



The
Solutions
Group

2022 Training Services & Seminars Catalog



COVID 19 - Pandemic Support Webinars

Building Resilience During a Pandemic

Throughout the COVID 19 Pandemic our resilience has continued to be tested. Some more than others but everyone in some way. Resilience, the ability to thrive in the face of adversity, is not just for the strong. Everyone has a degree of resilience and some have more than others. The best news is that we can develop and grow our resilience, even during a pandemic with a few proven practices. Join this webinar to learn how (1 hour)

Creating a Mindfulness Practice During COVID-19

There's no time like the present to practice mindfulness as part of a daily, weekly or even monthly routine. The play on words aside, dealing with COVID-19 on top of our already stressful lives is adding insult to injury when it comes to our sense of centeredness, calm and restoration. Time and again, mindfulness practices have been shown to have positive physiological and psychological effects on our persons. Learn how to practice mindfulness despite, and in order to thrive through, the pandemic of 2020. (1 hour)

Culture, Inclusion and Bias in the Workplace

Many differences exist among coworkers and clients. These dynamics range from race and gender to class, sexual orientation, generational differences, physical ability and age differences. This workshop will address the significant role diversity plays in our workday as well as in our own understanding. (1 hour)

Finding Forgiveness for Ourselves and Others

Enduring month after month quarantined with family members or isolated from friends has influenced many of our relationships. Some marriages have ended in divorce, some relationships are hanging by a thread and we are struggling with guilt over things we said or did when, in moments of frustration/despair, we lashed out at others. (1 hour)

Grieving Through COVID-19

While we work to keep our spirits up and look for the positive in each moment, there is more going on inside us as we experience the effects of COVID-19. So much is changing. Life as we have known it, collectively and individually, seems further and further away. What is happening for us is not just fear of the unknown. There is also a sense of loss and sorrow. Many of us are grieving. Join us in this webinar as we look to the work of David Kessler, an expert lecturer on grieving, and Dr. Elizabeth Kubler Ross, who described the five stages of grief, to learn positive ways to work through the changes and better cope with a pandemic in our world. (1 hour)

Healing Through Story: Stories of the Pandemic from Healthcare Workers and First Responders

Sharing our experiences in the form of written/spoken text is one way that people can heal from difficult situations like the pandemic of 2020. It is also a way to connect with others who have experienced a parallel journey in ways that will surprise and humble, delight and touch, those who participate. But Healing through Story requires a commitment – 8 weeks for two hours each week – the same six people will meet to learn what they will focus their writing on (as described by the facilitator) and to read their stories to one another. This is not a group therapy session, but it is often found to be therapeutic. It is a time to tell the story of your

journey through the pandemic and to connect with others through their stories. (2 hours/week for 8 consecutive weeks)

*Maintaining Sobriety During COVID-19: Tools and Resources*

Maintaining sobriety, sticking with a meeting, or staying on track with your program is difficult under the best of circumstances, but COVID-19 has exponentially increased the difficulty for people who struggle with issues of sobriety and substance abuse. Learn about the challenges, tools and resources for recovery during COVID-19 and what you can do to help yourself, your peers and your family members through this extraordinary time. (30 min)

*Managing Stress Through Difficult Times: Support Through COVID-19*

Human beings like certainty. We are hard-wired to want to know what is happening when and to notice things that feel threatening to us. When things feel uncertain or when we don't generally feel safe, it's normal to feel stressed. Currently, many of us are worrying about COVID-19, also known as "Coronavirus." Many of us are "under the gun" to do even more with less as public fear, anxiety and uncertainty continue to rise. How do we manage our anxiety? What can we do to help ourselves remain calm and centered? All are welcome to attend this webinar which will focus on answering those questions and learning ways to de-stress. (1 hour)

*Pandemic Fatigue: Staying the Course*

COVID-19 has been the 800-pound gorilla in our lives for the past several months. It has drastically altered milestone celebrations and recreational activities on top of eliminating many of the services we rely on daily. These major changes have brought on what behavioral psychologists call "Pandemic Fatigue," medical personnel call "Alarm Fatigue," and some researchers call "Uncertainty Fatigue." Whatever the label, the effects are the same and the solutions for recharging our spirits are also the same. This webinar looks at ways we can thrive and maintain hope through pandemic fatigue. (1 hour)

*"The Labor Market: What is happening?"* - A look at the data related to what some are calling "The Great Resignation." Why is this happening? What can leaders do to keep their employees? What can you do to avoid burnout and stay in your career? These questions and more will be discussed in this webinar. (1 hour)

*Thriving in a V.U.C.A. world* – Volatile, Uncertain, Complex and Ambiguous – that's the world we live in. Changes occur faster than we can adapt to them, technologies are creating jobs that didn't exist two years ago, existing work requires continuous upskilling and leaders are expected to provide guidance on a roadmap that hasn't yet been created! How can we be successful in our VUCA world? This course explores those possibilities and helps leaders find peace amidst the challenges. (1 hour)

*Fostering Trust in the Workplace* - Trust in the workplace means employees experience a culture of honesty, psychological safety, and mutual respect. Employees are more engaged, believe in their organizations mission and have confidence in the integrity of their leadership. Even more "Compared with people at low-trust companies, people at high-trust companies report: **74% less stress**, 106% more energy at work, 50% higher productivity, 13% fewer sick days, 76% more engagement, 29% more satisfaction with their lives, 40% less burnout. So come learn ways that you can co-create more trust in your workplace. (1 hour)

Mind your Brain: Mental Fitness and Positive Intelligence – Neuroscience has illuminated many insights information on the workings of our brains. We now have **Positive Intelligence** which is the science and practice of developing mastery over your own mind so you can reach your full potential for both happiness and success. But in order to achieve positive intelligence we need to exercise our minds and be **mentally fit**. We need to strengthen some core brain "muscles." Discover how to mind your brain and live more productive and less stress-filled lives in this session. (1 hour)

Mental Health and Wellbeing: The Ending of Stigma – One good thing coming out of the 2021 Pandemic is a realization that our mental health is powerfully important in how effective and successfully we work and live. *"A global survey conducted by Mercer found that the majority of the 270 insurance companies surveyed now rate mental health as being as much of a risk as smoking."* We all need to be serious about mental wellbeing and intervene sooner rather than later. But what exactly does that mean? Find out more in this interactive and belief challenging session (1 hour).

