

Training & Development – Sample Modules

Sexual Harassment – AB 1825/ SB1343 <ul style="list-style-type: none">▪ Identify what constitutes illegal sex discrimination and sexual harassment▪ Recognize illegal discrimination and harassment behaviors and actions in the workplace related to protected categories▪ Develop personal awareness of inappropriate behavior▪ Reinforce respectful behavior, build trust and strengthen communication in the workplace	Drug & Alcohol Training <ul style="list-style-type: none">• Recognize workplace problems related to employee use of alcohol and other drugs• Identify and investigate crisis situations• Intervene in problem situations• Refer employees who have problems with alcohol and other drugs• Avoid enabling and common supervisor traps• Supervise employees who have been referred to assistance
Leadership Communication <ul style="list-style-type: none">▪ Identify your preferred communication style▪ Learn how to “flex” to other styles▪ Understand how culture influences style▪ Appreciate individual differences▪ Practice verbal skills: reflective listening, reframing, and supportive responses	Interpersonal Communication Skills <ul style="list-style-type: none">▪ Identify barriers to communication▪ Account for cultural differences▪ Match verbal to nonverbal communication▪ Use effective listening and feedback techniques▪ Build trust and rapport▪ Manage conflict effectively
Succeeding as a New Manager <ul style="list-style-type: none">▪ Make the leap from worker to leader▪ Flex your management style▪ Gain commitment and cooperation▪ Direct and motivate others▪ Communicate teamwork and values▪ Create a development plan	Managing Change <ul style="list-style-type: none">▪ Describe models of change▪ Understand why people resist change▪ Explain the six stages of change▪ Apply methods to shift perception▪ Create an action plan for handling change
Delegating, Directing & Motivating/Situational Leadership <ul style="list-style-type: none">▪ Motivate and develop employees▪ Practice giving constructive and supportive feedback▪ Coach employees to improve performance	Powerful Presentation Skills <ul style="list-style-type: none">▪ Manage fear and project confidence▪ Tailor your talk to your audience▪ Develop well organized, targeted presentations▪ Practice effective delivery skills▪ Develop appropriate visual aids

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<p>Managing Conflict in the Workplace</p> <ul style="list-style-type: none"> ▪ Managing Conflict ▪ Avoid the “Spiral of Conflict” ▪ Diffuse conflict ▪ Consider cultural influences ▪ Reduce defensiveness ▪ Respond to conflict ▪ Practice a 5-Step Resolution Process 	<p>Dealing with Difficult People</p> <ul style="list-style-type: none"> ▪ Dealing with Difficult People ▪ Identify “difficult” personalities and issues ▪ Choose an appropriate strategy ▪ Respond to difficult types ▪ Practice composure ▪ Plan for success
<p>Setting and Achieving Goals</p> <ul style="list-style-type: none"> ▪ Use the Goal-Setting Model ▪ Write a goal statement ▪ Align department and individual goals with strategic company goals ▪ Create an action plan to develop and assess goals 	<p>Developing Cultural Competency</p> <ul style="list-style-type: none"> ▪ Increase awareness of and respect for others ▪ Develop communication skills for interacting with diverse populations ▪ Develop an action plan to improve cultural competency in your organization
<p>Writing for Results</p> <ul style="list-style-type: none"> ▪ Streamline the writing process ▪ Capture your reader's attention ▪ Organize to improve readability ▪ Eliminate common problems ▪ Use strategies to write persuasively 	<p>Critical Thinking/Problem Solving</p> <ul style="list-style-type: none"> ▪ Develop a clear problem statement ▪ Use tools and techniques to address problems ▪ Apply a 5-step problem solving process ▪ Make high quality decisions
<p>Developing Supervisory Skills</p> <ul style="list-style-type: none"> ▪ Set clear task/performance objectives ▪ Use effective decision making ▪ Coach and counsel employees ▪ Document employee behavior ▪ Resolve conflict ▪ Motivate employee performance 	<p>Building Teams</p> <ul style="list-style-type: none"> ▪ Create a powerful work group ▪ Increase positive interactions ▪ Encourage innovation and risk-taking ▪ Lead by example ▪ Set and monitor goals <p>Celebrate achievements</p> <p>Additional Workshops</p> <ul style="list-style-type: none"> ▶ Behavioral Interviewing ▶ Time Management ▶ Stress Management ▶ Fitness at Work ▶ Attracting Top Talent ▪ Customer Service