

Whether your team is part of a corporate environment, small business or non-profit organization, we create tailor-made solutions that will equip, strengthen and ready your team to achieve results.

Team Development Topics

DNA: Mine, Yours and the Organization: How to Drive Effective Results

How many times do you feel as though you simply can't get through to a coworker, your boss or team? You are saying the right words but nothing seems to work. Communication is the most critical element in every organization; yet it is often the greatest problem. Our communication style is innately tied to how we are wired and that DNA impacts the entire organization. This interactive session will help you understand your natural language (communication style) and the ways you best send and receive information. Once you understand yourself, you can begin to start speaking the other person's language and will discover practical communication tools that get results with others that ultimately lead to organizational effectiveness.

The Math of Effective Teams: Less Dysfunctional and More Functional

Why do some teams seem to get a lot of done and not really sweat the "small stuff"? They have unlocked the secret to effectiveness – real teamwork. In today's workplace effective working teams not just something that is "nice to do" - it's imperative to the long-term success of your business. This interactive session tackles the most common barriers that keep teams from achieving results. Participants learn how to clarify roles and responsibilities, share information with colleagues to reduce duplication of effort, and proactively address conflicts that prevent the achievement of common goals.

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 interactive session, participants will learn a proven 5-step approach that puts you in the driver's seat to tackle even the most difficult conversation.

Presentation Skills Bootcamp

The ability to communicate effectively, whether behind a podium or among your work group is vital for today's professional. While public speaking is a fear worse than death for many people, it is a skill that can be developed. In this interactive session, participants will discover techniques that create a great first impression and utilize specific skills to take command of an audience. Organizing content for maximum

impact will be explored as well as effectively using visual aids that support your ideas. Participants will also learn tips for thinking on your feet and handling those really tough questions.

How to Make Decisions that Count

Problem solving is the heart and soul of every job. Problems come in all sizes, from major problems to daily nuisances. The key is to learn how to address these areas of everyday life in a way that brings greater accuracy, creativity, and results. This interactive workshop is designed to provide participants with the tools needed to make the most informed and effective decisions possible whether it is a solution to a problem or the best course of action regarding an opportunity. Through discussions, group activities and role-playing, participants will learn the keys to effective decision making that make a positive impact to your team, department and company.

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.

Pushing Through the Wall of Conflict

Conflict happens....whether it's in the boardroom, during rush hour traffic or within the most important relationships in our lives. It's a fact of life both personally and professionally. This seminar is designed to provide participants with an understanding of the dynamics of workplace conflicts and strategies of how to better manage those conflicts and improve relationships. Participants will gain insight into why conflicts can last so long and what you can do proactively resolve them. The session will also focus on dealing with difficult employees who often cause conflict to continue and solutions on how supervisors deal with this problem. Participants will take away practical tools that will help them deal with others in such a way that is healthy and effective.

Communication Effectiveness: The Stealth Professional Skill

Perceptions matter. They are critical to both external and internal customer relationships. Those impressions are developed with each interaction within the organization. And at the heart of every interaction is the need for effective and efficient communication. This interactive session helps participants learn the components of effective communication from the perspective of others. The power of 360-degree interaction strategies will be explored that help anyone create effective relationships across the organization.

The Critical Link between Your Customer and Employee Experience

Every business knows that building customer loyalty is essential to maintain a competitive advantage in the marketplace. But in today's economy, customer loyalty is much more than providing great customer service. Instead, the organization must create a unique experience for the customer. And those interactions start with a specific, intentional employee experience. In this interaction session, learn the formula that ensures the promises you make to your customers are met by employees who are committed to making your business great.

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 credibility and most importantly, get the results you need with others.

Building a Respectful Workplace for Employees

In an age of #metoo and heightened focus on respect, transparency, and equality, organizations must have a clear roadmap to define its workplace culture as it relates to harassment. In this team session, participants become aware of how the landscape has changed and the responsibility of every person to understand his/her rights, voice and behavior that encourages a respectful workplace.

Ready to move forward?

Request Training

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

Contact us at kayla@organizationimpact.com or 615.424.4766 to get started.

“If you don't invest in your employees, your competition will.”