Supervisors, Managers & Leaders

(The) Art of Delegating– Delegation is not a discrete activity that just pops up from time to time. It should be considered an integral element in strategic planning for the organization. Managers who delegate help an organization adapt to competitive environments, adjust for internal reasons (personnel change, expanding, or downsizing), and fulfill the organization’s mission. Good managers necessarily learn how to delegate effectively. In this course, you can gain skills to make you a master of delegation. (1 hour)

(The) Art of Possibility – Based on the bestselling book by Rosamund and Benjamin Zander, this class looks at the 12 key lessons in “The Art of Possibility” including 1) Everything in life is based on your reference frame. Look at things in a new way and suddenly your problems fade away; 2) It’s all invented. Everything in life is an invention. The way we see things. The way we measure things. The way we compete. The way we judge ourselves; and, 3) If it’s all invented, then you might as well invent a way of viewing life that benefits you. You might as well invent a frame of possibility. (1 hour)

Avoiding and Understanding Burnout- Unfortunately many employees experience the adverse effects of burnout. Whether working in a corporate or community setting it is crucial to address “burned out” employees and provide support. This workshop focuses on identifying burnout in yourself and others. It also presents intervention ideas for prevention of future burnout. (1 hour)

Being an Effective Mentor – What does it take to be an effective mentor? Take this class to learn the 6 dimensions of mentoring and how to apply them for success with those employees you are guiding as their mentor. (1 hour)

Coaching for Success - Coaching addresses the most important role and opportunity for managers – bringing out the best in their employees. Supervisors and managers who coach their employees go beyond the everyday performance of “duties as assigned” to highlight potential and bring out the best in the individuals they coach. (1 hour)

Communication in the Workplace: Challenges of Technology – This workshop focuses on the essentials of communication and when to employ different technologies/channels and media for different types of messages. E-mail, text, snap chat, instant messaging, and other channels for communicating will be examined for appropriateness, effectiveness and efficiency. If your organization has a communication policy, it will be reviewed as part of this working session. (1 hour)

Conflict Management- For many supervisors and directors, disciplinary action and conflict resolution are among the most challenging tasks and obligations. Becoming more familiar with the “how to” of conflict resolution will improve department productivity and morale. Confrontation styles will be explored using the Thomas Kilmann inventory. (1 hour)

Decision-Making for Managers – Managers are regularly called upon to make decisions that involve both opportunity and risk. Fortunately there are a variety of ways to make decisions depending on the situation and the people involved. Attend this class to learn specific decision making techniques, what to

consider in your decision, and how to select an appropriate way to decide so that you can feel more confident with your decisions. (1 hour)

Developing Work Teams- Understanding team function is imperative in having a positive and productive workplace. This session introduces managers to the concept of team function while exploring how group dynamics drive the team as a whole. (1 hour)

Diversity, Inclusion and Bias in the Workplace - Many differences exist among coworkers and clients. These dynamics range from race and gender to class, sexual orientation, generational differences, physical ability and age differences. This workshop will address how diversity plays a significant role in our workday as well as our own understandings of bias and how it can be acted out even in the most innocent circumstances. (1.5 - 2 hours)

Documenting Discipline – Documenting is part of “paying attention” to what your employees are doing on the job, including opportunities for both praise and correction. This session addresses what should be documented and illustrates examples of useful documentation. (1 hour)

Domestic Violence: A Manager’s Responsibility – This workshop explores manager responsibilities related to domestic violence. When should a manager get involved? Should a manager get involved? What is our company’s policy? Do we have a policy? Our trainers work with the Human Resources team to ensure that managers understand things to do and not to do in situations where domestic violence is confirmed or suspected, and will provide local resources for DV victims. (1 hour)

Effective Feedback- Good feedback comes in different forms, and supervisors need to recognize when and how to deliver those messages. We will learn how to use the 3 main forms of feedback in a way that leads to better understanding for managers. (1 hour)

Effective Meetings – Most groups and organizations could not function without meetings. However, effective meetings are rare. Attend this class to learn tips and tools for proper planning and direction that can lead to more productive meetings. (1 hour)

Effective Performance Appraisals- Effective performance appraisals are essential to quality management and employee productivity. Attend this session to learn positive techniques for delivering performance evaluations that help your employees to recognize their achievements and highlight areas where they can continue to develop. (1 hour)

Emotional Intelligence (EI) For Leaders (Introduction)- Being able to cope with our own emotions and those of others is essential for successful leadership. Understanding and identifying the elements of Emotional Intelligence (EI) will be the primary focus of this workshop while participants will also build skills to enhance social/workplace interactions. Participants will look at the benefits of EI for managers/leaders.(1 hour)

Emotional Intelligence For Leaders (Advanced Class)- EI or Emotional Social Competence is a key capability for success in all of life but especially at work. Understanding and clarifying behavioral competencies tied to each of the elements of EI will be the primary focus of this workshop while

participants will also build skills to enhance social/workplace interactions. Participants will look at current research about the benefits of having a high Emotional Social Competence Inventory score (1 hour).

Empathy in the Workplace - Empathy is more than just a “feel-good” trait; it’s tied to organizational success in several key ways including greater innovation, increased productivity and deeper employee engagement. That’s why it’s so important for leaders to understand empathy and the role it plays in sustaining and strengthening organizations. Find out more in this session exploring how to cultivate empathy in our organizations (1 hour).

Employee Engagement: How to improve employees work experience – Employee engagement is more than just a “hot topic” in management; it affects productivity, retention, innovation, and employee satisfaction among other measures. Participants in this workshop will identify practical ways to engage their employees and walk away with a plan to implement in their workplace.

