What If? A Conversation on Diversity & Inclusion (In-Person)  
Thursday, December 1 (2:00p-4:00p)
Based on the Book "What If: Short Stories to Spark Diversity Dialogue" by Steve L. Robbins. What If? delivers a highly creative and innovative new way to explore the issues that dominate today's multicultural, multi-ethnic workplace. To the twenty-five witty yet inspiring stories in this collection, Steve Long-Nguyen Robbins has added tips and suggestions for putting these key learnings into action. Combined, What If? offers a powerful lens into the human experience.

Verbal De-Escalation (In-Person)  
Tuesday, December 6 (2:00p-4:00p)  
Public sector employees may deal with a customer displaying difficult, hostile, or non-compliant behavior from time to time. An employee's response to the defensive behavior is often the key to de-escalating the interaction. This interactive workshop teaches you the importance of self-control; explores how to recognize nonverbal signals in yourself and the customer; and demonstrates proven verbal de-escalation techniques. Participants will put their de-escalation skills to practice in realistic scenarios.

Everyone Communicates Few Connect (In-Person)  
Wednesday, December 7 (2:00p-4:00p)  
World-renowned leadership expert John C. Maxwell says if you want to succeed, you must learn how to connect with people. And while it may seem like some folks are just born with it, the fact is anyone can learn how to make every communication an opportunity for a powerful connection. In Everyone Communicates, Few Connect, Maxwell shares the Five Principles and Five Practices to develop the crucial skill of connecting, including: Finding common ground, keeping your communication simple, capturing people's interest, inspiring people and staying authentic in all your relationships.

Why We Struggle with Tough Decisions (WebEx)  
Tuesday, December 13 (10:00a-11:00a)  
How can you make a high-impact decision that is effective, practical, and successful? By having a clear objective, gathering and evaluating information in a structured way, avoiding common decision traps, and by using your intuition to confirm or question your decision. This webinar enhances your confidence and skill at making and implementing tough decisions, allowing you to increase your value to your workplace and actively contribute to its success.

Implicit Bias (In-Person)  
Tuesday, December 13 (1:00p–3:00p)  
Implicit bias refers to the attitudes or stereotypes that affect our understanding, actions, and decisions in an unconscious manner. Biases reside deep in the subconscious, and are automatically activated, associative in nature, can be formed through repeated exposure or experiences. These associations develop over the course of a lifetime beginning at a very early age through exposure to direct and indirect messages. This interactive course explores types of implicit biases, understanding them, what effects they can cause and how to address them.
**Six Ways to De-Stress**

- **Body Scan**
  In order to relax, we must first learn where, when and how we store tension in our body. Do you know where you store your tension?

- **Breathing Through Your Diaphragm**
  Thich Nhat Hanh, a Vietnamese Zen Buddhist monk, once said, “Our breath is the bridge from our body to our mind.” Deep breaths can instantly relax and soothe anyone, anywhere, anytime.

- **Stretching**
  Gentle stretches can also be done almost anywhere; even some neck rolls can help.

- **Visualization**
  You can use the power of your mind to reduce stress. Visualize the most peaceful scene you can think of: a snowfall, a waterfall, a lake, the seashore with waves crashing against the beach. Use that same visualization when you are feeling stressed.

- **Sensory Awareness**
  Shakespeare once said, “There's not a minute of our lives should stretch without some pleasure.” Keep some pleasant scents and textured objects around to give yourself a moment’s distraction when needed.

- **Eating Awareness**
  When eating, don’t let anything else interrupt; savor your food rather than inhaling it.