NATIONAL **WORKFORCE** INSTITUTE

COURSE CATALOG

2022

DID YOU KNOW?

Organizations with strong learning cultures are 46% more likely to be strong innovators in their markets, 33% more likely to report higher customer satisfaction than their competitors, and 58% more likely to be successful at developing the skills needed to meet future customer demands.

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Legend

Training Competencies

FUNCTIONAL COMPETENCIES	UNIVERSAL COMPETENCIES
Skill sets required for a particular job	Skill sets required by everyone

Training Options

CLASSROOM	eLEARNING	BLENDED
Instructor-led course	*Online, interactive, and self-paced*	*Blended courses include more than one type of learning method to complete; typically an eLearning followed by an instructor-led classroom session or webinar.*
PRACTICUM	**WEBINAR**	**TRAINING RESOURCE**
Hands on application, guided practice, and information-sharing sessions	*Online presentation with Q&A*	*Self-directed, at-your-fingertips job aids, self-study guides, reference materials, and links*

NOTES

Competency: Career Development

ASSISTING CUSTOMERS IN THE RESOURCE ROOM

CLASSROOM	eLEARNING	BLENDED
1 day		
PRACTICUM	**WEBINAR**	**TRAINING RESOURCE**

The purpose of this one-day workshop is to teach participants how to create and manage a customer-friendly resource system in the career office. Participants learn about the various resources available to assist customers and how to stock and maintain equipment and supplies. This workshop also prepares participants to assist customers with their resumes and WorkInTexas.com applications.

At the completion of this workshop, participants will be able to:

- Conduct first-time interviews with customers to gather basic information.
- Guide customers through the process of developing a basic resume.
- Use a variety of job search engines.
- Stock a resource room with appropriate equipment, supplies and materials.
- Perform basic troubleshooting and maintenance on personal computers.

Competency: Management/Supervision

BASIC PROJECT MANAGEMENT

CLASSROOM	eLEARNING	BLENDED
2 days		*eLearning + 1/2 day webinar*
PRACTICUM	**WEBINAR**	**TRAINING RESOURCE**

This course is designed to provide participants with skills required to plan, organize, direct, and monitor resources required to achieve a project goal. They will learn about the elements of effective project management and the step-by-step guidelines for achieving each element of the process. They also will have opportunities to practice using various project tracking techniques.

At the completion of this course, participants will be able to:

- Identify the elements of effective project management.
- Describe the role of a project manager.
- Define the requirements of a project.
- Plan and monitor the accomplishment of project tasks.
- Estimate and track project costs.
- Complete a project to meet a customer's expectations.

Competency: Presentation Skills

BE A STAR! (PRESENTATION SKILLS PRACTICE)

CLASSROOM	eLEARNING	BLENDED
	60 min.	
PRACTICUM	**WEBINAR**	**TRAINING RESOURCE**

This engaging e-Learning experience allows users an unlimited amount of practice in delivering presentations for three types of audiences. By using YouTube to record, view, and share practice sessions, participants gain feedback for improving their presentations.

After completing this course, participants will be able to:

- Plan presentations for three different purposes.
- Record their presentations on YouTube.
- Use feedback to improve their presentations.

Competency: Management/Supervision

COACHING FOR BETTER RESULTS

CLASSROOM	eLEARNING	BLENDED
1 day		*60 min. eLearning + 1/2 day webinar*
PRACTICUM	**WEBINAR**	**TRAINING RESOURCE**

This workshop is designed to provide participants with a three-step process that can be used to increase staff performance, motivation, and job satisfaction. This interactive workshop includes group discussions, “real-plays,” and a final performance activity that allows participants to apply new knowledge to an actual performance problem.

At the completion of this course, participants will be able to:

- Describe the three major elements of the coaching process.
- Provide feedback to acknowledge progress and improvement.
- Develop a coaching plan for improving an actual performance problem.

Competency: Career Development

CONDUCTING CUSTOMER INTERVIEWS

CLASSROOM	eLEARNING	BLENDED
1 day		*60 min. eLearning + 1/2 day classroom*
PRACTICUM	**WEBINAR**	**TRAINING RESOURCE**

The purpose of this workshop is to improve participants' ability to conduct effective customer interviews. The first part of this course is eLearning on the fundamentals of interviewing. In the instructor-led webinar, participants learn techniques for gathering information about customer wants and needs.