Facing a Possible Layoff or Reduction in Force – Preparing for the worst and hoping for the best helps us cope with potential changes in employment. In this workshop, we cover what to do before and after a layoff; writing your resume, cover letter and thank you letters and; using some of the tools available online to help you successfully weather a change in employment. (1 hour)

Not My Generation! (Generations in the Workplace)- The dynamics of today’s work force are changing rapidly. The old rules and structures are disappearing or being redefined. It’s possible for workplaces to have five different generations on the same work team sharing the same space. Each generation brings its own values, rules and styles, which sometimes can leave conflict and unproductive competition in its wake. This program can help participants understand generational differences and offer tips for creating a harmonious workplace. (1.5hours)

High Conflict Personalities - This is a unique opportunity to learn from clinical professionals about the characteristics of people who suffer from mental challenges and who that create chaos, drama and disruption in the workplace. Learn how to cope when faced with challenging situations created by people with high conflict personalities. (1 hour)

How to Be a Good Manager- Participants in this class will begin by identifying their personal managerial characteristics. Then we will explore the skills that supervisors need to lead their organizations in the 21st century: communication, teamwork, coaching, business analysis, continuous improvement, technology savvy, project management, writing and documentation, and resource management. (1 hour)

Improving Workplace Productivity- Managers have a unique responsibility for both productivity and people. Learn how to get the most from your direct reports, reduce turnover and build the workforce at the same time. (1 hour)

“Imposter Syndrome, Positive Intelligence and Mental Fitness” - Do you find yourself being your own worst enemy when it comes to self-confidence? Are you a person who always needs to do things perfectly? Are you struggling with self-doubt in your abilities? What is Imposter Syndrome? What are the signs & symptoms? What are some tools to help us? Mental fitness? Positive intelligence? Join us to

learn ways to develop mastery over our own minds so we can reach our full potential for both happiness and success. (1 hour)

Interview Process – The careful selection of employees is one of the most important jobs of a manager and others who assist in the hiring process. This class will cover behavioral interviewing and provide tools to guide you to hire the best person for the job and to comply with state and federal regulations. (1 hour)

Leading in a V.U.C.A. world – Volatile, Uncertain, Complex and Ambiguous – that’s the world we live in. Changes occur faster than we can adapt to them, technologies are creating jobs that didn’t exist two years ago, existing work requires continuous upskilling and leaders are expected to provide guidance on a roadmap that hasn’t yet been created! How can leaders be successful in our VUCA world? This course explores those possibilities and helps leaders find peace amidst the challenges. (1 hour)

Managing Organizational Change and Transition- Change is a key component to success. Being able to adapt allows us to survive in an environment where change is inevitable. As we experience changes/transitions, we travel through a variety of stages along the way. Learn how to immunize yourself and to lead others through change to create change hardiness as a tool for coping with change. (1 hour)

Mediation Basics - Mediation is an alternative to other costly and adversarial processes used for employees in conflict. This class is designed to review mediation as a process and aid in identifying the need for basic level mediation while providing a framework for intervention. (1 hour)

Masterful Meeting Management- Why do so many of us hate to go to meetings or see them as a waste of our time? Often the answer is that we don’t need a meeting to accomplish the tasks at hand but how do you know when a meeting is needed? And What makes an effective & efficient meeting? These questions and others will be answered in this workshop on masterful meetings. (1 hour)

Motivations in the Workplace- Motives are the "whys" of behavior - the needs or wants that drive behavior and explain what we do. Motivation is essential in order for you to meet and exceed standards and expectations at work and to achieve your personal goals. This class will help you to understand your own motivation and that of others. You will also learn ways to increase and leverage self-motivation and to assist the employees you supervise to make the best use of motivation for their work. (1 hour)

Organizational Communication - Managing communication through technology and conducting any type of meeting takes a certain amount of skill and patience. In this workshop we will explore ways to facilitate workplace interactions. (1 hour)

Organizational Change: The Big Impact of Small Changes – Based on the work of Margaret Heffernan, this class explores how organizations around the world are achieving success by finding creative, and cooperative ways of working and recognizing that the competition model often gets us exactly the opposite of what we are trying to achieve. Participants will learn about “willful blindness,” the big impact of small changes and ways to apply these strategies to their own workplace for better results. (1 hour)

Performance Evaluations and Discussions- Holding effective performance reviews and conversations is a skill that many managers need to develop. This course explores new ways to discuss performance that keeps employees engaged and helps reduce defensiveness. (1 hour)

Preparing Staff for Organizational Change- Change is fundamental to all workplaces. Being able to adapt enables employees to survive in an environment where change is inevitable. As managers we have the responsibility to support these transitions while also recognizing staff and department needs during change processes. Attend this class to learn how to communicate change while also moving ahead to implement change. (1 hour)

Reasonable Suspicion – This course delivers the necessary tools and skills to recognize and appropriately handle employees exhibiting signs of substance abuse. The class includes information on the effects of common drugs and alcohol and the impact that can have in the workplace. Attendees will learn physical, behavioral, speech and performance cues related to substance abuse and a supervisor’s responsibilities to ensure a drug-free workplace. (1.5 hours)

MOST REQUESTED TRAINING

Respectful Workplace I – Civility in the Workplace - Maintaining a Respectful Workplace is essential for a positive, productive work atmosphere. This session focuses on specific behaviors that demonstrate respect for self and others and the benefits associated with being respectful. It also looks at how all employees are responsible for co-creating a culture of respect and civility in their workplace. (1- 1.5 hour)

Respectful Workplace II – Harassment Free Workplace for Supervisors - Maintaining a Respectful Workplace is essential for a positive, productive work atmosphere. Laws and policies against harassment, and especially sexual harassment, play an important role. This course explores law and policy as well as focusing on identifying, reporting, and preventing harassment in the workplace. Special attention will be placed on the individual company’s policy and procedures. (1- 1.5 hour)

Respectful Workplace III – Dealing with Bullying for Supervisors- Maintaining a Respectful Workplace is essential for a positive, productive work atmosphere. Bullying is a form of harassment. In this session we will look at basic civility in the workplace and how to deal with bullying. Special attention will be placed on the individual company’s policy and procedures. (1 hour)

Strategic Planning – This workshop is designed to help leaders/managers better understand the strategic planning process and the tools that are typically used to achieve business results. A review of mission, vision, and goals precedes working in groups on SWOT analysis and action planning. This is a hands-on workshop where the goal is for participants to clarify their strategic plan for their department or team. (1-4 hours)

Spiritual Leadership – The purpose of spiritual leadership is to tap into the fundamental needs of both leaders and followers for spiritual well-being through calling (life has meaning and makes a difference) and membership (belonging); to create vision and value congruence across the individual, empowered team, and organization levels; and, ultimately, to foster higher levels of employee well-being, organizational commitment, financial performance, and social responsibility – the “Triple Bottom Line”.

