

2021 WEBINAR CATALOG

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EMPLOYEE TOPICS

Pandemic Support Topics

New! How to Cope with Change and Uncertainty - As the pandemic continues, many individuals are facing significant stress, changing circumstances, and uncertainty. This important session discusses several practical strategies for managing stress, adjusting to change, and coping with a future that may seem unclear.

New! How to Become More Resilient During Challenging Times – During these unprecedented times, employees have been faced with many stressful challenges. Increasing our resilience can be a key strategy to successfully coping with and managing the stress and pressure we face. This timely session discusses several approaches that can help individuals to increase their resilience and maintain their health and effectiveness day to day.

New! How to Deal with Anxiety in the Midst of Stressful Circumstances - This past year, our world has been faced with a series of difficult and stressful circumstances that have left many of us feeling anxious. This timely session discusses several practical approaches to dealing with anxiety including managing our self-talk, expressing our emotions, and seeking appropriate support from others.

New! How to Maximize Productivity and Job Satisfaction While Working Remotely - This timely session reviews the benefits and challenges of working from home and provides several tips and strategies that can help remote workers to maximize productivity and job satisfaction. Areas to be discussed include identifying the best workspace, planning/structuring your day, self-discipline, managing distractions, and meeting your personal/social needs.

General Topics

New! Leadership Skills for Non-Supervisory Staff Members – All staff members can be called on to lead others at one time or another. Whether it be taking the lead on a project or organizing a department function, the ability to lead and influence others is an important skill set. This important session is designed to help individuals that are not currently in a supervisory role to enhance leadership skills such as building strong bonds with colleagues, collaborating effectively on tasks and projects, and resolving conflicts that arise.

New! Advanced Strategies for Managing Time, Stress, & Relationships – This important session is designed to help individuals to enhance both their personal and interpersonal success in the workplace. Topics to be discussed include the keys to planning and prioritizing time, effective methods for coping with and managing stress, and several core communication skills that help to strengthen relationships, work collaboratively with diverse clients and coworkers, and better handle difficult conversations and conflict.

Customer Service Excellence – This important session reviews core customer service values, barriers to providing great service, and the attitude necessary to successfully meet the needs of customers. The presentation also discusses customer service excellence skills including active listening, calmly responding instead of emotionally reacting, and how to de-escalate angry customers.

Stress & Its Impact on Your Health – This seminar takes a practical look at the effect stress has on individuals mentally and physically, along with helpful strategies for listening to internal alarm systems and proactively implementing stress management techniques that can improve health, productivity, and life satisfaction.

Finding Balance in a Fast-Paced World - This timely presentation is designed to help individuals gain valuable insight into the emotional and physical problems that can occur when we let our lives get out of balance. The session also covers several practical strategies that employees can utilize to restore balance and live happier, healthier and more productive lives.

Managing the Stress of Time and Competing Priorities – This presentation is designed to help individuals recognize how personal organization and use of time contribute to stress levels. In addition, the presentation offers a practical approach to prioritizing efforts and maintaining focus on the most important activities in our lives to reduce stress and increase our effectiveness.

Emotional Intelligence at Work - Our emotions can bring us joy and happiness, but also pain and frustration if we don't manage them well. This important presentation discusses the steps necessary to building and maintaining a balanced emotional life at work to achieve greater levels of success.

The Four Keys to Handling Pressure – The challenges of 21st century life place constant personal and professional demands on individuals trying to succeed in the workplace. This practical seminar will empower employees to better manage their perceptions of what confronts them, develop healthier self-talk, avoid over-reacting to situations, and reduce self-defeating behaviors.

Your Attitude Determines Your Altitude - This dynamic presentation explores the importance of a good attitude, and its impact on our health and career success. It includes insight into the components that make up our attitudes (beliefs, thought patterns, emotions, etc.), as well as some practical tips for making improvements.

Managing the Stress of Change - Our constantly changing world creates stress and difficulty for most of us. This important session provides several techniques designed to help individuals more effectively cope with, and adjust to, the changes in their lives. In addition, the presentation covers strategies for increasing the overall resilience of the participants.

The Keys to Managing Negative Emotions - Everyone experiences negative emotions from time to time. The challenge is to manage them, and not let them manage you. This important seminar explores several practical strategies for managing negative emotions such as frustration, resentment, guilt, and fear.

