

Our team development offerings provide the focus that helps each team member better understand their strengths and engage with their peers in a way that drives the greatest effectiveness.

Team Development Topics

Developing My Super Hero Skill: Emotional Intelligence

Superman could leap tall buildings. And in the workplace, your super-power is the ability to effectively guide dialogue that creates positive momentum. Cutting-edge research reveals that strong emotional intelligence plays a critical role in higher productivity, performance and job satisfaction. And in today's workplace, those factors are crucial to success.

The Customer Service Equation: How to Win the Service Game

In today's busy marketplace, two key questions must be answered: What do customers really want? And how do you know you are hitting the mark with their expectations? For any employee tasked with taking care of the customer, it is critical to have a game plan around the specific attitudes, qualities, and skills to ensure success occurs for today's customer. Take a journey on the new customer experience and discover new approaches to timeless principles.

Navigating Change in the Workplace: How to Ride the Wave without Sinking

Change is the name of the game in today's workplace. From new programs to new organization charts, employees must learn how to navigate whatever is "new" while continuing to provide the day-to-day services that keep the business going strong. In this session, participants will learn how to understand and manage change in a way that builds new skill sets and creates confidence - regardless of what new wave is crashing in tomorrow.

15 Invaluable Laws of Growth

We understand there are traffic laws that govern our transportation. They keep us safe, create order, and ultimately ensure success on our roadways. What if we also followed rules of growth? These are tried and true mindsets and behavior that yield success in our workplace lives. Learn 15 invaluable laws of growth - that when applied yield movement toward your goals.

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

When We Clash: Managing Conflict with Co-Workers

Conflict is a reality of organizational life and work relationships. And, if handled effectively, can help strengthen relationships and teams. This session is designed to provide participants with an understanding of the dynamics of workplace conflict and strategies to guide conversation to resolution. Learn practical tools that will help you deal with others in such a way that is healthy and effective.

Critical Conversations: Creating Progress and Preserving Relationships

Regardless of your role, there will be times when 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. Participants will learn a proven approach that puts you in the driver's seat to tackle even the most difficult conversation.

Everyone Communicates, Few Connect

If you want to succeed, you must learn how to connect with people. While it may seem like some folks are just born with the ability to connect, the truth is anyone can learn how to make every communication an opportunity for a powerful connection. When that happens, results can happen. This session experience helps participants learn the components of effective communication from the perspective of others.

The Buck Stops Here: How to Increase My Personal & Peer Accountability

Reliable and dependable are two adjectives we want others to use to describe us. words that send a ripple effect of positive influence around us. The skills it takes to achieve these two power words are centered around personal accountability. Participants will gain an understanding of the habits that build a foundation of trust with others.

Innovative Thinking: How to Get Outside the Box

Innovative thinking is critical in business because the world is rapidly changing. Individuals and organizations who try to get by with simply doing the same old things in the same old ways will quickly find themselves left behind. The good news is everyone can learn to be more innovative. To stay competitive, organizations must foster innovative thinking in the workplace and individuals must remain open to new ideas, processes, and opportunities. Participants will learn how to tap into the brain's creativity center in the highly interactive webinar.

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Managing Difficult Customers so They Don't Manage You

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 for survival. 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.

A New Kind of Diversity: My Role in Shaping Our Culture

Celebrating diversity is one thing; but possessing cultural competency is something different. For any professional today, it is important to know how to examine our own worldview while also developing the willingness to learn and be educated from a different point of view. This approach opens the door to explore the possible diverse ways of thinking, doing, and believing others have. In this fun, practical workshop, participants will cultivate their ability to understand, communicate with, and interact with customers and co-workers across many cultures and styles.

Productivity Hacks in Today's Busy Environment

Traditional time management teaches us to “start every morning making a list of things to do that day.” But once you check your email, that list is likely already woefully outdated. Today's rapid-fire pace means we must find ways to become more productive with the things that matter. And while some principles of managing our time hold true, the skill of focused attention requires a new way of thinking about our time and productivity. Discover the powerful difference between busy and productive.

Sometimes you Win, Sometimes you Learn

We all enjoy winning, whether it is playing a game of cards or achieving success in our careers and relationships. But the truth is life's greatest lessons are often gained from our losses - those moments when we didn't win the prize. Any setback, professional or personal, can be transformed into a step forward with the right tools to turn a loss into a gain. And in today's workplace, the ability to adapt a mindset of learning is critical to any success.

The Secret of Effective Teams

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 workshop experience explores the psychology of teams from the team member perspective and identifies three strategies that unify and bind your team together.

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What Got Me Here Won't Get Me There: My Path to Promotion

Earning a promotion enables you to assume a more important role in your company, earn a higher salary and gain a heightened sense of accomplishment. And while performance, experience and skills are common requirements for a job promotion in many workplaces, there are some extra measures to consider to become a prime candidate for your desired position. Discover the game plan to get promotion-ready and meet your career goals.

When I was Your Age: Understanding Different Generations in my Workplace

Our workforce is much more diverse today than ever before in history, with the age range of employees spanning as much as 50 years. While we have many similarities, each generational background can bring differing views about communication techniques, work/life balance and approach to work. This session will help you understand how to effectively interact with co-workers of every age.

Ready to move forward?

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.

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