



WORKSPACE
Learning

Course Catalog

The following courses are available through WorkSpace Learning. Contact us for in-person or webinar requests. Subject matters include:

Coaching
Communication
Generations
Leadership
Management
Managing Change
Team Development

COACHING

Coaching Skills: Turning Busy Managers into Coaches

Participants will:

- Learn when and when not to coach
- Discover the 5 tips for successful coaching questions
- Understand how to move a coachee from awareness to action and accountability

COMMUNICATION

Communicating Effectively Using the Three Hills

Participants will:

- Understand why team communication can break down
- Diagnose team dynamic issues
- Learn a simple model to help minimize communication challenges

Design the Alliance

Participants will:

- Understand why some relationships have communication breakdowns
- Learn the formula to design an alliance with colleagues and direct reports
- Discover how to hold people accountable through designing an alliance

Email Effectiveness and Etiquette

Participants will:

- Define the best use of email
- Save time by mitigating misunderstandings
- Reduce miscommunications and decrease email traffic size

The 7-Step Feedback Formula for Managers

Participants will:

- Learn the 7 step feedback formula
- Get clear, simple guidelines on how to deliver feedback effectively
- Address praise, performance improvement, and non-compliant behavior

The 4 Levels of Listening

Participants will:

- Understand the four levels of listening and how often we dismiss this critical part of communications
- Identify the distractions that interrupt good listening
- Practice listening at level four and share the outcomes

COMMUNICATION (CONTINUED)

Communication Excellence: How to Close Perception Gaps for Increased Effectiveness

Participants will:

- Understand what creates a communication perception gap
- Learn how to minimize perception gaps
- Discover tools to preempt perception gaps

Presentation Skills: Gaining Confidence and Making Your Message Stick

Participants will:

- Gain confidence in the way they communicate in public
- Deliver information so that the brain can absorb it best
- Decide how/if visuals should be used

The Art of Persuasion: Influencing Without Authority

Participants will:

- Explore decision-making and opportunities for influence inside your organization
- Learn the 6-step influence model
- Practice making the exchange for influencing others

GENERATIONS

Engage Every Age: How Financial Advisors Form Deep Relationships with Every Generation

Participants will:

- Understand the different core values and beliefs in each generation
- Learn to bridge the communication gap between different client generations
- Speak the language that helps connect with each generation

Engage Every Age: How to Effectively Leverage the Strengths of Each Generation in the Workplace

Participants will:

- Examine the demographic trends of the future
- Assess the similarities and differences of each generation of the workplace
- Learn effective communication tips for each generation

LEADERSHIP

Authentic Personal Branding for Professional Success, Fulfillment and Contribution

Participants will:

- Assess professional strengths and values
- Define the core communications style, strengths and motivators that will shape a more effective and inspiring professional voice
- Align personal brand strengths with organizational goals and strategies

Climb the Messaging Success Ladder: How to More Effectively Inform, Influence, Inspire and/or Motivate Any Audience

Participants will:

- Learn how using the four “rungs” on the ladder of messaging success can help anyone transform dry information into more engaging communication
- Apply a simple, story-based approach to create more effective messages
- Learn about the 12 most successful communication styles and how to leverage the right one for each personality

Collaboration Skills for Leaders

Participants will:

- Understand when and when not to collaborate
- Examine the collaboration process
- Learn communication styles that foster effective collaboration

How to Stand Out From the Crowd Through Compelling Organizational Brand Value

Participants will:

- Understand the core principles of branding and how to differentiate an organization through the “who, why and what” brand model
- Learn how to develop a brand purpose that fuels internal engagement and a brand promise that resonates with ideal customers
- See how the right brand messages and behaviors delivered at the right time can create recognizable, memorable value for any organization

LEADERSHIP (CONTINUED)

Strengths-Based Leadership — Lessons From the Field of Positive Psychology for Building Engaged, Motivated Teams

Participants will:

- Identify new ways to apply strengths at work
- Discuss the role of weaknesses and how to manage them
- List steps to institute a positive team climate

Using Emotional Intelligence to Understand Yourself and Work With Others

Participants will:

- Learn about the principles of emotional intelligence (the ability to recognize and respond to emotions in yourself and others)
- Assess yourself on the five core components of emotional intelligence (self perception, self expression, interpersonal, decision making and stress management)
- Create an action plan for developing your EI in the most productive and positive ways, and for working with others from an emotionally intelligent perspective

Using Narrative Intelligence to Lead, Motivate & Communicate

Participants will:

- Learn about the principles of narrative intelligence (the ability to recognize and respond to patterns of meaning and motivation in yourself and others)
- Assess your own story-based strengths, values and core identity—and how they can help you bring more of your best self to work every day
- Apply narrative intelligence skills to understand what's really going on around you, productively communicate with/motivate others, and skillfully enable change and conflict resolution

MANAGEMENT

Building a Strengths-Based Career — How to Transform Your Work Into a Satisfying, Engaging Career

Participants will:

- Prioritize their top strengths and recognize their optimal future
- Learn how to manage their weaknesses and develop a growth mindset
- Recraft their current role to increase their engagement and satisfaction

Business Development (for individuals who are responsible for new relationships)

Participants will:

- Learn how to get the most from a networking opportunity and the importance of follow up
- Develop curiosity and identify what to listen for
- Cultivate the mindset and confidence to identify, discuss, and offer services that solve client problems

Client Development (for client facing project managers)

Participants will:

- Learn how to get new work while increasing client satisfaction with current work
- Leverage conversations with clients, prospects and ask for testimonials
- Create raving fans

Delegation for Managers: Using the 9-Step Model for Successfully Assigning Work

Participants will:

