**SETTING GOALS & PRIORITIES**

***No More Excuses: Set and Accomplish Your Goals***

Goal setting can be daunting. Whether it’s admitting to having a personal goal, or creating an irrelevant goal for an organization, it can be tricky to get things just right.

Key Learning Components: This hands-on training will help you identify why you should set goals, how you can fail when setting goals, how to set SMART goals, common mistakes made, goal prioritization, and how to stay motivated.

**PLANNING AND PROJECT MANAGEMENT**

“He who fails to plan is planning to fail.” – Winston Churchill

Project management and planning makes projects easier and more likely to succeed.

Every employee is a project manager. This workshop will help you learn not only the importance of project management, but also the ins and outs of how to effectively plan a project.

Key Learning Components: what project management is, its benefits and knowledge areas; difference between projects and programs; project tiple constraints (scope, time, cost); hos to establish project goals and scope; roles, responsibility and skills of a project manager; 5-phases of project management- what happens in each phase and the role of the project manager; and project closeout activities.

**COMMUNICATING WITH CONFIDENCE**

***Interpersonal Skills in the Workplace***

“Effective communication is 20% what you know and 80% how you feel about what you know.” – Jim Rohn, Author and Motivational Speaker

Communication is a core component to all human experience, but we all know it can be quite challenging, especially in the workplace. Communication requires skills, effort, and planning. It is more than just speaking, it includes body language, style, tone, listening, and more.

This workshop will help you understand the nuance of communication, identify your communication style, and determine if you’re communicating effectively. You’ll learn both more about yourself and others to help understand the most effective way to communicate to a multitude of audiences.

Key Learning Components: understand how your personality type relates to communication and interpersonal relations; know the various types of communication styles and your dominant style; know how to communicate effectively; be able to listen and understand body language and non-verbal cues; know how to use good feedback skills; understand the importance of interpersonal relations; know characteristics of each generation in the workplace and how to communicate with them; learn communication tips and tricks.

NOTE: This session has several different components that could be added or removed depending on the amount of time for the session. This session would need to be confirmed related to specific elements.

**TRAIN THE TRAINER**

***Techniques, Tips and Tricks to Deliver a Great Learning Session***

You may need to deliver training or presentations that often includes PowerPoint slides, interactive activities, and handouts. In this session, you will learn various tips and tricks that will take your training/presentations to the next level. We will talk about key elements of training including: adult learning principles; how to develop training materials; ways to approach presentation slides; interactive activity ideas; and using handouts to enhance learning.

We all want our training/presentation session to deliver key learning outcomes and expand the knowledge, skills, and abilities of the participants. Join us for a fun session that provides information that can set your presentation and materials apart from others.

This interactive training will be full of ideas to help you think about your training materials in a different way.

**EXCELLENCE IN CUSTOMER SERVICE**

Customers demand efficiency and effective service. They are most likely to remember the direct interaction they have with your organization, which means their experiences will be defined by the skill and quality of services you provide. How can public sector professionals keep up with the ever-increasing expectations of today's customers?

This interactive training will teach participants to better understand the framework of good customer service.

Key Learning Components: We'll cover: communication; effective listening skills; conflict resolution; and serving a diverse customer base

**TEAMBUILDING**

Working successfully with your team members requires that you learn collaboration skills to make better decisions, solve problems, and build trust to create a stronger organization.

The strength and effectiveness of the internal team sets the tone for the external customer experience. Working with others is required, but true collaboration is learning to communicate, listen, and understand the importance of professionalism.

Key Learning Components: identify the 5 dysfunctions of team; how to work with your team members; how to appreciate diversity and think about how perceptions and experiences of each team members; how to build relationships and trust; identify what collaboration is and why it's important; skills needed for successful collaboration; coaching; motivating team and ways to reward.

 **THE MANAGEMENT MODEL**

Do you have a formal decision making process in your organization? This fun and interactive session will talk about the six-step process known as the strategic management model. Although management appears in the title, it is not reserved exclusively for managers and supervisors - it’s designed for anyone who needs to make decisions.

The model helps you make better use of resources by getting work to flow horizontally and vertically. The process ensures informed decision making and is reflected in a circle to indicate that it is a continuous process. The six steps - define, identify, understand, create, agree and improve - offer a strategy for good management and oversight as we make decisions and hopefully avoid pitfalls.

