

Leadership Skills

1. Crisis Management

An organizational or personal crisis is often the most challenging time for a leader. This series will focus on strategies for leading through a crisis with clear, directional guidance that reassures employees and stakeholders. Key points include the importance of messaging, the identification of resource personnel, the assessment of additional risks, recovery and the return to routine with a new normal. *Crisis Management can be presented as a single session overview or multi-session series that goes in depth on navigating a crisis. Six sessions are recommended.*

2. Leadership Development

If you desire to strengthen your leadership skills in preparation for an opportunity in your future, this is a great starting point. This series will highlight best practices and core skills of effective leaders. Attendees will explore ways to personalize the training (in full series) by developing an action plan for success as a leader. *Leadership Development can be presented as a single session overview or multi-session series that goes in depth on the topic. Eight sessions are recommended.*

3. Leadership Skills for New Supervisors

You've done a great job, learned the ropes and finally landed a supervisory job. Congratulations! Now what? Leading others requires skills that few, if any, innately have. The productivity of those you supervise can rise or fall based on your actions and interactions. Learn what successful leaders do and how to avoid the pitfalls that face every leader. *Leadership Skills for New Supervisors can be presented as a single session overview or multi-session series that goes in depth on the topic. Four sessions are recommended.*

4. Leading with Heart and Integrity

All types of leaders show up in the workplace. Unfortunately, not all “leaders” are successful with getting others to follow. This session looks at leadership development from the inside out. It focuses on becoming a genuine leader as opposed to learning how to display specific behaviors that mimic leadership. This topic can be presented as a keynote or seminar but is most impactful as a four-part series workshop. The series format will go in depth in the areas of: 1) communication, 2) modeling expectations, 3) rebounding from poor decisions or actions and 4) the importance of support and encouragement. This seminar is appropriate for current and aspiring managers. ***Leading with Heart and Integrity can be presented as a single session overview or multi-session series that goes in depth on genuine leadership. Four sessions are recommended.***

5. Mastering the Skill of Delegation

If you frequently think, “I’ll just do it myself” and find yourself constantly rushed or overly tired, delegation may be the missing link. This topic includes various ways to delegate, the importance of selecting the right person and time to delegate as well as pitfalls that hinder the process. ***Mastering the Skill of Delegation can be presented as a single session overview or multi-session series that goes in depth on the topic. Three sessions are recommended.***

6. Meetings that Work

Most people have attended a meeting later identified as a waste of time. Few will acknowledge leading a meeting that was useless. This session will help meeting conveners ensure that every meeting has an express purpose that is accomplished. Participants will learn to use process tools that create a safe environment for sharing ideas. Strategies for managing counterproductive behaviors will be given. ***Meetings that Work can be presented as a single session overview or multi-session series that goes in depth on managing meetings. Three sessions are recommended.***

7. 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. Self-Leadership

Realizing personal and professional dreams requires vision, commitment, perseverance, and hard work. This session identifies the components of self-leadership that separate dreamers from achievers. The series incorporates the ability to set realistic goals, accept responsibility for the outcomes of one's actions, and continually implement steps that move individuals closer to a desired outcome. *Self-Leadership can be presented as a single session overview or multi-session series that goes in depth on the intentionality of directing self. Four sessions are recommended.*

Workplace Wellness

1. 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.*

2. Recognizing the Power of Your Influence*

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3. Modeling Expectations – How Adults Are Always Teaching

Do you wonder about the poor choices that you see some children make? Or, are you in awe of young people who seem to have it all together with clear, achievable goals? This session will explore how children learn what they live, recognizing that “living” isn't limited to home; it includes school, social settings, and extracurricular events. Powerful, insightful information will be shared concerning the lessons that adults may be unknowingly teaching children. This topic is particularly suited for parents, youth leaders, coaches, mentors.

4. 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 your emotional health. Three sessions are recommended.*

5. Dealing with Difficult People*

Have you noticed that today's culture seems to be bombarded by rude, self-centered people? Even in the workplace, working with some colleagues or clients can be extremely challenging. Nonetheless, there are times when we have no choice but to interact with those difficult people. In this session, participants will receive strategies for interacting with difficult people and how to protect oneself in the process. *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.*

6. 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 your relationships that aren't 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.*

7. What Exactly is a Team Player? *

Have you noticed that almost every résumé and every cover letter speaks of being a team player? Yet, once on the job, those skills often seem absent. This session looks at: 1) the components of a team; 2) a team's individual members, 3) the characteristics that are evident on a functional team; and 4) the benefits of working together as teammates. Each aspect of this topic can be delivered as a standalone session, permitting a more in-depth look at each component. 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. Four sessions are recommended.