Based on the work of Louis W. Fry and Melissa Nisiewicz, participants will explore answers to these questions What is a Learning Organization? What is Workplace Spirituality and how does it fit in with religion? How does the Spiritual Leadership Model work? (1 hour)

Suicide Awareness for the Workplace - People often spend a large portion of their day at a workplace and, in doing so, get to know other employees over time. As a result, they may be in a good position to notice changes in behavior that could suggest risk for suicide or other mental health problems. What can you do to help your co-workers, team and organization to create a culture of health and safety? Find out in this workshop. (1 hour)

Team Building: What Every Leader Should Know – According to Amy Edmonson, teaming is teamwork on the fly – collaborating and coordinating across boundaries without the luxury of stable team structures. This workshop looks at the skills and attitudes needed to team “on –the-fly” (1 hour)

Utilizing Positive Management- What makes a good manager or supervisor? Being a good manager takes practice and team work. From making administrative decisions to conducting meetings and supervision, this position calls for specific skills. A focus on positive management style will be reviewed along with communication and team leading skills. (1 hour)



Workforce (All Employees)

Accountability and Self-Awareness – In this session we explore two interrelated qualities that are considered “success factors” in the workplace: accountability and self-awareness. These concepts are defined and discussed. Participants identify their current work accountabilities and how self-awareness enhances their success with achieving their accountabilities. (1 hour)

Anger Management – We begin by looking at some anger warning signs and quickly move to the specific skills for managing anger in the workplace. We also introduce the concept of “emotional intelligence” and discuss the importance of being aware of emotions and healthy positive and intentional in expressing those emotions. (1 hour)

Assertiveness –What’s the difference between assertive and aggressive? How do I express myself in a way that is positive and not perceived as negative? We all need to understand how to take a stand for ourselves in a way that is respectful and honoring of ourselves and others. Learn how to do just that in this workshop. (1 hour)

Boundaries: Setting and Observing Professional Boundaries – Many employees have challenges with boundaries. Oftentimes, boundary expectations are “unspoken” or assumed to be understood. Rather than clearly communicate, employees react to others rather than act to take care of themselves and help others understand their boundary needs. Participants will learn about setting, reading and communicating boundaries.(1 hour)

Building Resiliency – Resilience is the ability to recover quickly from difficulties, become more adept at managing change, and come out stronger than ever, rather than becoming overwhelmed and drained. In this workshop we will explore the personal characteristics associated with being able to positively cope with unexpected challenges. The concept of stress hardiness is defined and discussed. We will define resiliency, explore the relationships among resiliency, stress and overall health, and discover how we can become more resilient. (1 hour)

Building Self-Esteem – In this workshop we will define and explore ways to strengthen our self-esteem. We will look at the importance of self-esteem in our lives and careers and discuss eight steps you can take to increase your feelings of self-worth. (1 hour)

Burnout- Unfortunately many employees experience the adverse effects of burnout. Whether working in a corporate or community setting it is crucial to address “burned out” employees and provide support. This workshop focuses on identifying burnout in yourself and others. It also presents intervention ideas for prevention of future burnout. (1 hour)

The Business of Storytelling - Based on years of research and practice, this course explores the power of storytelling in business and how stories can be used to communicate complex ideas, capture organizational knowledge, improve listening skills, shed light on biases, and enhance a vision or decision. Participants will share work stories, learn how to use stories to achieve different organizational and personal goals, and better understand why stories are so powerful as communication tools. (1 hour)

Career Planning – Taking charge of your career is empowering and rejuvenating. Take time to clarify what’s most important and focus on Steven Covey’s second habit: “begin with the end in mind.” Participants will walk away from this workshop with an action plan for their careers and greater clarity about their individual and business priorities. (1 hour)

Collaboration – One of the most important competencies of a successful employee and the ultimate quality of team work, the power of collaboration has been studied by several key researchers. Find out what we have learned and how you and your team can excel at collaborating and make a difference in your work and your organization. (1 hour)

Communicating With Your Boss- Communicating with authority figures can be challenging. However, in order to be a productive and satisfied team member, you must communicate effectively with your coworkers and your managers. Join us to learn about different manager styles and characteristics and the strategies to communicate effectively with them. (1 hour)

Communication Skills at Work- Being able to interact well with our coworkers and clients in the workplace is a must for all employees. However, everyone has his or her own preferred communication style. This interactive workshop will focus on communication styles and provide tools for successful communication in the workplace. (1 hour)

Compassion Fatigue (General) – One serious form of burnout is depleting the resources of social workers, district attorneys, public defenders, counselors, therapists, pastors, priests, and others. This increasingly prevalent form of burnout is called “compassion fatigue.” In a world where violence,

bullying, incivility, discrimination and harassment are so prevalent, the internal means and resources for dealing with the world become difficult to sustain for support personnel. This course looks into how compassion fatigue takes hold and ways to avoid it. (1.5-3 hrs.)

