

COURSES OFFERED

Accountability in the Workplace

Accountability helps to ensure that every employee will take responsibility for their performance and behaviors, and continue to manage this responsibility. When we implement goals and communicate with one another, we can achieve powerful results. Building an accountable workplace requires strong teamwork and collaboration. Every team member must have a strong understanding of the values of the company and recognize the importance of their dedication, in order to attain success.

This course will provide you with informative tools and practical strategies that can be used to help empower the team to work towards achieving the benefits of accountability. Accountable employees will fuel performance and productivity, and generate an enhanced workplace.

Anger Management

Simply put, anger management is the process of controlling anger, before this anger controls you. Anger can be an incredibly damaging force, costing people their jobs, personal relationships, and even their lives when it gets out of hand. However, since everyone experiences anger, it is important to have constructive approaches to manage it effectively.

This course will help teach participants healthy ways to express their anger, identify anger triggers, as well as techniques to de-escalate an angry individual. It is not always possible to eliminate the things that enrage you. What is possible however, is learning how to gain control and manage your anger effectively.

Appreciative Inquiry

Appreciative inquiry focuses on bringing out the best in people and discovering how they use their skills to function in their work and everyday life. Through appreciative inquiry, an employer uses the art of asking questions and considering opinions to strengthen the system as a whole; creating a more positive environment and heightening employee potential.

This approach is designed to focus less on negativity and criticism, and more on utilizing personal strengths and encouraging discovery.

Attention Management

A distracted workforce is less than effective. Employees who do not pay attention to their work can waste valuable time and make careless mistakes. Attention management is a useful skill that allows managers to connect with their employees on an emotional level and motivate them to focus on their work and how to reach their personal and company goals.

Being a Likeable Boss

While many who enter into management and leadership roles want to be genuinely liked by the workers they supervise, seeking popularity for its own sake can be a dead-end path. Many have tried to lead while seeking popularity only to find that, indeed, they are loved but not respected. Becoming a more likeable boss however does not mean you have to sacrifice respect. However, being a likeable boss and a respected boss does mean you have to learn to be more effective. This manual helps you take the first steps on what will be a continuous journey towards becoming a more effective boss, the side effects of which are both like-ability and respect.

Building Confidence & Assertiveness

Strengthening our self-confidence is a powerful step in shaping our lives and creating future success. The ability to be confident and assertive are crucial skills for personal development, displaying authority in business, and promoting equality throughout interactions. Essentially, these skills have a significant influence on building a happy life. Through effective communication, visualization, and resiliency, we can learn to be confident and project an image of confidence to others. When stressful or difficult situations arise, we have the ability to control our own responses and how we choose to move forward.

Business Ethics

"A company's ethics will determine its reputation. Good business ethics are essential for the long-term success of an organization. Implementing an ethical program will foster a successful company culture and increase profitability. Developing a business ethics program takes time and effort, but doing so will do more than improve business, it will change lives.

A company's ethics will have an influence on all levels of business. It will influence all who interact with the company, including customers, employees, suppliers, competitors, etc. All of these groups will have an effect on the way a company's ethics are developed. Understanding and maintaining ethics is a very important part of doing business today."

Business Etiquette

Success in any industry relies on relationships, whether with co-workers, clients, suppliers, or investors. When you're well-mannered and considerate, you create engaging, productive, and long term business relationships. As such, it is important to learn, not just the technical side of a business, but how to conduct one's self in the company of others.

This is where business etiquette comes in. This workshop will introduce participants to business etiquette, as well as provide guidelines for the practice of business etiquette across different situations.

Business Writing

Welcome to the Business Writing workshop. Writing is a key method of communication for most people, and it's one that many people struggle with. This workshop will give participants a refresher on basic writing concepts such as spelling, grammar, and punctuation. It will also provide an overview of the most common business documents such as proposals, reports, and agendas. All of this will provide that extra edge in the workplace.

Change Management

Change is a constant in many of our lives. All around us, technologies, processes, people, ideas, and methods often change, affecting the way we perform daily tasks and live our lives. This workshop will give any leader tools to implement changes more smoothly and to have those changes better accepted. This workshop will also give all participants an understanding of how change is implemented and some tools for managing their reactions to change.

Civility in The Workplace

While a training program on workplace manners and courtesy may seem like overkill, the reality is: rudeness is an epidemic costing industries millions a year. Indeed, what society seems to be gaining in terms of knowledge and technological advancement, it's losing on basic social values. Bosses freely intrude on subordinates' personal space, gossiping co-workers are the norm, and quality customer care has been forgotten. The result: an environment not conducive to getting work done, dissatisfied clients aiming for the competition, and in some cases, blatant tolerance for abuse and harassment.

