bookmark not defined.</i>
<i>Action Plan Form</i> .....	<i>Error! Bookmark not defined.</i>
<i>Evaluation Form</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Two: Understanding Stress</b> .....	Error! Bookmark not defined.
<i>What is Stress?</i> .....	<i>Error! Bookmark not defined.</i>
<i>What is Eustress?</i> .....	<i>Error! Bookmark not defined.</i>
<i>Understanding the Triple “A” Approach</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Two Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Three: Creating a Stress-Reducing Lifestyle</b> .....	Error! Bookmark not defined.
<i>Eating Properly</i> .....	<i>Error! Bookmark not defined.</i>
<i>Exercising Regularly</i> .....	<i>Error! Bookmark not defined.</i>
<i>Sleeping Well</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Three Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Four: Altering the Situation</b> .....	Error! Bookmark not defined.

---

*The First A*.....**Error! Bookmark not defined.**

*Identifying Appropriate Situations*.....**Error! Bookmark not defined.**

*Creating Effective Actions*.....**Error! Bookmark not defined.**

*Practical Illustration*.....**Error! Bookmark not defined.**

*Module Four Review Questions* .....**Error! Bookmark not defined.**

**Module Five: Avoiding the Situation** .....**Error! Bookmark not defined.**

*The Second A*.....**Error! Bookmark not defined.**

*Identifying Appropriate Situations*.....**Error! Bookmark not defined.**

*Creating Effective Actions*.....**Error! Bookmark not defined.**

*Practical Illustration*.....**Error! Bookmark not defined.**

*Module Five Review Questions* .....**Error! Bookmark not defined.**

**Module Six: Accepting the Situation** .....**Error! Bookmark not defined.**

*The Third A*.....**Error! Bookmark not defined.**

*Identifying Appropriate Situations*.....**Error! Bookmark not defined.**

*Creating Effective Actions*.....**Error! Bookmark not defined.**

*Practical Illustration*.....**Error! Bookmark not defined.**

*Module Six Review Questions* .....**Error! Bookmark not defined.**

**Module Seven: Using Routines to Reduce Stress** .....**Error! Bookmark not defined.**

*Planning Meals* .....**Error! Bookmark not defined.**

*Organizing Chores*.....**Error! Bookmark not defined.**

*Using a To-Do List*.....**Error! Bookmark not defined.**

*Practical Illustration*.....**Error! Bookmark not defined.**

*Module Seven: Review Questions*.....**Error! Bookmark not defined.**

**Module Eight: Environmental Relaxation Techniques**.....**Error! Bookmark not defined.**

*Finding a Sanctuary* .....**Error! Bookmark not defined.**

*Using Music* .....**Error! Bookmark not defined.**

<i>Seeing the Humor</i> .....	<b>Error! Bookmark not defined.</b>
<i>Practical Illustration</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Eight: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Nine: Physical Relaxation Techniques</b> .....	<b>Error! Bookmark not defined.</b>
<i>Soothing Stretches</i> .....	<b>Error! Bookmark not defined.</b>
<i>Deep Breathing</i> .....	<b>Error! Bookmark not defined.</b>
<i>Tensing and Relaxing</i> .....	<b>Error! Bookmark not defined.</b>
<i>Meditation</i> .....	<b>Error! Bookmark not defined.</b>
<i>Practical Illustration</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Nine: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Ten: Coping with Major Events</b> .....	<b>Error! Bookmark not defined.</b>
<i>Establishing a Support System</i> .....	<b>Error! Bookmark not defined.</b>
<i>Creating a Plan</i> .....	<b>Error! Bookmark not defined.</b>
<i>Knowing When to Seek Help</i> .....	<b>Error! Bookmark not defined.</b>
<i>Practical Illustration</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Ten: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Eleven: Our Challenge to You</b> .....	<b>Error! Bookmark not defined.</b>
<i>Creating a Stress Log</i> .....	<b>Error! Bookmark not defined.</b>
<i>Week One: Recording Events</i> .....	<b>Error! Bookmark not defined.</b>
<i>Week Two: Identifying Stressors and Creating a Plan</i> .....	<b>Error! Bookmark not defined.</b>
<i>Week Three: Creating New Habits</i> .....	<b>Error! Bookmark not defined.</b>
<i>Reviewing and Evaluating</i> .....	<b>Error! Bookmark not defined.</b>
<i>Practical Illustration</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Eleven: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Twelve: Wrapping Up</b> .....	<b>Error! Bookmark not defined.</b>
<i>Words from the Wise</i> .....	<b>Error! Bookmark not defined.</b>

<i>Review of the Parking Lot</i> .....	<b>Error! Bookmark not defined.</b>
<i>Lessons Learned</i> .....	<b>Error! Bookmark not defined.</b>
<i>Completion of Action Plans and Evaluations</i> .....	<b>Error! Bookmark not defined.</b>
<b>Appendix</b> .....	<b>Error! Bookmark not defined.</b>
<i>Worksheet 1</i> .....	<b>Error! Bookmark not defined.</b>
<i>Worksheet 2</i> .....	<b>Error! Bookmark not defined.</b>
<i>Worksheet 3</i> .....	<b>Error! Bookmark not defined.</b>
<i>Post Assessment</i> .....	<b>Error! Bookmark not defined.</b>
<i>POST ASSESSMENT ANSWERS</i> .....	<b>Error! Bookmark not defined.</b>
<i>Recommended Reading List</i> .....	<b>Error! Bookmark not defined.</b>



## SUPERVISING OTHERS



Management is nothing more than  
motivating other people. Lee Iacocca



### Supervising Others

Supervising others can be a tough job. Between managing your own time and projects, helping your team members solve problems and complete tasks, and helping other supervisors, your day can be in overflow before you know it.

The Supervising Others course will help supervisors become more efficient and proficient, with information on delegating, managing time, setting goals and expectations (for themselves and others), providing feedback, resolving conflict, and administering discipline.

### Course Objectives

Define requirements and set expectations with staff.

Assign tasks and delegate as needed.

Provide feedback and resolve team conflicts.

Onboard new supervisors and set SMART goals.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## TABLE OF CONTENTS

---

<b>Module One: Getting Started</b> .....	Error! Bookmark not defined.
<i>Housekeeping Items</i> .....	<i>Error! Bookmark not defined.</i>
<i>The Parking Lot</i> .....	<i>Error! Bookmark not defined.</i>
<i>Workshop Objectives</i> .....	<i>Error! Bookmark not defined.</i>
<i>Pre-Assignment Review</i> .....	<i>Error! Bookmark not defined.</i>
<i>Action Plans and Evaluations</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Two: Setting Expectations</b> .....	Error! Bookmark not defined.
<i>Defining the Requirements</i> .....	<i>Error! Bookmark not defined.</i>
<i>Identifying Opportunities for Improvement and Growth</i> .....	<i>Error! Bookmark not defined.</i>
<i>Setting Verbal Expectations</i> .....	<i>Error! Bookmark not defined.</i>
<i>Putting Expectations in Writing</i> .....	<i>Error! Bookmark not defined.</i>
<i>Case Study</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Two: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Three: Setting Goals</b> .....	Error! Bookmark not defined.
<i>Understanding Cascading Goals</i> .....	<i>Error! Bookmark not defined.</i>
<i>The SMART Way</i> .....	<i>Error! Bookmark not defined.</i>
<i>The Three P's</i> .....	<i>Error! Bookmark not defined.</i>
<i>Helping Others Set Goals</i> .....	<i>Error! Bookmark not defined.</i>
<i>Case Study</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Three: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Four: Assigning Work</b> .....	Error! Bookmark not defined.
<i>General Principles</i> .....	<i>Error! Bookmark not defined.</i>
<i>The Dictatorial Approach</i> .....	<i>Error! Bookmark not defined.</i>

---

<i>The Apple-Picking Approach</i> .....	<b>Error! Bookmark not defined.</b>
<i>The Collaborative Approach</i> .....	<b>Error! Bookmark not defined.</b>
<i>Case Study</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Four: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Five: Degrees of Delegation</b> .....	<b>Error! Bookmark not defined.</b>
<i>Level One: Complete Supervision</i> .....	<b>Error! Bookmark not defined.</b>
<i>Level Two: Partial Supervision</i> .....	<b>Error! Bookmark not defined.</b>
<i>Level Three: Complete Independence</i> .....	<b>Error! Bookmark not defined.</b>
<i>Case Study</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Five: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Six: Implementing Delegation</b> .....	<b>Error! Bookmark not defined.</b>
<i>Deciding to Delegate</i> .....	<b>Error! Bookmark not defined.</b>
<i>To Whom Should You Delegate?</i> .....	<b>Error! Bookmark not defined.</b>
<i>Providing Instructions</i> .....	<b>Error! Bookmark not defined.</b>
<i>Monitoring the Results</i> .....	<b>Error! Bookmark not defined.</b>
<i>Troubleshooting Delegation</i> .....	<b>Error! Bookmark not defined.</b>
<i>Case Study</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Six: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Seven: Providing Feedback</b> .....	<b>Error! Bookmark not defined.</b>
<i>Characteristics of Good Feedback</i> .....	<b>Error! Bookmark not defined.</b>
<i>Feedback Delivery Tools</i> .....	<b>Error! Bookmark not defined.</b>
<i>Informal Feedback</i> .....	<b>Error! Bookmark not defined.</b>
<i>Formal Feedback</i> .....	<b>Error! Bookmark not defined.</b>
<i>Case Study</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Seven: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>