At the completion of training, participants will be able to:

- Thoroughly prepare for a customer interview.
- Describe the three phases of an interview.
- Conduct first-time interviews with customers to gather basic information.
- Conduct interviews to determine the job readiness of a customer.
- Conduct interviews to identify additional resources/services a customer may require.

This course is a prerequisite for Motivational Interviewing and Testing and Assessment.

Competency: Career Development

DEALING WITH CRIMINAL BACKGROUNDS

CLASSROOM	eLEARNING	BLENDED
PRACTICUM	**WEBINAR**	**TRAINING RESOURCE**
1/2 day classroom		

This half-day practicum focuses on helping customers with criminal backgrounds identify their strengths and prepare for job search. Staff learn how to build customers' confidence, assist them in answering employer questions in the best light possible, and focus on skills and abilities to find suitable job postings.

Competency: Training Delivery

DELIVERING EFFECTIVE WORKSHOPS

CLASSROOM	eLEARNING	BLENDED
2 days		
PRACTICUM	**WEBINAR**	**TRAINING RESOURCE**
	2 days	

The purpose of this workshop is to provide participants with an understanding of adult learning principles and an introduction to various instructional techniques. Through a series of demonstrations and practice activities, participants will learn to deliver instruction that better meets the needs of both learners and the organization.

At the completion of this workshop, participants will be able to:

- Describe the basic principles of adult learning.
- Prepare learners for a learning experience.
- Modify instruction to meet the needs of different learning styles.
- Demonstrate the ability to process a learning experience.
- Demonstrate the ability to manage problem behaviors.

Competency: Career Development

DEVELOPING AN EMPLOYMENT PLAN

CLASSROOM	eLEARNING	BLENDED
PRACTICUM	**WEBINAR**	**TRAINING RESOURCE**
1/2 day classroom	*1/2 day*	

This session provides practice in creating an employment plan that leads to a customer's overall career goal. Participants will learn when an employment plan is needed and see how interviews and assessments can help to create a path for success. By identifying short-term goals and action steps, staff can work with customers to build plans for successful employment.

At the end of this practicum, participants will be able to:

- Describe the difference between short-term goals, long-term goals, and action steps.
- Identify customers who require an employment plan.
- Write an employment plan with customer input.

Competency: Career Development

EFFECTIVE RECRUITING

CLASSROOM	eLEARNING	BLENDED
2 days		
PRACTICUM	**WEBINAR**	**TRAINING RESOURCE**
	1 day	

The purpose of this workshop is to provide participants with the knowledge and skills required to locate, match, screen, and refer job candidates to employer customers. Participants learn how to use WorkInTexas.com, as well as external sources, to find qualified job seekers. They will also learn skills required to nurture external and internal customer relationships.

At the end of this workshop, participants will be able to:

- Demonstrate methods for building and maintaining relationships with internal and external customers.
- Create and edit job postings in WorkInTexas.com.
- Use a variety of resources (internal and external) and techniques to fill job postings.

Competency: Facilitation

FACILITATION SKILLS

CLASSROOM	eLEARNING	BLENDED
2 days		
PRACTICUM	**WEBINAR**	**TRAINING RESOURCE**

This course provides participants with the knowledge and skills required to function as a facilitator. Attendees will learn about the facilitator's role, the stages of group development, and the process by which people learn. They also will have opportunities to practice a variety of facilitator techniques.

At the completion of this course, participants will be able to:

- Define the role of a facilitator.
- Describe the experiential learning process.
- Identify behaviors that represent various stages of group development.
- Demonstrate techniques for increasing group participation.
- Apply facilitator tools to help groups achieve specific goals.

Competency: Career Development

GENERATING CREATIVE SOLUTIONS FOR EMPLOYERS

CLASSROOM	eLEARNING	BLENDED
1 day		
PRACTICUM	**WEBINAR**	**TRAINING RESOURCE**

This course explains the rationale, mindset, and approaches necessary for managing each employer customer contact to its full potential. Knowledge gained in this course can help participants build stronger, more profitable relationships with their customers, improve their job performance metrics, and give them greater confidence and satisfaction in their job role.

