Coaching Employees Influencing and Improving Behaviors to Bring Success

The process of equipping employees with the tools, knowledge, and opportunities they need to fully develop themselves to be effective in their commitment to themselves, the organization, and their work.

Coaching is not management skills re-packaged. Coaching deals with employee growth, development, and achievement by removing roadblocks to performance and enhancing creativity. Management deals with supervision, evaluation, and meeting objectives. We define workplace coaching as the skills, processes and knowledge through which people involve themselves in making the maximum impact and constantly renewing themselves and their organizations as they experience continuous change.

Using a case study as the foundation for sharing materials, we will review a "Coaching Analysis" and then practice key coaching activities that can bring about positive changes in employee behavior and success - or require the implementation of other initiatives. The session will conclude with a review of key communication and supervisory skills that successful coaching requires.

Coaching supports employee career/professional development and satisfaction, which keeps valued employees. True coaching improves employee and organizational resiliency and effectiveness in change.

Thursday, February 6, 2020
9:30AM to 11:30AM
York Hill Campus, Rocky Top Student Center Room 316

AND

Tuesday, February 11, 2020
9:30AM to 11:30AM
York Hill Campus, Rocky Top Student Center Room 316
Please note, these sessions are intended for managers with direct reports to support all level performing employees.

Michael Miller will also be available after each session to assist with specific inquires.

About the facilitator: Michael Miller is corporate and educational leadership speaker. Largely focused on effective communication, inspiration, team building and enhancing self-awareness and group/solo effectiveness, Michael strives to bring his bold, challenging approach and energetic sense of fun to all his speaking engagements.

**Embracing Change**

A bend in the road is not the end of the road…. unless you fail to make the turn.

This interactive workshop will give you the tools to welcome change, embrace its new possibilities and see how change is moving you toward to a more fulfilling career.

Learn the skills to see how change is an opportunity to stretch your creativity and capabilities and put your assets to work on a higher level. Embrace rather than dread those changes that unexpectedly (or not so unexpectedly) come your way.

**Thursday, March 5, 2020**

9:30AM to 11:30AM

York Hill Campus, Rocky Top Student Center Room 316

**Assertive and Constructive Communication**

This practical workshop will help you become self-aware of behavior patterns and increase your ability to get work done. Those who communicate with assertiveness rather than passivity or aggression are more likely to maintain positive workplace relationships while meeting their goals. Learn these assertiveness skills to communicate your message with authority and impact. Gain self-awareness of your attitudes, behavior patterns, and habits, develop a positive, proactive response to difficult behaviors and exhibit confidence in your ability to address challenging situations.

**Thursday, March 12, 2020**

York Hill Campus, Rocky Top Student Center Room 316

9:30AM to 11:30AM
**Building a Successful Team** *(Manager session)*

What is it about some teams that make them successful, while other teams are not? This session will drill down on the stages and dynamics of Team Building. The focus will be on how to get your team to FORM, STORM, NORM and PERFORM, resulting in more motivated and encouraged team members. Managers will learn the importance of respecting different opinions, approaches, styles and how to manage conflict effectively.

**Wednesday, March 25, 2020**

York Hill Campus, Rocky Top Student Center Room 316

9:30AM to 11:30AM

About the facilitator: Michael Miller corporate and educational leadership speaker will be facilitating the four workshops listed immediately above. Largely focused on effective communication, inspiration, team building and enhancing self-awareness and group/solo effectiveness, Michael strives to bring his bold, challenging approach and energetic sense of fun to all his speaking engagements.

**Essentials of Project Management**

The Essentials of Project Management Workshop is open to participants who want to build or enhance their project management skills and gain useful tools that can be used immediately. Topics including planning, communication, multi-tasking, and goal setting are presented in a practical, easy-to-understand format. Customized case studies align the concepts with Quinnipiac's workplace.