Compassion Fatigue for Healthcare Providers/ Oxygen for Caregivers– One serious form of burnout is depleting the resources of healthcare providers. Exposure to trauma, chronic stress and increasingly demanding schedules are increasing a prevalent form of burnout called “compassion fatigue.” This course includes the video “Oxygen for Caregivers” and looks at the ways providers are particularly susceptible to compassion fatigue and ways to avoid it. (2-4 hours)

Coping with Conflict- Conflict is a normal and necessary part of the workplace environment. Resolving conflict does not have to be a negative experience. Out of conflict comes professional and personal growth. Conflict styles and management techniques will be explored along with suggestions for appropriate use of each style. (1 hour)

Creative Thinking – What is creative thinking and why is it important for the workplace? In this class participants practice thinking more creatively using lateral and divergent thinking practices to discover creative solutions to problem solving puzzles, word problems and mathematical problems. Participants will also discuss similarities and differences between creativity and innovation in the workplace. (1 hour)

Critical Thinking – How do you choose between viable options? How do we get trapped in fallacies of logic? Does it matter? These and other questions will be addressed in this session that will teach you how to examine information from an objective, critical vantage point. Together we will define critical thinking and why it matters, develop a process for critical thinking, identify tips and techniques for making better decisions and identify decision-making traps and fallacies of reasoning and how to recognize and avoid them. (1 hour)

Customer Service- It's Everybody's Business – In this workshop we will focus on the service of “customer service” by looking at who our customers are and how we can meet their needs. Attendees will learn specific techniques to handle emotional aspects of customer service and to focus on value added for each customer interaction in person, by phone, or email. (1 hour)

Dealing With Difficult Customers - Difficult customers hurt your company's image, disrupt your workday, and cost your company business. Learn simple communication techniques that will help resolve disputes and calm difficult customers quickly and professionally. (1 hour)

Difficult and Crucial Conversations – This course combines strategies from two classic publications: “Crucial Conversations” and “Difficult Conversations.” Both offer key strategies for helping employees hold conversations that they would rather avoid. Starting with an exploration of personal styles under stress, participants will learn by example and experience how to hold difficult/crucial conversations. (1 hour)

Diversity, Inclusion and Bias in the Workplace - Many differences exist among coworkers and clients. These dynamics range from race and gender to class, sexual orientation, generational differences, physical ability and age differences. This workshop will address how diversity plays a significant role in

our workday as well as our own understandings of bias and how it can be acted out even in the most innocent circumstances. (1 - 2 hours)

Drug Free Workplace – This course addresses drug and alcohol policies as they relate to the Drug free Workplace Act and the policies of your employer. The class includes symptoms and effects of common drugs and alcohol as well as the features of abuse and addiction. Attendees will also increase their knowledge of treatment strategies and resources for treatment within the community. (1 hour)

Effective Feedback – Giving honest feedback takes courage and energy. This course covers three types of feedback- appreciation, Instruction and evaluation – and how employees can use them in the workplace. (1 hour)

Emotional Social Intelligence (ESCI) (Introduction)- Being able to cope with our own emotions and those of others is essential for successful leadership. Understanding and identifying the elements of Emotional Intelligence (EI) will be the primary focus of this workshop while participants will also build skills to enhance social/workplace interactions. (1 hour)

Emotional Social Intelligence (Advanced Class)- EI or Emotional Social Competence is a key capability for success in all of life but especially at work. Understanding and clarifying behavioral competencies tied to each of the elements of EI will be the primary focus of this workshop while participants will also build skills to enhance social/workplace interactions. (1 hour).

Gratitude - It's not just a platitude to practice a life of gratitude. Research repeatedly demonstrates that being grateful is good for our physical, emotional, and psychological health. Learn new ways to practice gratitude and find out what the research is telling us about being thankful. (1 hour)

Improving Communication & Collaboration - Being able to interact well with coworkers is a skill that all employees need to perfect in the workplace. However, everyone has his or her own preferred communication style. This interactive workshop will focus on communication styles and provide tools for successful communication and collaboration (1 hour)

Improving Productivity- This workshop provides participants an opportunity to examine their own work and life habits as tools for improving personal productivity. Woven into this thought-provoking session is information on self-care, time management, stress management, and good communication. (1 hour)

LEAD – De-Escalation Technique – Delivering exceptional service is the goal of any organization, and at times, the experience can be anything but exceptional. Individuals become dissatisfied, angry; communications breakdown, or worse, they take their business elsewhere. The **LEAD** tool will prepare team members with the necessary skill to diffuse difficult situations and turn a disappointing experience into an exceptional experience for everyone involved.

Learned Optimism – Based on the works of Dr. Martin Seligman this course looks at how to break an “I—give-up” habit, develop a more constructive explanatory style for interpreting your behavior, and experience the benefits of a more positive interior dialogue. These skills can help with depression, boost your immune system, better develop your potential and make you a happier human being. (1 hour)

Managing Up: What’s the Point? – Most often, employees expect to take direction from their managers but sometimes the boss gets disorganized, disengaged or simply overworked. During those times, it can be difficult to figure out exactly what’s expected. Should you just coast along? Managing up refers to doing whatever you can to make your boss’s job easier and your own job clearer. Learn how to respectfully and professionally manage your manager in order to do your job more effectively. (1 hour)

Mindset: A Tool for Success – Carol Dweck’s research on mindsets has provided valuable insight into how beliefs about intelligence influence achievement and motivation. Mindsets can have a powerful influence on performance. Participants will learn how they can change their mindset for greater success in their work and careers and how companies can profit from a growth mindset. (1 hour)

Mindfulness (Mindfulness Based Stress Reduction) – What is mindfulness? What does it involve? Why is it important? Learn about the practice of Mindfulness including some simple mindfulness exercises to increase awareness, generate joy, and increase acceptance of what is. Learn tools to refocus, refresh, and reform our thoughts. Experience a clearer focus on job and life responsibilities. Participants will practice what they learn in a guided mindfulness activity as part of this workshop. (1 hour)

Personal Safety – This course focuses on maintaining a safe workplace by increasing employee’s awareness of the potential dangers and appropriate strategies to use in different work environments. A look at current OSHA statistics and best practices will be included. Participants will create their own “safety plan.”(1 hour)

Positive Psychology – In this workshop, participants will learn, discuss and practice the five building blocks for happiness and wellbeing known as PERMA- positive emotion, engagement, relationships, meaning and accomplishment. The content is based on the work of Dr. Martin Seligman and Abraham Maslow. (1 hour)