After completing this course, participants will be able to:

- Explain what is expected of staff who work with employers.
- Describe the three elements of persuasion.
- Demonstrate recommended customer service techniques.
- Actively listen to customers.
- Demonstrate effective consulting methods.

Competency: Career Development

GREETING AND ROUTING CUSTOMERS

CLASSROOM	eLEARNING	BLENDED
PRACTICUM	**WEBINAR**	**TRAINING RESOURCE**
1/2 day classroom	*1/2 day*	

This practicum provides participants an opportunity for hands-on practice greeting and routing customers in a career office. Through various exercises and scenarios, participants will learn to greet and route customers.

After completing this practicum, participants will be able to:

- Apply active listening techniques.
- Route customers to the correct staff and resources.
- Follow up to ensure customers are satisfied with the services they received.

Competency: Career Development

HELPING PEOPLE FIND JOBS

CLASSROOM	eLEARNING	BLENDED
2 days		*eLearning + 1 day webinar*
PRACTICUM	**WEBINAR**	**TRAINING RESOURCE**

This two-day workshop focuses on helping customers prepare for job search and find employment. Participants will understand: What is job ready? What do employers expect when they ask for qualified job candidates? What tools can make our job easier? What special provisions apply to some customers?

At the completion of the workshop, participants will be able to:

- Identify the characteristics required of a job search expert.
- Use assessment tools to learn about customers.
- List services/resources available.
- Describe the orientation process.
- Review and improve a WIT application.
- Recognize key elements of a job posting.
- List the criteria for a quality job referral.

Competency: Career Development

LABOR MARKET INTELLIGENCE: HOW PEOPLE REALLY GET JOBS

CLASSROOM	eLEARNING	BLENDED
1/2 day		*60 min. eLearning + 2 hour webinar*
PRACTICUM	**WEBINAR**	**TRAINING RESOURCE**

This course improves participants' Labor Market Intelligence (LMI) – their ability to gather "insider" information about available jobs, especially jobs in the secondary labor market. The more participants expand their access to job opportunities, the more they will be able to make quality job placements.

At the completion of this training, participants will be able to:

- Explain how supply and demand affects the labor market.
- Navigate various databases to find details about occupations.
- Ask questions to uncover "hidden" customer strengths and interests.
- Help customers identify occupations related to their career goals.
- Access the hidden job market to increase job placements.

Competency: Career Development

MANAGING CUSTOMER SERVICES

CLASSROOM	eLEARNING	BLENDED
2 days		
PRACTICUM	**WEBINAR**	**TRAINING RESOURCE**
	1 day	

This workshop introduces best practices for managing the multiple priorities of an employment counselor. The course focuses on techniques for interviewing, customer needs assessment, developing employment plans, offering appropriate services, documentation and follow up.

At the end of this training, participants will be able to:

- Explain resistance to change.
- Identify questions to use for a comprehensive assessment.
- List the seven-step process for managing customer services.

Competency: Management/Supervision

MAKING MEETINGS WORK

CLASSROOM	eLEARNING	BLENDED
		60 min. eLearning + 2 hour webinar
PRACTICUM	**WEBINAR**	**TRAINING RESOURCE**

This course focuses on the elements of effective meetings, as well as meeting behaviors that waste time and cause frustration.

At the end of the course, participants will be able to:

- Describe the role of a meeting facilitator.
- Develop a meeting agenda.
- Facilitate a meeting in a professional manner.
- Manage problem behaviors that can disrupt meetings.

Competency: Management/Supervision

MANAGING AND LEADING CHANGE

CLASSROOM	eLEARNING	BLENDED
1 day		
PRACTICUM	**WEBINAR**	**TRAINING RESOURCE**

The purpose of this workshop is to increase participants' ability to anticipate and manage organizational change. They will learn to identify the forces driving change in their workplace and apply the skills required to lead others through the change process effectively.

At the end of this workshop, participants will be able to:

- Identify the forces driving change in their own department/organization.
- Define the role of a change leader.
- Overcome resistance to change in others.
- Apply a change model to create energy for change.
- Lead diverse groups of employees through the change process.