<b>Module Eight: Managing Your Time</b> .....	Error! Bookmark not defined.
<i>The 80/20 Rule</i> .....	<b>Error! Bookmark not defined.</b>
<i>Prioritizing with the Urgent-Important Matrix</i> .....	<b>Error! Bookmark not defined.</b>
<i>Using a Productivity Journal</i> .....	<b>Error! Bookmark not defined.</b>
<i>Using Routines and Rituals to Simplify Your Workday</i> .....	<b>Error! Bookmark not defined.</b>
<i>Case Study</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Eight: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Nine: Resolving Conflict</b> .....	Error! Bookmark not defined.
<i>Using a Conflict Resolution Process</i> .....	<b>Error! Bookmark not defined.</b>
<i>Maintaining Fairness</i> .....	<b>Error! Bookmark not defined.</b>
<i>Seeking Help from Within the Team</i> .....	<b>Error! Bookmark not defined.</b>
<i>Seeking Help from Outside the Team</i> .....	<b>Error! Bookmark not defined.</b>
<i>Case Study</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Nine: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Ten: Tips for Special Situations</b> .....	Error! Bookmark not defined.
<i>What to Do If You've Been Promoted from within the Team</i> .....	<b>Error! Bookmark not defined.</b>
<i>What To Do If You're Leading a Brand New Team</i> .....	<b>Error! Bookmark not defined.</b>
<i>What to Do if You're Taking on an Established Team</i> .....	<b>Error! Bookmark not defined.</b>
<i>Case Study</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Ten: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Eleven: A Survival Guide for the New Supervisor</b> .....	Error! Bookmark not defined.
<i>Ask the Right Questions of the Right People</i> .....	<b>Error! Bookmark not defined.</b>
<i>Go to Gemba</i> .....	<b>Error! Bookmark not defined.</b>
<i>Keep Learning!</i> .....	<b>Error! Bookmark not defined.</b>
<i>Case Study</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Eleven: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>

**Module Twelve: Wrapping Up**.....Error! Bookmark not defined.

*Words from the Wise*.....**Error! Bookmark not defined.**

*Parking Lot*.....**Error! Bookmark not defined.**

*Action Plans and Evaluations*.....**Error! Bookmark not defined.**

## TEAM BUILDING THROUGH CHEMISTRY



Talent wins games, but teamwork and  
intelligence wins championships.

Michael Jordan



### Team Building through Chemistry

Teams are an integral part of any business. The key to successful team building is addressing the importance of chemistry between team members. It is not enough to have a group of people work on a project; people have to connect and balance each others' strengths. By focusing on the group's chemistry as you build the team, you will increase the chance of avoiding pitfalls and will develop a sense of unity among your coworkers.

In the Team Building Through Chemistry course, you will discover the specifics of how building a team through chemistry will lead to success.

#### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Course Objectives

Identify the team development model.

Create visions and goals based on the team's chemistry.

Appreciate and utilize the team's diversity.

Manage team conflict.

#### Pre-requisites

A pre-assignment will be provided upon completion of registration.

#### How to Enroll

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### TABLE OF CONTENTS

---

<a href="#"><u>Module One: Getting Started</u></a> .....	Error! Bookmark not defined.
<a href="#"><u>Housekeeping Items</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>The Parking Lot</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Workshop Objectives</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Action Plans and Evaluation Forms</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Action Plan Form</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Evaluation Form</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Pre-Assignment</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Pre-Test</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Pre-Test Answers</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Module Two: Understanding Teams</u></a> .....	Error! Bookmark not defined.
<a href="#"><u>What Is the Definition of a Team?</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>How Do People Feel About Being on Teams?</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Why Do Teams Fall Apart?</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Examples of Successful Teams</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Practical Illustration</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Module Two: Review Questions</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Module Three: Team Development Model</u></a> .....	Error! Bookmark not defined.
<a href="#"><u>Forming</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Norming</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Storming</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Performing</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Practical Illustration</u></a> .....	<i>Error! Bookmark not defined.</i>

---

<a href="#"><u>Module Three: Review Questions</u></a> .....	<i>Error! Bookmark not defined.</i>
<b><a href="#"><u>Module Four: Chemistry in Teams</u></a></b> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>What Is Chemistry?</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Factors that Influence Chemistry</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Examples</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Roles of Leadership</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Practical Illustration</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Module Four: Review Questions</u></a> .....	<i>Error! Bookmark not defined.</i>
<b><a href="#"><u>Module Five: Diversity</u></a></b> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Advantages</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Complexity</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Conflicts</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Encourage Individuality</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Practical Illustration</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Module Five: Review Questions</u></a> .....	<i>Error! Bookmark not defined.</i>
<b><a href="#"><u>Module Six: Vision and Goals</u></a></b> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Creating Vision</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Shared Vision</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>SMART Goals</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Collaboration</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Practical Illustration</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Module Six: Review Questions</u></a> .....	<i>Error! Bookmark not defined.</i>
<b><a href="#"><u>Module Seven: Roles</u></a></b> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Establishing Roles</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Taking</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Making</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Avoid Power Struggles</u></a> .....	<i>Error! Bookmark not defined.</i>

<a href="#"><u>Practical Illustration</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Module Seven: Review Questions</u></a> .....	<i>Error! Bookmark not defined.</i>
<b><a href="#"><u>Module Eight: Leadership Functions</u></a></b> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Set the Tone</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Conflict Management</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Direct, Don't Order</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Encourage</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Practical Illustration</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Module Eight: Review Questions</u></a> .....	<i>Error! Bookmark not defined.</i>
<b><a href="#"><u>Module Nine: Develop Cohesion</u></a></b> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Sense of Exclusivity</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Connect Beyond Work</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Outside Competition</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Focus on Consensus</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Practical Illustration</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Module Nine: Review Questions</u></a> .....	<i>Error! Bookmark not defined.</i>
<b><a href="#"><u>Module Ten: Build Relationships</u></a></b> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Respect</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Empathy</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Open Communication</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Share Credit</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Practical Illustration</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Module Ten: Review Questions</u></a> .....	<i>Error! Bookmark not defined.</i>
<b><a href="#"><u>Module Eleven: Direction of Team</u></a></b> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Charter</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Task Orientation</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Monitor Performance</u></a> .....	<i>Error! Bookmark not defined.</i>

<a href="#"><u>Feedback</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Practical Illustration</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Module Eleven: Review Questions</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><b>Module Twelve: Wrapping Up</b></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Words from the Wise</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Review of Parking Lot</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Lessons Learned</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Completion of Action Plans and Evaluations</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><b>Appendix</b></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Worksheet 1</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Worksheet 2</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Worksheet 3</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Worksheet 4</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Worksheet 5</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Worksheet 6</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Worksheet 7</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Worksheet 8</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Worksheet 9</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Worksheet 10</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Worksheet 11</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Worksheet 12</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Post-Assessment</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Post-Assessment Answers</u></a> .....	<i>Error! Bookmark not defined.</i>
<a href="#"><u>Recommended Reading List</u></a> .....	<i>Error! Bookmark not defined.</i>

## TEAM BUILDING FOR MANAGERS



Your number one customer are your  
people. Ian Hutchinson



### Team Building for Managers

Team building is an important part of the work experience. It is not only applicable to your work life, but also transfers over to your personal and social life. When working with a team, it is important to fully engage yourself. You should take the time and proper steps, to build the best team possible.

With our Team Building for Managers course, you will learn how important team building is and how beneficial it can be. Through this course, you will gain a new perspective on teamwork, and become a valuable member to any team you are managing. After this course, you will be able to create a positive atmosphere within your company among your team members.

#### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Course Objectives

Describe the benefits of teamwork.

Identify strategies that your organization can undertake in building teams.

Utilize games and social activities in building a team.

Implement the principles of team building in your organization and team.

#### Pre-requisites

A pre-assignment will be provided upon completion of registration.