8. **Building Blocks of Cultural Proficiency***

In our diverse world, learning to relate to people who are different from us can be a challenging process. This topic addresses similarities and differences between and among groups based on race, ethnicity, socioeconomic status, educational levels, social experiences, and belief systems. Critical to the success of participants in this series is the introspective look at one's individual views, beliefs, and practices. Additionally, institutional practices and policies that impact racially equitable outcomes will be explored. Eight sessions are recommended.

Topics for a Healthy Work Environment

1. **Communicating with Adults**

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. This session highlights basic communication techniques that build effective working relationships with colleagues.

2. **Recognizing 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 that their voice is never heard or that no one values their opinion. Regardless of job title or rank in an organizational hierarchy, each individual 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. The four-part series topics are: 1) Finding your voice, 2) Understanding your audience, 3) Delivering your message, and 4) Really receiving feedback. *This topic 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.

3. 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. *This topic can be presented as a single session overview or multi-session series that goes in depth on effective strategies for developing and delivering winning presentations. Five sessions are recommended.*

4. 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 your emotional health. Three sessions are recommended.*

10. Building Blocks of Cultural Proficiency*

In our diverse world, learning to relate to people who are different from us can be a challenging process. This topic addresses similarities and differences between and among groups based on race, ethnicity, socioeconomic status, educational levels, social experiences, and belief systems. Critical to the success of participants in this series is the introspective look at one’s individual views, beliefs, and practices. Additionally, institutional practices and policies that

impact racially equitable outcomes will be explored. Eight sessions are recommended.

Topics for Effective School Staff

1. Communicating with Adults 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.

2. 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.

3. Interacting Appropriately with Children at Different Ages *

This session identifies appropriate behaviors and expectations of children according to the child's age and developmental stage. Attending this session will support staff as they facilitate each child's growth toward independent living through critical thinking and self-awareness. Participants will be given key factors that differentiate children's behaviors and reasoning abilities at various ages/stages. *This topic can be presented as a single session overview or multi-session series that goes in depth on each stage of development. Six sessions are recommended.*

4. Connecting Emotional Health to Success in the Workplace*

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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 your emotional health. Three sessions are recommended.

5. Shaping Behavior – Discipline vs. Punishment*

Are you frustrated as you try to address misbehavior with little success? While a core function of supervising children is to ensure appropriate behavior, the actual implementation can be challenging for even the best. This session clearly identifies the differences between discipline and punishment and when to use each. Also included are the types of consequences that are appropriate based on the misbehavior and the child's age. Participants will receive key principles for implementing strategies that shape behavior as desired. *This topic can be presented as a single session overview or multi-session series that goes in depth on effective strategies of discipline and punishment. Six sessions are recommended.*

6. Creating a Genuine Culture of High Expectations

Most have heard the mantra that *all children can learn* and many have repeated the saying. Creating a culture of high academic expectations requires actions that demonstrate belief that **all** can learn. Through their interactions, children quickly recognize the adults who expect little from them and/or aren't willing to help them explore new opportunities. Students are drawn to adults who genuinely care about them and who commit to helping them perform at the highest levels.

7. 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.**

8. Recognizing the Power of Your Influence*

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9. Building Blocks of Cultural Proficiency*

In our diverse world, learning to relate to people who are different from us can be a challenging process. This topic addresses similarities and differences between and among groups based on race, ethnicity, socioeconomic status, educational levels, social experiences, and belief systems. Critical to the success of participants in this series is the introspective look at one's individual views, beliefs, and practices. Additionally, institutional practices and policies that impact racially equitable outcomes will be explored. ***Eight sessions are recommended.***

10. 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 are recommended with detailed emphases on 1) assessing the client's (parents'/students') needs, 2) communicating undesired messages in a positive manner, 3) presenting messages clearly and respectfully, 4) maintaining control of one's emotions, 5) promising only what can be delivered in a timeframe that is doable 6) representing management well, 7) demonstrating genuine care and concern and 8) following up appropriately. ***Eight sessions are recommended.***

Topics for a Healthy Work Environment

1. Communicating with Adults

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Topics for Christian Women

1. A Helper? Too Burnt Out to Help Anyone

Have you ever been so busy with church work- visiting the sick, feeding the hungry, comforting the bereaved – that your own tank was literally on empty? Is it possible to do everything that everyone wants and still have time for oneself? This session explores how to determine genuine priorities and remain faithful to the commitments that are consistent with honoring God.

2. Managing My Emotions and Pleasing God – Can This Be?

Often the difference between the genders is boiled down to how each handles emotions. Some might say, ‘Women have emotions and men don’t.’ While that sentiment doesn’t exactly convey truth, the role emotions play in many women’s lives can be indeed overwhelming. The goal of this session is to look at emotions through a healthy lens, recognizing that all emotions were created by God. Participants will be given strategies for recognizing, coming to terms with, and sharing emotions in an appropriate manner.