Competency: Career Development

MOTIVATIONAL INTERVIEWING BASICS

CLASSROOM	eLEARNING	BLENDED
1 day		*90 min. eLearning + 1/2 day webinar*
PRACTICUM	**WEBINAR**	**TRAINING RESOURCE**

The purpose of this course is to introduce Motivational Interviewing as a communication strategy for working with customers. Participants learn concepts and techniques to encourage customers to make positive changes that result in employment and self-sufficiency.

At the completion of the course, participants will be able to:

- Describe the basic principles of Motivational Interviewing.
- Apply OARS communication skills.
- Recognize and elicit change talk.
- List strategies for dealing with customer resistance.

Competency: Facilitation

PRESENTATION SKILLS

CLASSROOM	eLEARNING	BLENDED
2 days		*90 min. eLearning + 1/2 day webinar*
PRACTICUM	**WEBINAR**	**TRAINING RESOURCE**

The purpose of this workshop is to provide staff with skills to develop and deliver effective presentations. Strong presentation skills can enable individuals to deliver a message in a variety of environments, reinforce their message with visual aids, and obtain a higher level of audience comprehension.

At the end of this workshop, participants will be able to:

- Analyze an audience.
- Analyze a presentation environment.
- Organize the elements of a presentation.
- Create and use appropriate visual aids.
- Deliver an effective presentation.

Competency: Career Development

RECOGNIZING AND ADDRESSING EMPLOYMENT CHALLENGES

CLASSROOM	eLEARNING	BLENDED
1/2 day	*30-60 min.*	
PRACTICUM	**WEBINAR**	**TRAINING RESOURCE**

The purpose of this eLearning is to increase participants' understanding of personal and family situations that may present challenges to customers looking for employment. Staff will learn about behaviors that indicate a customer is struggling and how to help customers overcome challenges.

At the completion of this training, participants will be able to:

- Describe at least five significant challenges to employment.
- Find solutions to address a variety of challenges.

Competency: Management/Supervision

SUPERVISING DURING THE PANDEMIC

CLASSROOM	eLEARNING	BLENDED
	60 min.	
PRACTICUM	**WEBINAR**	**TRAINING RESOURCE**

The purpose of this course is to prepare supervisors to deal with changes they may see in their employees as we adjust to the “new normal.” The goal is to empower supervisors with a positive approach for implementing new safety protocols, learning to predict and understand employee needs, and preparing for common reactions such as fear and conflict.

At the completion of training, participants will be able to:

- Identify common employee reactions to the pandemic.
- Use a positive approach to implementing new safety protocols.
- Apply strategies for managing fear, conflict, and employees reluctant to return to work.
- Avoid common traps in implementing new policies.

Competency: Management/Supervision

TEAM LEADERSHIP

CLASSROOM	eLEARNING	BLENDED
2 days		*eLearning + 1 day webinar*
PRACTICUM	**WEBINAR**	**TRAINING RESOURCE**

The purpose of this course is to increase participants' ability to lead work teams. They will see how their leadership style affects team performance and how to adapt that style for different stages of team development. They also will learn a variety of techniques for monitoring and improving team performance.

At the end of this course, participants will be able to:

- Adapt their leadership style to meet the needs of a group/situation.
- Establish a positive team environment.
- Assist teams in setting goals and monitoring performance.
- Resolve group conflicts effectively.
- Use influencing skills to achieve organizational goals through teams.

Competency: Data Analysis

TESTING AND ASSESSMENT: USING DATA TO DEVELOP EMPLOYMENT PLANS

CLASSROOM	eLEARNING	BLENDED
2 days		*60-90 min. eLearning + 1 day webinar*
PRACTICUM	**WEBINAR**	**TRAINING RESOURCE**

The purpose of this workshop is to provide staff with the knowledge and skills to properly administer and interpret customer assessments. They will gain hands-on experience with a number of career-related assessment tools and see how to apply test results to customer employment plans.

At the completion of the course, participants will be able to:

- Evaluate the validity and reliability of a test instrument.
- Identify examples of different types of test instruments.
- Administer test instruments properly.
- Interpret test results to provide meaningful guidance to customers.
- Use assessment results to develop a comprehensive employment plan.

Competency: Career Development

UNDERSTANDING FAMILY/DOMESTIC VIOLENCE

CLASSROOM	eLEARNING	BLENDED
	60-90 min.	
PRACTICUM	**WEBINAR**	**TRAINING RESOURCE**

The purpose of this eLearning is to increase participants' ability to identify indicators of family/domestic violence and refer victims to appropriate local agencies for assistance. Participants will learn about different types of family/domestic violence, the impact of family/domestic violence on their customers, and the steps for addressing family/domestic violence effectively.