Building a Culture of Respect - This important session focuses on building awareness in staff of the attitudes, emotions, behaviors, etc. that create barriers to a respectful workplace culture; and providing self-management and interpersonal skills training that will lead to more openness, effective communication, greater collaboration, and better management of differences at the office.

Advanced Communication Skills that Foster Collaboration & Teamwork - This practical presentation covers several key interpersonal skills that help strengthen workplace relationships including learning to focus the needs of others, how to respond instead of react during conflict, and ways to amicably resolve disagreements.

Successful Approaches to Difficult Conversations –Successful people have the ability to skillfully discuss difficult or stressful topics with their colleagues and customers. This important presentation provides several practical strategies for having these challenging conversations more effectively including building connections with others, being more collaborative in our approach to interactions, and handling disagreement respectfully.

How to Respond Effectively to Difficult People – This session shares valuable insights into the mindset of difficult to get along with individuals, and provides several practical considerations and strategies for responding more effectively to them. Covered topics include how to manage your own stress response, ways to stay positive during negative interactions, and proactive approaches to dealing with difficult people in the long-term.

Communicating Effectively in a Diverse World - This dynamic presentation takes an insightful look at the challenges of interacting with different types of people (different cultures, generations, personality types, etc.), and offers several practical strategies for maintaining quality relationships with all.

Four Steps to Better Workplace Relationships - This session discusses the importance of workplace relationships and suggests four practical strategies for strengthening them to reduce conflict, improve teamwork, and increase job satisfaction.

The 7 Habits of Highly Effective Employees - Successful employees share many common traits such as integrity, a positive attitude, good interpersonal skills, and a strong work ethic. This dynamic presentation provides an overview of these and other characteristics important to career success, and outlines several strategies for integrating these traits into our own lives.

4 Steps to Maximizing Your Potential – This practical presentation provides a roadmap to help individuals focus on further developing their unique strengths and abilities including: assessing their talents; embracing the full value of them; identifying opportunities to use them in greater ways; and planning for their use in meeting the needs of others.

How to Take More Initiative in Your Work - Employees who take initiative are highly valued by their organizations. This dynamic presentation explores the attitudes and habits necessary to become an individual who goes above and beyond to maximize his/her own productivity.

Four Steps to Resolving Conflict and Restoring Relationships – This presentation takes a practical approach to identifying the needs of each person, gaining understanding of the other person's position and goals, assessing the potential for compromise, and how to agree to disagree. In addition, the session reviews key interpersonal communication approaches and skills crucial to maintaining, and, if necessary, restoring the relationship to ensure good teamwork in the future.

How to Better Manage Stress at Work - The demands of the 21st century workplace create stress for most of us. This practical session teaches individuals to better manage stress by reframing their perceptions of workplace challenges, developing healthier self-talk, avoiding over-reacting to situations, and reducing self-defeating behaviors.

Managing the Stress of Relationships - This session discusses the stress caused by the relationship challenges in our lives and suggests several strategies for improving the quality of our relationships to reduce both stress and conflict.

How to Understand & Deal with Generational Differences – This important topic provides an overview of the differences between the four generations currently in the workplace, and discusses several strategies for communicating effectively between them.

Emotional Management in Relationships; How to Respond Instead of React – This important presentation provides an overview of the emotional self-management skills necessary to have effective interactions with others. The session discusses ways to identify our feelings, be sensitive to the feelings of others, and manage our emotions so that we don't overreact during conversations.

How to Handle Extremely Stressful Circumstances – This important session discusses several strategies for handling the extremely stressful circumstances (trauma, loss, significant changes, etc.) that we experience at times in our personal or professional lives. These strategies include managing our thinking and our emotions, increasing our resilience, and making necessary adjustments.

How to Build Positive Workplace Relationships - This important session discusses the importance of workplace relationships and identifies the barriers to building strong bonds between coworkers. In addition, the presentation covers four core strategies for maintaining great relationships to reduce conflict, improve teamwork, and increase job satisfaction.

The Keys to Great Employee-Supervisor Communication – Great employee-supervisor relationships are built through great communication, including the ability to skillfully discuss difficult or stressful topics together. This important presentation provides several practical strategies for maintaining effective communication including building strong connections with our colleagues and superiors, being more collaborative in our approach, and handling disagreement respectfully.

