

Interpersonal Relationship Training

The Art of Managing Yourself

(Three-session series. Each session is 90 minutes)

Self management is about maintaining control and making our jobs more satisfying to prevent on-the-job burnout. We all experience work frustrations. This training will help attendees take responsibility for their attitude, behavior, thoughts, motivation and words.

- Effective strategies to address workplace issues
- Skills for communication and negotiation
- Conflict management and problem solving
- Keys to understanding and motivating yourself

Conflict Resolution

Conflicts are a natural part of our daily life, home and work. Discussions will include how to resolve conflict without negative confrontation and how to create win-win solutions. Through healthy conflicts, we can create positive change.

- Determine your style
- Principles of resolution
- Five effective methods for handling conflict
- Four R's for assertive communication
- Collaboration vs. Competition

Cultural Diversity

As a result of workforce population changes, the need for respect in the workplace has increased. In order to benefit the organization, we must respect all personal belief systems and learn to allow every individual to be unique.

- What diversity is and is not
- Confronting our belief systems
- Communication in a diverse workforce
- Enhancing atmospheres that value diversity
- Exploring diversity of thought

Speaking up for R.E.S.P.E.C.T.

Situation-based discussions include definitions and characteristics of respect, and repercussions of disrespect. Highly interactive, this training promotes personal and workgroup examination.

- Benefits of a respectful workforce
- How to promote respect and honor diversity
- Sensitivity towards others who are "different"
- Identifying barriers and solutions

Emotional Intelligence in the Workplace

The two most important workplace emotions are FEAR and TRUST. Learn how to avoid fear and establish trust within your workgroup. After analyzing an emotional intelligence self-test, discussion will include techniques to improve your "E-I quotient."

- Defining emotional intelligence
- The emotional competence framework
- Managing difficult emotions, including anger
- E-I-Q test—and what the results indicate
- Increasing our emotional intelligence
- Building a positive organizational attitude

Succeeding and Surviving at Work

(Two-session series. Each session is two hours)

Many employees today feel overwhelmed and stressed. Employees can benefit from learning new strategies to improve communication, address conflict and adapt to change to increase job satisfaction and productivity.

- Keys to establish secure working relationships
- Tools to handle criticism, conflicts and change
- Identify self-defeating behaviors
- Highlight behaviors that increase career success
- Learn & practice communication skills that

Dealing with Difficult Situations

The focus will be on personal accountability when setting the stage for success. In addition to conducting a self assessment to discover your personality type, we will discuss assertive communication techniques, which include listening skills and "I-messages." Conflict resolution skills for specific personality types will also be included.

- Setting the stage for success
- Increase understanding of difficult personality traits
- Assertive communication to avoid conflict and ways to diffuse anger
- Practical ways to defuse anger