WORKSHOPS

COMMUNICATION

Enhancing Communication

Communication is the key to establishing positive and trusting relationships. Teamwork, productivity and creativity can thrive in a culture of trust and transparency. This workshop will cover the various types of communication, barriers to communication and the skills for effective communication.

Communication Styles

Learning about your preferred communication style can give you a good assessment of both your strengths and where to make meaningful improvements in your communication skills. You will learn how your style affects your daily behavior and your interactions with others. (Style inventory to be completed prior to workshop.)

Having Respectful & Effective Conversations

Differences often arise from a lack of communication. We tend to focus more on our own point of view, particularly during difficult conversations. We forget to try to fully understand the other person’s perspective. This workshop is designed to: help us understand why we may avoid difficult conversations, define what a difficult conversation is and prepare for a conversation that is based on mutual respect and trust. We will review the importance of active listening skills as a foundation to effective conversations.

Managing Difficult Conversations: A Training for Supervisors

As a supervisor, it is your responsibility to not only oversee the work of your employees, but also to teach, support and counsel your employees. This means meeting with your employees about their job performance, including performance goals, progress and behavior. Your job and your relationship with your employees are made much easier when you have the knowledge, skills and confidence to manage difficult conversations. This workshop is divided into 4 sections: Difficult Conversations, Conflict Communication Skills, Active Listening Skills, and Role Play Scenarios.
CONFLICT

Negotiating Conflict

Conflict is very common between individuals and within groups. It is a natural part of interactions with others. Knowing your conflict management style will help you develop skills to more effectively manage conflict. Discover how you scored on the Conflict Mode Inventory. Then, see how your negotiating style helps and/or hinders solutions to any conflict situation. Learn about the other conflict styles, what they have to offer and when to use them. (Conflict Mode Inventory to be completed prior to workshop).

Understanding Conflict

Conflict can inspire innovation and creativity helping us to become more productive. It can also be harmful by damaging relationships, causing low morale and negatively impacting performance and success. In this workshop you will learn about the underlying causes of conflict, review a model for conflict analysis, and discuss the various models of conflict intervention.

Tools for Resolving Conflict

It's human nature to avoid conflict and hope that the situation goes away. Intervening early can prevent a difficult situation from escalating and consuming all your time and energy. In this workshop we will discuss the strategies and skills needed for conflict resolution.

Test Your Knowledge About Conflict – Take the Conflict Awareness Quiz

There are many myths about conflict. Some of them relate to our experiences as children witnessing how relationships worked or did not work and how conflict was resolved or not resolved. These early experiences shaped how we think and feel about conflict and can influence how we handle conflict as adults. This workshop challenges our understanding about conflict. Together we will dispel the myths about conflict.

CREATING A POSITIVE ENVIRONMENT

It's everyone's responsibility to support a healthy, safe and respectful community. We all play a role in the culture that we help to create each day. When incivility occurs, there are services available where we can find information and guidance without fear of retaliation. We will also discuss building a culture of respect and civility, identifying causes of incivility/bullying behaviors, and understanding the types of bullying.
**RESILIENCE**

How Resilient Are You?

We are all wired differently but learning how to become more resilient can improve: our well-being, our relationships and our performance. Resilience is the ability "to bounce back" after encountering adversity or change. Learn about resilience - what it is and what you can do to have resilience work for you.

**TEAM BUILDING**

Working Effectively Together

Working with others toward a common goal can be both rewarding and at times frustrating. This workshop will cover the following topics: team development, team roles and behavior, characteristics of effective teams, and dysfunctional team behavior. It also will address the vital importance that relationships play in team communication. (Team Assessment Questionnaire to be completed prior to workshop.)