Coaching and Mentoring

This workshop focuses on how to better coach your employees toward a higher performance. Coaching is a process of relationship building and setting goals. How well you coach relates directly to how well you are able to foster a great working relationship with your employees through understanding them and by creating strategic goals.

An easy-to-understand coaching model taught in this workshop will guide you through the coaching process. Prepare yourself to change a few things about yourself in order to coach your employees toward better performance.

Collaborative Business Writing

Collaborative business writing is a growing trend among industries because it is a concept that utilizes the talent and knowledge of several individuals to create one final piece of work. Since collaborative writing in the workplace can be done by several different employees, the final work can feature several different views, aspects and opinions that may not be seen if the job had been completed by one person. This concept is also helpful when companies have large projects to finish, since it can be broken down into several 'parts' for team members to complete individually.

Communication Strategies

For the better part of every day, we are communicating to and with others. Whether it's the speech you deliver in the boardroom, the level of attention you give your spouse when they are talking to you, or the look that you give to the cat, it all means something. This workshop will help participants understand the different methods of communication and how to make the most of each of them.

Creative Problem Solving

In the past few decades, psychologists and business people alike have discovered that successful problem solvers tend to use the same type of process to identify and implement the solutions to their problems. This process works for any kind of problem, large or small.

This workshop will give participants an overview of the entire creative problem solving process, as well as key problem solving tools that they can use every day.

Critical Thinking

We live in a knowledge based society, and the more critical you think the better your knowledge will be. Critical Thinking provides you with the skills to analyze and evaluate information so that you are able to obtain the greatest amount of knowledge from it. It provides the best chance of making the correct decision, and minimizes damages if a mistake does occur.

Critical Thinking will lead to being a more rational and disciplined thinker. It will reduce your prejudice and bias which will provide you a better understanding of your environment. This workshop will provide you the skills to evaluate, identify, and distinguish between relevant and irrelevant information. It will lead you to be more productive in your career, and provide a great skill in your everyday.

Delivering Constructive Criticism

Constructive criticism can be a helpful tool when used with the intent of helping or improving a situation in the workplace. However, it can be one of the most challenging things not only to receive, but also to give. It can often involve various emotions and feelings, which can make matters delicate. But when management learns effective ways to handle and deliver constructive criticism, employees can not only learn from their mistakes, but even benefit from them.

Developing Corporate Behavior

Corporate behavior is an important aspect of any business. The right behavior can result in your company sky rocketing with effective productivity and a positive reputation. Poor behavior can cause a company's productivity and reputation to plummet. There are many ways to influence corporate behavior change, but the first step is to understand what behavior is.

Developing Creativity

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Diversity, Equity, and Inclusion

The world is diverse; it is made up of people who have different backgrounds, traditions, and beliefs. Diversity, equity, and inclusion (DEI) creates a culture where every individual is acknowledged and supported, regardless of their differing background. It helps us to recognize the value in diverse voices, as well as other individual differences, such as gender, race, religion, ethnicity, or sexual orientation. Ultimately, a diverse workplace will lead to better innovation and success. Through inclusive language and leadership, everyone is encouraged to evolve both personally and professionally.

Emotional Intelligence at Work

Emotional Intelligence is usually considered the ability to be in touch with one's emotions to the point where these feelings can be identified and understood, then used in social interactions.

This workshop will introduce to you the ideas and techniques for increasing your emotional intelligence. Many occupations are based on high emotional intelligence. Many service occupations require high levels of EQ. These skills are also widely desired by all employers as these employees are better communicators. They are good at relationships and conflict resolution, which are very useful in the workplace.

Facilitation Skills

Facilitation is often referred to as the new cornerstone of management philosophy. With its focus on fairness and creating easy decision making, facilitation can make any organization make better decisions. This workshop will give participants an understanding of what facilitation is all about, as well as some tools that they can use to facilitate small meetings.

Goal Setting and Getting Things Done

Everyone has dreams and goals. Achieving personal and professional goals, however, requires planning and action. Learning how to manage time and set realistic goals will increase your chance of success in every area of your life. Following the advice in this course will help increase your productivity and help you achieve your dreams.

High Performance Teams (Inside the Company)

The term "high performance teams" has become a frequently used buzzword. It is easy to talk about high performance teams, but what are they, how are they formed, and what benefits do they provide? The material in this guide will help you find the answer to these questions and develop your own high performance teams.