At the end of this course, participants will be able to:

- Define family/domestic violence.
- Describe three types of family/domestic violence.
- Recognize indicators of family/domestic violence.
- Describe the impact of family/domestic violence on customers.
- Use effective communication skills to discuss family/domestic violence with customers.
- Refer victims of family/domestic violence to organizations that can provide appropriate services.

Competency: Management/Supervision

SUPERVISORY SERIES

CLASSROOM	eLEARNING	BLENDED
8 days		*2 - eLearnings + 8 - 1/2 day webinars*
PRACTICUM	**WEBINAR**	**TRAINING RESOURCE**

This newly revised Supervisor Series focuses on skills required to plan, monitor, and evaluate staff performance. All modules include application activities and scenarios that require participants to apply new concepts presented.

- Week One: Roles & Responsibilities of a Supervisor
- Week Two: Leadership Style
- Week Three: Planning for Performance
- Week Four: Effective On-the-Job Training
- Week Five: Coaching for Better Results
- Week Six: Rational Decision Making
- Week Seven: Monitoring Performance
- Week Eight: Conducting Performance Reviews

Competency: Change Management

ADAPTING TO CHANGE

CLASSROOM	eLEARNING	BLENDED
1 day		*eLearning + 1/2 day webinar*
PRACTICUM	**WEBINAR**	**TRAINING RESOURCE**

The purpose of this course is to increase participants' understanding of the ways in which change impacts people in an organization. They will see how their reaction to change depends on the beliefs they hold and how they can adapt their behavior to manage change more effectively.

At the completion of this workshop, attendees will be able to:

- Identify personal behaviors that indicate resistance to change.
- Identify old beliefs that make it difficult to adapt to change.
- Apply techniques for adapting to change more effectively.

Competency: Team Work

ALL ABOUT TEAMS

CLASSROOM	eLEARNING	BLENDED
2 days		*eLearning + 1/2 day webinar*
PRACTICUM	**WEBINAR**	**TRAINING RESOURCE**

This blended course provides knowledge of the stages of team development and the team roles that must be fulfilled to achieve high performance. Classroom activities require participants to apply performance management tools to improve their team's performance.

At the end of the course, participants will be able to:

- Identify norms that guide behavior in a current work team.
- Describe task and relationship roles required for team performance.
- Assess the strengths and weaknesses of a work team.
- Develop measurable objectives for accomplishing team goals.
- Apply strategies for improving team performance.

Competency: Managing the Job

BALANCING LIFE AND WORK

CLASSROOM	eLEARNING	BLENDED
	30 min.	
PRACTICUM	**WEBINAR**	**TRAINING RESOURCE**

Balancing Life and Work is designed for staff trying to manage the challenges of working from home. This engaging e-Learning includes strategies for:

- Establishing a work routine
- Minimizing interruptions
- Maintaining transitions from work to personal life

Competency: Business Writing

BASICS OF BUSINESS WRITING

CLASSROOM	eLEARNING	BLENDED
2 days		*2-part eLearning + 2-hour webinar*
PRACTICUM	**WEBINAR**	**TRAINING RESOURCE**

This course is designed to increase participants' ability to communicate in writing. Through a series of discussions and activities, they will learn to plan, write, and edit work documents to improve communication and productivity.

At the completion of this course, participants will be able to:

- Identify common writing errors.
- Write documents that reflect an appropriate tone and style.
- Edit writing for grammar, punctuation, and spelling.

Competency: Problem Solving

BASICS OF PROBLEM SOLVING

CLASSROOM	eLEARNING	BLENDED
1 day		*eLearning + 1/2 day webinar*
PRACTICUM	**WEBINAR**	**TRAINING RESOURCE**

This workshop focuses on the three most important elements of effective problem solving: clarifying the problem, identifying the root cause of the problem, and verifying the problem solution. A variety of practice activities allow participants to apply techniques for implementing each step of the problem solving process.

At the completion of this workshop, participants will be able to:

- Apply a given model to clarify a problem, identify the root cause of a problem, and verify the problem solution.
- Use problem-solving tools such as fishbone diagrams, histograms, and Pareto charts.
- Document and share lessons learned.

