

Professional Development Program Summaries

Building Emotional Intelligence

This two-day program is designed to assist participants to improve their performance and the climate of their work units by increasing their interpersonal effectiveness. They learn the principles of Emotional Intelligence and how applying them will benefit them and their development. During the workshop participants learn and practice tools that can improve how they control emotions and deal with difficult situations so they can identify specific steps they can apply back on the job.

Effective Communication

This two-day program examines personal communication styles and focuses on critical skills of listening, providing feedback, communicating in team settings, and the use of questioning as an intervention. Participants engage in group exercises to examine interpersonal and situational factors that create obstacles to effective communication. They will learn to recognize barriers to communication and choose effective techniques to overcome them, use active listening, questioning and other techniques to ensure mutual understanding and strengthen working relationships and understand their personal communication style and how to respond appropriately to the communication style of others.

Conducting Effective Meetings

This two-day program goes beyond rules and checklists to examine the predictable challenges that occur during meetings. Participants learn how to maximize the outcomes of team meetings by planning effectively, matching their leadership style to the meeting function, handling difficult participants and situations and choosing the right decision-making techniques for different agenda items. Program participants also learn how to implement appropriate follow-up steps.

Performance Consulting: Building Internal Consulting Skills

This three-day workshop helps participants define the value they add to their organizations. It leads them through the seven phases of the consulting process with applications to real, internal clients. The workshop assists participants to analyze the client-consultant relationship and equips them to strengthen it on the job. It also helps staff professionals to become true partners with their internal customers in achieving important work unit and business goals.

Handling Conflict

This two-day program helps managers and supervisors learn skills to resolve conflicts effectively. The program shows participants how to diagnose sources of conflict, identify their own conflict resolution style, and examine alternative styles for dealing with conflict situations. They learn to apply a powerful five-step process for refocusing potentially destructive situations into productive interactions. Participants practice critical non-defensive communication skills such as active listening and self-assertion. Participants create personal action plans that help them deal with conflicts they are currently confronting.

Enhancing Customer Service

This two-day program helps frontline employees identify their customers and learn how to identify and meet their customers' requirements. They examine the factors that contribute to and inhibit customer service and assess the current levels of customer satisfaction in their work areas. This program also prepares participants to handle difficult day-to-day interactions with customers and identify ways to improve the level of customer satisfaction in their personal practices and in the work unit.