

**Your workplace is busy. And making time for learning can be a challenge. Through webinars and virtual classrooms, you can learn at the level and participation that best fits your needs. Topics are available in either format - each bringing a unique level of learning to you.**



W • E • B • I • N • A • R

- Larger audience
- Broader topic
- Listening / Viewing Focus
- Self-learning opportunity

**WEBINARS**



- Smaller audience
- Granular topics
- Discussion focus
- Collaborative opportunity

**VIRTUAL CLASSROOMS**

This experience allows learners to learn more about skills and trends that impact their workplace. This avenue provides a great watch & listen education opportunity.

This experience allows learners to engage in dialogue with each other to explore specific skills that impact their workplace. This avenue provides a great interactive education opportunity.

**Overview:**

- Topics are customized for both leaders and line-level employees.
- Participants receive a session guide to aid the concepts discussed and note-taking.
- Includes polling and chat windows to involve participants in the topic.
- Each webinar is 60 minutes and recorded for future viewing.
- Participants receive follow-up resources to continue the learning experience.

**Overview:**

- Topics are customized for both leaders and line-level employees.
- Participants receive a session guide to aid the discussion and note-taking.
- Includes live discussion and chat windows to involve participants in the topic.
- Each class is 90 minutes and recorded for future reference.
- Participants receive follow-up resources to continue the learning experience.

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## Leadership Topics

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### **Crucial Conversations: Pushing Progress while Preserving Relationships**

Let's face it. Regardless of your role, there will be times when those difficult conversations must occur. And whether it is a tough interactions with a customer, vendor, peer or your boss, learning how to conduct the conversation in a way that creates progress but still maintains the relationship can be difficult. In this session, participants will learn a proven approach that puts you in the driver's seat to tackle even the most difficult conversation.

Session objectives:

- Recognize the complexity of barriers in leading difficult conversations
- Identify the action steps that manage both the issue and the relational dynamics of the relationship
- Learn how to ensure closure and momentum following a conversation

### **Developing Direct Reports**

Every company boasts pride in its employees and its focus on customer service. Creating a competitive advantage requires an intentional approach in developing each person on your team. This session explores how to bridge the gap of your team's current skill needs and those required for future success.

Session objectives:

- Learn how to assess department knowledge needs
- Discover a conversation template that builds on success and inspires new effort toward growth goals
- Identify tactics that drive momentum and continued focus toward growth goals

### **Engagement and Loyalty: Two Sides of the Same Coin**

Every business wants loyal employees. But in today's competitive marketplace, how do you know what prevents your employees from leaving to your competitor down the street? In this session you will discover the financial and psychological connection between engagement and loyalty; learn how to create your unique engagement formula; and identify the loyalty connects and disconnects your employees are telling you every day.

Session objectives:

- Understand the cultural factors that are driving poor employee engagement and loyalty
- Explore the psychology behind what makes today's employee choose to stay with your company
- Define the unique characteristics of your organization's loyalty equation and practical steps to ensure it lives across your organization

## **Fast-Forward Feedback: Driving Effective Performance**

It's the "secret skill" most managers wish they could get their hands on. How do you give an employee feedback that makes a positive difference to his/her performance? Too often, managers want to pull their hair out because they feel they have delivered the message to an employee so clearly (and so many times), there is no logical reason why the employee still doesn't get "it". The problem? The formula is wrong. In reality, the manager and employee are speaking two different languages when it comes to feedback.

Session objectives:

- Understand the difference between the hard and soft skills required for effective performance
- Discover the linkage between coaching, counseling and corrective action
- Explore a feedback model that ensures a shared understanding between you and your employee

## **Gen Z: Meet the Newest Generation that will Impact Your Workplace**

Millennials may be the largest population group, but the country's newest group, Generation Z is a force every business must understand. In this session, you will learn the latest statistics and trends about each generation in the workplace today and be introduced to the latest generational group that will take our economy and marketplace by storm.

