

2009 WORKSHOPS

The following are SE 2009 workshop offerings. Course delivery can run from ½ day to 2 full days.

For All Employees

1. Across Generations – Finding Common Ground
2. Brand Me!
3. Diversity Awareness – Beyond Race and Gender
4. Effective Interpersonal Communication
5. Intro to Emotional Intelligence
6. Managing Conflict Using Mediation Techniques
7. Managing Transitions
8. Math 101
9. Micro-Inequities and Unlawful Behaviors in the Workplace
10. Organizational Skills
11. Political Savvy
12. Self-Leadership Practices for Uncertain Times
13. U.S. Communication Skills 101
14. Workplace Etiquette

For Managers and Supervisors

1. Improving Communication Skills
2. Interpersonal Skills
3. Motivational Skills
4. Power and Influence
5. Successful Performance Management

New to SE course descriptions is the identification of the U.S. Office of Personnel Management Leadership Competencies for the Federal Government that each course addresses. (Refer to www.opm.gov) There are 25 leadership competencies grouped under 5 major core qualifications.

OPM EXECUTIVE CORE QUALIFICATIONS

- **Leading Change** (Conflict Management, Cultural Awareness, Integrity/Honesty)
- **Leading People** (Creativity and Innovation, Continual Learning, External Awareness, Flexibility, Resilience, Service Motivation, Strategic Thinking, Vision)
- **Results Driven** (Accountability, Customer Service, Decisiveness, Entrepreneurship, Problem Solving, Technical Credibility)
- **Building Coalitions/Communications** (Influencing/Negotiating, Interpersonal Skills, Oral Communication, Partnering, Political Savvy, Written Communication)
- **Business Acumen** (Financial Management, Human Resource Management, Technology Management)

By identifying the competencies addressed in each course, organizations can better determine which SE courses will fill the development needs of their employees. It is SE's instructors network that enables SE to satisfy almost any competency requirement that your organization may have.

For All Employees**ACROSS GENERATIONS
FINDING COMMON GROUND**

Finding common ground with members of our own generation at work is relatively easy. We tend to share a feeling of connectedness having lived the same formative years and shared the same points of reference. However, with members of another generation, connecting can be difficult. The same factors that bind one generation can annoy members of different generations. While generational clashes may seem inevitable and impossible to understand, they most certainly don't have to end in a lot of drama and loss of productivity.

In this workshop, participants learn how to use a communication tool (M.E.E.T.™) to recognize, respond to, and resolve day-to-day workplace conflicts and confusion that may arise in a multi-generational workplace. Through a series of video case studies, participants are provided an opportunity to analyze real-life situations, discuss them, and then watch how supervisors handle them. Models of effective communication are also reviewed.

Competencies Addressed: Cultural Awareness, Interpersonal Communication Skills, Flexibility, Political Savvy, Conflict Management, Customer Service

Who Will Benefit: Anyone who works in a diverse workplace and needs to improve their understanding of generational differences and similarities

Number of Participants: 25 maximum

Instructors: Dianne Sutton, MA with a guest lecturer

Dianne Floyd Sutton is President of Sutton Enterprises, author, trainer, educator, facilitator, expert witness, coach and actor. She has twenty-five years of combined experience in Human Resource Development (HRD) and Equal Employment Opportunity (EEO) training. And she has over twenty years of business experience as Sutton Enterprises. Over the years, she has developed a reputation for designing and delivering quality services. She has the skills to create a safe learning environment where diverse participants are able to ask questions, experiment with new behaviors and learn from their mistakes. She also has the ability to present models and techniques in a straight forward, clear and humorous manner so that they are easier to remember and utilize.

BRAND ME!

Branding is the first step in developing your professional presence (how you package yourself internally and externally). The main outcome of personal branding should be a clear, deep, and profound understanding of who you are, what you stand for, and what you want to be known for. It is not enough to be known for what you do — you must be known for what you do differently and effectively. This new half-day workshop is based on the book, *Workplace Etiquette, A Guide to Surviving and Thriving in the Workplace*.

Competencies Addressed: Flexibility, Political Savvy, Interpersonal Communication Skills

Who Will Benefit: All Employees

Number of Participants: 20 maximum

Instructor: Dianne Sutton

**DIVERSITY AWARENESS
BEYOND RACE AND GENDER**

Diversity in the workplace is a complex, evolving and highly demanding subject. Creating a workplace that is aware of and respects the diversity of the U.S.A. is imperative for the success of organizations. This interactive workshop increases participants' understanding of all the aspects of diversity and begins the process for dialogue and successfully working together. By including the new perspectives brought by a wider range of employees, we can provide better products and services to our clients and customers (internally and externally) and to each other.

