

# CORE TRAINING DESCRIPTIONS

## Soft Skill Workshops

### **Cool, Calm, and Collected: Managing Anger in the Workplace**

This program is designed to help participants understand that anger and frustration are natural parts of the workplace experience. Participants will learn tools to manage emotional triggers and respond in a constructive and professional manner when workplace frustrations arise.

Learning Objectives:

- Understand anger and personal triggers of anger
  - Discuss appropriate ways to express and manage anger at work
  - Identify key skills you can use to keep your cool at work (and in life)
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### **Crisis De-Escalation in Customer Service**

This program is designed to equip attendees with essential skills needed to maintain composure and excel when faced with difficult situations. Participants will delve into key aspects of customer service and de-escalation including mastering the art of empathetic listening and understanding the influence of verbal and nonverbal communication on conflict resolution in order to deliver exceptional customer service and interpersonal communication.

Learning Objectives:

- Increase knowledge of what it means to be an effective de-escalator
  - Recognize times when verbal de-escalation strategies are needed
  - Gain skills to effectively de-escalate during challenging workplace scenarios
  - Understand the benefits of utilizing empathetic listening skills
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### **Cracking the Code: Effectively Communicating with Difficult Personalities**

In this program, participants will learn skills to enhance their ability to communicate successfully with individuals they may not see eye to eye with. Participants will explore strategies to help create a harmonious work environment and identify tools to use during difficult interactions.

Learning Objectives:

- Review what it means to be “difficult”
- Identify traits of difficult personalities
- Discuss the importance of managing your mindset during difficult interactions
- Explore effective communication strategies

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### **Elevate, Empower, Excel: Creating a Positive Workplace Culture**

This program will provide participants with insight into workplace culture and allow them to understand their role in supporting a positive culture. The program highlights the critical components of a healthy workplace. Participants will learn tangible skills to improve workplace culture.

Learning Objectives:

- Develop participant understanding of workplace culture
  - Identify factors contributing to an uncomfortable or unprofessional work environment
  - Explore individual responsibility in supporting a positive workplace culture
  - Review strategies to improve workplace culture and morale
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### **Emotional Intelligence 101**

This program is an introductory lesson on Emotional Intelligence (EQ). This program will introduce participants to the four main concepts of EQ, discuss the impact of high and low EQ on the workplace, and give participants strategies to develop self-awareness and improve social relationships.

Learning Objectives:

- Understand the four components of emotional intelligence
  - Recognize the impact of high and low EQ on the workplace
  - Identify strategies to strengthen each of the four components
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### **From Passive to Powerful: The Art of Assertive Communication**

This program focuses on the power of assertive communication and encourages attendees to embark on a journey of self-discovery to gain insight into their communication skills. Participants will learn strategies for effective and assertive communication across all facets of life.

Learning Objectives:

- Review different communication styles
- Identify common traits of assertive communication
- Recognize the benefits of communicating assertively

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### **Giving and Receiving Feedback: The Catalyst for Growth and Development**

This program discusses giving and receiving feedback as a vital component of professional growth and development. This program is designed to help participants dissect underlying reasons causing discomfort around the feedback process and will educate participants on strategies to improve their ability to give and receive feedback in the workplace.

#### Learning Objectives:

- Discuss the importance of participating in the feedback process
  - Understand why getting feedback can be uncomfortable
  - Identify strategies to overcome barriers to feedback
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### **Grace Under Pressure: Maintaining Professionalism During Times of Stress**

In this program, participants will gain an understanding of professionalism and discuss strategies to maintain professional relationships during stressful times in the workplace. We will discuss workplace stress triggers, the importance of empathy and compassion towards colleagues, and effective communication strategies.

#### Learning Objectives:

- Identify triggers of stress and discuss impact they have on workplace productivity
  - Review positive stress management strategies
  - Review the importance of self-care
  - Discuss the power of empathy and compassion
  - Define professionalism and explore ways to maintain professionalism during stressful times
  - Review effective communication strategies for professional conduct
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### **Hold the Line: Maintaining Healthy Boundaries at Work**

This program educates participants on establishing healthy boundaries between themselves and others to improve their workplace experience. Attendees will understand that effective self-management can lead to more beneficial outcomes with co-workers and improve their ability to resolve conflict successfully.

Learning Objectives:

- Understand the importance of interpersonal boundaries in the workplace
  - Identify effective self-management skills
  - Discuss appropriate use of assertive communication skills
  - Recognize situations that require escalation for assistance
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### **Inbox Intelligence: Strategies for Professional Email Etiquette**

This program discusses the importance of professional email etiquette. Participants will discuss professional communication in the workplace and explore strategies to improve digital communications using email etiquette tips and tools.

Learning Objectives:

- Discuss professional communication in the workplace
  - Explore benefits and pitfalls of digital communication
  - Define “email etiquette” and how to implement it at work
  - Identify tips and tools to improve email communications
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### **Master The Art of Effective Listening**

In this interactive program, participants will learn what it truly means to listen and to be heard. Participants will learn active listening skills, discuss how to respond with empathy, and enhance overall communication skills to transform the way we connect with others.

Learning Objectives:

- Define active listening
- Identify barriers to effective listening
- Discuss skills to enhance attentive listening
- Learn how to respond with empathy and understanding
- Explore the impact of verbal and nonverbal cues on communication

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### **Problem-Solving: Be A Part of the Solution**

This program teaches participants that choosing to resolve an issue is a conscious effort that involves managing their mindset. During this program, we will discuss the importance of solution-focused problem-solving, the benefits of being a proactive problem-solver, and practical strategies for addressing obstacles in the workplace.

Learning Objectives:

- Discuss barriers to effective problem-solving
  - Learn steps for solution-focused problem-solving
  - Review strategies to generate alternative solutions to workplace challenges
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### **Resolution Revolution: The Art of Skillful Conflict Resolution**

This program will help participants increase awareness of conflict resolution styles and identify emotional “hot buttons.” Participants will learn new skills for recognizing, addressing, and resolving conflict.

Learning Objectives:

- Discuss the causes of conflict
  - Explore various conflict management styles
  - Review different types of workplace conflict
  - Identify skills for effective conflict management
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### **Skills for Productive Confrontation**

In this program, participants will learn how to communicate concerns productively and professionally with colleagues. Participants will discuss situations where productive confrontation is needed, and participants will learn skills to express concerns in constructive and effective ways that sustain professional relationships and foster a healthy work environment.

Learning Objectives:

- Define productive confrontation
- Identify situations where productive confrontation is needed
- Discuss skills for confronting issues with tact and professionalism

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### **Time Management: Making Minutes Count**

During this program, participants will identify barriers and behaviors that impact our use of time in the workplace. Participants will learn strategies for effective time management, optimizing performance and productivity in the workplace.

Learning Objectives:

- Identify indicators of poor time management
- Review barriers to effective time management
- Explore techniques to enhance time management and boost productivity

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### **Thriving Through Change and Transition**

This program helps participants recognize the emotions connected to change and gives them the appropriate response skills. Participants will identify common responses to change in the workplace, learn strategies to appropriately communicate concerns, and develop the ability to focus on the scope of control.

Learning Objectives:

- Identify common responses to change in the workplace
- Learn strategies to communicate concerns appropriately
- Recognize the personal scope of control