Competency: Diversity

CELEBRATING DIVERSITY

CLASSROOM	eLEARNING	BLENDED
		60-90 min. eLearning + 2-hour webinar
PRACTICUM	**WEBINAR**	**TRAINING RESOURCE**

The purpose of this course is to increase participants' understanding of diversity and how it affects the workplace. The eLearning focuses on the fundamentals of diversity and includes communication techniques that can be used to position diversity as a competitive advantage. The instructor-led webinar discusses common questions and issues regarding diversity.

At the end of this course, participants will be able to:

- Define diversity.
- Describe barriers to understanding.
- Adapt their behavior to demonstrate respect for others.
- Explain the four cornerstones of diversity.
- Use a STOP technique to address inappropriate behavior.

Competency: Conflict Resolution

CONFLICT RESOLUTION TECHNIQUES

CLASSROOM	eLEARNING	BLENDED
1 day		*eLearning + 1/2 day webinar*
PRACTICUM	**WEBINAR**	**TRAINING RESOURCE**

This training provides knowledge and skills required to resolve interpersonal conflict effectively. Participants will learn how to adapt these techniques to meet the needs of different situations and personality styles.

At the completion of this workshop, participants will be able to:

- Identify their preferred conflict resolution style.
- Adapt their style to meet the needs of various situations.
- Adapt their style to meet the needs of different personalities.
- Apply constructive confrontation to resolve conflict effectively.

* Classroom training includes cost of TKI assessments.

Competency: Collaboration

CREATING A COLLABORATIVE CULTURE

CLASSROOM	eLEARNING	BLENDED
	60-90 min.	
PRACTICUM	**WEBINAR**	**TRAINING RESOURCE**

What is collaboration and why is it important? Do you know the difference between collaboration, cooperation, and teamwork? Participants who sign up for this eLearning experience will find out!

At the end of the course, participants will be able to:

- Define collaboration.
- Identify elements of a collaborative culture.
- Practice, model and support collaboration in the work environment.

Competency: Customer Service

CUSTOMER SERVICE IN THE PUBLIC SECTOR

CLASSROOM	eLEARNING	BLENDED
1 day		
PRACTICUM	**WEBINAR**	**TRAINING RESOURCE**

The purpose of this workshop is to provide participants with skills for improving customer relationships, whether interactions are face-to-face or over the telephone. Through interactive discussions and activities, participants will learn techniques that can be applied every day. They will also be able to manage “special” problems in a way that satisfies the customer and ensures an ongoing relationship with their organization.

At the end of this workshop, participants will be able to:

- Identify the “customers” of their department.
- Respond to customers in a professional manner.
- Use problem solving to satisfy customer needs.
- Use active listening to diffuse anger and manage upset customers.
- Turn customer complaints into relationship opportunities.

Competency: Diversity

DIVERSITY, EQUITY & INCLUSION

CLASSROOM	eLEARNING	BLENDED
	60 min. each	
PRACTICUM	**WEBINAR**	**TRAINING RESOURCE**

Increasingly, organizations are focusing on diversity competency as a core skill for all employees. Diversity competency means that an employee is able to understand and effectively work with individuals of diverse backgrounds and values. This three-part series includes both e-Learning and resources for conducting staff activities.

Part 1: DEI in the Workplace: The Basics

- Explain the difference between diversity and inclusion.
- Recognize barriers to diversity, equity, and inclusion.
- Identify and respond to microaggressions.
- Become aware of personal biases.

Part 2: What's New? Recent events, Current terminology, and Legal Updates

- Identify current events that have impacted diversity issues in the workplace.
- Define new concepts and terminology.
- Explain the impact of recent legal rulings related to DEI.

Part 3: It Begins with Self-Awareness

- Identify their reactions to DEI training.
- Define characteristics, privileges and life experieInces that determine their identity.
- Explain how their unique identity intersects with others in the workplace.
- Describe actions they can take to increase their diversity self-awareness.

