Building Self-Esteem and Assertiveness Skills (Webinar)
Tuesday, October 4 (2:00p-3:30p)
Building your self-esteem is essential for confidence and success, and it all begins with you! Of all the judgments you make in life, none is as important as the one you make about yourself. Without some measure of self-worth, life can be enormously painful. During this course, participants will discover some simple techniques that dramatically change how they feel about themselves. Participants will discuss the importance of learning self-acceptance and asserting oneself.

Taking Control of Conflict (In-Person)
Wednesday, October 5 (8:30a-10:30a)
Is conflict an ongoing battle in your organization? Apparently, it is foremost. A recent study reveals that 85% of employees experience conflict at work -- a staggering 2.8 hours each week -- ranging from mild squabbles with teammates to explosive disagreements between managers. Let’s face it. Conflict isn’t going to become obsolete anytime soon. But individuals can learn how to handle it maturely and collaboratively with insight, knowledge, and the proper skills. And better yet, organizations can actually benefit from conflict in the form of increased productivity and improved relationships -- that is, when it’s managed successfully. This course introduces the different types of conflict, shows individuals how to communicate clearly and tactfully, explores appropriate resolution strategies, and establishes a common-sense approach for preventing unnecessary conflict.

Intrapreneurship (Webinar)
Wednesday, October 5 (1:00p-2:30p)
Intrapreneurship has been described as a great way to make beneficial changes to your organization. People can choose to continue with the status quo, or they can work to make a difference in the lives of themselves and others within the company.

Who wants to feel empowered and recognized for their innovative and creative ideas? Who wants to make a difference? If you answered yes to these questions, then this course will help you become energized and ready to push your ideas forward. After you complete this workshop, you will have ways to get started and implement your plans.

New Supervisor: Supervisor Communication Skills (In-Person)
Tuesday, October 11 (8:30a-10:30a)
In general, there are four basic purposes of communication: to inform, to persuade, to ask a question, or to learn. It’s as important to know what you don’t want as it is to know what you do want. This course covers the importance of assertive speaking; techniques for holding others accountable; and creating and practicing equitable compromise.

Marketing for your Small Business (WebEx)
Thursday, October 13 (10:00a–11:00a)
Marketing is about getting your business known and building your position within the marketplace. Small businesses don`t always have a big budget for marketing, so they have to do things a little differently than big business in order to grow their presence, increase results, and meet business goals. This workshop will help small business owners and managers develop their marketing message, create a marketing plan, and apply the right strategies.
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New Supervisor: Conflict Resolution and Bullying in the Workplace (In-Person)
Tuesday, October 18 (8:30a-10:30a)
This session will provide supervisors with the knowledge to recognize causes of workplace conflict, how to facilitate resolution of conflict and how to manage the relationships once the conflict has been resolved. This course also touches on preventing bullying in the workplace.

EQ for Busy Professionals (WebEx)
Tuesday, October 18 (2:00p-3:30p)
Issues like lack of trust and commitment, unresolved conflicts, and the inability of individuals to understand how their actions impact others often stop the most promising teams from delivering great results. This course will include activities that busy employees can use to help improve their levels of emotional intelligence and become more effective. The exercises included will help employees deal with anger and emotional triggers, pick up on cues from teammates, encourage communication, and much more. Several activities will be chosen as examples to work through issues in each course.

How to Manage Your Emotions (In-Person)
Wednesday, October 19 (10:00a-12:00p)
While it is not always possible to check emotions at the door, it is possible to figure out what triggers emotional responses and then learn how to respond appropriately. From minimizing frustration to conquering negative self-talk, this training gives participants the tools they need to control physical responses, re-frame thinking, handle accidental outbursts, and learn long-term strategies for channeling emotions productively.

Developing Positive Relationships at Work (WebEx)
Thursday, October 19 (2:00p-3:00p)
It’s no secret that the aim of every organization is to hire the best talent. But when it comes to success in the workplace, Ivy League degrees and decades of professional experience are of no use if individuals fail to develop and maintain healthy relationships. In other words, when the people in your organization can’t work together and "play nice", business is bound to suffer.

If you want to create balance in your life and make meaningful improvements to your professional career, develop your people skills with the aid of Developing Positive Relationships at Work. This course takes a holistic approach to help you to develop the skills you need to interact with others, including building rapport, establishing trust, setting boundaries, and learning to overcome interpersonal conflict.

