



Live Virtual Course Offerings

Table of Contents

Course Topics that Include an Assessment

1.	Working with Diverse Personality Styles	1
2.	Listening Skills	1
3.	Your Conflict Approach and When to Use It	2
4.	Enhance Your Emotional Intelligence	2
5.	Enhance Your Negotiating Skills	3
6.	Time Management	3
7.	Leverage Your Personal Strengths at Work	4
8.	Recognizing and Adapting Your Learning Style	4
9.	Developing a Cohesive Team	5

Course Topics that Do Not Include an Assessment

10.	Meeting Management	5
11.	Key Communication Skills	5
12.	Dynamic Decision Making	6
13.	Overcoming Unconscious Bias: Fostering a Climate of Inclusion And Respect	6
14.	Performance Management	7
15.	Enhancing Happiness at Work	7



COURSE TOPICS THAT INCLUDE A SELF-ASSESSMENT PROFILE AS PRE-WORK

Each of the following programs are greatly enhanced by enabling each participant to complete an online self-assessment profile as pre-work. There is a different profile for each course listed, based on the topic. Each instructor-led virtual course is 90 minutes in length, unless otherwise identified.

1. Working with Diverse Behavioral Styles

Profile: Everything DiSC Workplace Profile

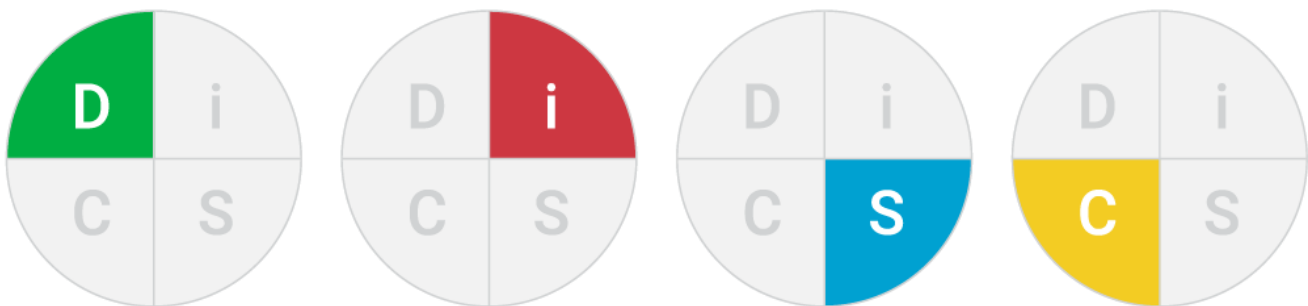
Successful interpersonal relationships often depend on “getting off on the right foot.” Being able to quickly recognize someone’s behavioral style and interact appropriately is critical to this process. This course helps participants quickly recognize someone else’s behavioral style and develop adaptive skills that increase one’s ability to communicate effectively with others. This program uses the DiSC model to understand behavioral styles. Topics addressed include:

- Characteristics of each of the 4 behavioral styles
- Recognizing other’s behavioral styles
- How to adapt your approach to other people
- Practical application exercises

The Everything DiSC Workplace Profile enables each participant to identify their own behavioral style strengths and development needs. The four styles are:

- Dominance
- Influence
- Steadiness
- Conscientious

The profile also addresses the primary tendencies of the participant’s behavioral style pattern. The end of the profile lists all behavioral style patterns and can be used as a reference guide when adapting styles to the needs of others.



2. Listening Skills

Profile: Personal Listening

Research shows that people screen out or change the intended purpose of what they hear in over 70% of all communications. The biggest factor contributing to such miscommunications is our listening approach. Topics addressed in this course include:

- Listening vs. Hearing
- Communication Filters
- The Focus, Motivation and Behavioral Indicators of each listening approach
- How to use listening approaches appropriate to the situation
- Developing effective listening strategies, based on the purpose of the communication

The Personal Listening Profile describes five listening approaches and helps the participant identify his or her preferred approach. The five approaches are Appreciative, Empathic, Comprehensive, Discerning and Evaluative.

