

Training/Workshops Opportunities

At Denison University

2009-2010

Date	Title	All Employees	Supervisors & Managers	Location	Facilitator
10/22/2009	Coaching		X	Barney Davis Board Room	TBA
10/28/2009	DiSC Profile	X		Slayter Auditorium	TBA
11/06/2009	Dealing w/Change & Stress Mgt	X		Samson Talbot Room 229	TBA
02/18/2010	Crucial Conversation		X	Barney Davis Board Room	TBA
03/02/2010	Getting Things Done	X		Barney Davis Board Room	TBA
04/20/2010	Innovative Thinking	X		Barney Davis Board Room	TBA

Career Growth Associates, Inc.

Course Descriptions for Workshops at Denison University 2009-2010

Coaching

Coaching is the pathway for multiplying your effectiveness through others and for getting the best out of people's performance. When your employees are performing effectively, you as a manager are doing your job! Through informal and formal coaching discussions, participants will be exposed to the methods used in building trusting relationships with employees, essential communication skills and basic characteristics of a coach. Developing coaching expectations and guidelines will also be addressed.

Objectives:

- Effectively communicate observations, criticisms and positive reinforcement
- Manage and guide the performance of others
- Identify and apply essential performance factors
- Use different types of coaching discussions
- Apply motivation principles during coaching
- Use listening skills and questioning skills
- Identify roadblocks to coaching

DiSC Personality Profile System

Do you prefer to work alone or with others? Do you tend to make quick decisions or do you weigh all the pros and cons first before making a decision? Are there some people you “love” to work with and others who “drive you crazy?” Based on your DiSC Personal Profile, you will better understand yourself and your behavioral tendencies, the type of work environment you desire, the type of people you work best with, and how you can increase your personal effectiveness at work and at home. Find out, is your personality based on **D**ominance, **I**nfluence, **C**onscientiousness, or **S**teadiness?

Objectives:

- Learn to understand your behavioral tendencies and develop a better understanding of how these tendencies affect interactions with others
- Enhance personal effectiveness in accomplishing tasks by improving your relationships with others
- Develop strategies for working together to increase productivity

Dealing with Change and Stress

We are constantly adjusting to a shifting environment. Not only is change continuing to happen, but the rate of change is increasing and will continue to increase. This class is designed to help individuals cope with the many changes occurring in their work and personal lives – to help regain a feeling of control. Techniques for managing the stress caused by change will be review and practices.

Objectives:

- Understand the characteristics of change, the stages of the change cycle, and individual reactions to change
- Recognize the different roles that individuals adopt during change
- Describe positive attitudes and behaviors for handling change
- Eliminate stress related “bad habits”
- Select stress management techniques that will work for you

Crucial Conversations

There are some conversations that are more important than others – the issue is critical, the stakes are high and the situation is often packed with emotion. Learn to engage, not avoid these critical conversations. Address important issues that impact your organizational success and also your on-going relationships with colleagues by learning communication techniques that are based sharing information and examining alternatives.

Objectives:

- Identifying the “markers” of a critical conversation
- Overcome the “fight” or “flight” responses.
- Create dialogue skills that result in non-threatening conversation
- Practice effective listening and questioning skills.

Getting Things Done (When You're Not in Charge)

In today's workplace, our success is often directly related to our ability to get results by working with others - by getting information, support, timely decisions, etc. Learn techniques and behaviors to gain the support of others when you are not in a position of authority. Eliminate behaviors that are known to cause resistance. Develop your influencing skills and relationship building techniques.

Objectives:

- Identify the WIIFM (What's In It For Me?)
- Select an appropriate strategy for getting the response you need.
- Avoid common mistakes: assumptions, verbal harassment, bribery, threats

Innovative Thinking

Most of us would claim that we are not very creative. We have been conditioned into valuing logic and reason rather than intuition and creativity. "We've never done it like that," "It won't work here," "We're doing alright without it," "That doesn't sound very practical," are just a few examples of the mind-limiting phrases we hear everyday. So, how do we break out of these ruts? To be creative thinkers we need to follow a different pattern of thinking. In ***Creative Thinking*** participants will learn to how to 'think out of the box' and change their pattern of thinking. Learners will be exposed to and will participate in activities to develop creative thinking, offer new approaches to problem solving and develop approaches to problems that may not respond to traditional problem-solving methods.

Objectives:

- Understand what it means to be creative, why it is important and how one can become more creative
- Develop creative thinking skills
- Learn new techniques for solving problems and generating ideas
- Overcome creativity blocks
- Learn the attitudes necessary to creative functioning
- Transform good ideas into useful solutions
- Develop approaches to problems that will not respond to traditional problem-solving methods