WORKSHOPS

CHANGE & TRANSITION

Change & Transition – Navigating New Waters
It’s not uncommon for both individuals and institutions to resist change. Change is a process. It is often associated with uncertainty, and themes of loss. Learning to cope and adapt to a new normal can be both challenging and rewarding. This workshop focuses on the types of change, typical reactions to change, theoretical models of change and how to navigate between change and transition.

COMMUNICATION

Communicating Across Generations
In today’s workplace, it is likely one will have co-workers of varying ages, from Baby Boomers to Millennials to more recently Generation Z. This presentation will highlight the historical context, values, and preferred methods of communication, while providing you with the knowledge, tools, and techniques to successfully communicate with people of all generations.

Communicating During a Crisis
When we feel stress and anxiety it’s often difficult to be at our best when communicating with others. Learn about some quick and easy tips. They will help us stay in the present moment, be more self-aware and reduce unnecessary conflict or miscommunication.

Communication Tool Kit – I Hear You
Communication is the key to establishing and maintaining effective and meaningful relationships. If you wish to be understood, you must also seek to understand. Through discussion, exercises and videos participants will learn and practice communication techniques.

Communicating with Care & Compassion
Who do you want to be? How do you want to be perceived? How you communicate tells the world a lot about you. Whether you care, whether you’re approachable, and whether you can take care of yourself. How can we as students, faculty and staff maintain our humanity and focus on our work when we are distracted by so many stressors: personal/family issues, global issues and navigating a new way of working and learning? Can we be respectful and sensitive to each other’s needs? Join me and let’s find out.

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.
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.

Modes of Communication & When to Use Them
Chances are that when you have something to say you may not always think about when and how to most effectively communicate. This workshop will identify the various modes of communication, describe the types of communication and when it is most appropriate to use them. Additionally, you’ll learn about the key elements of empathic communication and be able to practice them.

More Tips on Respectful & Effective Communication
In this workshop you will learn about the 7 C’s of Communication, the 6 Levels of Listening, the ABC’s of Communication and the 6 Transformative Benefits of Respect in the Workplace. By putting this all together, you will be able to improve your relationships and feel better understood.

What’s Your Communication Style?
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.)

CONFLICT

High Conflict Behavior – What Is It & What Can You Do About It
High conflict behavior in the workplace creates unnecessary stress, effects team motivation and morale and negatively impacts both individual and organizational performance. This workshop will describe high conflict thinking and high conflict behavior. Participants will learn and practice the BIFF response to high conflict behavior.

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).

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.
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.

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.

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.

MANAGEMENT

Managing UP – Addressing challenging situations
Do you find it difficult: 1) to be understood, 2) to be treated professionally and respectfully, 3) to be included in decisions that directly relate to your work, study or research? and 4) to feel that your recommendations to improve your work/study environment are heard and considered? These and other scenarios that you bring to the workshop will be discussed in breakout groups. Then, we’ll come together to share helpful strategies to improve your relationship with your manager, supervisor, advisor or professor. To provide context for this workshop, there will be a brief introduction about managing up and definitions of different management styles.

Managing UP – How to improve your relationship with your boss
Would you like to manage your relationship with your boss? In most cases you can. Reduce unnecessary conflict or miscommunication. Listen, watch and learn about your boss’s work style, expectations, priorities, pressures, plus strengths and weaknesses. We will discuss strategies to adjust your style when appropriate and to use your strengths to complement your boss and together work as a team.

Managing Change (MANAGEMENT/SUPERVISORY TRAINING)
This workshop is an introduction to the change process and how to prepare yourself and your team for change. Workshop objectives are to: 1) Learn about change and transition, 2) Identify the emotions associated with change, 3) Understand why change initiatives fail, 4) Describe the 10 principles of leading change management, 5) Review the theoretical models of change, 6) Commit to working through the challenges of change and 7) Educate and support your team through change.
Managing Difficult Conversations (MANAGEMENT/SUPERVISORY TRAINING)
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.

Negotiating Conflict (MANAGEMENT/SUPERVISORY TRAINING)
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PERFORMANCE

Improving Performance
Making time to develop optimal performance is not easy. With the amount of stress, distractions and interruptions in our daily lives, it's difficult to commit to this goal. Many sources refer to the ABC's of self-care to reduce stress. Learn about these and other tips for guidance and support.

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. Why are some people more resilient than others? How is it that even though they experience the same event as we do, that they seem to cope better? 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.)