Competency: Communication

EFFECTIVE COMMUNICATION SKILLS

CLASSROOM	eLEARNING	BLENDED
2 days		*eLearning + 1 day webinar*
PRACTICUM	**WEBINAR**	**TRAINING RESOURCE**

This course provides participants with the knowledge and skills required to communicate effectively. It includes an overview of the communication process, as well as strategies for managing challenging communication situations such as conflict, criticism, and feedback. The workshop is highly interactive and requires participants to practice each skill in activities and role play situations.

At the completion of this workshop, participants will be able to:

- Identify their personal (preferred) communication style.
- Adapt their communication style to meet the needs of a listener.
- Demonstrate good listening skills.
- Deliver verbal messages positively and directly.
- Use effective interpersonal skills to enhance work relationships.

Competency: Managing the Job

HARASSMENT PREVENTION

CLASSROOM	eLEARNING	BLENDED
	60 min.	
PRACTICUM	**WEBINAR**	**TRAINING RESOURCE**

The purpose of this eLearning is to increase awareness of workplace harassment issues, explain how the law applies to various situations, and provide participants with techniques for discouraging inappropriate behaviors.

At the end of this course, participants will be able to:

- Describe two types of sexual harassment.
- Identify behaviors that may lead to harassment complaints.
- Demonstrate communication techniques to discourage inappropriate behaviors.

INTERPERSONAL RELATIONSHIPS: THE SOFT SIDE OF WORK

CLASSROOM	eLEARNING	BLENDED
	1 hour	
PRACTICUM	**WEBINAR**	**TRAINING RESOURCE**

This e-Learning is designed to help attendees build and maintain successful relationships at work.

Participants will be able to:

- Build rapport and trust.
- Display caring and compassion.
- Refrain from personal attacks.
- Demonstrate integrity by following through on commitments.

Competency: Business Writing

MAKING THE MOST OF YOUR EMAILS

CLASSROOM	eLEARNING	BLENDED
PRACTICUM	**WEBINAR**	**TRAINING RESOURCE**
	2 hours	

This webinar focuses on emails as a form of business communication and the rules for writing them effectively.

After completing the session, participants will be able to:

- Identify when an email is – and is not – an appropriate form of communication.
- Explain the rules for writing business emails.
- Avoid common email mistakes.
- Edit sample emails to improve their effectiveness.

Competency: Managing Self

PERSONAL ACCOUNTABILITY

CLASSROOM	eLEARNING	BLENDED
		60 min. eLearning + 2 hour webinar
PRACTICUM	**WEBINAR**	**TRAINING RESOURCE**

The purpose of this course is to increase participants' understanding of personal accountability and its impact on their organization. Participants will learn how to clarify and prioritize work responsibilities, eliminate time wasters in their environment, and stop the "blame game" in their work area/department.

At the completion of this workshop, participants will be able to:

- Define personal accountability.
- Clarify and prioritize their work responsibilities.
- Identify and eliminate time wasters.
- Ask questions that focus on personal accountability.
- Take responsibility for their own actions.

Competency:Managing Self

PERSONAL STYLE

CLASSROOM	eLEARNING	BLENDED
1 day		
PRACTICUM	**WEBINAR**	**TRAINING RESOURCE**

This training provides participants with an understanding of personal style and the ways in which it affects workplace behavior. By completing the MBTI* (Myers Briggs Type Indicator), people will identify their preferences for gathering information, organizing resources, and making decisions. They also will learn how to adapt preferred behavior styles to maximize personal and organizational performance.

At the end of this course, participants will be able to:

- Identify their personal style preference.
- Identify the strengths and weaknesses of their personal style.
- Explain how personal style affects communication and decision making.
- Adapt their personal style to improve work performance.

* MBTI instrument is included.

Competency: Decision Making

RATIONAL DECISION MAKING

CLASSROOM	eLEARNING	BLENDED
1 day		*eLearning + 1/2 day webinar*
PRACTICUM	**WEBINAR**	**TRAINING RESOURCE**

The purpose of this training is to provide participants with a rational decision making model that can be applied to various work situations. They also will learn how mental “traps” affect their ability to make good decisions.

At the completion of the course, participants will be able to:

- Define the six steps of a rational decision making model.
- Apply the six-step model to a current work situation.
- Identify mental “traps” that cause faulty thinking.

