

Courses & Curriculum

Please make your selections from the following half-day seminars.

Basic Business Communications

Overview

This half-day course examines traditional strategies in business communication and explores new research into effective corporate and workplace interactions.

Curriculum

- Public speaking instruction
- Strategies for business letters and e-mail correspondence
- Techniques for better presentations
- How to negotiate without jeopardizing your business position
- Proper communication etiquette
- Avoiding pitfalls of business communication

Objectives

Participants will understand basic communication strategies and use proven techniques to facilitate more effective presentations, workplace interactions and business correspondence.

Basic Conflict Analysis and Resolution

Overview

With an understanding that conflict is inevitable, the course provides techniques for managing conflict, avoiding escalation, analyzing the root causes of discord and creating new opportunities for future cooperation.

Curriculum

- Understanding the causes of conflict
- Interpersonal and organizational conflict theory
- Tools and training for overcoming conflict
- Effective mediation techniques
- Avoiding conflict escalation
- Analyzing the conflict
- Building better relationships
- Resolving conflicts amicably

Objective

Participants will draw on real-world situations and have a “strategy toolbox” that allows them to identify, analyze and manage conflict for a more harmonious work environment and a smoother path when dealing with difficult clients.

Negotiation

Overview

In the 1950s, the goal of negotiation was to get as much as possible from the opposing party without making concessions. In the 21st century, companies are embracing integrative negotiation—the win/win scenario. This workshop examines a balanced and positive approach to negotiation and teaches participants the skills to find fair and equitable solutions that benefit all parties.

Curriculum

- Understanding integrative negotiation—the win/win scenario
- Basic negotiation strategies
- Modern negotiation theory
- Applying workplace negotiation and mediation
- Negotiation case study and role playing
- Turning good negotiators into great negotiators

Objective

Participants will be more effective, more empathetic negotiators who can build relationships and achieve success in 21st century business dealings

Strategic Communication and Change

Overview

Is your workplace run by leaders or followers? This half-day course helps you recognize leadership characteristics and develop transitional thinking and negotiation skills that break down traditional paradigms, clearing the way to new opportunities. The course will draw on books and resources used by major research institutions to illustrate the benefits of embracing change and the need to move beyond 20th century models.

Curriculum

- Transformational communications
- Becoming an agent of change
- Recognizing the need for change
- Enacting new strategies and analyzing results
- Updating 20th century communications
- Proven methods and processes for changing organizational culture

Objective

Participants will have the tools and information necessary to move beyond traditional approaches and become agents of change in business, in the community and in their private lives.

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Advanced Public Speaking

(10 person maximum)

Overview

Studies show the number one fear among Americans isn't death—it's public speaking. But the ability to speak effectively to groups is a necessary component of good management. This half-day course teaches techniques for alleviating nervousness about public speaking and gives participants the skill and confidence to communicate professionally in any forum.

Curriculum

- Overcoming fear of public speaking
- Effective techniques for speaking to a group
- Speaking in a casual setting
- Improving formal business speaking
- Strategies for extemporaneous speaking
- Building confidence in your public voice

Objective

Participants will become more confident, more dynamic team members and can be relied on to present a clear, professional view of your organization when speaking to staff, customers or outside groups.

Conflict Inventory

Overview

Half-day course examining techniques for dealing with personal conflict and individual assessment of how a participant prioritizes those techniques in varying stages of conflict escalation.

Curriculum

- Explanation of conflict techniques: Collaboration, Compromise, Accommodation, Forcefulness and Avoidance
- Examination of the various stages of personal conflict
- Self-assessment of the techniques a user relies on in a conflict scenario
- Instruction on how to choose the right technique at the right time to reach the desired resolution
- Exercises to strengthen conflict strategies where participants feel less comfortable

Objective

At the conclusion of the course, participants will have a deeper understanding of their communication tendencies in real-world conflict along with a more complete skill-set for achieving the desired result in various stages of an escalating dispute.

Meeting Management

Overview

In this half-day course, participants learn strategies and techniques for holding more effective, more productive, more communicative meetings. The course examines various types of meetings and deals with planning, execution and assessment.

Curriculum

- Planning your meeting
- Getting off to a good start
- Leading the meeting for optimum results
- Examining various types of meetings
- Meeting with different groups
- Building dialogue
- Enabling participation from your group
- Tips and advice for meeting success

Objective

Participants will be more purposeful in planning for an upcoming meeting and be equipped with the tools and techniques essential to productive dialogue and the sending and receiving of information.

Negotiation and Mediation Practicum

Overview

An advanced-level course designed to help mid-level managers and senior staff fine-tune their mediation and negotiation strategies. Participants interact with each other in real-world scenarios to sharpen their communication skills and develop a greater awareness of the need for situational negotiation.

Curriculum

- Negotiation theory
- Basic mediation skills
- Advanced negotiation practices
- Fine-tuning your mediation skills
- Relational and situational negotiations
- Participatory negotiator workshop

Objective

Participants will be prepared to negotiate and mediate circumstances that arise in diverse settings involving employees, clients, partners and vendors.

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Please make your selections from the following half-day seminars.

Dealing with Difficult Situations: A Study in Power and Control

Overview

The workshop examines the components of power and offers strategies for maintaining power and using it effectively. Participants will learn negotiation and mediation techniques in an organizational structure where individuals of various power levels interact.

Curriculum

- New theories on the use of control and power in an organizational structure
- The differences in a power environment and a control environment
- Recognizing opportunities for communication
- Weighing the balance of power in the workplace
- Conflict management and negotiation
- Case study workshop and skill utilization

Objective

Participants will know how to gain, maintain and use power fairly and effectively and utilize mediation skills that resolve conflict in the corporate environment.

Self-Destruction in Conflict

Overview

Do your employees find it difficult to handle conflict? Conflict has hidden costs impacting your personnel physically, mentally and emotionally. The course examines the mind/body connection and provides techniques for dealing with conflict in a healthy manner.

Curriculum

- Recognizing physical, mental and emotional manifestations of conflict
- Conflict's body and brain connection
- Negative implications of conflict in the workplace
- Interpreting why people act the way they do
- Managing conflict and controlling your response

Objective

Participants will be able to recognize the toll conflict takes on their personal well-being, productivity and the people around them, and be better suited to managing and controlling the impact of a dispute.

Understanding Culture and Diversity

Overview

Diversity training is a vital part of today's workplace and knowing how to unite cultures is a prized attribute of management. This seminar will examine areas of cultural diversity based on ethnicity, religion, age, gender and other components of the modern workforce. The course teaches strategies for avoiding cultural conflict and bridging the divide to achieve more successful communication.

Curriculum

- History of cultural diversity
- Current status of communication between cultures
- Planning for tomorrow's cultural divide
- Understanding ethnic cultural diversity
- Examining age, gender and religious diversity
- Finding common ground and cooperative opportunities

Objective

Participants will have a greater awareness of cultural diversity in the workplace and be able to operate and communicate effectively in a multicultural environment.

Communication Theory and Application 2008

Overview

The course provides a detailed analysis of communication theory and discusses innovative, new research into how verbal, non-verbal, cultural and psychological attributes impact our responsiveness. Coursework will discuss applying communication theory to personal interactions, presentations, business correspondence and e-mail.

Curriculum

- Practical applications of communication theory
- Non-verbal communication workshop
- Effective listening techniques
- Transaction and conversation skills
- Communicating as a leader
- Improving cultural interaction
- Industry-specific tips on reacting to a changing world

Objective

Participants will have a more thorough understanding of modern communication theory and be able to draw from their experiences to create opportunities for conflict resolution and business persuasion.