Having a decision-making process broadens the issue perspective, allows for additional input, defines preferred solutions and allows participants to arrive at a decision through intentional discussion.

Key Learning Components: understand and define the six steps of the model and how to do them well; identify group roles and the rules of brainstorming; define vision and the value of action planning; identify the type of decision maker you are and how to work with others.

**STORYTELLING BOOT CAMP (Part 1)**

***Develop strategic stories to boost your impact in the workplace***

STORIESare a powerful way to connect with staff, boards, citizens and others to gain trust and motivate.

EVERY professional needs to know the art of storytelling and messaging in order to give meaning to concepts and information.

LEARN to make an impact by telling the right story at the right time and practice creating narratives that make an impact at work and beyond.

Key Learning Components: understand why storytelling is effective; discover the six types of stories; use a framework to engage your audience; develop three stories to use in your organization; and reframe your message to improve communication.

Who Should Attend: Anyone interested in improving their communication style and enhancing their influence.

**STORYTELLING PART 2**- **UTILIZING STORIES TO ADVANCE YOUR MESSAGE AND BRAND**

Storytelling is a way to enhance your vision, mission, data, and facts. It’s the narrative that engages your audience and makes your information memorable, relative, and shareable. To get your message to stick, tell a story. Are you telling a good story? Join us for a fun and interactive session that will help you create stories and messages for your organization, department and/or you personally. There will be a lot of storytelling!

Key Learning Components: share the importance of telling stories and where you can find them; look at the various types of stories you can tell and how to develop content; help you create and practice various types of story content within the rules for storytelling; examine what elements make a good story; and identify various storytelling formats that you can easily implement

**TIME MANAGEMENT- GOALS/DELEGATION/MEETINGS**

Sometimes it can feel like we’re on a ferris wheel- going around and around with no end in sight. We can convince ourselves that there aren’t enough hours in the day, or your to-do list is growing- we often have too many distractions, interruptions and want to meet other’s needs.

Why is it that we don’t know how to manage our time better? We have a lot of responsibilities of our time: meetings, interruptions, last-minute tasks, and we can go a whole day without making progress on our projects, tasks, or goals. We are frequently juggling multiple responsibilities.

Key Learning Components: how to make time management a goal; understanding challenges we face with our time and what mistakes we make; how to identify distractions or interruptions that take our time and how to overcome them; strategies for managing and prioritizing to-do lists and the goal lists; recognizing your energy timeframes; how to schedule your time to make progress; using good meeting skills and delegating skills to make more time available; and how to translate the time management skills into setting good goals and following through on them.

NOTE: This session includes a little on setting goals. The Setting Goals and Priorities session is hands on developing goals.

**CHANGE MANAGEMENT & PROFESSIONALISM**

“About 20% of the people are against any change”- Robert F. Kennedy

Change requires new behaviors, routines, methods, perspectives, technology, etc.- so we must prepare ourselves and our team for change and help them navigate through it. Beliefs and our mindsets give us perspective and informs how we see the world- which is why it’s very hard to get people to think and act differently. How change is handled is critical and if it is introduced badly or not managed well, then there will be resistance.

Change is Hard: it’s important to understand the organizational current culture; decide where you want to go; and determine what behavior changes are needed.

Key Learning Components: why change is hard; what you can do to manage change; why people resist change; how to lead through change by leading by example; professional characteristics and behaviors and why are they important

**FUEL YOUR LIFE, WORK AND TEAM- THE ENERGY BUS (BOOK BY JON GORDON)**

Our whole lives are affected by energy- if we replace positive energy or outlook with negative- then those things we once felt change for the worse. How do you turn it around? What changes need to happen? If you have the desire, you have the power to make it happen. Changing your situation means changing your thoughts. You

can’t control events but you can control perceptions and respond in a way that determines a better outcome. Don’t be afraid to make changes and find your positive energy to be your best.

Everyone faces challenges. Every person and organization must overcome negativity to be successful. In this session, participants will identify the positive and negative energy in their life, both their own and those around them.

