

## Personal Growth

### 1. Anger Management

Whether at home, work or in a social setting, losing control of one's behavior because of anger or other emotions can have dire consequences. This topic covers the emotion of anger, its impact on cognition and our personal responsibility for managing behavior. ***Anger Management can be presented as a single session overview. The multi-session seminar will include strategies for breaking patterns by identifying hot buttons and anger triggers. Four sessions are recommended.***

### 2. Building Self -Esteem

People make assessments and judgments daily, from the quality of a cup of coffee to the ability of a colleague to perform well on the job. No assessment is more important than our view of self. This session focuses on the worth of each person contrasted with the lies and negative experiences that erode the sense of personal value. Strategies and techniques are included for enhancing esteem in self and others. ***Building Self-Esteem can be presented as a single session overview or multi-session series that goes in depth on effective strategies for improvement. Three sessions are recommended.***

### 3. Conquering the Fear of Public Speaking

If you avoid situations that require speaking before others or if you break out in a sweat with just the thought of public speaking, this session offers hope. You can learn to speak with confidence and deliver a message that is uniquely yours. Participants will learn to organize thoughts and use body language in a manner that connotes confidence. A safe supportive environment is created within the training, allowing all to participate without fear or anxiety. ***Conquering the Fear of Public Speaking can be presented as a single session overview or multi-session series that includes practice opportunities. Four sessions are recommended. Seminar size is limited to twenty.***

#### **4. Dealing with Difficult People**

Have you noticed that today's culture seems to be bombarded by rude, self-centered people? Even on the job, colleagues and clients can sometimes be extremely challenging. Nonetheless, there are times when employees have no choice but to interact with difficult people. In this session, participants will receive strategies for remaining professionally focused when engaged with difficult people. *This topic can be presented as a single session overview or multi-session series that goes in depth on effective strategies for dealing with difficult people. Three sessions are recommended.*

#### **5. Developing Healthy, Fruitful Relationships\***

Are you surrounded by family members, co-workers or others who add undue stress to your life? Do you ever wonder why you maintain relationships that aren't really working? This session will: 1) establish the characteristics of healthy, fruitful relationships; 2) help individuals reflect on their role in the establishment of boundaries within relationships; and 3) examine how one's personal behavior impacts relationships. *This topic can be presented as a single session overview or multi-session series that goes in depth on effective strategies for developing healthy relationships. Three sessions are recommended.*

#### **6. Goal-Setting**

Making plans to achieve a goal without establishing an actionable plan tends to be merely a wish. This seminar will give processes for identifying one's priorities and establishing steps that support related goals. Participants will create personal goals that are measurable, practical, and achievable.

## **7. Work-Life Balance – Just a Phrase or Can It Be Reality?**

Technology makes it possible to work around the clock from almost anywhere in the world. But, is that best? What is the fallout from being constantly connected, always accessible, totally committed to getting the job done by any means necessary? This session explores the boundaries required for pursuing (and hopefully) achieving balance. Participants will determine if their perceived priorities are aligned with their daily behaviors. *This topic can be presented as a single session overview or multi-session series that goes in depth on effective strategies for balancing one's work and home life. Three sessions are recommended.*

## **Communication Skills**

### **1. Active Listening**

Becoming a better listener is among the top strategies for improving communication skills. This session identifies key components of active listening with practical application of questioning, probing, paraphrasing, reflecting and clarifying. Additionally, participants will examine the interconnectivity of active listening and relationship building in the development of effective communication.

### **2. Communicating with Adults in the Workplace to Improve Academic Success**

Nearly everyone has experienced the challenge of maintaining a professional demeanor while expressing one's thoughts clearly, respectfully, and honestly. Additionally, hearing and understanding others' points of view within the workplace does not always happen with ease. All school staff, whether school-based, central office, professional or paraprofessional, must work with colleagues in a way that benefits students. This session highlights basic communication techniques that build effective working relationships with colleagues that benefit students.

### **3. Communicating with Children – The Power of Your Words and Your Actions**

Have you ever felt that you're "talking to children until you're blue in the face" yet not being heard? This session identifies multiple ways that communication occurs verbally and nonverbally. Participants will explore how behaviors often contradict verbalizations. Parents and other influential adults will realize the level of influence their words and actions have on children.

### **4. Creating and Delivering a Clear Message**

Have you ever left a conversation sure that the hearers understood what you said only to learn that the message heard was not the one you thought you gave? Perhaps you have been on the receiving end, confident of the speaker's message, realizing later that you missed it altogether? This session will help participants learn to develop a clear message, exclude extraneous information, and use verbiage appropriate for the situation. Method and timing of delivery will be examined with best practices identified for specific circumstances.

### **5. Delivering Winning Presentations**

Have you shied away from making public presentations on the job or in other arenas because it seems to be a "no-win" situation? OR, do you long to make your presentations more alive and engaging? This session provides key skills that help presenters connect with the audience and deliver their message in a way that others want to hear it. This session is best delivered as a workshop with a small group, permitting participants to practice the skills that are taught.

*Delivering Winning Presentations can be presented as a single session overview or multi-session series that goes in depth on effective strategies for developing presentations that delight and empower audiences. Five sessions are recommended.*

### **6. Giving Feedback Effectively (And How to Receive it, Too)**

Another's perspective on a matter can be helpful in our personal growth, if delivered in a way to be heard. Whether formal or informal, feedback can be invaluable in the process of professional development. Included in the session are the characteristics of effective feedback. Attendees will practice delivering, receiving and assessing the effectiveness of various types of feedback.