Competencies Addressed: Cultural Awareness, Interpersonal Communication Skills, Flexibility, External Awareness,

Who Will Benefit: Anyone who works in a diverse workplace and needs to improve their understanding of diversity

Number of Participants: 20 maximum

Instructors: Dianne Sutton, MA and Tim Stranges, MS

This mixed race and gender team has been working together for over fifteen years. Together they have designed and delivered presentations on workforce diversity, cultural awareness, cultural competency, EEO, communication skills, conflict management, 360 degree feedback, and leadership. Through their own individual styles they bring humor, professional experiences, and basic common sense to their audiences.

EFFECTIVE INTERPERSONAL COMMUNICATION

In this workshop, participants will learn the underlying values, goals and strengths of various communication styles. Participants will also learn how to capitalize on their unique strengths, appreciate differences with others, and translate their messages for more effective communication and results.

Competencies Addressed: Interpersonal Communication Skills, Cultural Awareness

Who Will Benefit: All Employees

Number of Participants: 25 maximum

Instructor: Dr. Zayd Abdul-Karim

Dr. Zayd Abdul-Karim (Dr. Zayd) is a business leader in training, organization and leadership development. Dr. Zayd is a coach, speaker, and author of *DEEP TRANSITIONS: Jump Starting Your Business* and *7 Steps in Deep Transitions: A Spiritual Guide to Peace of Mind, Prosperity, and Success*. Dr. Zayd offers his corporate training and consulting experience to coach business owners, executives, managers, supervisors, and professional staff in their development to achieve more results for themselves and their organizations. Through workshops, seminars, and one-on-one coaching, Dr. Zayd inspires people to live with spirit and positive energy. He has the ability to surface the thoughts that drive behavior and can recognize and take advantage of coachable moments.

INTRO TO EMOTIONAL INTELLIGENCE

To understand your emotional intelligence is to understand yourself. That understanding can lead to better relationships and higher productivity in your personal and professional life. Why? Because you have the ability to govern and temper your emotions to meet the challenges of each new situation life brings you.

In this workshop, participants learn about the Emotional Intelligence Framework based on the work of Daniel Goleman. Participants will become aware of their emotional quotient (EQ) and discover how to enhance it for their personal and professional growth.

Competencies Addressed: External Awareness, Political Savvy, Interpersonal Communication Skills, Continual Learning, Flexibility

Who Will Benefit: All employees.

Number of Participants: 25 maximum

Instructor: Maureen Caughran, MS

Maureen Caughran has designed, developed, and conducted training programs in management and leadership, performance management, customer service skills, communication, and diversity for over twenty years for both public and private sector organizations in the United States and Canada. She has developed and taught workshops on customer service tools, techniques for self-motivation, and tools for dealing with difficult and aggressive personalities. She helps participants see the connection between their ability to cultivate positive behaviors in themselves and their success in providing positive service to customers.

MANAGING CONFLICT USING MEDIATION TECHNIQUES

This workshop introduces participants to basic mediations techniques and their use in managing conflicts. Participants learn about various conflict styles and when to employ them. The “Getting to Yes” model of conflict resolution is examined and how to apply it to conflict situations.

Competencies Addressed: Conflict Management, Flexibility, Problem Solving, Interpersonal Communication Skills

Who Will Benefit: All Employees

Number of Participants: 25 maximum

Instructor: Tim Stranges, MS

Tim Stranges has led hundreds of workshops on such topics as: communications, conflict management, change management, supervisory skills, human resource management,

performance management, leadership development, team building, cultural competency, equal opportunity, prevention of harassment, 360° Feedback Instruments, and the Myers Briggs Type Indicator. He is a mediator with the Maryland State District Court, the Maryland Commission on Human Relations, and the Conflict Resolution Center of Montgomery County. He served as Executive Director of the Conflict Resolution Center (2006-2007) and as Interim Director of the Montgomery College Diversity Management Institute (1999-2000).

MANAGING TRANSITIONS

This workshop is based on the book, *Making Sense of Life's Changes, Transitions (Strategies for coping with the difficult, painful, and confusing times in your life)* by Williams Bridges. We all have a life time of transitions. This workshop views transitions in life as a natural process consisting of three stages – ending, the neutral zone and beginnings. Understanding the three stages and learning strategies through each stage can aid in the effectiveness of the transition.

Competencies Addressed: Flexibility, Continual Learning, Strategic Thinking

Who Will Benefit: All Employees

Number of Participants: 25 maximum

Instructor: Dianne Sutton, MA

MATH 101

Can you do basic math without a calculator? If your answer is no then this is the workshop you need to attend. In this workshop the participants will review the math basics such as reading and writing large numbers, fractions and decimals as well as multiplication and division computations (without a calculator).