In the session participants will learn:

* “10 Rules for the Ride of Your Life”, which are skills to implement in the workplace to cultivate and build a positive, high performing work environment.
* How to develop a vision/purpose statement and actions steps to implement their own positive energy and help their organization and team successfully move forward.
* How to identify struggles, opportunities and purpose and see how positive energy affects all aspects of their life.

NOTE: Participants will need to read this short book before participating in session

**THE INTERN (MOVIE AND SESSION)**

You don’t have to be in a position of authority to show leadership.  The movie “The Intern,” will be viewed, which follows Ben Richards, a retiree who becomes a senior intern for the company owner, Jules Ostin.  He initially struggles how to provide value, but finally uses his strengths and experience to be an essential team member in the company.  Attendees will identify skills exhibited by Ben and discuss why those skills are essential to being a valuable team member, even when they don’t have power.  They will consider their role in making their organization a great place to work and develop specific action steps to contribute to their environment.  This movie supports the idea that all ages are valuable in the work environment and each person brings something unique to the organization.  Participants will better understand their own strengths and opportunities for improvement and gain understanding about how they can best support and impact their organizational team.

**RESILIENCY**

Individuals who are in helping professions are more susceptible to trauma, secondary trauma, and burnout. The session will discuss why we need resiliency BEFORE something bad happens and what we can do to build it. We will discuss opportunities to connect or reconnect to purpose in your work, even when work may look different. You will gain a list of actionable solutions to make yourself and those around you more resilient and mentally strong.

**CONFLICT RESOLUTION & TOXIC WORK ENVIRONMENTS**

Conflicts in the workplace are common and can arise due to a variety of reasons. You can work to reduce conflicts, but you cannot eliminate them. The inability to solve conflicts can create a lot of problems including reducing productivity, collaboration, and the ability to keep team members. It is critical to manage conflict and create a positive environment by implementing good skills and strategies. Conflict can lead to a toxic work environment and lead to negative mental and physical results. There are several indicators that you may be working in this type of environment and you will need to know how to recognize them and implement strategies that can reduce disfunction.

Key Learning Components: definition of conflict and resolve; steps to resolving conflicts; styles of conflict resolution; how to recognize toxic environments and supervisors; ways to identify a primary conflict resolution strategy; understanding what you control; internal and external tools to guide you; and learn toxic environment solutions and rules to live by.

**STRATEGIC PLANNING 101**

A strategic plan helps an organization remain relevant and stable. It provides a basis for monitoring and measuring progress and helps set goals and policies, which are important to keep an organization running smoothly.

Are you new to strategic planning? This training will help you understand the importance of a good plan and how to start one.

The course covers: the importance of planning; creating a planning framework; environmental assessment; what to avoid; the planning process; writing a plan; implementation; and more.

You’ll also learn how to take an in-depth look into your organization to properly asses it’s health, competitiveness, and relevance.

**ETHICS AND THE LOCAL GOVERNMENT PROFESSIONAL**

***What Every Employee Needs to Know***

People often take perfectly legal but unethical actions… One in four government employees works in an environment conducive to misconduct… learn how to make the best decisions for your organization with this ethics course.

This training will help you understand what is ethics, ethical failures, ethical decision making, and the importance of a code of ethics.

End the course by creating your very own personal ethics statement to help you create a personal code of ethics and ensure you’re always doing your best when it comes to hard decisions.

**REALITY BASED LEADERSHI**

The idea of Reality-Based Leadership is to help you let go of leadership strategies that no longer work and utilize a model to get better results. It will complement what you may have already learned and provide you a new way to approach some traditional leadership problems. Attendees will learn the what Reality-Based Leadership is, and talk about finding peace at work, restoring the sanity, and lead your team to results. It’s a way to think about shifting leadership skills from trying to manage circumstances to changing mindsets. Its purpose is to help us recognize and accept what the reality of our situation and start channeling energy towards getting results- we have to change our thinking before we change our behavior, because circumstances will not change!

Knowledge Outcomes:Reality-Based Leadership will provide skills and wisdom on; how to strengthen your working relationships; create bullet-proof teams; and return peace, sanity, and results to your workplace. Attendees will discover ways to:

* Improve organization results
* Improve customer satisfaction
* Better collaborate
* Create greater employee resilience in challenging times
* Reduce excuses
* Be more personally accountability