High Performance Teams (Remote Workforce)

In today's business world, it is imperative to push the envelope on ways to increase productivity, without letting your product suffer. Assembling a high performance team of well-trained remote employees is another way you can increase productivity while maintaining quality. A high performance team can be used in many areas of a company. The tasks for the team could be as simple as sending out a high volume of mailers, or as extensive as creating a new software to help with cancer research. What would you accomplish with a high performance team?

Improving Mindfulness

Life constantly demands our attention, but when we become fixated on the past or worried about the future, we often miss vital information in our present situations. Cultivating a state where you are consistently aware of your present moment is not impossible, but it takes practice.

Nevertheless, by learning to abide in the present, you acquire a sense of perspective that can allow you to learn from the past without it overwhelming you with resentment and regret, and plan for the future without it overwhelming you with anxiety or dejection. Implementing the guidelines in this module is the first step to changing your mental and emotional outlook to one that operates in the

Improving Self-awareness

A vital way of becoming more effective in both business and life is by becoming more self-aware. If you can become aware of your self - your strengths and your weaknesses - then, you can become aware of the effects you create. Only once you know your effects can you know how to change them, or even whether you should. Implementing the guidelines in this module is the first step in a continual process of deepening your awareness of your self and the effects you create. Becoming more effective can only deepen your rewards in both your professional and personal life.

Interpersonal Skills

We've all met that dynamic, charismatic person that just has a way with others, and has a way of being remembered. This workshop will help participants work towards being that unforgettable person by providing communication skills, negotiation techniques, tips on making an impact, and advice on networking and starting conversations.

Knowledge Management

Knowledge Management is the establishment of a system that captures knowledge purposefully; incorporating it into business strategies, policies, and practices at all levels of the company. This course will teach the learner how to initiate a knowledge management program at work. When it comes to knowledge management, any organization is able to implement a strategy. Wherever there are humans working together toward a common goal, there is knowledge to be harvested, stored, and dispensed as needed.

Leadership and Influence

They say that leaders are born, not made. While it is true that some people are born leaders, some leaders are born in the midst of adversity. Often, simple people who have never had a leadership role will stand up and take the lead when a situation they care about requires it. A simple example is parenting. When a child arrives, many parents discover leadership abilities they never knew existed in order to guide and protect their offspring. There are countless war stories of simple GI's and sailors who rose to a challenge on their own in the heat of battle.

Clearly, leadership potential exists within each of us. That potential can be triggered by outside events, or it can be learned by exploring ourselves from within. This training takes the latter approach. Once you learn the techniques of true leadership, you will be able to build the confidence it takes to take the lead. The more experience you have acting as a genuine leader, the easier it will be for you. It is never easy to take the lead, as you will need to make decisions and face challenges, but it can become natural and rewarding.

Leadership Development in Women

Women's leadership has consistently proven to be a powerful force for positive change in the world, with female leaders sharing unique skills, strengths, and perspectives that are essential for creating a more equitable society. Despite the advancements of female leadership over the years, women continue to face numerous challenges in leadership positions, including gender stereotypes, bias, and underrepresentation. Understanding the importance of women's leadership is not only a matter of justice and equality, but also a critical step towards creating a better, more inclusive world for everyone. Today, women are stepping up and making their voices heard, while breaking down barriers and shattering glass ceilings along the way.

Lean Process and Six Sigma

Six Sigma is a data-driven approach for eliminating defects and waste in any business process. You can compare Six Sigma with turning your water faucet and experiencing the flow of clean, clear water. Reliable systems are in place to purify, treat, and pressure the water through the faucet. That is what Six Sigma does to business: it treats the processes in business so that they deliver their intended result. What is "Sigma"? The word is a statistical term that measures how far a given process deviates from perfection. Sigma is a way to measure quality and performance.

Life Coaching Essentials

Life coaching is a growing industry that transcends typical counseling, therapy, and even mentoring. The goal of life coaching is to address personal goals, aspirations and relationships and how they work in a person's life. The key is to discover which obstacles the client can overcome and which paths will lead them to their own success.

Manager Management

Bringing in a new member to the management team is never easy. If you hire from within, they have to learn to transition from their previous position to this new one. If you hire from outside the company, the new employee will have to be taught everything from scratch. But with a little patience and open communication, you can groom your new manager for success in their position.