Preparing for Organizational Change- Change is fundamental to all workplaces. Being able to adapt enables employees to survive in an environment where change is inevitable. Learn how to better prepare yourself for the impact of change in the workplace. (1 hour)

Presentation Skills for Business – This workshop looks at Prezi and PowerPoint as tools for presenting at business meetings. It includes skill building and a discussion of when to use tools and how to use them effectively. (1 hour)

Problem-Solving Tools – Participants will learn a set of tools for problem solving including basic flow-charting, histograms, scatter plots, sampling summary and cause and effect (Ishikawa) diagram tools. (1 hour)

Professional Development Plans – This workshop is a hands-on class that looks at personal & professional goal setting and creating an action plan for self-development in order to reach those goals. Participants will walk away with a development plan that they can share and discuss with their supervisors. (1 hour)

MOST REQUESTED TRAINING

Respectful Workplace I – Civility in the Workplace - Maintaining a Respectful Workplace is essential for a positive, productive work atmosphere. This session focuses on specific behaviors that demonstrate respect for self and others and the benefits associated with being respectful. It also looks at how all employees are responsible for co-creating a culture of respect and civility in their workplace. (1 hour)

Respectful Workplace II – Dealing with Bullying for Employees- Maintaining a Respectful Workplace is essential for a positive, productive work atmosphere. Bullying is a form of harassment. In this session we will look at what constitutes bullying, assumptions about bullying and how to deal with bullying in the workplace. Special attention will be placed on the individual company's policy and procedures. (1 hour)

Respectful Workplace III – Anti- Harassment for Employees- Maintaining a Respectful Workplace is essential for a positive, productive work atmosphere. Laws and policies against harassment play an important role. This course explores law and policy as well as focusing on identifying, reporting, and preventing harassment in the workplace. Special attention will be placed on the individual company's policy and procedures. (1-1.5 hour)

Reducing Workplace Negativity – Every workplace seems to have personality conflicts, interpersonal friction, and the occasional bad attitude. A little bit is normal and to be expected. However, too much negativity can block productivity, ruin morale, and stifle positive change. Attend this class to learn strategies for preventing and dealing with negativity that you may encounter. (1 hour)

Self-Care for Caregivers: Oxygen for Caregivers –Based on the work of Adventures in Caring, this program is for everyone on the front lines of health care: nurses, physicians and allied health professionals, including first responders—all who are witness to human suffering on a regular basis. Here is a powerful tool to protect your team from compassion fatigue, vicarious trauma, and burnout. (2-4 hours)

Self-Care for Today's Workforce – Often the last on the list, caring for ourselves through organizational change, personal crisis, increased stress, holidays, or whatever threatens to overwhelm us or bog us down has become a workplace necessity. Learn ways to help yourself to take better care of yourself and build your resilience to the turmoil of living in our VUCA world. (1 hour)

Emotional Intelligence at Work- Being able to cope with our own emotions and those of others is essential for success in the workplace. Understanding and identifying the elements of Emotional Intelligence (EI) will be the primary focus of this workshop while participants will also build skills to enhance social/workplace interactions. (1 hour)

Social Media Etiquette for the Workplace – We all use some form of “social media” at work. Whether it’s e-mailing, texting, snapchatting, tweeting, Facebook or whatever medium we choose to communicate through, our workplace communications should be professional and thoughtful. This class discusses professional standards for communications in the workplace and looks at the consequences of misused social media and how to avoid them. (1 hour)

Sphere of Influence/Control- This course helps employees differentiate between things they can influence and control. Using a simple Steven Covey model, the three distinct aspects of what a person can control or have power over are explored and clarified. The result is that less time and energy are spent on things that are outside of a person’s control and more energy is available to spend on the things that can be influenced or controlled. (1 hour)

Teamwork: How to work together to achieve a common goal – This hands-on workshop teaches the value of individual perspectives and teams by demonstrating that “more minds are better than one.” Participants are assigned teams and asked to come to consensus on a list of items needed for survival scenarios in various environments. Team communications and dynamics are discussed along with “the whole being greater than the sum of the parts” and team synergy. (1.5 – 3 hours)

Time Management/Managing Your Work Day – In this class we will discuss how you are actually spending your time, setting priorities, using reminder structures such as all types of calendars and task lists, handling time wasters, and conquering procrastination. (1 hour)

Time Management/ Special Assignments – This class is about handling special assignments and projects beyond your everyday duties at work. Attendees will learn techniques for careful planning, setting milestones and deadlines, and allowing “float” in your process. We will include tips for tracking and communicating about your progress and for staying motivated along the way. Most important, we will include evaluating and celebrating your project completion. (1 hour)

The Trauma Informed Organization – Healthcare, social service, community service and other people oriented organizations are changing their cultures to recognize the prevalence and impact of trauma on human beings. Trauma informed is the manner in which a program, agency, organization or community thinks about and responds to those who have experienced or may be at risk for experiencing trauma. This course looks at organizations and what it means to be trauma informed? (1 hour)

Transgender people, gender identity and gender expression – In this workshop we discuss the definitions, meaning and power of “gender”, “transgender”, “gender identity” and “gender expression”. We will look at our biases (conscious and unconscious) related to gender, sexuality and sex assignment and discuss ways that we can be more aware of and effective in including transgender and other minority co-workers in the workplace. (1 hour)

Understanding Depression and Anxiety: Help is Available - In this webinar we review research on depression and anxiety, describe different types of anxiety and depression, clarify the symptoms of anxiety and depression, identify ways to help alleviate anxiety and depression and discuss resources for support with anxiety and depression.