3. Dare to Remove the Mask – Becoming a Genuine Woman of God

Too often, individuals hide behind the pictures of Facebook, Instagram or other social media to produce images of their status, possessions and relationships they want to project. Sadly, this phenomenon is not limited to social media; a great deal of “hiding behind the image we wish to project” occurs in the Christian community. This session challenges participants to explore areas in which they may wear a mask and provides practical tools for living an authentic Christian life.

4. Keep the Fire Burning – God’s Great Idea

The sexual act has been so degraded in today’s culture that some have forgotten that the sexual act is God’s idea. Knowing that everything God created is good, this session is designed to take a wholesome look at gender differences with regards to emotional and physical needs of one’s mate. Participants will hear the subtle ways that Satan attacks couples in the area of intimacy and how to combat those attacks. Additionally, some participants may be challenged to rethink their attitudes relative to physical and emotional intimacy.

5. The Impact of Your Marriage on Your Children and Your World

Too frequently, parents fail to realize the ministry of their marriage. This session is designed to help parents, in particular, evaluate the messages heard and lessons learned by their children through daily family interactions. Attending this session will support married couples as they facilitate their child’s (children’s) spiritual and emotional development.

6. Modeling Expectations – How Adults Are Always Teaching

Do you wonder about the poor choices that you see some children make? Or, are you in awe of young people who seem to have it all together with clear, achievable goals? This session will explore how children learn what they live, recognizing that “living” isn’t limited to home; it includes school, church, social settings, and extracurricular events. Powerful, insightful

information will be shared concerning the lessons that adults may be unknowingly teaching children. This session is appropriate for all adults, but may be especially helpful for parents and youth leaders.

7. Connecting Emotional and Spiritual 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 session is appropriate for church leaders as well as employees in secular settings.

8. Praying – For Real!

One of the greatest privileges that we have as followers of Jesus is to commune with the Father. Yet, the discipline of prayer is often underdeveloped in many believers' lives because so many other tasks scream for our attention. This session takes a look at the behavior that Jesus modeled in the area of prayer, the directives we are given in the scriptures and provides practical strategies that can be used to enhance the prayer life of all who desire to do so.

9. Shaping Behavior - Discipline vs. Punishment

Are you frustrated as you try to address misbehavior with little success? While a core function of parenting children is to teach appropriate behavior, the actual implementation can be challenging for even the best. This session clearly identifies the differences between discipline and punishment and when to use each. Also included are the types of consequences that are appropriate based on the misbehavior and the child's age and ability to comprehend cause and effect. Participants will receive key principles for implementing strategies that shape behavior as desired.

10. Growing Pains

Nobody enjoys pain. Yet, the growth process sometimes requires that uncomfortable sensation of pain for us to move forward. Often, our efforts to avoid pain result in stagnation, missed opportunities, and failure to reach our full potential. This session addresses: 1) obstacles to a healthy growth process; 2) how emotions can stymie growth; and 3) how to implement strategies to move forward while experiencing growing pains.

11. When the Tables Are Turned - Caring for Aging Parents

As parents age, children often find themselves noticing changes in their parents' life skills that demand a closer look. But, when and how does an adult child actually step in? This session focuses on the role reversal that may become necessary as parents age. Information will be provided to help with decision making, finding community resources for specific needs, and enlisting the support of other family members. Additionally, the critical role of self-care will be included in the session.

12. Know Your Worth – Do I Still Matter?

Have you ever felt that the world is moving so fast that you are no longer relevant? This session sets aside the iPhones, iPads, tablets, and other devices to look at your relevance to God and others, regardless of your age. The wisdom and rich experiences of senior citizens will be highlighted as we interactively evaluate the various methods to minister to others, regardless of one's age. This session is ideal for seniors.

13. Know Your Worth – Does Anyone Take Me Seriously?

Growing up in this fast-paced society can take its toll on even the most confident young person. Trying to keep up with the latest trends on social media, stay popular at school and plan one's future can all seem to be just too much. This session can be presented for teens or young adults. Participants will engage in large group discussions and small group activities as they determine how they should appropriately assess their worth.

14. So You Want to Get Married – As You Wait

Got the ring or hoping to walk down the aisle before the next decade? This session is for engaged women as well as those who'd like to be, regardless of age. What should you do while you wait for marriage? Becoming the right mate is a much more important aspect of marriage than the often focused on task of finding the right mate. This session will help all participants look introspectively at what is required if one is to be the spouse that God intended.

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 - 120 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.