#### How to Enroll

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[WE LOOK FORWARD TO SEEING YOU IN CLASS.](#)

### TABLE OF CONTENTS

---

<b>Module One: Getting Started</b> .....	Error! Bookmark not defined.
<i>Housekeeping Items</i> .....	<i>Error! Bookmark not defined.</i>
<i>The Parking Lot</i> .....	<i>Error! Bookmark not defined.</i>
<i>Workshop Objectives</i> .....	<i>Error! Bookmark not defined.</i>
<i>Action Plans and Evaluation Forms</i> .....	<i>Error! Bookmark not defined.</i>
<i>Action Plan Form</i> .....	<i>Error! Bookmark not defined.</i>
<i>Evaluation Form</i> .....	<i>Error! Bookmark not defined.</i>
<i>Pre-Assignment</i> .....	<i>Error! Bookmark not defined.</i>
<i>Pre-Test</i> .....	<i>Error! Bookmark not defined.</i>
<i>Pre-Test Answers</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Two: What Are the Benefits of Team Building?</b> .....	Error! Bookmark not defined.
<i>Better Communication and Conflict Resolution</i> .....	<i>Error! Bookmark not defined.</i>
<i>Effectiveness</i> .....	<i>Error! Bookmark not defined.</i>
<i>Motivation</i> .....	<i>Error! Bookmark not defined.</i>
<i>Camaraderie</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Two: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Three: Types of Team Building Activities</b> .....	Error! Bookmark not defined.
<i>Games</i> .....	<i>Error! Bookmark not defined.</i>
<i>Activities</i> .....	<i>Error! Bookmark not defined.</i>
<i>Education</i> .....	<i>Error! Bookmark not defined.</i>
<i>Social Gatherings</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>

---

<i>Module Three: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Four: Games</b> .....	<b>Error! Bookmark not defined.</b>
<i>Games for Introductions</i> .....	<b>Error! Bookmark not defined.</b>
<i>Games to Build Camaraderie</i> .....	<b>Error! Bookmark not defined.</b>
<i>Games for Problem-Solving</i> .....	<b>Error! Bookmark not defined.</b>
<i>Games to Stimulate Interaction</i> .....	<b>Error! Bookmark not defined.</b>
<i>Practical Illustration</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Four: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Five: More Team Building Games</b> .....	<b>Error! Bookmark not defined.</b>
<i>Games to Build Trust</i> .....	<b>Error! Bookmark not defined.</b>
<i>Games to Motivate</i> .....	<b>Error! Bookmark not defined.</b>
<i>Games to Build Communication</i> .....	<b>Error! Bookmark not defined.</b>
<i>Games for Conflict Resolution</i> .....	<b>Error! Bookmark not defined.</b>
<i>Practical Illustration</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Five: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Six: Activities</b> .....	<b>Error! Bookmark not defined.</b>
<i>Activities to Build Camaraderie</i> .....	<b>Error! Bookmark not defined.</b>
<i>Activities for Idea Sharing</i> .....	<b>Error! Bookmark not defined.</b>
<i>Activities to Build Trust</i> .....	<b>Error! Bookmark not defined.</b>
<i>Activities to Stimulate Interaction</i> .....	<b>Error! Bookmark not defined.</b>
<i>Practical Illustration</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Six: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Seven: More Team Building Activities</b> .....	<b>Error! Bookmark not defined.</b>
<i>Activities to Motivate</i> .....	<b>Error! Bookmark not defined.</b>
<i>Activities to Improve Working Together</i> .....	<b>Error! Bookmark not defined.</b>
<i>Activities to Build Communication</i> .....	<b>Error! Bookmark not defined.</b>



<i>Activities for Conflict Resolution</i> .....	<b>Error! Bookmark not defined.</b>
<i>Practical Illustration</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Seven: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Eight: Social Gatherings</b> .....	<b>Error! Bookmark not defined.</b>
<i>Singing/Karaoke</i> .....	<b>Error! Bookmark not defined.</b>
<i>Dinner/Potlucks</i> .....	<b>Error! Bookmark not defined.</b>
<i>Physical Activities</i> .....	<b>Error! Bookmark not defined.</b>
<i>Meetings</i> .....	<b>Error! Bookmark not defined.</b>
<i>Practical Illustration</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Eight: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Nine: Common Mistakes When Team Building</b> .....	<b>Error! Bookmark not defined.</b>
<i>Allowing Cliques to Develop</i> .....	<b>Error! Bookmark not defined.</b>
<i>Not Delegating Tasks</i> .....	<b>Error! Bookmark not defined.</b>
<i>Rewarding in Private/Criticizing in Public</i> .....	<b>Error! Bookmark not defined.</b>
<i>Disjointed Plans of Grandeur</i> .....	<b>Error! Bookmark not defined.</b>
<i>Practical Illustration</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Nine: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Ten: Formatting a Team Building Plan</b> .....	<b>Error! Bookmark not defined.</b>
<i>Define the Goal</i> .....	<b>Error! Bookmark not defined.</b>
<i>Consult Team Members</i> .....	<b>Error! Bookmark not defined.</b>
<i>Research and Create Structure</i> .....	<b>Error! Bookmark not defined.</b>
<i>Keep It Fun</i> .....	<b>Error! Bookmark not defined.</b>
<i>Practical Illustration</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Ten: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Eleven: Evaluate</b> .....	<b>Error! Bookmark not defined.</b>
<i>Was the Goal Met?</i> .....	<b>Error! Bookmark not defined.</b>

<i>Was the Team Building Cohesive?.....</i>	<i>Error! Bookmark not defined.</i>
<i>What Did the Team Think of the Team Building?.....</i>	<i>Error! Bookmark not defined.</i>
<i>How Can the Team Building Be Improved for Next Time?.....</i>	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration.....</i>	<i>Error! Bookmark not defined.</i>
<i>Module Eleven: Review Questions.....</i>	<i>Error! Bookmark not defined.</i>
<b>Module Twelve: Wrapping Up.....</b>	<b>Error! Bookmark not defined.</b>
<i>Words from the Wise.....</i>	<i>Error! Bookmark not defined.</i>
<i>Review of Parking Lot.....</i>	<i>Error! Bookmark not defined.</i>
<i>Lessons Learned.....</i>	<i>Error! Bookmark not defined.</i>
<i>Completion of Action Plans and Evaluations.....</i>	<i>Error! Bookmark not defined.</i>
<b>Appendix.....</b>	<b>Error! Bookmark not defined.</b>
<i>Worksheet 1.....</i>	<i>Error! Bookmark not defined.</i>
<i>Worksheet 2.....</i>	<i>Error! Bookmark not defined.</i>
<i>Worksheet 3.....</i>	<i>Error! Bookmark not defined.</i>
<i>Worksheet 4.....</i>	<i>Error! Bookmark not defined.</i>
<i>Worksheet 5.....</i>	<i>Error! Bookmark not defined.</i>
<i>Worksheet 6.....</i>	<i>Error! Bookmark not defined.</i>
<i>Worksheet 7.....</i>	<i>Error! Bookmark not defined.</i>
<i>Worksheet 8.....</i>	<i>Error! Bookmark not defined.</i>
<i>Worksheet 9.....</i>	<i>Error! Bookmark not defined.</i>
<i>Worksheet 10.....</i>	<i>Error! Bookmark not defined.</i>
<i>Worksheet 11.....</i>	<i>Error! Bookmark not defined.</i>
<i>Worksheet 12.....</i>	<i>Error! Bookmark not defined.</i>
<i>Worksheet 13.....</i>	<i>Error! Bookmark not defined.</i>
<i>Worksheet 14.....</i>	<i>Error! Bookmark not defined.</i>

*Worksheet 15.....Error! Bookmark not defined.*

*Post-Assessment.....Error! Bookmark not defined.*

*Post-Assessment Answers.....Error! Bookmark not defined.*

*Recommended Reading List.....Error! Bookmark not defined.*

## TEAMWORK AND TEAM BUILDING



Getting good players is easy. Getting  
them to play together is the hard part.

Casey Stengel



### Teamwork and Team building

For most of us, teamwork is a part of everyday life. Whether it's at home, in the community, or at work, we are often expected to be a functional part of a performing team. Having a strong team will benefit any organization and will lead to more successes than not.

The Teamwork and Team Building course = encourages you to explore the different aspects of a team, as well as ways that you can become a top-notch team performer. You will be given the details and concepts of what makes up a team, and what factors into being a successful team and team member.

### Course Objectives

List the three types of teams and describe what makes them successful.

Explain the four phases of the Tuckman team development model.

Utilize team building activities and describe the advantages.

Use the Six Thinking Hats model for problem solving.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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### TABLE OF CONTENTS

---

<b>Module One: Getting Started</b> .....	Error! Bookmark not defined.
<i>Housekeeping Items</i> .....	<i>Error! Bookmark not defined.</i>
<i>The Parking Lot</i> .....	<i>Error! Bookmark not defined.</i>
<i>Workshop Objectives</i> .....	<i>Error! Bookmark not defined.</i>
<i>Pre-Assignment</i> .....	<i>Error! Bookmark not defined.</i>
<i>Pre-Test</i> .....	<i>Error! Bookmark not defined.</i>
<i>Pre -Test Answers</i> .....	<i>Error! Bookmark not defined.</i>
<i>Action Plan and Evaluation Form</i> .....	<i>Error! Bookmark not defined.</i>
<i>Action Plan Form</i> .....	<i>Error! Bookmark not defined.</i>
<i>Evaluation Form</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Two: Defining Success</b> .....	Error! Bookmark not defined.
<i>What is a Team?</i> .....	<i>Error! Bookmark not defined.</i>
<i>An Overview of Tuckman and Jensen’s Four-Phase Model</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Two: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Three: Types of Teams</b> .....	Error! Bookmark not defined.
<i>The Traditional Team</i> .....	<i>Error! Bookmark not defined.</i>
<i>Self-Directed Teams</i> .....	<i>Error! Bookmark not defined.</i>
<i>E-Teams</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Three: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Four: The First Stage of Team Development – Forming</b> .....	Error! Bookmark not defined.
<i>Hallmarks of This Stage</i> .....	<i>Error! Bookmark not defined.</i>

