HR Professional Development Center
Fall 2021

**Communication Improved; Conflict Reduced**
Effective communication is essential not only for our professional life, but for our personal life as well. This interactive workshop focuses on non-verbal communication, active listening and barriers to effective communication. It explores how we can learn to effectively resolve conflicts more productively and prevent conflict from occurring, with a greater understanding of our conflict styles and methods of communication.

**Wednesday, October 20, 2021**
**10:00AM to 11:30AM**

[Register Here]

**Managing Time and Setting Boundaries**
Whether working from home, traveling to the office, or a combination of both; the managing of time, setting boundaries, and having structure in place is beneficial to maintain consistency and reduce anxiety. Additionally, stress can be a result of not being able to manage time and/or set boundaries and is a common struggle. This session will focus on how to effectively manage time and set boundaries, by considering these basic, yet key objectives: Starting your day off on the right foot, creating a schedule, understanding when you’re most productive, and the importance of setting boundaries. By having a plan in each of these areas, you will be more likely to stay healthy, happy and ready to manage these ever changing times.

**Friday November 19, 2021**
**10:00AM to 11:00AM**

[Register Here]

**Manager's Workshop Series**

**Coaching and Counseling**
This workshop reviews the differences and benefits of coaching and counseling. Participants will explore case situations and determine which approach is most appropriate, as well as common early warning signs that indicate a need for intervention. The workshop also outlines tips for dealing with angry or difficult employees, as well as the necessary steps to take, including proper documentation and feedback.
Managing a Multi-Generational Workforce
Supervisors and managers are managing a more diverse generational workforce than ever before. Workers are living longer and are healthier, and some have financial considerations that are keeping them in the workforce longer. On the other end of the spectrum, millennials are also entering the workforce. This workshop reviews the values and work-related preferences of different generations, and identifies similar values and generational differences that can cause conflict in the workplace.

Management and Leadership Skills
This workshop reviews fundamental management and leadership skills. Included are key factors in relationship building, essential communication and listening skills, as well as performance reviews and conducting performance advisory meetings. It benefits employees who have recently been promoted to a management position, as well as those with little or no formal management training.