3. Your Conflict Approach and When to Use It

Profile: Thomas Kilmann Conflict Mode Indicator

One of the key reasons for lack of productivity is interpersonal conflict. It slows down the decision-making process and prevents people from willingly sharing information. It also inhibits the opportunity for synergistic creativity and innovation. There are five specific methods for dealing with conflict addressed in this program, such as:

- Competing
- Accommodating
- Avoiding
- Collaborating
- Compromising

Topics include:

- Causes for conflict
- The need for flexibility in response to conflict situations
- When each approach is useful and when it is not

This program utilizes the on-line Thomas Kilmann Conflict Mode Instrument to help each participant identify his or her primary approach to conflict and recognize when each approach is most effective.



4. Enhance Your Emotional Intelligence

Profile: Emotional Intelligence Assessment

Emotional Intelligence (EQ) is the ability to comprehend your emotions and manage them effectively. Research shows that people who show high levels of emotional intelligence skills are stronger leaders, better decision makers, foster better relationships, and increase team efficiency in the workplace. It also suggests that EQ is a more accurate predictor of success at work and in life than the more traditional IQ test.

Each participant in this course will receive a personalized Emotional Intelligence Skills Assessment. This instrument measures adult emotional intelligence on five scales: Perceiving, Managing, Decision Making, Achieving, and Influencing.

Learning Outcomes

- Discover the major components of emotional intelligence
- Recognize the behaviors and characteristics of an emotionally intelligent person
- Identify areas where emotional intelligence skills can be applied
- Evaluate personal strengths and growth opportunities
- Generate action steps to improve emotional intelligence and success

5. Enhance Your Negotiating Skills

Profile: Negotiating Style Profile

Everybody negotiates. And whether people are striving to hit their monthly sales quota, campaigning for a deadline extension, or pitching ideas to a team, the same principles apply. There's more to effective negotiating than the outcome alone. In fact, building productive relationships is equally important. Skillful negotiators know this is the key to their success - and it's what sets them apart from the rest.

Each participant in this course will receive a personalized Negotiating Style Profile, which offers a simple framework for determining one's preference for one of five negotiating styles: Defeating, Accommodating, Collaborating, Withdrawing, or Compromising.

Learning Outcomes

- Learn five styles of negotiating
- Identify your personal negotiating style
- Learn how one's negotiating style is perceived by others
- Develop an action plan to improve negotiating-style strengths



6. Time Management

Profile: Time Management Effectiveness Profile

Setting priorities and managing time effectively is basic to managing individual and organizational performance.

Major Topics:

- Identifying one's unique time mastery strengths and challenges
- Recognizing the important, not just urgent, priorities
- Planning on a weekly and monthly basis (not just daily to do lists)
- Managing interruptions, including email and phone calls
- Delegating effectively
- Action Planning

The ***Time Management Effectiveness Profile*** helps participants identify their individual strengths and development needs in these areas of time management:

Predisposition/Temperament
Preparation
Organizational Ability
Stress Management

Delegation
Managing Interruptions
Results-Oriented

7. Leverage Your Personal Strengths at Work

Profile: VIA Me Strengths Assessment

When people identify and then use their personal character strengths at work, they are happier and more productive. Research shows that using your character strengths can help you:

- Buffer against, manage and overcome problems
- Improve your relationships
- Enhance health and well-being

This course utilizes the VIA Me! Report from that VIA Institute on Character. It vividly captures and details your signature strengths. The course provides tips and techniques for opportunities to use those strengths at work.

8. Recognizing and Adapting Your Learning Style

Profile: What's My Learning Style? Assessment

Every person uses a preferred personal learning style during the learning process, whether or not they are conscious of it. Some people learn best in a group, while others prefer to learn independently. Some approach learning with enthusiasm; some require time for reflection. There isn't one "correct" learning style but building awareness of your own learning preferences can help develop the ability to function in a variety of different learning situations.