---

*What to Do as a Leader* .....**Error! Bookmark not defined.**

*What to Do as a Follower* .....**Error! Bookmark not defined.**

*Practical Illustration*.....**Error! Bookmark not defined.**

*Module Four: Review Questions* .....**Error! Bookmark not defined.**

**Module Five: The Second Stage of Team Development – Storming** .....**Error! Bookmark not defined.**

*The Hallmarks of This Stage* .....**Error! Bookmark not defined.**

*What to Do as a Leader* .....**Error! Bookmark not defined.**

*What to Do as a Follower* .....**Error! Bookmark not defined.**

*Practical Illustration*.....**Error! Bookmark not defined.**

*Module Five: Review Questions* .....**Error! Bookmark not defined.**

**Module Six: The Third Stage of Team Development – Norming**.....**Error! Bookmark not defined.**

*The Hallmarks of This Stage* .....**Error! Bookmark not defined.**

*What to Do as a Leader* .....**Error! Bookmark not defined.**

*What to Do as a Follower* .....**Error! Bookmark not defined.**

*Practical Illustration*.....**Error! Bookmark not defined.**

*Module Six: Review Questions* .....**Error! Bookmark not defined.**

**Module Seven: The Fourth Stage of Team Development – Performing**.....**Error! Bookmark not defined.**

*Hallmarks of this Stage*.....**Error! Bookmark not defined.**

*What to Do as a Leader* .....**Error! Bookmark not defined.**

*What to Do as a Follower* .....**Error! Bookmark not defined.**

*Practical Illustration*.....**Error! Bookmark not defined.**

*Module Seven: Review Questions* .....**Error! Bookmark not defined.**

**Module Eight: Team Building Activities** .....**Error! Bookmark not defined.**

*The Benefits and Disadvantages*.....**Error! Bookmark not defined.**

*Team-Building Activities That Won't Make People Cringe* .....**Error! Bookmark not defined.**

*Choosing a Location for Team-Building* .....**Error! Bookmark not defined.**

<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Eight: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Nine: Making the Most of Team Meetings</b> .....	<i>Error! Bookmark not defined.</i>
<i>Setting the Time and the Place</i> .....	<i>Error! Bookmark not defined.</i>
<i>Trying the 50-Minute Meeting</i> .....	<i>Error! Bookmark not defined.</i>
<i>Using Celebrations of All Sizes</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Nine: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Ten: Solving Problems as a Team</b> .....	<i>Error! Bookmark not defined.</i>
<i>The Six Thinking Hats</i> .....	<i>Error! Bookmark not defined.</i>
<i>Encouraging Brainstorming</i> .....	<i>Error! Bookmark not defined.</i>
<i>Building Consensus</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Ten: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Eleven: Encouraging Teamwork</b> .....	<i>Error! Bookmark not defined.</i>
<i>Some Things to Do</i> .....	<i>Error! Bookmark not defined.</i>
<i>Some Things to Avoid</i> .....	<i>Error! Bookmark not defined.</i>
<i>Some Things to Consider</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Eleven: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Twelve: Wrapping Up</b> .....	<i>Error! Bookmark not defined.</i>
<i>Words from the Wise</i> .....	<i>Error! Bookmark not defined.</i>
<i>Parking Lot</i> .....	<i>Error! Bookmark not defined.</i>
<i>Lessons Learned</i> .....	<i>Error! Bookmark not defined.</i>
<i>Action Plans and Evaluations</i> .....	<i>Error! Bookmark not defined.</i>
<b>Appendix</b> .....	<i>Error! Bookmark not defined.</i>



Worksheet 1.....	<i>Error! Bookmark not defined.</i>
Worksheet 2.....	<i>Error! Bookmark not defined.</i>
Worksheet 3.....	<i>Error! Bookmark not defined.</i>
Worksheet 4.....	<i>Error! Bookmark not defined.</i>
Worksheet 5.....	<i>Error! Bookmark not defined.</i>
Worksheet 6.....	<i>Error! Bookmark not defined.</i>
Worksheet 7.....	<i>Error! Bookmark not defined.</i>
Worksheet 8.....	<i>Error! Bookmark not defined.</i>
Worksheet 9.....	<i>Error! Bookmark not defined.</i>
Worksheet 10.....	<i>Error! Bookmark not defined.</i>
Worksheet 11.....	<i>Error! Bookmark not defined.</i>
Worksheet 12.....	<i>Error! Bookmark not defined.</i>
Worksheet 13.....	<i>Error! Bookmark not defined.</i>
Worksheet 14.....	<i>Error! Bookmark not defined.</i>
Worksheet 15.....	<i>Error! Bookmark not defined.</i>
Worksheet 16.....	<i>Error! Bookmark not defined.</i>
Worksheet 17.....	<i>Error! Bookmark not defined.</i>
POST ASSESSMENT .....	<i>Error! Bookmark not defined.</i>
Post-Assessment Answers.....	<i>Error! Bookmark not defined.</i>
Recommended Reading.....	<i>Error! Bookmark not defined.</i>

## TELEPHONE ETIQUETTE



The test of good etiquette is to be patient  
with the bad ones. Anonymous



### Telephone Etiquette

Proper Telephone Etiquette can facilitate great communication, inside and outside the office. It can be the special way that you show confidence in a challenging situation, or your pleasant day-to-day interaction with customers and co-workers alike. These and other communication skills can be achieved in this course.

In the Telephone Etiquette course, you will begin to see how important it is to develop better telephone communication skills. By improving how you communicate on the telephone and improving your basic communication skills, you will notice the benefits in other areas as well.

#### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Course Objectives

Recognize the different aspects of telephone language.

Manage inbound and outbound calls.

De-escalate angry callers

Accurately receive and relay phone messages.

#### Pre-requisites

A pre-assignment will be provided upon completion of registration.

#### How to Enroll

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### TABLE OF CONTENTS

---

<b>Module One: Getting Started</b> .....	Error! Bookmark not defined.
<i>Housekeeping Items</i> .....	<b>Error! Bookmark not defined.</b>
<i>The Parking Lot</i> .....	<b>Error! Bookmark not defined.</b>
<i>Workshop Objectives</i> .....	<b>Error! Bookmark not defined.</b>
<i>Action Plans and Evaluation Forms</i> .....	<b>Error! Bookmark not defined.</b>
<i>Action Plan Form</i> .....	<b>Error! Bookmark not defined.</b>
<i>Evaluation Form</i> .....	<b>Error! Bookmark not defined.</b>
<i>Pre-Assignment</i> .....	<b>Error! Bookmark not defined.</b>
<i>Pre-Test</i> .....	<b>Error! Bookmark not defined.</b>
<i>Pre-Test Answers</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Two: Aspects of Phone Etiquette</b> .....	Error! Bookmark not defined.
<i>Phrasing</i> .....	<b>Error! Bookmark not defined.</b>
<i>Tone of Voice</i> .....	<b>Error! Bookmark not defined.</b>
<i>Speaking Clearly</i> .....	<b>Error! Bookmark not defined.</b>
<i>Listen to the Caller</i> .....	<b>Error! Bookmark not defined.</b>
<i>Practical Illustration</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Two: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Three: Using Proper Phone Language</b> .....	Error! Bookmark not defined.
<i>Please and Thank You</i> .....	<b>Error! Bookmark not defined.</b>
<i>Do Not Use Slang</i> .....	<b>Error! Bookmark not defined.</b>
<i>Avoid Using the Term “You”</i> .....	<b>Error! Bookmark not defined.</b>
<i>Emphasize What You Can Do, Not What You Can’t</i> .....	<b>Error! Bookmark not defined.</b>
<i>Practical Illustration</i> .....	<b>Error! Bookmark not defined.</b>

<i>Module Three: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Four: Eliminate Phone Distractions</b> .....	<b>Error! Bookmark not defined.</b>
<i>Avoid Eating or Drinking</i> .....	<b>Error! Bookmark not defined.</b>
<i>Minimize Multi-Tasking</i> .....	<b>Error! Bookmark not defined.</b>
<i>Remove Office Distractions</i> .....	<b>Error! Bookmark not defined.</b>
<i>Do Not Let Others Interrupt You</i> .....	<b>Error! Bookmark not defined.</b>
<i>Practical Illustration</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Four: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Five: Inbound Calls</b> .....	<b>Error! Bookmark not defined.</b>
<i>Avoid Long Greeting Messages</i> .....	<b>Error! Bookmark not defined.</b>
<i>Introduce Yourself</i> .....	<b>Error! Bookmark not defined.</b>
<i>Focus on Their Needs</i> .....	<b>Error! Bookmark not defined.</b>
<i>Be Patient</i> .....	<b>Error! Bookmark not defined.</b>
<i>Practical Illustration</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Five: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Six: Outbound Calls</b> .....	<b>Error! Bookmark not defined.</b>
<i>Be Prepared</i> .....	<b>Error! Bookmark not defined.</b>
<i>Identify Yourself and Your Company</i> .....	<b>Error! Bookmark not defined.</b>
<i>Give Them the Reason for the Call</i> .....	<b>Error! Bookmark not defined.</b>
<i>Keep Caller Information Private</i> .....	<b>Error! Bookmark not defined.</b>
<i>Practical Illustration</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Six: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Seven: Handling Rude or Angry Callers</b> .....	<b>Error! Bookmark not defined.</b>
<i>Stay Calm</i> .....	<b>Error! Bookmark not defined.</b>
<i>Listen to Their Needs</i> .....	<b>Error! Bookmark not defined.</b>
<i>Never Interrupt</i> .....	<b>Error! Bookmark not defined.</b>