Managing the Stress of the Holidays – The holidays are a joyous time for many, but can come with additional activities and responsibilities that can be quite stressful. This practical presentation provides several helpful tips and strategies for managing our stress and keeping our lives in balance during this important season.

Effective Business Communication – This practical presentation provides an overview of commonly accepted "rules of thumb" to consider for communication at work. Covered topics include the importance of timing, common courtesy, and maintaining professionalism.

Thinking for Success - Success begins and ends with how we think. This important session focuses on helping individuals to develop the belief systems and thought patterns that create attitudes and behaviors leading to success. The course includes practical exercises that participants can utilize long-term to reinforce positive mental habits.

Caregiver Excellence - This stress management and relationship management skills presentation is designed to enhance the personal wellness and professional effectiveness of caregivers. The presentation discusses several proven stress management strategies, tips for communicating more effectively with those we are caring for, and how to deal with compassion fatigue.

Relationship Excellence - This relationship skills presentation is designed to enhance collaboration, teamwork, and customer service. The presentation covers the barriers to effective communication, effective listening skills, and practical approaches to resolving conflict.

Preventing & Overcoming Burnout - This important workshop takes a practical look at the causes of burnout and provides several life management strategies that can help individuals to improve their health, regain motivation, and increase life satisfaction. Strategies include building resilience, time and stress management, and identifying and pursuing our life's purpose.

How to Live a Mentally Healthy Life in the 21st Century – This important session covers some of the core strategies that can help individuals to live lives that are mentally healthy, enjoyable, and productive. These strategies include how to maintain a positive attitude, enhance emotional intelligence, and maximize personal resilience.

Strengthening the Team - This interactive session is designed to provide supervisors and team members with practical strategies for building stronger interpersonal bonds and creating a more positive workplace environment in the department. The session discusses the barriers to creating a positive team environment, the basics of working effectively with interpersonal differences (personalities, generations, etc.), and several core communication approaches that are key to strengthening relationships among team members.

How to Successfully Transition to Working from Home - This timely session reviews the benefits and challenges of working from home and provide several tips and strategies that can help remote workers to maximize productivity and job satisfaction. Areas to be discussed include identifying the best workspace, planning/structuring your day, self-discipline, managing distractions, and meeting your personal/social needs.

Managing Negative Emotions; How to Respond Instead of React – This important session is designed to help individuals better understand and manage their emotions so that they are less likely to overreact while making decisions and/or interacting with others.

How to More Effectively Manage Our Thoughts and Emotions – We all have intense or negative thoughts and emotions at times. If we don't manage them well, they can interfere with our peace of mind and enjoyment of life. This important session discusses strategies for improving our self-talk and emotional self-management skills to brighten our moods and enhance our ability to communicate effectively with others.

SUPERVISOR/MANAGER TOPICS

Pandemic Support Topics

New! How to Help Your Staff Cope with Change and Uncertainty - As the pandemic continues, many individuals are facing significant stress, changing circumstances, and uncertainty. This important session provides supervisors and managers with several practical strategies for helping their employees to better manage stress, adjust to changes, and cope with an uncertain future.

New! Helping Your Team Find Work-Life Balance During Stressful Times – During these difficult times many employees are experiencing higher levels of stress. This important session provides supervisors, managers, and HR professionals with practical strategies to help them to encourage individuals to live more balanced lifestyles so they can remain healthy and productive.

New! How to Effectively Supervise a Remote Work Team - Supervisors who are responsible for managing remote workers face several unique challenges. This important session reviews the core management and leadership skills necessary to ensure that remote employees are engaged and productive. Areas to be discussed include methods for keeping remote workers connected, the importance of establishing a communications rhythm, and strategies for effectively coaching and managing remote worker performance.

General Topics

New! How to Motivate, Engage, and Retain Your Staff - This important session focuses on providing supervisors and managers with several practical strategies to help them to more effectively connect with, motivate, and engage their teams. The strategies/skills to be discussed include building great relationships with employees, providing consistent recognition/appreciation, and assessing the satisfaction and engagement levels of your team.

New! Presentation Skills for Supervisors – This practical presentation is designed to provide an overview of the basic elements necessary to give effective presentations. Covered topics include developing your message, interacting effectively with your audience, and how to prepare for delivering your message.