## **7. Realizing the Power of Your Influence**

Do you long to influence and inspire others in the workplace? In your home? It does not matter what your position or current lot in life is, you have the power to positively (or negatively) influence others. Many feel their voice is never heard or that no one values their opinion. Regardless of job title or rank in an organizational hierarchy, everyone can become a person of influence. This session is suitable for a conference keynote address and can be delivered more in depth as a multi-series seminar. *Realizing the Power of Your Influence can be presented as a single session overview or multi-session series that goes in depth on recognizing and using your influence. Four sessions are recommended.*

## **Customer Service**

### **1. Critical Keys of Customer Service**

In this session participants will review their current customer service patterns to affirm those things done well and identify areas for improvement. Attendees will learn how each organization influences its customer service definition. Problem-solving strategies with a customer service focus will help participants address the stress associated with difficult situations. *This topic can be presented as a single session overview or multi-session series that goes in depth on the six critical keys of customer service. Six sessions are recommended.*

### **2. Dealing with Difficult People**

Have you noticed that today's culture seems to be bombarded by rude, self-centered people? Even on the job, colleagues and clients can sometimes be extremely challenging. Nonetheless, there are times when employees have no choice but to interact with difficult people. In this session, participants will receive strategies for remaining professionally

focused when engaged with difficult people. ***This topic can be presented as a single session overview or multisession series that goes in depth on effective strategies for dealing with difficult people. Three sessions are recommended.***

### **3. Delivering Customer Service That's Golden**

Whether a customer at a restaurant, a patient at a medical practice, or a parent or student at a school, everyone wants to receive excellent customer service. This session will identify key components of great customer service and provide strategies for delivering quality customer service that meets the needs of the client while representing the employer well. An overview of the topic can be delivered in one session. Multiple sessions incorporate the assessment of clients' needs, the importance of word choice and body language along with the invaluable skill of demonstrating genuine concern for the client/customer. ***Delivering Customer Service That's Golden can be presented as a single session overview or multi-session series that goes in depth on excellent service delivery as a matter of course. Four sessions are recommended.***

### **4. Realizing the Power of Your Influence**

Do you long to influence and inspire others in the workplace? In your home? It doesn't matter what your position or current lot in life is, you have the power to positively (or negatively) influence others. Many feel their voice is never heard or that no one values their opinion. Regardless of job title or rank in an organizational hierarchy, everyone can become a person of influence. This session is suitable for a conference keynote address and can be delivered more in depth as a multi-series seminar. ***Realizing the Power of Your Influence can be presented as a single session overview or multi-session series that goes in depth on recognizing and using your influence. Four sessions are recommended.***

## 8. Goal-Setting

Making plans to achieve a goal without establishing an actionable plan tends to be merely a wish. This seminar will give processes for identifying one's priorities and establishing steps that support related goals. Participants will create personal goals that are measurable, practical, and achievable.

## Topics for Workplace Wellness

### 1. Connecting Emotional Health to Success in the Workplace

High expectations and endless to-do lists can overwhelm even the most competent worker. This session focuses on the core factors that must be in place for individuals to experience success in the workplace. Participants will be encouraged to review personal habits and processes that impact performance on the job. *This topic can be presented as a single session overview or multi-session series that goes in depth on effective strategies for creating on the job success by attending to one's emotional health. Three sessions are recommended.*

### 2. Dealing with Difficult People

Have you noticed that today's culture seems to be bombarded by rude, self-centered people? Even on the job, colleagues and clients can sometimes be extremely challenging. Nonetheless, there are times when employees have no choice but to interact with difficult people. In this session, participants will receive strategies for remaining professionally focused when engaged with difficult people. *This topic can be presented as a single session overview or multi-session series that goes in depth on effective strategies for dealing with difficult people. Three sessions are recommended.*

### **3. Developing Healthy, Fruitful Relationships**

Are you surrounded by family members, co-workers or others who add undue stress to your life? Do you ever wonder why you maintain relationships that aren't really working? This session will: 1) establish the characteristics of healthy, fruitful relationships; 2) help individuals reflect on their role in the establishment of boundaries within relationships; and 3) examine how one's personal behavior impacts relationships. *This topic can be presented as a single session overview or multi-session series that goes in depth on effective strategies for developing healthy relationships. Three sessions are recommended.*

### **4. Healthy Teams Build Healthy Schools**

Professional educators recognize that children need the support and guidance of more than one adult in the academic community. A frequently encountered challenge is the ability to interact with multiple adults in the school community in a manner that is mutually rewarding and beneficial for all. This multi-session seminar addresses: 1) norms and expectations; 2) team communication; 3) individual and team accountability; 4) recognition and respect of differences; 5) goal-setting; 6) problem-solving; and 7) incentives and celebrations. *This is a multi-session seminar. Eight sessions are recommended.*

### **5. Work-Life Balance – Just a Phrase or Can It Be Reality?**

Technology makes it possible to work around the clock from almost anywhere in the world. But, is that best? What is the fallout from being constantly connected, always accessible, totally committed to getting the job done by any means necessary? This session explores the boundaries required for pursuing (and hopefully) achieving balance. Participants will determine if their perceived priorities are aligned with their daily behaviors. *This topic can be presented as a single session overview or multi-session series that goes in depth on effective strategies for balancing one's work and home life. Three sessions are recommended.*

## **Format of Seminars**

Seminars are presented in a relaxed, unthreatening manner that is designed to be comfortable for all participants. Real-life, relatable stories are used as the backdrop for powerful truths that are shared. Emotions may be stirred, resulting in lots of laughter and sometimes tears, that move participants to re-think previous or current actions. Each session includes audience participation which varies according to audience size. Action steps provided via soft or hard copy handouts reinforce the seminars' key points long after the event ends.

Sessions are typically 60 - 90 minutes but can be customized to fit the needs of the audience. Topics with an asterisk designation are best delivered using longer time frames. They may be delivered over a series of successive days or weeks, depending on the schedule of the workplace.