<i>Identify What You Can Do for Them</i> .....	<b>Error! Bookmark not defined.</b>
<i>Practical Illustration</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Seven: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Eight: Handling Interoffice Calls</b> .....	<b>Error! Bookmark not defined.</b>
<i>Transferring Calls</i> .....	<b>Error! Bookmark not defined.</b>
<i>Placing Callers on Hold</i> .....	<b>Error! Bookmark not defined.</b>
<i>Taking Messages</i> .....	<b>Error! Bookmark not defined.</b>
<i>End the Conversation</i> .....	<b>Error! Bookmark not defined.</b>
<i>Practical Illustration</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Eight: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Nine: Handling Voicemail Messages</b> .....	<b>Error! Bookmark not defined.</b>
<i>Ensure the Voicemail Has a Proper Greeting</i> .....	<b>Error! Bookmark not defined.</b>
<i>Answer Important Messages Right Away</i> .....	<b>Error! Bookmark not defined.</b>
<i>Ensure Messages are Delivered to the Right Person</i> .....	<b>Error! Bookmark not defined.</b>
<i>When Leaving a Message for Others</i> .....	<b>Error! Bookmark not defined.</b>
<i>Practical Illustration</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Nine: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Ten: Methods of Training Employees</b> .....	<b>Error! Bookmark not defined.</b>
<i>Group Training</i> .....	<b>Error! Bookmark not defined.</b>
<i>One-on-One Training</i> .....	<b>Error! Bookmark not defined.</b>
<i>Peer Training</i> .....	<b>Error! Bookmark not defined.</b>
<i>Job Shadowing</i> .....	<b>Error! Bookmark not defined.</b>
<i>Practical Illustration</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Ten: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Eleven: Correcting Poor Telephone Etiquette</b> .....	<b>Error! Bookmark not defined.</b>
<i>Screening Calls</i> .....	<b>Error! Bookmark not defined.</b>

<i>Employee Evaluations</i> .....	<i>Error! Bookmark not defined.</i>
<i>Peer Monitoring</i> .....	<i>Error! Bookmark not defined.</i>
<i>Customer Surveys</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Eleven: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Twelve: Wrapping Up</b> .....	<i>Error! Bookmark not defined.</i>
<i>Words from the Wise</i> .....	<i>Error! Bookmark not defined.</i>
<i>Review of Parking Lot</i> .....	<i>Error! Bookmark not defined.</i>
<i>Lessons Learned</i> .....	<i>Error! Bookmark not defined.</i>
<i>Completion of Action Plans and Evaluations</i> .....	<i>Error! Bookmark not defined.</i>
<b>Appendix</b> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 1</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 2</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 3</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 4</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 5</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 6</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 7</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 8</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 9</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 10</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 11</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 12</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 13</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 14</i> .....	<i>Error! Bookmark not defined.</i>

<i>Worksheet 15</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 16</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 17</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 18</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 19</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 20</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 21</i> .....	<i>Error! Bookmark not defined.</i>
<i>Post-Assessment</i> .....	<i>Error! Bookmark not defined.</i>
<i>Post-Assessment Answers</i> .....	<i>Error! Bookmark not defined.</i>
<i>Recommended Reading List</i> .....	<i>Error! Bookmark not defined.</i>



## Ten Soft Skills



We all have empathy. We may not have the courage to display it. Maya Angelou



## You Need

### Ten Soft Skills You Need

The meaning of Soft Skills can sometimes be difficult to describe. It can be that unique attribute or characteristic that facilitates great communication, or it can be the special way that you show confidence in a challenging situation. These are the type of skills that you will learn in this course.

In the Ten Soft Skills You Need course, you will begin to see how important it is to develop these core set of soft skills: communication, listening, teamwork, problem solving, time management, attitude and work ethic, building trust, adaptability and flexibility, self-confidence and the ability to learn. By managing your emotions and observing how people interact and seeing things in a new light, you will develop the skills of those with successful careers.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Course Objectives

Correlate why soft skills are important to success in the workplace.

Utilize soft skills to improve workplace relationships.

Improve communication, problem solving, and conflict resolution skills.

Apply soft skills to overcome challenging situations.

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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### TABLE OF CONTENTS

---

<b>Module One: Getting Started</b> .....	Error! Bookmark not defined.
<i>Housekeeping Items</i> .....	<i>Error! Bookmark not defined.</i>
<i>The Parking Lot</i> .....	<i>Error! Bookmark not defined.</i>
<i>Workshop Objectives</i> .....	<i>Error! Bookmark not defined.</i>
<i>Action Plans and Evaluation Forms</i> .....	<i>Error! Bookmark not defined.</i>
<i>Action Plan</i> .....	<i>Error! Bookmark not defined.</i>
<i>Evaluation Form</i> .....	<i>Error! Bookmark not defined.</i>
<i>Pre-Assignment</i> .....	<i>Error! Bookmark not defined.</i>
<i>Pre-Test</i> .....	<i>Error! Bookmark not defined.</i>
<i>Pre-Test Answers</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Two: What are Soft Skills?</b> .....	Error! Bookmark not defined.
<i>Definition of Soft Skills</i> .....	<i>Error! Bookmark not defined.</i>
<i>Empathy and the Emotional Intelligence Quotient</i> .....	<i>Error! Bookmark not defined.</i>
<i>Professionalism</i> .....	<i>Error! Bookmark not defined.</i>
<i>Learned vs. Inborn Traits</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Two: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Three: Communication</b> .....	Error! Bookmark not defined.
<i>Ways We Communicate</i> .....	<i>Error! Bookmark not defined.</i>
<i>Improving Nonverbal Communication</i> .....	<i>Error! Bookmark not defined.</i>
<i>Listening</i> .....	<i>Error! Bookmark not defined.</i>
<i>Openness and Honesty</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>

<i>Module Three: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Four: Teamwork</b> .....	<i>Error! Bookmark not defined.</i>
<i>Identifying Capabilities</i> .....	<i>Error! Bookmark not defined.</i>
<i>Get Into Your Role</i> .....	<i>Error! Bookmark not defined.</i>
<i>Learn the Whole Process</i> .....	<i>Error! Bookmark not defined.</i>
<i>The Power of Flow</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Four: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Five: Problem-Solving</b> .....	<i>Error! Bookmark not defined.</i>
<i>Define the Problem</i> .....	<i>Error! Bookmark not defined.</i>
<i>Generate Alternative Solutions</i> .....	<i>Error! Bookmark not defined.</i>
<i>Evaluate the Plans</i> .....	<i>Error! Bookmark not defined.</i>
<i>Implementation and Re-Evaluation</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Five: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Six: Time Management</b> .....	<i>Error! Bookmark not defined.</i>
<i>The Art of Scheduling</i> .....	<i>Error! Bookmark not defined.</i>
<i>Prioritizing</i> .....	<i>Error! Bookmark not defined.</i>
<i>Managing Distractions</i> .....	<i>Error! Bookmark not defined.</i>
<i>The Multitasking Myth</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Six: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Seven: Attitude and Work Ethic</b> .....	<i>Error! Bookmark not defined.</i>
<i>What Are You Working For?</i> .....	<i>Error! Bookmark not defined.</i>
<i>Caring for Others vs Caring for Self</i> .....	<i>Error! Bookmark not defined.</i>
<i>Building Trust</i> .....	<i>Error! Bookmark not defined.</i>

<i>Work Is Its Own Reward</i> .....	<b>Error! Bookmark not defined.</b>
<i>Practical Illustration</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Seven: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Eight: Adaptability/Flexibility</b> .....	<b>Error! Bookmark not defined.</b>
<i>Getting Over the Good Old Days Syndrome</i> .....	<b>Error! Bookmark not defined.</b>
<i>Changing to Manage Process</i> .....	<b>Error! Bookmark not defined.</b>
<i>Changing to Manage People</i> .....	<b>Error! Bookmark not defined.</b>
<i>Showing You're Worth Your Weight in Adaptability</i> .....	<b>Error! Bookmark not defined.</b>
<i>Practical Illustration</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Eight: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Nine: Self-Confidence (Owning It)</b> .....	<b>Error! Bookmark not defined.</b>
<i>Confident Traits</i> .....	<b>Error! Bookmark not defined.</b>
<i>Self-Questionnaire</i> .....	<b>Error! Bookmark not defined.</b>
<i>Surefire Self-Confidence Building Tactics</i> .....	<b>Error! Bookmark not defined.</b>
<i>Build Up Others</i> .....	<b>Error! Bookmark not defined.</b>
<i>Practical Illustration</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Nine: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Ten: Ability to Learn</b> .....	<b>Error! Bookmark not defined.</b>
<i>Wow, You Mean I'm Not Perfect?</i> .....	<b>Error! Bookmark not defined.</b>
<i>Listen with an Open Mind</i> .....	<b>Error! Bookmark not defined.</b>
<i>Analyze and Learn</i> .....	<b>Error! Bookmark not defined.</b>
<i>Clear the Air and Don't Hold Any Grudges</i> .....	<b>Error! Bookmark not defined.</b>
<i>Practical Illustration</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Ten: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Eleven: Networking</b> .....	<b>Error! Bookmark not defined.</b>
<i>Redefine Need</i> .....	<b>Error! Bookmark not defined.</b>