The Keys to Effectively Managing Employee Performance – This important session focuses on making managing employee performance an ongoing process instead of an annual event (i.e., the annual review) to maximize productivity. The presentation covers best practices in performance management including collaborating to set goals, utilizing ongoing coaching conversations to keep employees accountable and on track, and how to review completed work to ensure quality.

How to Hire the Right Employees – Having a strong work team begins with hiring the right people. This session covers identifying the profile of the ideal hire for your team (technical skills, character, interpersonal skills, etc.) and behavioral questions to ask during interviews to help supervisors to determine if a candidate truly fits the profile. The presentation also discusses the process of getting multiple opinions before making a hiring decision.

Transitioning from Staff Member to Supervisor – Making the transition from being a staff member to a supervisor brings unique challenges. This important session provided new supervisors with several practical strategies to help them successfully transition into their new role. Covered topics include the management of existing relationships, the setting of appropriate professional boundaries, and coaching/performance management techniques.

The 7 Habits of Highly Effective Supervisors - Successful supervisors share many common traits such as a positive attitude, good interpersonal skills, and a strong work ethic. This dynamic presentation provides an overview of these and other characteristics important to employee engagement and retention, as well as, outlines several strategies for integrating these traits into your management style.

Creating a Culture of Improved Employee Engagement - This dynamic presentation provides several practical strategies that supervisors can utilize in their day-to-day management approach to improve employee engagement and motivation. The session discusses methods for identifying the needs and interests of staff and techniques for getting them to buy into and work towards the accomplishment of organizational goals.

Thinking for Success - Success in leadership begins and ends with how we think. This important session focuses on helping managers and supervisors to develop the belief systems and thought patterns that create attitudes and behaviors leading to success. The course includes practical exercises that participants can utilize long-term to reinforce positive mental habits.

Communicating Effectively with a Diverse Team - This important presentation takes an insightful look at the challenges of interacting with different types of employees (different cultures, generations, personality types, etc.), and offers several practical strategies for maintaining quality relationships with all.

Emotional Intelligence for Supervisors - Our emotions can bring us joy and happiness, but also pain and frustration if we don't manage them well. This important presentation discusses the steps necessary for supervisors to build and maintain a balanced emotional life at work to improve relationships with employees, and achieve greater levels of success as a leader.

The Four Keys to Handling the Pressure of Being a Manager – The challenges faced by organizations in the 21st century place constant personal and professional demands on managers trying to succeed in the workplace. This important session will empower leaders to better manage the stress that comes with their position, avoid over-reacting to difficult situations, develop healthier self-talk, and reduce self-defeating behaviors.

How to Effectively Coach Employee Performance – Employees respond better to managers that coach and encourage, rather than dictate and micro-manage. This important session provides managers with insights into what motivates their employees, shares strategies for becoming more of a "coach" than a "boss", and provides techniques for utilizing a coaching approach to improve employee engagement and performance.

Building a Culture of Respect; The Keys to Creating a Collaborative & Engaged Work Team - This important session focuses on building awareness in managers of the attitudes, emotions, and behaviors that create barriers to a respectful and engaging workplace culture. The presentation also provides self-management and interpersonal skills training that will lead to more openness, effective communication, greater collaboration, and better resolution of differences at the office.

Maintaining Effective Communication Channels - This important session discusses several practical approaches to maintaining consistent two-way communication with your team – as a group and with each individual employee. The session includes a process for including employees in team plans and goals to gain buy in, the importance of team brainstorming meetings, and several strategies for facilitating effective one-on-one meetings.

Creating an Environment that Encourages Employee Growth & Development - Employee engagement increases in an environment where individuals are encouraged to grow and develop as professionals. This presentation discusses strategies for creating and implementing a career development plan for each staff member.

Advanced Coaching Skills for Leaders - Research shows that employees are more motivated and productive when their supervisor utilizes a collaborative coaching approach during their day-to-day interactions. This practical presentation reviews the communication skills necessary to have effective coaching interactions, and discusses using a collaborative coaching approach in key situations including assigning work, managing performance, and solving problems.

How to Respond Effectively to Difficult Employees - This session shares valuable insights into the mindsets of difficult to manage individuals, and provides several practical considerations and strategies for effectively interacting with them. Covered topics include how to manage your own stress response, ways to stay positive during challenging conversations, and proactive approaches to dealing with difficult employees over the long-term.

