

2019 Course Catalog (Pathway to Learning Series)

These 4 hour courses provide a more in-depth learning experience into topics. The longer format allows for more discussion, in classroom exercises and more detailed information on the topic. Completion of 8 Pathway courses qualifies an employee for a “Pathway Award”.

Accountability and Delegation - “Lack of accountability” is as common a complaint within organizations, as “needs to delegate” is a common criticism of the managers within them. Did you know that they are interdependent? In this 4 hour course we’ll explore the prerequisites for accountability and delegation and the obstacles to their effective execution, learn how to avoid common pitfalls, and focus on the best practices for empowering others to be accountable when performing delegated tasks.

Building and Leading Effective Teams – This 4 hour course will familiarize subordinates and supervisors with the characteristics of effective teams and discuss how to use teambuilding to optimize performance. Participants in this course will focus on the components of a high performance team through the application of a systematic approach to teambuilding. The course includes a comprehensive overview of team systems and processes, stages of team and group development, team building, and tools for team development.

Conflict Resolution - This course is designed to introduce the participant to techniques that will enable them to recognize conflict & steps to address issues through mediation. In depth discussion includes; various methods used to address behavior issues among employees in an open and honest manner, ensure work environment is fair and equitable, and how to address high tension situations. Participants will complete a Conflict Resolution Style Assessment to help determine the appropriate degree of assertiveness and cooperativeness when dealing with conflict situations.

Decision Making - This course provides tools and techniques that support effective decision making. Discussion helps leaders assess situations, analyze problems, and develop winning strategies for operational success. Participants will recognize the importance of objectivity, appreciate the impact of timely and consistent decision making when leading others, and learn how to reduce risk by logical examination of alternatives.

Effective Workplace Communication - This 4 hour course reviews the basic components of Effective Workplace Communication, including listening techniques, non-verbal messages, and verbal statements. Discussion identifies common miscalculations people make when communicating with each other and shares strategies to communicate effectively in specific work situations. Participants will sharpen their communication skills and understand how good communication can improve relationships with and increase the productivity of employees.

Effective Supervision - This 4 hour Pathway to Learning course provides the principles and practices of supervision. The course includes a comprehensive overview of what supervision is and how participants can be effective in supervisory roles. Topics include identifying key supervisory skills, promoting superior employee performance, and learning how to project a competent, confident, and professional image.

Facilitator Skills Workshop – This 4-hour course offers simple, easy to practice tools to help you cope with nerves, get your message across memorably, structure your material for the best impact and present effectively to audiences of varied sizes. The participant will examine the needs of adult learners and discuss techniques designed to enhance training, facilitation, and presentations that are sure to inspire the delivery of a great learning experience.

Inspiring Customer Service - This 4 hour course provides the participant an opportunity to explore and discuss various techniques that are sure to improve their customer service skills.

Interpersonal Relationships - Participants will learn how a positive attitude and behavior are related to building healthy interpersonal relationships. Also, participants will understand the importance of communicating effectively with others, and learn principles and practices of trust in interpersonal relationships that result in win-win relationships. Participants will grow in self-understanding, confidence, personal effectiveness, and their ability to handle the challenges/opportunities of their workplace lives.

Introduction to Leadership - This 4 hour Pathway to Learning course is designed to introduce the topic of leadership and explain how to become an effective leader. Participants learn how to identify the qualities of effective leaders, understand different leadership styles, and use leadership techniques to ensure success.

Leading Change – This 4 hour course explores the popular change leadership philosophy of award winning author John Kotter’s now-legendary eight-step process for managing change with positive results, which is used extensively in a wide range of today’s businesses. The participants will examine why people resist change and will focus on techniques that support managing change with positive results. Each participant will develop their own “Big Opportunity” for innovation & change.

Myers-Briggs Type Indicator (MBTI) - Understanding Your Type - Participants taking the MBTI Inventory and receiving feedback will be able to identify their unique gifts. The information enhances understanding of yourself, your motivations, your natural strengths, and your potential areas for growth. It will also help you appreciate people who differ from you. Understanding your MBTI type is self-affirming and encourages cooperation with others. Participants will be asked to complete the MBTI Inventory prior to the training date.

Managing Healthy Lifestyle - The purpose of this training is to help participants develop and manage a healthy lifestyle, which is essential for maintaining a good balance in life. This class will also provide valuable tips and techniques the participant can use to uplift their mind power and energy level to help get through everyday challenges in life. With suggested techniques and individual efforts, this course will assist participants to feel good about themselves and reduce stress, which will have a positive impact on employee morale. "Life is too short, Live, Love, Laugh!!!"

Peer Coaching - This course presents coaching as a tool for promoting positive peer interaction. Discussion highlights the role that effective feedback plays in building strong relationships and encouraging collaboration. Participants will learn ways to offer support in a manner that is productive and objective rather than critical and personal, and will learn how to appropriately recognize teammates’ efforts and contributions.

Problem Solving - This 4-hour training session will guide the participant through the application of industry leading problem solving methodologies. Discussion will include an overview and a practical application of problem solving frameworks to include Six Sigma principles. The participant will demonstrate situational awareness and assessment, reconcile conflicting / incomplete information to develop solutions.

Developing SMART Goals - This course highlights the impact of the goal setting process on personal effectiveness. Discussion explores the importance of attitude, defines characteristics of effective goals, and offers a step-by-step goal setting process. Participants will gain clarity in their desires, build confidence in their abilities, and receive specific tips for success.

Team Dynamics - This 4-hour Pathway to Learning course emphasizes the value and impact of individual contributions to team success. Discussion helps employees understand their position within the team and basic expectations of team membership. Participants will learn characteristics of strong contributors and ways to overcome challenges that keep team members from fully committing themselves to the team.

The 5 Dysfunctions of a Team - This 4 hour course is based on the principles introduced in the popular leadership development book, of the same name, written by Patrick Lencioni. In this course you will learn how to take a team from stressed to truly cohesive. Participants will be introduced to the five dysfunctions found in many organizational teams, learn identifying traits of each dysfunction along with suggestions to overcome them.

Total Quality Management - Most customers understand that things may not go well and still may gain satisfaction from services if the organization aggressively attacks their causes of problems and attempt to prevent recurrence. Total Quality Management (TQM) is a systematic management tool and approach to achieve customer satisfaction and long-term success of the organization. This 4-hour training session will help participants to gain insights of the TQM concept and enable them to apply a combination of effective strategy, which may enhance the quality of service and productivity of organization.

Values & Ethics - This course emphasizes the importance of values and ethics in the workplace. Discussion explores how values influence employees' decision-making abilities and actions, and identifies ethical dilemmas commonly faced in the work setting. Participants will learn how to navigate "grey areas" of professional ethics and how to perform their work in a way that supports the values of their organization.

Visionary Leadership - This 4 hour course is designed to provide the participant an extensive understanding of the importance of value and mission as it relates to organizational development. Participants investigate the attributes of visionary leaders and learn techniques on how to effectively translate a vision into action.

Work Ethic (Workplace Bullies and Workplace Zombies)

Workplace bullying is often difficult to identify and manage. If it is left unnoticed and unaddressed, it can lead to more devastating consequences. Workplace Zombie issue is a growing phenomenon in various organizations today. It could be undermining the mission, vision, and the very future existence of the organization. This training will cover both issues and provide appropriate approach methods to remediate various challenging situations associated with workplace bully and workplace zombie. With information and

techniques suggested in this training, participants will be able to keep themselves motivated, safe, and contribute in paving the way to their personal and organizational success.