<i>Identifying Others' Interests</i> .....	<i>Error! Bookmark not defined.</i>
<i>Reach Out</i> .....	<i>Error! Bookmark not defined.</i>
<i>When to Back Off</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Eleven: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Twelve: Wrapping Up</b> .....	<i>Error! Bookmark not defined.</i>
<i>Words from the Wise</i> .....	<i>Error! Bookmark not defined.</i>
<i>Review of Parking Lot</i> .....	<i>Error! Bookmark not defined.</i>
<i>Lessons Learned</i> .....	<i>Error! Bookmark not defined.</i>
<i>Completion of Action Plans and Evaluations</i> .....	<i>Error! Bookmark not defined.</i>
<b>Appendix</b> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 1</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 2</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 3</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 4</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 5</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 6</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 7</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 8</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 9</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 10</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 11</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 12</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 13</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 14</i> .....	<i>Error! Bookmark not defined.</i>

*Worksheet 15.....Error! Bookmark not defined.*

*Post Assessment .....Error! Bookmark not defined.*

*Post Assessment Answers.....Error! Bookmark not defined.*

*Recommended Reading List.....Error! Bookmark not defined.*

## TIME MANAGEMENT



Never leave till tomorrow that which you  
can do today. Benjamin Franklin





### Time Management

The practice of time management requires focus and conscious planning to help win back control of your busy day and conquer financial goals. Challenges are often presented in the workplace, which can affect our ability to make optimal use of our time. However, with the help of prioritization, goal-setting, and appropriate organization of the mind and space around us, we are able to overcome time management barriers.

This course will provide you with the strategies to increase both personal and professional productivity, as well as learn to work *smarter*. Exceptional time management skills have a powerful effect on shaping your personal life as well as an organized, successful business.

### Course Objectives

Plan and prioritize each day to be productive.

Manage crisis and overcome procrastination.

Use daily routines to organize your workspace and workflow.

Delegate effectively to garner support and engage others.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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### TABLE OF CONTENTS

---

<b>Module One: Getting Started</b> .....	Error! Bookmark not defined.
<i>Housekeeping Items</i> .....	<i>Error! Bookmark not defined.</i>
<i>The Parking Lot</i> .....	<i>Error! Bookmark not defined.</i>
<i>Workshop Objectives</i> .....	<i>Error! Bookmark not defined.</i>
<i>Pre-Assignment</i> .....	<i>Error! Bookmark not defined.</i>
<i>Pre-Test</i> .....	<i>Error! Bookmark not defined.</i>
<i>Pre-Test Answers</i> .....	<i>Error! Bookmark not defined.</i>
<i>Action Plans and Evaluation Forms</i> .....	<i>Error! Bookmark not defined.</i>
<i>Action Plan Form</i> .....	<i>Error! Bookmark not defined.</i>
<i>Evaluation Form</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Two: Discovering Your Productivity Rhythm</b> .....	Error! Bookmark not defined.
<i>Know Your Energy</i> .....	<i>Error! Bookmark not defined.</i>
<i>Work-Life Balance</i> .....	<i>Error! Bookmark not defined.</i>
<i>Taking Regular Breaks</i> .....	<i>Error! Bookmark not defined.</i>
<i>The Multitasking Myth</i> .....	<i>Error! Bookmark not defined.</i>
<i>Time Batching</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Two: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Three: Managing Time with Goals</b> .....	Error! Bookmark not defined.
<i>SMART Goals</i> .....	<i>Error! Bookmark not defined.</i>
<i>Visualizing Your Goals</i> .....	<i>Error! Bookmark not defined.</i>
<i>The 4 P's</i> .....	<i>Error! Bookmark not defined.</i>
<i>Creating Your Productivity Journal</i> .....	<i>Error! Bookmark not defined.</i>

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<i>Maximizing the Power of Your Productivity Journal.....</i>	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration.....</i>	<i>Error! Bookmark not defined.</i>
<i>Module Three: Review Questions .....</i>	<i>Error! Bookmark not defined.</i>
<b>Module Four: Prioritizing Your Time .....</b>	<b>Error! Bookmark not defined.</b>
<i>The 80/20 Rule.....</i>	<i>Error! Bookmark not defined.</i>
<i>The Urgent/Important Matrix .....</i>	<i>Error! Bookmark not defined.</i>
<i>Being Assertive .....</i>	<i>Error! Bookmark not defined.</i>
<i>Chunk, Block and Tackle .....</i>	<i>Error! Bookmark not defined.</i>
<i>Ready, Fire, Aim!.....</i>	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration.....</i>	<i>Error! Bookmark not defined.</i>
<i>Module Four: Review Questions .....</i>	<i>Error! Bookmark not defined.</i>
<b>Module Five: Tackling Procrastination .....</b>	<b>Error! Bookmark not defined.</b>
<i>Why We Procrastinate.....</i>	<i>Error! Bookmark not defined.</i>
<i>Overcoming Procrastination.....</i>	<i>Error! Bookmark not defined.</i>
<i>Eat That Frog!.....</i>	<i>Error! Bookmark not defined.</i>
<i>S.T.I.N.G.....</i>	<i>Error! Bookmark not defined.</i>
<i>Dealing With Workplace Distractions.....</i>	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration.....</i>	<i>Error! Bookmark not defined.</i>
<i>Module Five: Review Questions .....</i>	<i>Error! Bookmark not defined.</i>
<b>Module Six: Organizing Your Workspace.....</b>	<b>Error! Bookmark not defined.</b>
<i>De-Clutter.....</i>	<i>Error! Bookmark not defined.</i>
<i>Managing Workflow.....</i>	<i>Error! Bookmark not defined.</i>
<i>Organizing Office Supplies.....</i>	<i>Error! Bookmark not defined.</i>
<i>Dealing With Email .....</i>	<i>Error! Bookmark not defined.</i>
<i>Using Calendars.....</i>	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration.....</i>	<i>Error! Bookmark not defined.</i>

<i>Module Six: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Seven: Delegating Made Easy</b> .....	<b>Error! Bookmark not defined.</b>
<i>When to Delegate</i> .....	<b>Error! Bookmark not defined.</b>
<i>To Whom Should You Delegate?</i> .....	<b>Error! Bookmark not defined.</b>
<i>How Should You Delegate?</i> .....	<b>Error! Bookmark not defined.</b>
<i>Keeping Control</i> .....	<b>Error! Bookmark not defined.</b>
<i>The Importance of Full Acceptance</i> .....	<b>Error! Bookmark not defined.</b>
<i>Practical Illustration</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Seven: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Eight: Setting a Ritual</b> .....	<b>Error! Bookmark not defined.</b>
<i>What is a Ritual?</i> .....	<b>Error! Bookmark not defined.</b>
<i>Morning Rituals</i> .....	<b>Error! Bookmark not defined.</b>
<i>Nightly Rituals</i> .....	<b>Error! Bookmark not defined.</b>
<i>Example Rituals</i> .....	<b>Error! Bookmark not defined.</b>
<i>Using Rituals to Maximize Time</i> .....	<b>Error! Bookmark not defined.</b>
<i>Practical Illustration</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Eight: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>
<b>Module Nine: Meeting Management</b> .....	<b>Error! Bookmark not defined.</b>
<i>Deciding if a Meeting is Necessary</i> .....	<b>Error! Bookmark not defined.</b>
<i>Using the PAT Approach</i> .....	<b>Error! Bookmark not defined.</b>
<i>Building the Agenda</i> .....	<b>Error! Bookmark not defined.</b>
<i>Keeping Things on Track</i> .....	<b>Error! Bookmark not defined.</b>
<i>Making Sure the Meeting Was Worthwhile</i> .....	<b>Error! Bookmark not defined.</b>
<i>Practical Illustration</i> .....	<b>Error! Bookmark not defined.</b>
<i>Module Nine: Review Questions</i> .....	<b>Error! Bookmark not defined.</b>

<b>Module Ten: Dealing with Time Barriers</b> .....	Error! Bookmark not defined.
<i>Unexpectedly Long Tasks</i> .....	<i>Error! Bookmark not defined.</i>
<i>When Others are Inefficient</i> .....	<i>Error! Bookmark not defined.</i>
<i>Life Events</i> .....	<i>Error! Bookmark not defined.</i>
<i>Fear of Failure</i> .....	<i>Error! Bookmark not defined.</i>
<i>The Power of Positive Thinking</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Ten: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Eleven: The Benefits of Good Time Management</b> .....	Error! Bookmark not defined.
<i>Improved Quality of Work</i> .....	<i>Error! Bookmark not defined.</i>
<i>Greater Confidence</i> .....	<i>Error! Bookmark not defined.</i>
<i>Reduced Stress</i> .....	<i>Error! Bookmark not defined.</i>
<i>Increased Career Prospects</i> .....	<i>Error! Bookmark not defined.</i>
<i>Team Collaboration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration</i> .....	<i>Error! Bookmark not defined.</i>
<i>Module Eleven: Review Questions</i> .....	<i>Error! Bookmark not defined.</i>
<b>Module Twelve: Wrapping Up</b> .....	Error! Bookmark not defined.
<i>Words from the Wise</i> .....	<i>Error! Bookmark not defined.</i>
<i>Review of Parking Lot</i> .....	<i>Error! Bookmark not defined.</i>
<i>Lessons Learned</i> .....	<i>Error! Bookmark not defined.</i>
<i>Completion of Action Plans and Evaluation Forms</i> .....	<i>Error! Bookmark not defined.</i>
<b>Appendix</b> .....	Error! Bookmark not defined.
<i>Worksheet 1</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 2</i> .....	<i>Error! Bookmark not defined.</i>
<i>Worksheet 3</i> .....	<i>Error! Bookmark not defined.</i>
<i>Answers</i> .....	<i>Error! Bookmark not defined.</i>

*Worksheet 4.....Error! Bookmark not defined.*

*Worksheet 5.....Error! Bookmark not defined.*

*Post Assessment .....Error! Bookmark not defined.*

*Post Assessment Answers.....Error! Bookmark not defined.*

*Recommended Reading List.....Error! Bookmark not defined.*

## WOMEN IN LEADERSHIP



Don't just stand for the success of other  
women – insist on it. Gail Blanke



### Women in Leadership

In the United States today, women make up half of the workforce but, unfortunately, their male colleagues are promoted at a much higher rate. Women offer bring something different from men to the workforce, but many times it goes unnoticed. In this course, you will learn how organizations can develop women leaders, about the benefits of women in organizations, as well as advancements for the future of women. You will also learn how women in the workplace cannot only benefit the women themselves, but also how they benefit your organization as well.