Workplace Uncertainty - Mergers, downsizing, reorganizations, globalization and layoffs, among others, are redefining our workplaces. Employees can no longer view their positions as stable. How does this state of affairs impact the workplace and the employee? In this session, participants will have an opportunity to examine the changes taking place and explore methods for accommodating those changes. Participants will determine positive and negative reactions to the changing workplace, identify symptoms related to workplace uncertainty, identify appropriate coping mechanisms and have a better sense of when to seek additional help. (1 hour)

Workplace Violence Prevention- Violence can erupt in the workplace for many reasons and it is imperative that employers have a response that includes policy and procedure. In this class we will identify prevention and explore interventions to curb hostility in the workplace. (1 hour)



Personal Life (Balancing Work and Home)

Clearing the Clutter: Rightsizing to Thrive- Getting organized can sometimes seem like an insurmountable task. Turn messy areas into tidy, organized spaces with tips that are guaranteed to help clear clutter and keep it away. In this workshop, participants will identify what to keep, donate, toss or organize to help clear the clutter at work and at home. (1 hour)

Coping with Grief and Depression- Many factors influence how we grieve the loss of someone or something. Unique circumstances can prevent us from processing our grief causing us to become “stuck.” This session will explore common stages of grief and provide coping skills while addressing ways to identify when professional help is needed. (1 hour)

Communicating with a Teenager –The teen years are challenging – for everyone! How can parents and teens keep communication lines open, honest and safe? In this workshop we will look at tools and techniques to help make communication easier and more effective with teens. (1 hour)

Elder Care Challenges and Solutions - When the responsibility of caring for an elderly or disabled adult falls on their children, serious concerns arise. Many logistical as well as emotional needs must be explored. This unique and caring session will identify Eldercare resources as well as strategies for taking care of the caregivers. (1 hour)

Gratitude – It’s not just a platitude to practice a life of gratitude. Research repeatedly demonstrates that being grateful is good for our physical, emotional, and psychological health. Learn new ways to practice gratitude and find out what the research is telling us about being thankful. (1 hour)

Laughter as Medicine – This session explores the healing power of laughter, the psychology of humor and physiology of laughter. Plan to giggle, chortle, chuckle, laugh and walk away feeling better as you will gain a first-hand understanding of the value of laughter as good medicine. (1 hour)

Money Matters – Money does matter. In this class participants will identify money management goals, set up a budget to continue using, and learn what to do if your money situation is out of control. (1 hour)

Strategies for Stress Management - Stress is an unavoidable part of everyday living. However, learning to effectively manage stress is an attainable skill. This interactive workshop offers insight into the sources of personal and professional stress and provides tools for effective stress management. (1 hour)

Sleep Hygiene: Your Way to Wellness- Recent research in neuroscience on sleep hygiene and on the value of sleep is explored in this class. Participants will complete an assessment of their sleep behaviors, learn about optimal sleep durations and learn 12 ways to improve their sleep. Participants will also be provided with information for keeping a sleep journal. (1 hour)

Stress Management and the Holiday Season- This session will discuss the difference between beneficial and challenging stressors. We will discuss the common stress related themes that occur during the high intensity time of the holidays, including family dynamics, financial concerns, and travel. This session will include coping methods and stress reduction techniques.

Transitioning into Retirement – Financial planning is only one piece of the retirement picture. Participants will discuss additional considerations often left to chance or the last minute like where to live, how to live, volunteer work, etc. Without a plan, anything can happen. (1 hour)

Understanding and Appreciating your Aging Parents - Walking a mile in your aging parent's shoes and understanding their biggest challenges may not always be easy. Many aging parents "express a strong desire for both autonomy and connection in relations with their adult children, leading to ambivalence about receiving assistance from them. This workshop looks at four ways to become a more compassionate, understanding, loving and forgiving person with your aging parent. (1 hour)

Working Parents – Take a look at some useful tips on creating balance between work and home life. Learn how to take care of yourself while attending to the needs of your family. (1 hour)

Wellness at Work – Taking care of ourselves is not a luxury- it's a necessity. Participants will walk away with a plan for creating more opportunities to focus on wellness at work while still getting the job done. (1 hour)



Organizational Effectiveness Facilitation

- **Organizational Development Intervention/Assessment** - Organization Development (OD) is the practice of helping organizations solve problems and reach their goals. A key emphasis in OD is assisting clients not just in meeting their goal but with learning new problem-solving skills they can use in the future. Our OD consultants offer a range of services, including:
 - **Change management** - working with departments, committees and other groups to help them plan and implement significant changes in their organizations such as work reorganization or moves and space changes.
 - **Group problem solving** - helping a group identify a key issue, gather information about it, and outline decisions or action plans needed to address the issue.
 - **Talent Management** - helping managers assess their department's workforce so that the right people are in the right roles with the right set of skills at the right time.
 - **Meeting design and facilitation** - working with clients to help them plan an agenda, stay with the agenda, and discuss issues effectively.
 - **Business Process Redesign** - working with a group to analyze the current way of doing a specific piece of work to determine whether there is a better way to design how the work gets done.
 - **Coaching** - is a tailored one-on-one process with an employee to increase their workplace effectiveness. The coaching process is voluntary, client driven, goal oriented and confidential.
 - **Mediation** – is an objective party who supports and directs two employees in working through an issue, challenge or conflict to come to an agreement or resolution.