Managing Workplace Anxiety

Everyone will experience anxiety at some point in their lives. Anxiety is a normal reaction characterized by feelings of fear or apprehension. One of the leading places that individuals will experience anxiety or excessive stress is the workplace. While it is normal to have some fear or feel out of place at work occasionally, it can become a serious problem when the anxiety becomes unmanageable and keeps you from performing your everyday activities. Anxiety can have a negative impact on your quality of work, work performance, and affect your relationships with colleagues. Identifying your workplace anxiety and learning powerful coping strategies will help you to work with your anxiety, rather than against it.

Meeting Management

You are on your first project and you have to organize and manage the project kick-off meeting. What do you do first? Do you create the agenda or the invitation list? How do you run a meeting? What preparation do you need? All of these are valid and real questions you, as the meeting manager, must address. There is no doubt about it. Meetings require skill and technique in order for the meeting to achieve its purpose. Disorganized and poorly managed meetings waste time and hurt your credibility as a meeting manager. Consistently leaving a poor impression with the attendees will haunt you if left unchecked.

This training course is designed to give you the basic tools you need to initiate and manage your meetings. You will learn planning and leading techniques that will give you the confidence to run a meeting that will engage your attendees and leave a positive and lasting impression.

Middle Manager

Traditionally, middle managers make up the largest managerial layer in an organization. Middle managers are responsible to those above them and those below them. They head a variety of departments and projects. In order for a company to operate smoothly, it is essential that those in middle management be committed to the goals of the organization and they understand how to effectively execute these goals.

It is crucial for businesses to focus on these essential managers and provide them with the opportunities to succeed. No matter the organization's structure or size, it will benefit from employing well-trained middle managers.

Negotiation Skills

Although people often think of boardrooms, suits, and million dollar deals when they hear the word "negotiation," the truth is that we negotiate all the time.

For example, have you ever:

- Decided where to eat with a group of friends?
- Decided on chore assignments with your family?
- Asked your boss for a raise?

These are all situations that involve negotiating! This workshop will give participants an understanding of the phases of negotiation, tools to use during a negotiation, and ways to build win-win solutions for all those involved.

Networking Outside the Company

Everyone knows that networking is important to long-term business success. The networking process itself, however, can be confusing. Learning effective networking techniques will help you develop relationships that will benefit you both personally and professionally.

Networking Within the Company

Networking is unavoidable in modern society. Many people focus on external networking, but the networking process must be used with the company in order to be truly effective. By following the information outlined in this publication, you will be able to network effectively and reap the rewards that come with making connections within the organization.

Office Politics for Managers

Office politics, or work politics, are the strategies and procedures that employees use to function and advance in a work setting. It is important for managers to learn and understand the office environment and the employees that make it tick. Since the manager interacts with several aspects of the workplace, one should learn how to effectively work with colleagues, supervisors, and upper management in order to help keep the department functioning as a whole.

Organizational Skills

Good organizational skills can prove beneficial in many areas of life, including personal and business areas. Organization can increase a person's general productivity, project management, and can even affect his memory and retention skills. These skills are not acquired overnight - it will take a lot of hard work and practice. But with a little guidance and the right tools, anyone can learn how to stop hunting for missing things and become better organized.

Presentation Skills

This program can benefit anyone who presents; a trainer, a meeting facilitator, speaker, or seminar discussion leader. No matter which role you are assuming, this workshop will help you become more efficient and proficient with the skills of providing information to others.

Project Management

For the effective implementation of project management, one must be up-to-date on the latest trends and practices related to it. This guide will define the 10 knowledge areas of Project Management, PMBOK 6th edition, as well as outline processes, specific steps, and examples associated with it.

Proposal Writing

A good proposal doesn't just outline what product or service you would like to create or deliver. It will convince the reader that it is the only logical choice.

This course will take participants through each step of the proposal writing process, from understanding why they are writing a proposal; to gathering information; to writing and proofreading; to creating the final, professional product.

Public Speaking

According to a survey by the Sunday Times of London, 41% of people list public speaking as their biggest fear. Forget small spaces, darkness, and spiders - standing up in front of a crowd and talking is far more terrifying for most people.

However, mastering this fear and getting comfortable speaking in public can be a great ego booster, not to mention a huge benefit to your career. This workshop will give you some valuable public speaking skills, including in-depth information on developing an engaging program and delivering your presentation with power.

Responsibility in the Workplace

One of the most critical traits to look for in an employee is responsibility. Responsible employees drive the success of an organization, whether for profit or not for profit.

This workshop will introduce to you the idea of responsibility and the traits that define a responsible employee. It will also show the effects of having responsible employees versus irresponsible employees. And finally, the workshop will cover the steps to becoming more responsible.