With the Women in Leadership course, you will learn how women are changing the workforce and the benefits that accompany hiring and promoting women to leadership positions.

#### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Course Objectives

Review data that confirms the leadership gap between men and women.

Identify successful women in leadership position and their unique traits.

Identify the barriers facing women in leadership positions.

Recognize the organizational benefits of women in leadership roles.

#### Pre-requisites

A pre-assignment will be provided upon completion of registration.

#### How to Enroll

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### TABLE OF CONTENTS

---

**Module One: Getting Started**    Error! Bookmark not defined.

*Housekeeping Items*.....**Error! Bookmark not defined.**

*The Parking Lot*.....**Error! Bookmark not defined.**

*Workshop Objectives*.....**Error! Bookmark not defined.**

*Action Plans and Evaluation Forms*.....**Error! Bookmark not defined.**

*Action Plan Form*.....**Error! Bookmark not defined.**

*Evaluation Form*.....**Error! Bookmark not defined.**

*Pre-Assignment*.....**Error! Bookmark not defined.**

*Pre-Test*.....**Error! Bookmark not defined.**

*Pre-Test Answers*.....**Error! Bookmark not defined.**

**Module Two: Women and the Workforce**    Error! Bookmark not defined.

*50% of the Population*.....**Error! Bookmark not defined.**

*60% of College Degree Earners*.....**Error! Bookmark not defined.**

*47% of the US Workforce*.....**Error! Bookmark not defined.**

*52% of Professional Jobs*.....**Error! Bookmark not defined.**

*Practical Illustration*.....**Error! Bookmark not defined.**

*Module Two: Review Questions*.....**Error! Bookmark not defined.**

**Module Three: The Leadership Gap**    Error! Bookmark not defined.

*Women are Underrepresented in Leadership*.....**Error! Bookmark not defined.**

*Women in Executive Positions*.....**Error! Bookmark not defined.**

*Women in Finance, Health Care, and Law*.....**Error! Bookmark not defined.**

*Historical Trends*.....**Error! Bookmark not defined.**

*Practical Illustration*.....**Error! Bookmark not defined.**

*Module Three: Review Questions* .....**Error! Bookmark not defined.**

**Module Four: Barriers to Women’s Leadership** Error! Bookmark not defined.

*Gender Differences are Overemphasized* .....**Error! Bookmark not defined.**

*Gender Differences are Undervalued* .....**Error! Bookmark not defined.**

*Women Lack Professional Networks* .....**Error! Bookmark not defined.**

*Work and Family Conflict*.....**Error! Bookmark not defined.**

*Practical Illustration*.....**Error! Bookmark not defined.**

*Module Four: Review Questions* .....**Error! Bookmark not defined.**

**Module Five: Traits of Women’s Management** Error! Bookmark not defined.

*Women Lead by Uniting Diverse Groups* .....**Error! Bookmark not defined.**

*Women Value Work-Life Balance* .....**Error! Bookmark not defined.**

*Women Value Interpersonal Relationships* .....**Error! Bookmark not defined.**

*Women Value Accountability* .....**Error! Bookmark not defined.**

*Practical Illustration*.....**Error! Bookmark not defined.**

*Module Five: Review Questions* .....**Error! Bookmark not defined.**

**Module Six: Benefits of Women’s Leadership** Error! Bookmark not defined.

*Greater Collaboration* .....**Error! Bookmark not defined.**

*Culture of Work-Life Balance* .....**Error! Bookmark not defined.**

*Culture of Accountability* .....**Error! Bookmark not defined.**

*Assists in Recruiting Millennials*.....**Error! Bookmark not defined.**

*Practical Illustration*.....**Error! Bookmark not defined.**

*Module Six: Review Questions* .....**Error! Bookmark not defined.**

**Module Seven: Nurture Women’s Leadership** Error! Bookmark not defined.

*Actively Recruit Women*.....**Error! Bookmark not defined.**

*Create and Encourage Networking Opportunities* .....**Error! Bookmark not defined.**

*Pair Women with Mentors in Leadership* .....**Error! Bookmark not defined.**

*Create and Encourage Training Opportunities* .....**Error! Bookmark not defined.**

*Practical Illustration*.....**Error! Bookmark not defined.**

*Module Seven: Review Questions*.....**Error! Bookmark not defined.**

### **Module Eight: Actively Recruit Women** Error! Bookmark not defined.

*Discover Your Barriers to Hiring*.....**Error! Bookmark not defined.**

*Discover Your Barriers to Retention*.....**Error! Bookmark not defined.**

*Recruit via Women’s Organizations* .....**Error! Bookmark not defined.**

*Create and Promote a Woman-Friendly Culture* .....**Error! Bookmark not defined.**

*Practical Illustration*.....**Error! Bookmark not defined.**

*Module Eight: Review Questions* .....**Error! Bookmark not defined.**

### **Module Nine: Encourage Networking Opportunities** Error! Bookmark not defined.

*Create a Women’s Networking Group*.....**Error! Bookmark not defined.**

*Encourage Women to Join Organizations* .....**Error! Bookmark not defined.**

*Networking Builds Confidence*.....**Error! Bookmark not defined.**

*Networking and Recruiting*.....**Error! Bookmark not defined.**

*Practical Illustration*.....**Error! Bookmark not defined.**

*Module Nine: Review Questions*.....**Error! Bookmark not defined.**

### **Module Ten: Pair Women with Mentors** Error! Bookmark not defined.

*Benefits of Mentoring*.....**Error! Bookmark not defined.**

*Think Creatively* .....**Error! Bookmark not defined.**

*Incorporate Mentoring at Every Stage* .....**Error! Bookmark not defined.**

*Encourage Women to Mentor* .....**Error! Bookmark not defined.**

*Practical Illustration*.....**Error! Bookmark not defined.**

*Module Ten: Review Questions* .....**Error! Bookmark not defined.**

### **Module Eleven: Create Educational Opportunities** Error! Bookmark not defined.

*Encourage the Learning of Leadership Skills* .....**Error! Bookmark not defined.**

*Internal Programs and Trainings* .....**Error! Bookmark not defined.**

*Outside Training and Workshops* .....**Error! Bookmark not defined.**

*Encourage Training at Every Stage of the Career* .....**Error! Bookmark not defined.**

*Practical Illustration* .....**Error! Bookmark not defined.**

*Module Eleven: Review Questions* .....**Error! Bookmark not defined.**

### **Module Twelve: Wrapping Up** Error! Bookmark not defined.

*Words from the Wise* .....**Error! Bookmark not defined.**

*Review of Parking Lot* .....**Error! Bookmark not defined.**

*Lessons Learned* .....**Error! Bookmark not defined.**

*Completion of Action Plans and Evaluations* .....**Error! Bookmark not defined.**

### **Appendix** Error! Bookmark not defined.

*Worksheet 1* .....**Error! Bookmark not defined.**

*Worksheet 2* .....**Error! Bookmark not defined.**

*Worksheet 3* .....**Error! Bookmark not defined.**

*Worksheet 4* .....**Error! Bookmark not defined.**

*Worksheet 5* .....**Error! Bookmark not defined.**

*Worksheet 6* .....**Error! Bookmark not defined.**

*Worksheet 7* .....**Error! Bookmark not defined.**

*Worksheet 8* .....**Error! Bookmark not defined.**

*Worksheet 9* .....**Error! Bookmark not defined.**

*Worksheet 10* .....**Error! Bookmark not defined.**

*Worksheet 11* .....**Error! Bookmark not defined.**

*Worksheet 12* .....**Error! Bookmark not defined.**

*Worksheet 13* .....**Error! Bookmark not defined.**

*Worksheet 14* .....**Error! Bookmark not defined.**

*Worksheet 15.....Error! Bookmark not defined.*

*Post-Assessment.....Error! Bookmark not defined.*

*Post-Assessment Answers.....Error! Bookmark not defined.*

*Recommended Reading List.....Error! Bookmark not defined.*

## WORKPLACE HARASSMENT



The only thing necessary for the triumph  
of evil is for good men to do nothing.

Dr. Martin Luther King Jr.