Session objectives:

- Learn the current statistics and trends of each generational group - how they have changed and stayed the same as each group ages
- Understand the values and influences of Generation Z and how they will impact your organization - as a customer and employee
- Discover ways to succeed and thrive in a workplace that blends each generational group

## **Leading Diversity in Today's Workplace**

Diversity in the workplace has taken on renewed interest in companies. Employees of varying backgrounds, ethnicities, genders, ages, values and experiences bring unique perspectives to the workplace—helping to innovate, evaluate and find solutions. It can also be the root of conflict. When this conflict goes unresolved, animosity and distrust can build and actually slow progress. This session focuses on the skills needed for leaders to embrace and engage in dialogue that focuses on the productive elements of team diversity as well as ways to help the team do the same.

Session objectives:

- Better understand cultural diversity and how it can make your team stronger
- Learn tips on how to build a workplace where respect is the foundation of your culture
- Understand how your own experiences lead to hidden biases and stereotypes

## **“Sticky” Leadership: How to Create Your Competitive Advantage**

So how do you know if you are a great leader? There are many answers; but most importantly, you have an engaged team that is creating real results. Learn the secret behind leading others in such a way your team “sticks” with you. In an age where your team has many choices, the ability to lead with sticky principles is more important than ever before. This session will provide you an action plan help you create team momentum that creates the results that make a difference.

Session objectives:

- Explore how the secret weapon of WHY is your greatest asset
- Learn the psychology behind engaged employees and individuals who just want a paycheck
- Identify the 3 things your team need from you NOW

## **Stop Passing the Buck: Driving Employee Accountability**

How often do you hear someone on your team blame another individual or fail to take ownership for their own work? It boils down to accountability, which can be hard to define in the workplace. In the end, the lack of this important discipline can truly make or break a team. In this session, participants will learn how to effectively deal with the finger pointing that takes place when something goes wrong, and how to encourage peers to courageously be a part of a team of diverse individuals.

Session objectives:

- Learn the difference between personal, individual and team accountability
- Identify how to proactively address the warning signs of accountability with your peers
- Discover how to effectively confront a peer when a lack of accountable behavior has occurred

## **Success Strategies for the New Supervisor**

The role of a new supervisor can be a tricky one. You must be able to do the job yet at the same time oversee others – sometimes peers – who are also doing the job. A new supervisor is faced with unique challenges based on his/his entry to the team: promoted from within the organization or hired from outside the company. These dynamics can significantly impact productivity, morale and success to the team. This session equips participants with proven supervisory techniques to help them get up to speed quickly and succeed in a new leadership role.

Session objectives:

- Create a 90-day transition plan in your new role
- Learn how to navigate traps of the new leader: being promoted from within vs hired from the outside
- Discover how to develop 360-degree communication skills in your new role

## **Workforce Planning: How do I get started?**

What will your team look like in 2 years? The question may sound too futuristic but in reality, the business landscape will look vastly different in just 24 short months. This session will explore the overview of creating a talent plan that underpins your organization's future strategy. The result ensures the appropriate skills and experience exist across your department or business so it can sustain well into the future.

Session objectives:

- Determine the talent gaps that could be created by planned and unplanned employee attrition
- Identify the critical steps to bridge the skill gaps in your organization
- Create a communication strategy that engages the team in building its bench

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## **Team Member Topics**

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### **Communication Skills: The Biz Skill that Creates Success**

Impressions matter. They are critical to both your external and internal customer relationships. Those impressions are developed with each interaction within the organization and your career success depends on those communication skills. Your communication sets the stage for how you get work done through others, how to get what you need from others, and how to foster relationships that move you forward. This session will help you learn how to build a respected and positive reputation across the organization and is an ideal resource for anyone desiring growth within the organization.

Session objectives:

- Learn the direct and indirect connections between perception and growth opportunities
- Understand what managers really want from their staff and how to effectively “manage up” in your organization
- Get your body language in sync with your verbal message
- Keep your composure and confidence in tough situations

## **Developing a Professional Image**

In today's business climate the keys skills possessed by professionals are diplomacy, discretion and effective communication. These skills require intentional focus and without an effective action plan, one misstep can destroy credibility. This session will provide participants with the skills and understanding of maintaining effective business relationships, the importance of communication skills with leaders, colleagues and clients, and how to handle sensitive issues.

