

EMPLOYMENT MATTERS

WEEKLY OFFERINGS

November 2

Customer Relations

Customer Relations challenges can frustrate even the most well intended team member. Gain insight on how to deescalate an aggravating situation. Tools on how to reframe a complaint are also given. This course offers practical solutions to learn how to best serve both external and internal customers. Opportunities to practice and enhance customer service skills are provided

8:30-12:30 \$210

Facilitator: EM Staff

November 3

LEAN Processes: Mindset and Tools

A practical session that provides skills to streamline business processes and eliminate waste. A foundation of lean process improvement tools which can immediately be implemented in the workplace. Practices are identified to create efficient and sustainable lean systems that improve your competitive advantage. Lean is both a set of tools and mindset; this session discusses setting the stage for creating a lean culture.

8:30-12:30 \$185

Facilitator: EM Staff

November 4

Creating a Kinder Workplace

The concept of Kindness seems simple and obvious; however, in our daily lives, being kind can pose a challenge. Find ways to practice kindness when conflict arises, or frustration is heightened. This course offers an opportunity to explore where breakdowns may be occurring at the individual, team, and organizational level.

8:30-12:30 \$185

Facilitator: EM Staff

November 5

Navigating Pandemic Fatigue

Feeling exhausted? That many are suffering from pandemic fatigue is unsurprising. After many months, the fallout of COVID is unrelenting. The future is uncertain. Anxiety over social isolation, possible job loss and individual and family health is at a peak. Explore effective coping strategies to reduce the toll of this unprecedented phenomenon. Take steps to replenish and practice rejuvenating self-care practices.

8:30-3:30 \$245

Facilitator: EM Staff

November 5-6

Conflict Tools: Empowering Others

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.

8:30-3:30 \$280

Facilitator: EM Staff



303.803.1686 / lm@em-lm.com
www.coemploymentmatters.com