Developing High Performance Teams (In-Person)
Thursday, October 20 (8:30a-10:30a)
Success as a manager is heavily influenced by how well your team operates and what kind of results they achieve. Is your team able to solve problems? Can they resolve conflict? Are they enthusiastic and motivated to do their best? Do they work well together? This workshop is designed for participants who want to develop their team leadership skills and unleash the talent of their individual team members.
Respect in the Workplace (In-Person)
Thursday, October 20 (1:00p-3:00p)
Research in North America suggests that more than one in three employees have experienced bullying, abuse, harassment, or discrimination in their workplaces. This course provides organizations of all sizes, in any industry, with a proactive standard tool for all employees to combat bullying, abuse, harassment, discrimination, and incivility for a safer, more productive quality of life in the workplace and their personal spaces as well.

Juggling Multiple Priorities (In-Person)
Friday, October 21 (2:00p–4:00p)
How am I supposed to get all of this done? - Reports, meetings, evaluations, proposals, etc. – AND, it all needs to be done NOW! In order to decide what work is most important, you must know the specific outcomes you and/or your organization desire, and take those outcomes and break them down into daily roles and responsibilities. This program examines many different approaches to time management and introduces new techniques to enhance your approach in different situations. Practice tools for prioritizing tasks, setting boundaries, eliminating tainted time, and much more in this action packed program.

New Supervisor: Employee Engagement through Coaching for Supervisors (In-Person)
Tuesday, October 25 (8:30a-10:30a)
The Employee Engagement training course introduces supervisors and managers to the tools and techniques for ensuring employees feel valued and supported in their day-to-day responsibilities. Organized into four distinct categories or strategies for employee engagement, the program offers self-assessments, interactive activities, and practical knowledge for becoming an effective and influential leader.

Making Meetings Matter More (WebEx)
Tuesday, October 25 (2:00p-3:00p)
Meetings come in all shapes and sizes, from an annual conference to a regular staff meeting to the quick huddle in the boss’ office. What is one thing all meetings have in common? Attendees want to achieve something out of their time spent together: solving problems, brainstorming, or simply sharing information. This workshop will help you: Understand the value of meetings as a management tool.; Recognize the critical planning step that makes meeting time more effective.; Identify process tools that can help create an open and safe forum for discussion.; Develop and practice techniques for handling counterproductive behavior.

MBTI & You (In-Person)
Wednesday, October 26 (1:00p-3:00p)
The MBTI (Myers-Briggs Type Indicator) instrument is designed to help you understand your unique personality and the way you relate to others around you. The MBTI® instrument is backed by thousands of research studies and has been found to be both reliable and valid in assessing personality.

NEW) Diversity, Equity & Inclusion (In-Person)
Thursday, October 27 (9:00a-11:00a)
This course aims to help participants better understand and address issues of diversity, equity, and inclusion, while giving participants the opportunity to challenge their views and opinions. Through this engaging, interactive training, we hope to help open dialogue with real world examples of behaviors and beliefs.
Beyond Workplace Politics: Using Social and Emotional Competencies (Facebook)
Thursday, October 27 (12:00p-12:30p)
There are workplace politics at play in every organization! Workplace politics encompasses the power and authority processes and behaviors that are at work in a particular workplace. “Social and emotional intelligence involves understanding your feelings and behaviors, as well as those of others, and applying this knowledge to your interactions and relationships.” This course will explore five Competencies: Self-Awareness, Self-Management, Social Awareness, Good Relationship Skills, and Responsible Decision Making and their role in working beyond workplace politics!

Talk Like a Leader (In-Person)
Thursday, October 27 (2:00p-4:00p)
Did you know the average person speaks up to 16,000 words each and every day? No doubt, that's a lot of chatter. But successful leaders know there's a significant difference between being a big talker and being an effective communicator. And they also know communication is the key to motivating and inspiring people.

This session that cuts through the noise to focus on four key areas of leadership communication: Vision, Competence, Relationships, and Support. An interactive workshop chock-full of activities, action planning exercises, and takeaway resources, Talk Like a Leader is the learning experience that empowers leaders with the skills and confidence to encourage enthusiasm, increase productivity, minimize miscommunication, and improve working relationships.

Tips to Become More Socially Aware
Social awareness is your ability to comprehend your environment and accurately interpret the emotions of others.

1. Recognize - Accept others' feelings as valid and true
2. Empathize - Look at things from other's point of view
3. Care - Be concerned about what's going on with others
4. Understand - Try to understand the emotional impact of what others are going through.
5. Maybe agree - Exercise controlled agreement, where you agree in principle rather than totally agree.

How to Put Social Awareness into Action
1. Stay rational when other people are emotional
2. Encourage people to vent
3. Pay attention to nonverbal cues
4. Be curious by asking questions to help others explain what's going going on.
5. Make sure the person feels 'we're all in this together.'