Session objectives:

- Learn how to handle situations with discretion and authority
- Explore ways to build on your communication strengths
- Discover how to build credibility and trust with co-workers and leaders

## **Emotional Intelligence: The Secret Skill that Helps You Get Real Results**

Sometimes the hardest thing about your job isn't your task list – it's the people! The pressure of work, deadlines and interpersonal conflict can cause employees and managers to react negatively toward each other. Learn how to build relationships, enhance your credibility and most importantly, get the results you need as you interact with others.

Session objectives:

- Define Emotional Intelligence and its impact to your performance results
- Understand the four domains of Emotional Intelligence and the critical behaviors for each
- Create a personal action strategy to build your EI that equips you to gain positive outcomes with your team

## **How to Create the Complete Customer Experience**

In today's marketplace, customer service is no longer "good enough". Instead customers are demanding positive experiences with business. In fact, they often determine their loyalty based on the quality of those experiences. In this session, participants will get inside the mind and heart of the customer to understand how they make decisions about their experiences with your business. This blend of art and science is fascinating; and the best companies are learning this invaluable focus.

Session objectives:

- Learn the psychology behind customer fans vs customer complaints
- Discover the impact of the heart, mind, voice and actions of the customer
- Identify practical skills that help you connect to customers in a way that drives loyalty and a sense of satisfaction to you and your co-workers

### ***How to Handle Difficult Customers***

Customer complaints are a reality for every business. And for anyone who interacts with customers, finding ways to manage the difficult ones is a critical skill. In fact, a few difficult customers can ruin an entire day for an employee; and perhaps have a negative impact on other customer interactions. This session focuses on the three types of difficult customer behavior and specific strategies that guide conversations to productive outcomes.

Session objectives:

- Learn the emotional and logical balance of a customer complaint
- Identify your personal emotional triggers and strategies to manage them
- Understand the motive behind the 3 types of difficult customers
- Learn specific phrases that guide interactions to a positive outcome

### **Managing Conflict with Co-Workers**

Conflict happens. It's a fact of life both personally and professionally. This session is designed to provide participants with an understanding of the dynamics of workplace conflict and strategies to better manage those conflicts while preserving relationships. Gain insight into why conflicts can linger and even recur and what you can do proactively resolve them. Learn practical tools that will help you deal with others in such a way that is healthy and effective.

Session objectives:

- Identify the psychology of conflict in the workplace
- Discover attributes of 5 conflict management styles
- Learn how to use a template that leads a constructive conflict dialogue

### **Workplace Trust: The Key to Strong Teams**

The workplace isn't what it used to be. Ethics scandals, unexpected downsizing and fierce competition have raised the bar in leadership ethics and accountability. For leaders, trust is the secret ingredient from which all performance is created. However, developing this critical skill is much easier said than accomplished. This session explores personal and organizational trust and the tools required to be successful in today's changing work environment.

Session objectives:

- Explore the direct and impact of trust and the reach of your influence and potential
- Learn practical ways to monitor your trust factor in the organization
- Answer the three questions every employee needs from his/her teammates

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## What to Know

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- **We don't do dull!** Experience an interactive session with others on issues you are facing in your business.
- **We don't live in "theory world".** Learn practical solutions so the real learning & discussion can occur.
- **We know you are busy.** You'll leave our sessions and go back to your real world. We help you create momentum by sending you follow-up resources that help you take next steps.
- **We make it stick.** Every participant receives follow-up resources to ensure the learning and application continue.

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## Ready to move forward?

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### Request Learning

If you don't find what you are looking for in our course list, please contact us and we will happily customize a learning opportunity for your specific needs.

Contact us at [kayla@organizationimpact.com](mailto:kayla@organizationimpact.com) or 615.424.4766 to get started.