- Understand how situational leadership creates effective delegation
- Learn the 9-step model for successful delegation
- Determine how personal values impact delegation styles

Developing Greater Professional Presence and Impact

Participants will:

- Define your “impact” style and what it means for your professional success
- Assess yourself and learn how to leverage the 8 components of professional presence
- Set specific goals and intentions for how you want to be viewed and received professionally

MANAGEMENT (CONTINUED)

Designing for Top Line Growth and Bottom Line Improvement

Participants will:

- Discover how to restructure the business model to align with the company's strategic vision and go-to marketing strategy
- Learn how to redesign the business model to reduce general costs
- Explore how to simplify and reduce cumbersome processes that yield insufficient value for the effort provided

Effective Meetings: How the Experts Prepare, Stay on Target and Increase Accountability

Participants will:

- Discern how to prepare for a meeting
- Learn tips to keep the meeting on time and engaging
- Discover how to keep the participant(s) accountable to what was agreed

Managing Your Energy, Not Your Time, For Peak Performance (8 weeks)

Participants will:

- Understand the four aspects of energy management: physical, mental, emotional and spiritual
- Learn how managing the four aspects of the energy "compass" will help prioritize and manage time
- Discover practical tips and techniques to manage each of the four aspects at work and home
- Walk away with tools on managing sleep, nutrition, exercise and more, for higher performance

Managing Conflict for Success

Participants will:

- Examine the nature of conflict and potential causes of conflict at work
- Understand how their preferred conflict management style may conflict with others
- Practice managing conflict with various personality types

Managing Employees: Understanding Your Style and the Situation

Participants will:

- Understand effective management styles
- Examine situational management and its applications
- Develop communication skills that match leadership styles

MANAGEMENT (CONTINUED)

Managing GRPI (Goals, Roles, Processes, Interpersonal Relationships)

Participants will:

- Learn to clearly define goals, roles and processes in team settings
- Use GRPI as a diagnostic tool to repair team dynamic breakdowns
- Understand how to plan team projects using the GRPI formula

Managing the Unmanageable: How to Motivate Even the Most Unruly Employee

Participants will:

- Explore what makes an unmanageable employee (UE)
- Learn the 5C framework for managing difficult employees
- Walk away with practical tools to manage every type of UE

Practical Strategies for Women in the Workforce

Participants will:

- Discover three factors that signal-second generation bias at the organizational level
- Learn six ways to correct second-generation bias
- Identify and practice seven ways for women to improve their EQ in order to remain successful, despite second-generation bias

Prioritizing For Success

Participants will:

- Learn to effectively prioritize duties
- Understand how to reduce distractions by single tasking
- Learn to develop a system for sorting and planning

The Success Equation

Participants will:

- Learn the 3A's of the success equation
- Understand the appropriate interventions for each of the 3A's
- Manage individuals and teams with more success

Taking Charge of Your Career: Creating an Individual Development Plan

Participants will:

- Self-assess and articulate their most essential strengths and values
- Align a personal purpose/vision with organizational goals and direction
- Create SMART goals and an intention-based action plan for achieving them

MANAGEMENT (CONTINUED)

Thinking Differently to Solve Problems Faster

Participants will:

- Learn the concept of critical thinking
- Explore projects and ideas from a variety of viewpoints
- Add depth to the planning process and reduce brainstorming time

Your Professional Innovation Style

Participants will:

- Explore how any professional can be more innovative at work—especially those who don't think they're "creative"
- Identify the source of their own professional innovation power and how to apply it
- See what gets in the way of workplace creativity and innovation—and practice simple techniques for moving past those barriers

MANAGING CHANGE

Leading Organizations Through Transitions: A Blueprint for Success

Participants will:

- Learn how to mobilize for change and build organizational readiness
- Create commitment and alignment to the change
- Develop a leadership cadre to manage and implement the change
- Design and implement a road map; assess current vs. future state and design for end state

Managing Constant Change

Participants will:

- Understand why enterprise-level change often fails
- Examine the three aspects of change management that will improve the success rate of implementation
- Leave with practical tools to help execute change in the workplace

5 Secrets of Resilience — Learning How to Bounce Back (and Forward) Through Adversity and Change

Participants will:

- Improve their psychological flexibility and develop a realistic level of optimism
- Discover how being curious can alleviate anxiety
- See how positive emotions can broaden skillsets and connect with others to develop supportive relationships

TEAM DEVELOPMENT

Building the Teams of Tomorrow Today

Participants will:

- Examine the stages that teams go through and how to proactively prepare for them
- Explore the issue of trust, what creates it and what destroys it
- Assess a team and prepare steps to move it forward

Improving Effective Team Performance

Participants will:

- Understand how different personality styles can help and hinder teamwork
- Learn to communicate effectively with each style
- Assess the strengths that each style brings to a team

Using Culture Assessment to Understand Team Purpose, Performance Power and Potential

Participants will:

- Explore what group culture actually is, and how it inevitably shapes the beliefs, behaviors and success potential of all teams and groups
- See how to understand and skillfully manage the four key culture drivers in any team or group
- Recognize 12 cultural styles and how they can be leveraged to improve team dynamics, engagement, motivation and performance

SOME OF OUR CLIENTS INCLUDE:

- Facebook
- Morgan Stanley Smith Barney
- US Air Force
- American Red Cross
- Booz Allen Hamilton
- West Elm (Williams-Sonoma)
- AstraZeneca
- TeraThink
- Emory University
- Society for Human Resource Management
- The Nature Conservancy
- Merrill Lynch
- Share Our Strength
- Interfolio
- Barron's
- Defense Intelligence Agency