Competencies Addressed: Continual Learning, Flexibility

Who Will Benefit: All Employees

Number of Participants: 16 maximum

Instructor: Dianne Sutton, MA

MICRO-INEQUITIES and Unlawful Behaviors in the Workplace

Micro-inequities are the small messages of bias that are sent from one person to another. If left unchecked, these messages can become harmful or even unlawful. This workshop examines these behaviors in the workplace. It identifies inappropriate behaviors that can lead to charges of harassment. Most importantly the workshop gives participants tools and techniques to address these behaviors.

Competencies Addressed: Flexibility, Leveraging Diversity, Interpersonal Skills, Political Savvy

Who Will Benefit: All Employees

Number of Participants: 25 maximum

Instructor: Dianne Sutton, MA and Tim Stranges, MS

This mixed race and gender team has been working together for fifteen years. Together they have designed and delivered presentations on workforce diversity, cultural awareness, cultural competency, EEO, communication skills, conflict management, 360 degree feedback, and leadership. Through their own individual styles they bring humor, professional experiences, and basic common sense to their audiences.

ORGANIZATIONAL SKILLS

In this workshop participants learn key skills and tools for being better organized and eliminating personal productivity barriers—in ways that are personally effective and contribute to building and maintaining good working relationships. The workshop is highly interactive, energizes participants, and inspires the motivation needed to apply the techniques and systems learned.

Competencies Addressed: Productivity, Interpersonal Communication Skills, Flexibility

Who Will Benefit: All Employees

Number of Participants: 20 maximum

Instructor: Maureen Caughran, MS

POLITICAL SAVVY

To be successful in today's evolving workplace, you need talent, hard work, good job performance, a share of good breaks, and political savvy. Political Savvy means ethically using office politics to your advantage. To some, office politics means deceit, deception, and selfishness. This workshop will have you thinking of political savvy as the ability to practice sensible and ethical office politics. To gain a competitive edge you need to know those underlying forces that account for the success between equally talented people. This new half-day workshop is based on the book, *Workplace Etiquette, A Guide to Surviving and Thriving in the Workplace*.

Competencies Addressed: External Awareness, Political Savvy, Interpersonal Skills, Resilience

Who Will Benefit: All Employees

Number of Participants: 25 maximum

Instructor: Dianne Sutton, MA and Tim Stranges, MS

SELF-LEADERSHIP PRACTICES FOR UNCERTAIN TIMES

This workshop ignites the power of self-leadership and self-responsibility during times of change. Participants will learn how to use 7 self-leadership practices (courage, persistence, positive mental attitude, self-discipline, self-confidence, self-esteem, and integrity) to transform their lives. Through self-reflection, dialogue, and exercises for self-discovery, participants will shift internal patterns of thought and behavior to take control of their lives.

Competencies Addressed: Leadership, Productivity, Flexibility

Who Will Benefit: All Employees

Number of Participants: 25 maximum

Instructor: Dr. Zayd Abdul-Karim

U.S. COMMUNICATION SKILLS 101

In today's diverse work environment, effective communication is essential to the success of the employee and the organization. For those born outside of the United States, effective communication can be challenging. Through a series of exercises the participants will learn methods to enhance their ability to effectively communicate with others.

Competencies Addressed: Interpersonal Communication Skills, Flexibility, Cultural Awareness, Continual Learning

Who Will Benefit: All Employees, especially non-native English speakers

Number of Participants: 20 maximum

Instructor: Dianne Sutton, MA and Tim Stranges, MS

WORKPLACE ETIQUETTE

A Presentation to Improve Success in the Workplace

In the world of work there are some constant, subtle behavioral expectations that are frequently overlooked or unknown by both managers and employees. They are the unwritten rules of etiquette. Many perceptions of work behavior and professional interaction have changed as the demands of the technologically evolving environment have altered the organizational culture. But we are still judged by how we look and conduct ourselves around others.

The basic principles of etiquette, even those that are evolving, are valuable, specific and accessible. This one day workshop introduces participants to the skills they need to conduct themselves effectively, correctly and confidently in any work environment, professional situation or business social setting. While work skills and knowledge are important to success, many employees do not understand that the culture of the work environment and basic social etiquette are also important. This program focuses on that core of etiquette values and the application to the workplace.

Competencies Addressed: Political Savvy, Cultural Awareness, Interpersonal Communication Skills, Internal and External Awareness Flexibility, Continual Learning

Who Will Benefit: All employees who want to improve their chances of success by increasing confidence and self-esteem.