- **Action and Strategic Planning** – This is a facilitated session focusing on an actionable question that needs to be answered or problem that needs to be solved within a team or organization. This workshop uses the “Technology of Participation” (TOP) model to ensure that all participants have a voice and ownership of the results. The result of the workshop is an action plan that describes “Who, does, what, by when?” in order to resolve the problem or answer the question. (2-6 hours)
- **Succession Planning** - Knowing and developing your pivotal leaders is critical to your organization’s success. Our approach begins with understanding your business strategy, determining the key leadership skills necessary for success, and assessing managerial staff to identify the gaps for targeted development and coaching. (TBD)
- **Guided Autobiography** – This is a 10-week workshop that meets once a week for two-hours for a total of 20 hours. During this time, participants begin to document their autobiographies through a systematic, topical and supportive environment. The class size is limited to 6 participants and involves a commitment to participate for all ten, 2-hour, sessions. The weekly sessions will be held at The Solutions Group at 1240 Pennsylvania NE (unless a better location is identified and agreed upon). This workshop can be used organizationally to document expert knowledge or personally to document peoples’ lives. (20 hours over 10 weeks)
- ***DiSC** - The DiSC assessment is used to identify and describes our natural behavioral strengths and our communication preferences. This workshop involves a discussion of each of the four behavioral styles – Decisive, Interactive, Stabilizing and Cautious – and how these styles serve us in teams and in organizations. Optional: A certified DiSC coach can assign the assessment and then work with each participant to help her/him understand the results prior to the workshop. (1 hour workshop)
- ***MBTI I & II** – Personality assessments help with self-awareness and team building.
 - **MBTI I** is a widely acclaimed and used personality assessment used to increase self-awareness and build teams. The workshop generates a report for each person based on assessment responses. The resulting preferences are labeled a person’s “type” and are comprised of 4 letters one from each pair I-E, S-N, T-F, J-P which result in one of 16 unique types (e.g., ESTJ, INFP, ENTP or ENTJ). The workshop includes a discussion of each preference pair and 16 types and includes materials, assessment by a certified MBTI coach, and a presentation explaining the many ways that understanding “Type” can help us better understand ourselves and each other (2-4 hours).
 - **MBTI II** breaks each of the 4 MBTI type letters into eight unique behaviors which provides an even deeper dive into self-awareness and understanding of others. Teams benefit even more when they are able to finely tune their work together. (2-4 hours)
- **Problem Solving Tools for Teams**– This workshop covers basic problem-solving tools including brainstorming, process maps, fishbone diagrams, scatter plots, histograms, Pareto charts and a seven step method for problem solving. (2 hours)

- *** *Teambuilding for intact teams*** – Teams often struggle to bond in time to effectively complete a project. This workshop helps expedite the forming, storming, norming and performing process so that team members understand how to work with the strengths of others and avoid inadvertently setting each other up for failure. This workshop includes a preferences assessment (e.g., Strengths Finder, DiSC, Meyers Briggs Temperament Indicator/MBTI) as a platform for discussing/understanding differences and how to take advantage of each other's' strengths. (1 - 4 hours)
 - ***Customized Teambuilding*** – Working with our organizational effectiveness consultants, design the teambuilding session that best fits your group. Choose from among several possibilities that can be customized to meet the specific needs of your team and customized for your location. Choose from among several options (e.g., scavenger hunt, survival scenarios, personality shapes, colors, thumb ball activities, 5-dysfunctions of a team, etc.) or co-design your own. (1-8 hours)
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Leadership Coaching & Development

- *** *Center for Creative Leadership Benchmarks for Executives 360 Assessment Facilitation*** - This assessment is designed for leaders and looks specifically at competencies related to leading self, others and the organization. The specific competencies assessed include Sound judgment, Strategic planning, Leading change, Results Orientation, Global awareness, Business perspective, Inspiring commitment, Forging synergy, Developing and empowering, Leveraging differences, Communicating effectively, Interpersonal savvy, Courage, Executive image, Learning from experience, Credibility. (4- 8 hours)
- *** *Center for Creative Leadership Benchmarks for Managers 360 Assessment Facilitation Feedback*** - This assessment is designed for managers and leaders and looks specifically at competencies related to managing self, others and the organization. The specific competencies assessed include Strategic perspective, Being a quick study, Decisiveness, Change management, Leading employees, Confronting problem employees, Participative management, Building collaborative relationships, Compassion and sensitivity, Putting people at ease, Respect for differences, Taking initiative, Composure, Balance between personal and work life, Self-awareness, and Career management. (4- 8 hours)
- *** *Social Emotional Intelligence (ESCI) 360 Assessment Facilitation*** - This assessment looks specifically at social and emotional intelligence measures. Facilitation includes setting up online assessment, reviewing feedback, coaching participants & development planning. (4- 8 hours)
- ***Leader/Executive Coaching*** – face to face coaching for individual leader development. We support all levels of leaders – executives, directors, mid-level managers and emerging leaders with the goal of growth and development in areas that will aid in the achievement of business results. Coaching can address the skills associated with new responsibilities, performance effectiveness in a current position, leader development for future roles in talent pipelines, or leader's personal organization concerns. (hours depend on individual/business needs) (4- 40 hours)

- ***Leadership Seminars, Retreats, Certifications & Academies***

(Programs range from two hours in length to multi-day seminars depending on client needs and preferences.)

- **Management Academy I: For New Supervisors** This series of courses provides a unique opportunity to cultivate and transform employees into first-time managers. This workshop focuses on key skills needed to manage and help employees through the transition from being an individual contributor to a manager. Core skills covered include making a successful transition into management-best practices of good managers, managing performance, positive discipline, understanding managers' legal responsibilities, managing budgets, mentoring, delegating, conflict management, interpersonal communication skills and fundamentals of teambuilding. (4- 40 hours)
- **Management Academy II** This series of courses provides a unique opportunity to develop mid-managers and directors. The workshop focuses on core skills needed to perfect their managerial impact in the organization and build high performance work teams. Core skills covered include social emotional intelligence, influence and persuasion, coaching, problem solving, change management, high performance work teams and project management.(4- 40 hours)
- **Leadership Academy** This series of courses provides a unique opportunity to cultivate and transform employees into effective, energized leaders. Participation in this highly interactive program assists leaders in better engaging others, giving effective feedback, strategic planning fundamentals and utilizing effective strategies to achieve tangible results. (4- 40 hours)
- **Executive Leadership Retreat** We facilitate offsite team building and strategic planning workshops. The content is based on our collective findings regarding leadership effectiveness and corporate culture, which is typically a result of in depth research and team assessment work. We will create a foundation of trust and understanding, identify and confront personal and organizational stressors, and help envision a unified culture. (4- 40 hours)

**If you do not see a course that you want or if you want to schedule a training workshop,
please contact:**

Maribeth C. Bohley, M.A.

MANAGER: LEARNING & ORGANIZATIONAL EFFECTIVENESS

1240 Pennsylvania, NE Suite C

Albuquerque, NM 87110

505-254-3555

mbohley@phs.org