

EMPLOYMENT MATTERS

WEEKLY OFFERINGS

October 5		October 6		October 7		October 8		October 9	
Trust in the Workplace		Workplace Civility		Assertive Communication		Crisis Management: Leading with Compassion		Conflict Tools: Empowering Others	
<p>Developing and sustaining trust is the key to successful working relationships. It is the core from which to communicate, resolve conflict and operate in daily interactions with coworkers and leadership. This course offers a lens into individual trust challenges as well as trust at the organizational level. Discover ways to build, rebuild and ultimately sustain trust.</p>		<p>There is a high cost to workplace incivility. Unfortunately, unkind and discourteous behaviors have become the norm in many organizations. Learn how to recognize when and how to hold people accountable for the often subtle and insidious behaviors associated with incivility. Take away tools that help build a culture of individual and team accountability.</p>		<p>Striking the right balance on the continuum of Assertiveness is a common challenge. Identify and practice assertive communication, focus on specific behaviors to enhance positive impact and increase confidence. Learn practical skills that lead to improved relationships.</p>		<p>Compassionate leaders see individuals as more than cogs in the machine. They choose people over process and are fully committed to creating a culture of trust through action. Compassionate Leadership is about propelling team members to their potential with a genuine commitment to their well-being. Learn how to check behaviors and practices for impact and align them with your intent.</p>		<p>Mentoring and guiding staff through challenges is a key component of successful leadership. Better understanding of individual conflict style through an assessment supports this learning. Learn and practice intervention strategies, effective verbiage, and techniques to coach and move others through conflict.</p>	
8:30-3:30	\$245	8:30-12:30	\$185	8:30-3:30	\$245	8:30-12:30	\$185	8:30-3:30	\$280
Facilitator: EM Staff		Facilitator: EM Staff		Facilitator: EM Staff		Facilitator: EM Staff		Facilitator: EM Staff	