Number of Participants: 20 maximum

Instructor: Dianne Sutton, MA

For Managers and Supervisors

IMPROVING COMMUNICATION SKILLS

This workshop will help people who daily interact with others learn how to ask appropriate questions and how to effectively listen to what others are really saying. In addition, participants will learn how to deal with objections and manipulations by using the assertive communication skills of candor and openness when communicating with others. Guidelines on how to keep others from getting defensive and hearing and accepting what one is saying will be discussed and practiced.

Competencies Addressed: Interpersonal Communication Skills, Flexibility

Who Will Benefit: Managers and Supervisors

Number of Participants: 25 maximum

Instructor: Richard Dali, MS

Richard S. Dali has extensive experience consulting with scientific, technical, sales and administrative type organizations and managers on matters relating to the implementation and institutionalization of changes in a work environment. Some typical OD activities that Mr. Dali has conducted for organizations include: team building retreats, goal setting and planning workshops, inter-group problem solving activities, coaching individual managers, quality improvement teams and strategic planning efforts. He is certified by the National Bureau of Certified Consultants, Incorporated. In addition, he has a great deal of expertise in providing understandable interpretation of results from diagnostic surveys to participants, as well as a great deal of experience in compiling, analyzing and interpreting group data collected from these questionnaires for organizational management and training officials.

INTERPERSONAL SKILLS

This workshop begins by presenting the theory underlying the Strength Deployment Inventory that the participants complete during the session. The SDI is a self-

administered feedback questionnaire designed to identify personality orientations and the strengths and weaknesses inherent in each type. A discussion will focus on how people can overuse their orientations and become less effective and experience more conflict and stress. The participants will identify their own orientations and ways in which they can become more effective when interacting with their colleagues.

Competencies Addressed: Interpersonal Communication Skills, Flexibility, Cultural Awareness, Continual Learning

Who Will Benefit: Managers and Supervisors

Number of Participants: 25 maximum

Instructor: Richard Dali, MS

MOTIVATIONAL SKILLS

In this workshop supervisors and managers learn what motivation is and isn't. They also learn how to accomplish the key tasks of creating an environment for motivating and unleashing the potential of employees. This results in a happier and more productive workforce.

Competencies Addressed: Productivity, Flexibility

Who Will Benefit: Managers and Supervisors

Number of Participants: 20 maximum

Instructor: Maureen Caughran, MS

Prework: Reading "Motivating Middle Performers" by Mark Murphy (Leadership IQ, Washington, DC)

Maureen Caughran has designed, developed, and conducted training programs in management and leadership, performance management, customer service skills, communication, and diversity for over twenty years for both public and private sector organizations in the United States and Canada. She has developed and taught workshops on customer service tools, techniques for self-motivation, and tools for dealing with difficult and aggressive personalities. She helps participants see the connection between their ability to cultivate positive behaviors in themselves and their success in providing positive service to customers.

POWER AND INFLUENCE

This workshop examines how to use power to influence employees and others to do what needs to be done. The focus of this workshop is on the 5 power bases available to all people and the methods and skills most useful in influencing others.

Competencies Addressed: Interpersonal Communication Skills, Flexibility, Cultural Awareness, Continual Learning

Who Will Benefit: Managers and Supervisors

Number of Participants: 25 maximum

Instructor: Dr. Zayd Abdul-Karim

PROBLEM SOLVING & DECISION MAKING

This one-day workshop introduces you to a simple problem solving and decision making process that you can use in your professional and personal life. You can use the process yourself to solve your own problems and you can use it with a team to solve problems at work and in the community. Rather than focusing on theory, this workshop focuses on practice and includes many exercises. The workshop is designed to be both educational and entertaining.

Competencies Addressed: Problem Solving, Influencing/Negotiating, Conflict Management, Integrity/Honesty

Who Will Benefit: Managers, supervisors and team leaders who want to improve workplace interactions within a group for better results.

Number of Participants: 20 maximum

Instructor: Tim Stranges, MS

SUCCESSFUL PERFORMANCE MANAGEMENT

This workshop stresses the importance of establishing clear expectations and performance measures and providing ongoing feedback to ensure effective employee performance. Participants are introduced to the **M.E.E.T.TM model**. The course includes self-assessments, small group activities and discussions to ensure that participants acquire key skills for managing performance.

M.E.E.T.TM is a registered trademark of VisionPoint Communications and of Alexander Consulting and Training.

Competencies Addressed: Flexibility, Human Resource Management, Political Savvy

Who Will Benefit: Managers and Supervisors

Number of Participants: 25 maximum

Instructor: Maureen Caughran, MS