### Workplace Harassment

Harassment can be based on a variety of factors such as race, sex, and disability. Experiencing uncomfortable situations in the workplace may be more than an offense against an individual; It can be a crime committed against the law, which is why the topic of workplace harassment has become a very important conversation for every organization to have.

The Workplace Harassment course will give you the tools necessary to recognize harassment in the workplace as well as understand your rights and responsibilities, under the law, with regard to safety in the workplace. Through this course, you will recognize the necessity to create programs that teach employees how to identify harassment and challenge organizations to implement anti-harassment policies.

\*Laws will vary by countries/states/counties

#### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Course Objectives

Define harassment and learn the words and actions that trigger the offense.

Educate employees and develop anti-harassment policies.

Recognize employee's rights and employers' responsibilities.

Address harassment accusations and apply proper mediation procedures.

#### Pre-requisites

A pre-assignment will be provided upon completion of registration.

#### How to Enroll

[CLICK HERE TO REGISTER:](#)

[WE LOOK FORWARD TO SEEING YOU IN CLASS.](#)

### TABLE OF CONTENTS

---

#### **Module One: Getting Started** Error! Bookmark not defined.

<i>Housekeeping Items.....</i>	<i>Error! Bookmark not defined.</i>
<i>The Parking Lot.....</i>	<i>Error! Bookmark not defined.</i>
<i>Workshop Objectives.....</i>	<i>Error! Bookmark not defined.</i>
<i>Pre-Test.....</i>	<i>Error! Bookmark not defined.</i>
<i>Pre-Test Answers.....</i>	<i>Error! Bookmark not defined.</i>
<i>Pre-Assignment.....</i>	<i>Error! Bookmark not defined.</i>
<i>Action Plans and Evaluations.....</i>	<i>Error! Bookmark not defined.</i>
<i>Action Plan.....</i>	<i>Error! Bookmark not defined.</i>
<i>Evaluation Form.....</i>	<i>Error! Bookmark not defined.</i>

#### **Module Two: The Background** Error! Bookmark not defined.

<i>A Brief History.....</i>	<i>Error! Bookmark not defined.</i>
<i>The Law.....</i>	<i>Error! Bookmark not defined.</i>
<i>Title VII of the Civil Rights Act of 1964.....</i>	<i>Error! Bookmark not defined.</i>
<i>Age Discrimination in Employment Act of 1967.....</i>	<i>Error! Bookmark not defined.</i>
<i>Americans with Disabilities Act of 1990.....</i>	<i>Error! Bookmark not defined.</i>
<i>Genetic Information Nondiscrimination Act of 2008.....</i>	<i>Error! Bookmark not defined.</i>
<i>Practical Illustration.....</i>	<i>Error! Bookmark not defined.</i>
<i>Module Two: Review Questions.....</i>	<i>Error! Bookmark not defined.</i>

#### **Module Three: Developing an Anti-Harassment Policy** Error! Bookmark not defined.

<i>Purpose of an Anti-Harassment Policy.....</i>	<i>Error! Bookmark not defined.</i>
<i>Elements of an Anti-Harassment Policy.....</i>	<i>Error! Bookmark not defined.</i>

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*Accessing the Policy* ..... **Error! Bookmark not defined.**

*Educating Employees* ..... **Error! Bookmark not defined.**

*Model Policies* ..... **Error! Bookmark not defined.**

*Practical Illustration* ..... **Error! Bookmark not defined.**

*Module Three: Review Questions* ..... **Error! Bookmark not defined.**

### **Module Four: Policies in the Workplace** **Error! Bookmark not defined.**

*Steps to a Healthy Work Place* ..... **Error! Bookmark not defined.**

*Sample of an Anti-Harassment Policy Statement* ..... **Error! Bookmark not defined.**

*Employee's Rights and Responsibilities* ..... **Error! Bookmark not defined.**

*Employer's Rights and Responsibilities* ..... **Error! Bookmark not defined.**

*Practical Illustration* ..... **Error! Bookmark not defined.**

*Module Four: Review Questions* ..... **Error! Bookmark not defined.**

### **Module Five: Proper Procedures in the Workplace** **Error! Bookmark not defined.**

*If You are Being Harassed* ..... **Error! Bookmark not defined.**

*If You are Accused of Harassment* ..... **Error! Bookmark not defined.**

*Reporting Options* ..... **Error! Bookmark not defined.**

*The Investigation* ..... **Error! Bookmark not defined.**

*Reaching a Solution* ..... **Error! Bookmark not defined.**

*Practical Illustration* ..... **Error! Bookmark not defined.**

*Module Five: Review Questions* ..... **Error! Bookmark not defined.**

### **Module Six: False Allegations** **Error! Bookmark not defined.**

*How to Address the Situation* ..... **Error! Bookmark not defined.**

*Confidentiality* ..... **Error! Bookmark not defined.**

*Monitoring the Situation* ..... **Error! Bookmark not defined.**

*Retaliation* ..... **Error! Bookmark not defined.**

*Appeals* ..... **Error! Bookmark not defined.**

*Practical Illustration*.....**Error! Bookmark not defined.**

*Module Six: Review Questions*.....**Error! Bookmark not defined.**

### **Module Seven: Types of Harassment**   Error! Bookmark not defined.

*Types of Harassment* .....**Error! Bookmark not defined.**

*What Is Religious Discrimination?*.....**Error! Bookmark not defined.**

*Identifying Harassment* .....**Error! Bookmark not defined.**

*What Does Not Constitute Workplace Harassment* .....**Error! Bookmark not defined.**

*Before You Decide*.....**Error! Bookmark not defined.**

*Practical Illustration*.....**Error! Bookmark not defined.**

*Module Seven: Review Questions*.....**Error! Bookmark not defined.**

### **Module Eight: Sexual Harassment**   Error! Bookmark not defined.

*A Brief History*.....**Error! Bookmark not defined.**

*Defining Sexual Harassment*.....**Error! Bookmark not defined.**

*Elements of Harassment*.....**Error! Bookmark not defined.**

*Common Scenarios* .....**Error! Bookmark not defined.**

*The Aftermath of Sexual Harassment*.....**Error! Bookmark not defined.**

*Practical Illustration*.....**Error! Bookmark not defined.**

*Module Eight: Review Questions* .....**Error! Bookmark not defined.**

### **Module Nine: Mediation**   Error! Bookmark not defined.

*What is Mediation* .....**Error! Bookmark not defined.**

*Getting Help from Outside Organization*.....**Error! Bookmark not defined.**

*Deciding if it is Right* .....**Error! Bookmark not defined.**

*How to Implement Mediation* .....**Error! Bookmark not defined.**

*Other Options* .....**Error! Bookmark not defined.**

*Practical Illustration*.....**Error! Bookmark not defined.**

*Module Nine: Review Questions*.....**Error! Bookmark not defined.**

### Module Ten: Conflict Resolution

Error! Bookmark not defined.

*How to Resolve the Situation*.....**Error! Bookmark not defined.**

*Seeing Both Sides*.....**Error! Bookmark not defined.**

*Steps to Conflict Resolution* .....**Error! Bookmark not defined.**

*Deciding the Consequence*.....**Error! Bookmark not defined.**

*Practical Illustration*.....**Error! Bookmark not defined.**

*Module Ten: Review Questions* .....**Error! Bookmark not defined.**

### Module Eleven: The Aftermath

Error! Bookmark not defined.

*How to Move On*.....**Error! Bookmark not defined.**

*Monitoring the Situation* .....**Error! Bookmark not defined.**

*Learning from Mistakes*.....**Error! Bookmark not defined.**

*Tips for Moving Forward* .....**Error! Bookmark not defined.**

*Going Forward*.....**Error! Bookmark not defined.**

*Practical Illustration*.....**Error! Bookmark not defined.**

*Module Eleven: Review Questions*.....**Error! Bookmark not defined.**

### Module Twelve: Wrapping Up

Error! Bookmark not defined.

*Lessons Learned*.....**Error! Bookmark not defined.**

*Words from the Wise*.....**Error! Bookmark not defined.**

*Parking Lot*.....**Error! Bookmark not defined.**

*Action Plans and Evaluations*.....**Error! Bookmark not defined.**

### Appendix

Error! Bookmark not defined.

*Worksheet 1*.....**Error! Bookmark not defined.**

*Worksheet 2*.....**Error! Bookmark not defined.**

*Worksheet 3*.....**Error! Bookmark not defined.**

*Worksheet 4*.....**Error! Bookmark not defined.**

*Worksheet 5*.....**Error! Bookmark not defined.**

<i>Worksheet 6.....</i>	<i>Error! Bookmark not defined.</i>
<i>Worksheet 7.....</i>	<i>Error! Bookmark not defined.</i>
<i>Worksheet 8.....</i>	<i>Error! Bookmark not defined.</i>
<i>Worksheet 9.....</i>	<i>Error! Bookmark not defined.</i>
<i>Worksheet 10.....</i>	<i>Error! Bookmark not defined.</i>
<i>Worksheet 11.....</i>	<i>Error! Bookmark not defined.</i>
<i>Post Test .....</i>	<i>Error! Bookmark not defined.</i>
<i>Post Test Answers.....</i>	<i>Error! Bookmark not defined.</i>
<i>Recommended Reading.....</i>	<i>Error! Bookmark not defined.</i>