During this program, participants will:

- Identify a preference for one of 4 learning styles
- Recognize the strengths and weaknesses of each learning style
- Discover how to approach all types of learning in a way that is comfortable
- Create a plan to branch out of the "style comfort zone"



9. Developing a Cohesive Team

Profile: Five Behaviors Personal Development

This program teaches individuals to become better teammates by integrating the behaviors defined in Patrick Lencioni's best-selling book "The Five Dysfunctions of a Team". Participants do not need to be part of an intact team. This session is appropriate to anyone who desires to improve their team member skills.

The Five Behaviors Personal Development Profile helps each team member learn about their own approach and create an action plan to improve in each of the five behaviors listed below:

- **Trust** One Another
- Engage in **Conflict** Around Ideas
- **Commit** to Decisions
- Hold one Another **Accountable**
- Focus on Achieving Collective **Results**



The Five Behaviors of a Cohesive Team™ Model

COURSE TOPICS THAT DO NOT INCLUDE A SELF-ASSESSMENT PROFILE

Each of the following instructor-led virtual course is 60 minutes in length and does not include a profile.

10. Meeting Management

The difference between participating in an effective meeting versus one that is unproductive reflects the skill and discipline of each team member involved. A few common-sense guidelines will make all the difference in helping structure productive meetings. Topics addressed include:

- Planning and organizing
- Deciding who should attend the meeting
- Creating an agenda and sticking to it
- Ways to maintain control
- Taking minutes when needed
- Preparing a follow-up action plan
- Critiquing the meeting quality

11. Key Communication Skills

Effective communication skills are a key ingredient for successful career development. When they are strong, relationships are built with other colleagues and productivity is enhanced. When they are lacking, they are the primary reason for conflict and dissatisfaction at work. This course addresses 4 fundamental skills necessary for communicating effectively with others, as follows:

- Showing appreciation for other's efforts
- Focusing on specifics to enhance clarity
- Using effective questioning techniques to explore ideas
- Listening effectively to promote understanding

12. Dynamic Decision Making

This program offers a straightforward, easy-to-follow process designed to improve the way you make business decisions or any decision that can help you reach your goal. Our decisions and choices shape our professional and personal lives. Sadly, decision-making is seldom taught as a skill in its own right. This course will present a clear process and user-friendly techniques for making smart choices. Topics addressed include:

- How to frame the decision
- Gathering information
- Analyzing the information
- Why bad things happen
- Making the decision

13. Overcoming Unconscious Bias: Fostering a Climate of Inclusion and Respect

Most people are not overtly prejudiced and, if asked, would claim in all sincerity that they believe everyone is equal. However, despite people's good intentions, unconscious bias shows itself in several subtle ways. Bias becomes unproductive when we allow it to control our decision making without questioning our assumptions, or to impact our behavior towards others. Topics addressed include:

- How to understand the subtle ways that bias occurs
- Identifying instances of devaluing others through small, subconscious behaviors and micro-inequities
- How to establish a framework to increase inclusion at the organizational level
- Recognizing different ways of conveying respect
- How to lead by example and be part of the solution



14. Performance Management

One of the most effective ways to help employees succeed is to help them create clear goals, and then coach them throughout the year towards achieving it. However, all too often, goals are not well-defined and consistent coaching does not occur. Topics addressed in this course include:

- Understanding the Performance Management Cycle
- The difference between creating Standards and Objectives
- Identifying S.M.A.R.T. goals
- How to conduct Progress Reviews
- How to conduct Performance Appraisals



15. Enhancing Happiness at Work

Research shows that happy employees are more productive, more creative, and more engaged at work. They also enjoy better relationships, can better manage problems, and enjoyed an enhanced sense of health and well-being. There are many tactics each individual can use to improve their happiness at work every day and experience all the benefits of improved happiness. Topics addressed include:

- Latest research about the power of happiness at work
- 7 specific strategies for increasing happiness you can implement now
- Why knowing your key strengths can improve happiness
- How to use your strengths at work
- Tools and resources that improve happiness

This course contains information for accessing a free Strengths Assessment to learn more about your personal strengths.



 www.nexalearning.com