Learning outcomes will include **Key Steps in Project Management, Planning and Prioritizing, dividing a Project into Phases, Effective Meetings, Influencing without Formal Authority and Tips for Multi-Tasking.**

**Tuesday, March 17, 2020**

9:00AM to 12:00PM

York Hill Campus, Rocky Top Student Center Room 316

About the facilitator: Laura Mayer is a Senior Learning Consultant with Learning Dynamics. Over the years Laura has had an extensive amount of experience in training and change management. As Director of Training and Development Strategy at Warner-Lambert Company, she developed, implemented, and conducted training on cross-functional investigations as a standard practice for domestic and international sites.
Managing Remote Staff

Today’s world of work is different from years ago. Teams consisting of employees working remotely present managers with challenges that demand adjustments to traditional management practices. Today’s business leaders and managers need to master new planning, communication, and follow-up skills that produce effective team results, recognizing that all team members will likely not be in the office every day.

Topics include:

· Developing Metrics to Assess Remote Employees’ Productivity
· Setting Expectations and Holding Employees Accountable
· Communication Techniques to Use with Remote Employees
· Ensuring Remote Employees are Engaged in Team Meetings
· Changing Your Routines to be an Effective Remote Manager
· Team Dynamics in a Remote Environment
· Maintaining Motivation and Morale

Webinar will be held on Thursday, April 2, 2020 2:00PM to 3:00PM

About the facilitator: Bill Florin is a Vice President with Learning Dynamics. He has over 20 years of diverse experience as a Human Resources Director and Sales Manager, including assignments with Target, Best Buy and Kohl's.

Maintaining a Positive Outlook: Managing Stress and not Letting it Manage You

"Maintaining a Positive Outlook: Managing Stress and not Letting it Manage You" discusses the importance of managing stress and not letting it impede one’s attitude and mission to work effectively. Those participating learn how to organize their day so that it is more productive, more positive, and less stressful, since unmanaged stress can lead to lower levels of teamwork and lower productivity.

Learn practical guidelines for managing one’s stress

Topics include:

· Common Causes of Workplace Stress
· Link between Managed Stress and a Positive Outline
· Planning and Prioritizing to Reduce Stress
· Determining What You Can Control
· Stress Signals
· Natural Responses to Stress
· Ways of Coping with Stress

**Webinar will be held on Wednesday, April 8 at 11:00 AM.** This is a 60-minute webinar.

About the facilitator: Laura Mayer is a Vice President with Learning Dynamics. Over the years Laura has had an extensive amount of experience in training and change management. She developed, implemented, and conducted training on cross-functional investigations as a standard practice for domestic and international sites.

**The Write Approach**

Writing well remains one of the biggest challenges for employees and managers. Because everything we write is a representation of ourselves, our department, and our organizations, it is important that we communicate clearly and professionally.

“The Write Approach” examines the steps in the writing process - from brainstorming to proofreading. This interactive webinar focuses on e-mail and provides practical strategies to streamline e-mail communication.

**Topics**
· Relationship Building through Effective Written Communication
· Time Management Techniques for Writing and Reading e-mails
· Writing E-Mail Messages that are Concise and Results-Oriented
· Beginning with Impact and Knowing Your Audience
· Constructing Clear Thoughts
· Grammar and Punctuation Review
· Reducing Wordiness
· Proofreading Tips

**Webinar will be held on Tuesday, April 14 at 2:00 PM.** This is a 60-minute webinar.
Bystander Intervention

A person engages in bystander intervention when they recognize a potentially harmful situation or interaction and choose to respond in a way that could positively influence the outcome or reduce harm. Through bystander intervention, community members are called to take an active role in creating a campus climate that is healthy, safe, and inclusive.

With this session, participants are invited to reflect on how bystander intervention relates to both their personal values and to community values and to discuss how bystander intervention can be used to support community compliance with COVID-19 safety precautions.

Thursday, September 3, 2020

10:00 A.M.-11:30 A.M.

5:00 P.M. to 6:30 P.M.

Prerecorded Session available here.

About the facilitator: Catlin Wells, M.Ed. J.D., Esq. Department of Cultural and Global Engagement, Title IX Coordinator Quinnipiac University