Risk Assessment and Management

Risk assessment and management is essential for the success of any business. However, many companies do not always take the necessary precautions, which leads to disaster. Successfully managing risks will prevent mistakes, which leads to a safer work environment, happier employees, and increased productivity. Following a few basic steps will place your organization on the path to success.

Self-Leadership

As we grow, we learn to become leaders. Being a leader is natural for some, and learned for others. No matter how we have become a leader, it is important to remember we must lead ourselves before we lead others. Take the time to motivate yourself and realize that you can do it.

Servant Leadership

Servant leadership can seem like a contradicting term, but it is becoming a very popular tool in many businesses. Servant leadership is a philosophy that involves focusing on others (i.e. your employees), and focus on their success, and in turn build better professional relationships that can benefit both manager and employee. Servant leadership shows that managers can be great leaders while boosting their employee's confidence and further their success at the same time.

Stress Management

Positive and negative stress is a constant influence on all of our lives. The trick is to maximize the positive stress and to minimize the negative stress. This workshop will give participants a three-option method for addressing any stressful situation, as well as a toolbox of personal skills, including using routines, relaxation techniques, and a stress log system.

Supervising Others

Supervising others can be a tough job. Between managing your own time and projects, helping your team members solve problems and complete tasks, and helping other supervisors, your day can fill up before you know it. This workshop will help supervisors become more efficient. They will also become more proficient with delegating, managing time, setting goals and expectations (for themselves and others), providing feedback, resolving conflict, and administering.

Taking Initiative

From before we start our first job, we often dreamt about what career we wanted to have when we grew up. Soon, we start the journey to find the job we want to have and discover ways to make it happen. But that's only half the battle. Once you've landed the job you want, you have to know ways to not only stay in your job field, but also excel in it.

Team Building For Managers

Your organization's people are its greatest asset, and when they work together as a team they accomplish even more. But teamwork doesn't just happen. Teams have to be created, developed, and continuously nurtured. A solid team building strategy can create an environment of greater collaboration and collegiality, which is good not only for the bottom line for your people themselves.

Teamwork and Team Building

For most of us, teamwork is a part of everyday life. Whether it's at home, in the community, or at work, we are often expected to be a functional part of a performing team.

This workshop will encourage participants to explore the different aspects of a team, as well as ways that they can become a top-notch team performer.

Ten Soft Skills You Need

Having the technical skills and knowledge to successfully execute your job duties is only one part of being the best you can be in the workplace. In addition to these "hard" skills, we also need "soft" skills. Soft skills are those skills which allow us to effectively work with others. No matter what your position, organization, or industry, you work with people! Taking the time to build effective soft skills can contribute to a more efficient, more harmonious, and more productive workplace, as well as to your own overall job happiness and satisfaction.

Time Management

Time management training most often begins with setting goals. These goals are recorded and may be broken down into a project, an action plan, or a simple task list. Activities are then rated based on urgency and importance, priorities assigned, and deadlines set. This process results in a plan with a task list or calendar of activities. Routine and recurring tasks are often given less focus to free time to work on tasks that contribute to important goals.

Trust Building and Resilience Development

Ensuring relationships that are built on trust, and having the tools to be resilient are crucial in creating a workplace that is safe and a solid place for all to work.

This course will introduce you to your company's responsibility with regard to promoting honesty, as well as how to deal with the inevitable changes that come along with building a stronger business.

Unconscious Bias

Unconscious biases are the biases that everyone has, that live in the dark recesses of the human brain. These biases are grown in each individual and can greatly influence the day to day decision that are made both at home and at work. This workshop will introduce to you the ideas and techniques for defining different unconscious biases that are very common today. It will also show the effects of these biases on the work culture and the business practices of a company. And finally, the workshop will cover the steps to introducing a successful unconscious bias training in the workplace.

Virtual Teambuilding and Management

Virtual teams are growing in popularity since many companies continue to grow and expand in different areas. But sometimes learning to manage a team that we can't physically see every day can be difficult. When we learn how to manage our local teams, as well as our virtual teams, we can form a group that works together to increase productivity and provides a new perspective on any project.

Work-life Balance

Work- life balance is essential to combat stress, ensuring both individual and company success. The stress associated with unbalanced lifestyles is costly; it damages productivity and increases individual health risks. Employees who have the tools to balance their professional and personal lives are happier, healthier, and more productive. In addition to improving performance, many younger employees place a high value on work-life balance. Companies that include work-life balance as part of their culture will be able to better attract qualified candidates.