EXPLORE OPPORTUNITIES TO IMPROVE YOUR TEAM’S LEARNING AND DEVELOPMENT

Our On-Demand professional development courses provide opportunities for learning, collaborating, sharing ideas and more. We offer instructor-led courses and workshops that are supplemented with material from industry experts through LinkedIn Learning (formally Lynda.com). Our learning experiences are organized around the foundational skills and knowledge we all need to reach our full potential. Contact us for information on scheduling these or any of the courses we offer for your department’s retreat, personalized training, or a Lunch & Learn version. Please browse the catalog to view the outline of each course.

3 Crucial Conversations
Managing conflict makes relationships stronger. Learn tools that turn conflicts into positive outcomes.

7 Making Commitments
Getting things done right hinges on our ability to keep commitments to others. This course will discuss integrity and explore ways to build trust.

11 Accountability
Most work is done collaboratively. Learn how to hold a direct report, colleague, or even a boss accountable.

15 Powerless to Powerful
In this course we’ll help you make the choice to embrace life’s challenges, go from victim to hero, and help others do the same.

21 Effective Listening
In today’s high-tech, high-speed, high-stress world, communication is more important than ever. Genuine listening has become a rare gift – the gift of time.

28 Time Management
Effective time management is an indispensable skill. We’ll show practical foundations for managing your time and becoming more productive.

34 Customer Service
Do the people you serve feel valued? When they don’t, your role suffers. In this course, we will teach you the three crucial skill sets needed to deliver outstanding service.

41 Persuasion
Whether you are aspiring to be a role model for your kids or a powerful force at work, the art of persuasion is a skill that is essential to learn.
Understanding Each Other

- Find a shared purpose
- Listen in a disarming way
- Speak so you are understood
- Explain your reasoning
Negotiating & Making a Commitment

- Negotiate on the interests
- Make a commitment
- Get a commitment
- Prepare for the conversation
You don’t learn to swim out of the water.
MAKING COMMITMENTS
Set Up for Success

- Clarify requests
- What to ask yourself before making a commitment
Coaching Sessions

- The conditions of integrity
- Report a commitment at risk
- How to make an effective apology
- How to build trust
Integrity means I will always honor my word, I will not surprise you.
ACCOUNTABILITY
Set Up for Success

- Foundation for commitments
- Make clear requests
- Acceptable responses
Coaching Sessions

- Use the second yes
- Hold someone accountable
- Re-establish trust
- Use the mirror
There's a big difference between a learning tool and a manipulation tool.

Crucial Accountability
-Joseph Grenny
From Powerless To Powerful
Are You a Victim?

- Understanding the Victim mentality
- John’s Story
- Moving to response-ability
- The Victim’s questions
Are You a Player?

Understanding the Player mentality

Moving from Victim to Player

Choosing your response

The Player’s questions
ARE YOU A HERO?

- Becoming a Hero
- Moving from defeat to pride
- The moral fiber of Heroes
Knowledge Warning

- Empowering others to be Players and Heroes
- The post-coaching interview
Living consciously is a choice that one can make inside a community.

Man’s Search for Meaning - Viktor Frankl
EFFECTIVE LISTENING

WITH A 12-DAY COMMUNICATION CHALLENGE
The opposite of talking isn’t listening. The opposite of talking is waiting.

- Fran Lebowitz
TOPICS COVERED

Listening is a skill that like any other skill can be learned. With some new information, some increased self-awareness, and some new practice strategies, you can definitely enhance your listening.

1ST TOPIC
Assessing Your Listening Skills
You'll get more out of this course with a self-assessment.

2ND TOPIC
Challenges to Listening
Let's look at the most common challenges people face when they are listening.

3RD TOPIC
Effective Listening Behaviors
We will share and demonstrate six effective listening behaviors.
ASSESSING YOUR LISTENING SKILLS

Five listening-focus skill sets/focus areas
CHALLENGES TO LISTENING

There's a lot going on in our heads when we try to listen attentively.
The listening behaviors we will share and demonstrate include clarifying your listening role, using effective nonverbals, honoring silence, paraphrasing and clarifying your understanding, and mirroring nonverbals.
Enrich Your Relationships

Practicing the key skills that will help you and anyone identify and overcome communication barriers and achieve relationship success with the important people in your life.
Time Management
Laying the Groundwork

- The Focus-Chaos Scale
- Find your personal motivation for lasting change
Obstacle to Productivity

- Myth of Multitasking
- Consequences of multitasking
- Three principles of productivity
Productivity Principles

- Space
- Mind
- Time
- Equip yourself for action
Understanding Processing

- What is the next step
- When will it be done
- Where is it’s home
Time is really the only capital that any human being has, and the only thing he can’t afford to lose.

- Thomas Edison
Exceeding Expectations

With Your Customer Service

yes you can
Do Your Customers Feel Valued?

01 The Value of Outstanding Customer Service
02 Building Rapport
03 Exceeding Expectations
04 Solving Problems
Providing outstanding customer service requires us to see things from the customers’ perspective. This isn’t always easy to do. It’s natural for customers and customer service employees to see things a bit differently.
Rapport equals trust plus comfort.
-Neil Strauss

Why do you lose customers?
Customers are turned away by an attitude of indifference. 68%

This involves creating a personal connection with the other person and hopefully getting them to know you and like you.
To go the extra mile, we must adopt the extra mile mindset which will help us identify opportunities. We need to take action once we see those opportunities.
Taking ownership is one of the most important problem solving skills in customer service. It involves accepting responsibility for finding a resolution even if it means putting in extra effort and navigating around obstacles that get in the way.
Next Steps
Customer Service Foundations

Delight
Do what you do so well that they look forward to seeing you again.

Outstanding Customer Service
A personal customer service vision

Build Rapport
Use the 10 and 5 Rule

Exceed Expectations
Uncover customer needs

Solve Problems
Anchor your own attitude
Establishing Credibility

- Meeting Someone New
- Persuading the People You Already Know
- Communicating with Authority
Meeting Someone New

- Like you right away
- Immediately viewed as credible
- Overcome bad first impressions
Persuade People You Already Know

- Identify who
- Make it easy
- Share your ideas
Communicate with Authority

- Become influential
- Borrow others’ expertise
- Overcome naysayers

Create a collaborative connection
The best way to persuade is with your ears, by listening to them.
- Dean Rusk