Competency: Managing Self

RULES OF THE ROAD (BUSINESS ETIQUETTE)

CLASSROOM	eLEARNING	BLENDED
	60 min.	
PRACTICUM	**WEBINAR**	**TRAINING RESOURCE**

Everyone will learn something new in this course! In a humorous and engaging way, participants will review business etiquette related to:

- Business attire
- Meeting behaviors
- Business meals
- Telephone techniques
- Workplace language
- Making introductions
- E-mail
- Personal responsibility

Competency: Managing Self

TIME AND STRESS MANAGEMENT

CLASSROOM	eLEARNING	BLENDED
1 day		*60 min. eLearning + 1/2 day webinar*
PRACTICUM	**WEBINAR**	**TRAINING RESOURCE**

The purpose of this training is to provide participants with a variety of techniques that can be used to effectively manage the daily effects of stress. Participants will have an opportunity to assess the sources and effects of stress in their life and to practice both thought-focused and body-focused strategies for reducing their personal stress level. They also will learn techniques to gain better control of their time.

At the completion of this module, participants will be able to:

- Identify major sources of personal stress.
- Describe the potential effects of dysfunctional stress.
- Use thought and body-focused techniques to reduce personal stress.
- Identify and eliminate personal time wasters.
- Prioritize tasks to better achieve goals.
- Identify and respond to the warning signs of dysfunctional stress.
- Develop an action plan to incorporate time and stress management as a part of daily life.

Competency: Team Work

WORKING AS A TEAM

CLASSROOM	eLEARNING	BLENDED
2 days		
PRACTICUM	**WEBINAR**	**TRAINING RESOURCE**

The purpose of this course is to improve participants' ability to work more effectively in teams. Attendees will learn about the natural stages of team development and the team roles that must be fulfilled to achieve high performance. They also will see how simple management tools can be used to monitor and evaluate team performance.

At the completion of this training, participants will be able to:

- Identify their strengths and weaknesses as a team member.
- Apply principles of group dynamics to build an effective team.
- Assign task and relationship roles based on team strengths.
- Set and monitor team goals.
- Resolve team conflicts effectively.

Competency: Managing Self

WORKPLACE EQ

CLASSROOM	eLEARNING	BLENDED
4 days *Cost depends on schedule and location. Please call for pricing.*		
PRACTICUM	**WEBINAR**	**TRAINING RESOURCE**
	5 recorded webinars *(60 min. each)*	

The overall purpose of this four-day program is to increase participants' understanding of emotional intelligence (EQ) and its impact on workplace performance. Participants will identify their current level of performance in four (4) EQ dimensions and participate in skill-building activities designed to improve related competencies.

At the completion of this program, participants will be able to:

- Identify their emotions strengths and limits (self-awareness).
- Manage their emotions to achieve personal and organizational goals (self-regulation).
- Recognize the emotional cues of others (social awareness).
- Apply communication and influencing skills to build support for programs and projects (social skill).

Competency: Customer Service

WORKING WITH DIFFICULT CUSTOMERS

CLASSROOM	eLEARNING	BLENDED
PRACTICUM	**WEBINAR**	**TRAINING RESOURCE**
	2 hours	

This two-hour webinar focuses on difficult customers – who they are, what causes their behavior, and techniques for responding to them.

At the end of this session, participants will be able to:

- Identify common characteristics of difficult customers.
- Describe reasons for “difficult” customer behavior.
- Apply problem solving and people skills to de-escalate problem behavior.
- Recognize when customers have crossed the line.
- Set limits with difficult customers.

Competency: Managing the Job

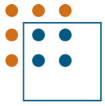
WORKPLACE VIOLENCE

CLASSROOM	eLEARNING	BLENDED
1 day	*90 min.*	
PRACTICUM	**WEBINAR**	**TRAINING RESOURCE**

The purpose of this course is to provide participants with information about situations in the home and in the work environment that may trigger violent employee behavior. People will learn techniques for diffusing violent behaviors, responding to workplace violence that has occurred, and dealing with employees who are affected by post-traumatic reactions.

At the completion of this workshop, participants will be able to:

- Identify behaviors that may indicate a tendency to behave violently.
- Describe an environment that may trigger violent actions.
- Apply techniques for diffusing violent behaviors.
- Respond to employees affected by workplace violence.
- Follow standards for return to work following a workplace incident.
- Describe three potential triggers of post-traumatic stress and when/how to intervene.



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