Moving from Manager to Leader - This important presentation discusses the key differences between being a manager and a leader and provides several strategies for becoming more of a leader on a day-to-day basis. Covered topics include core leadership goals, the mindset of effective leaders, the importance of using a collaborative approach, and methods for motivating your team.

Five Steps to Building Trust with Your Team - This session covers the most important management practices that build trust with individual employees and teams, including "walking the talk", acknowledging mistakes, and providing hope for the future.

Advanced Communication Skills that Improve Employee Motivation - This practical session covers several advanced interpersonal skills that can help managers to strengthen relationships with employees to improve their motivation. Skills to be discussed include identifying the needs of individual employees, empathic listening, strategies to use in coaching conversations, and ways to provide effective employee recognition.

How to Prevent Bullying in the Workplace – This important presentation is designed to help managers and supervisors to better understand bullying behavior, what typically motivates it, and the different forms it takes. The session will also provide several strategies that leaders can utilize to build a more respectful culture that can help prevent bullying from occurring.

Relationship Excellence for Managers – This practical presentation discusses several of the most important interpersonal skills used by supervisors and managers on a daily basis to maintain an engaged and motivated work team. Covered topics include bonding skills, listening skills, coaching skills, and conflict resolution skills.

How to Motivate a Multi-Generational Work Team – Employees who grew up in different time periods can have different values, different priorities, and different communication styles. This important presentation explores those differences and suggests strategies for effectively motivating employees from each generation.

How to Effectively Delegate Tasks & Responsibilities - The ability to delegate is a key skill for every leader. This important session discusses the process of delegating and how to do it in a way that's motivating to employees and achieves good results.

Strengthening the Team - This important presentation is designed to provide managers and supervisors with practical strategies for building a strong team environment for their staff. The session discusses the barriers to creating a positive team environment, the basics of working effectively with different personalities, generations, etc., and several communication approaches that are important for strengthening relationships among team members.

How to Prevent Harassment in the Workplace - This important presentation is designed to help HR personnel, supervisors, and employees to better understand harassing behavior, what typically motivates it, and the different forms it takes. The session also provided several strategies that can be utilized to build a more respectful workplace culture to help prevent harassment from occurring.

How to Better Manage Stress in Your Organization - This important presentation takes a deeper look into the impact that today's stress levels are having on employees and their organizations. The session provides several practical stress management strategies that can help to improve the overall health and productivity of both individuals and teams.

Case Studies in Effective Leadership Coaching - This hands-on workshop gives participants the opportunity to practice their coaching skills in several common management situations including performance management and progressive discipline.

How to Motivate Your Employees - Motivated employees are engaged and productive. This important session discusses research on employee motivation, identifies the three primary needs that employees seek to meet at work, and discusses management approaches to help create and maintain a motivated team.

Helping Your Employees Adjust to Change - In today's constantly evolving world, change management is a crucial skill for supervisors. Employees going through difficult changes can experience frustration and a loss of productivity. This session discusses the stages of change and provides strategies that managers can utilize to help their employees effectively cope with and adjust to change.

How to Effectively Onboard and Engage Your Employees – Creating high-quality onboarding experiences for new employees is a key to building an engaged work team. This practical presentation discusses several strategies for effectively onboarding, engaging, and retaining your employees.

How to Give Difficult Feedback to Your Employees – Successful leaders have the ability to skillfully discuss difficult or stressful topics with their employees. This important presentation provides several practical strategies for having these challenging conversations more effectively including building connections with employees, being more collaborative in our approach, and handling disagreement respectfully.

The Fundamentals of Human Resources for Managers - This class focuses on helping managers to become more familiar with the key areas of human resources that are important in effectively supervising their employees. Covered topics include recruiting/staffing, compensation, interviewing, avoiding discriminatory communication, training, and employee benefits.

How to Become a More Effective Manager – This important session provides a comprehensive overview of the management and leadership skills necessary to be a supervisor that can effectively motivate and engage a work team. Skills to be covered include employee relationship development, teambuilding, coaching, performance management, and conflict resolution.

Managing the Stress of Time and Competing Priorities – This seminar is designed to help supervisors and managers recognize how personal organization and use of time contribute to stress levels. In addition, the presentation offers a practical approach to prioritizing efforts and maintaining focus on the most important activities in our work and lives to reduce stress and increase our effectiveness.

2021 Webinar Catalog

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