



# LEADERSHIP EXCELLENCE ACCELERATOR

2024

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# PERSONAL DEVELOPMENT

CONTINUOUS LEARNING

# COURSE **DESCRIPTION**

**In today's rapidly evolving world,** the ability to learn continuously is a key driver of organizational success and personal growth. Our Continuous Learning Workshop is designed to equip leaders and professionals with the tools and strategies needed to foster an environment where ongoing learning and development thrive.

Participants will discover the critical importance of continuous learning for staying competitive and innovative. The workshop will guide you through the process of building and sustaining a culture that encourages and supports continuous learning within your organization. You'll gain practical insights into providing and integrating learning opportunities that engage and inspire your team, ensuring they remain motivated and committed to their personal and professional growth. Additionally, we will explore how to leverage technology and digital tools to facilitate ongoing learning and development.

Join us for this transformative workshop and empower your team to embrace continuous learning, driving growth, innovation, and long-term success.

# PROGRAM **OBJECTIVES**

**Recognize the critical role** continuous learning plays in maintaining competitiveness and fostering innovation within an organization.

**Identify common obstacles** to continuous learning and develop strategies to overcome them.

**Develop a personal learning plan** that aligns with your professional goals and ensures ongoing growth and adaptability in your leadership role.

# **Demonstrate a commitment to continuous learning** by actively seeking new knowledge, skills, and experiences and by sharing your learning journey with your team to inspire and motivate them.

**Develop strategies to build and sustain** a culture that values and encourages continuous learning among all team members.

# **Explore how to use digital tools and technology** to facilitate and enhance continuous learning opportunities.

**Learn how to foster an environment** where peer-topeer learning and knowledge sharing are encouraged and facilitated.

# **Develop plans to sustain continuous learning** efforts over the long term, ensuring ongoing growth and adaptability within the organization.

# This program includes the following elements:

- Choice of delivery method: Either one 6-hour in-person workshop or a two-week blended learning journey with one 2-hour live virtual workshop
- Supporting Microlearning Toolkit
- Personal Development Journal with reflective questions and on-the-job activities to support learning from the program
- Reinforcing Final Project

- Program Workbook
- **★** Template Learning Needs Analysis
- Template Personal Development Plan
- A curated magazine with recommended additional reading and resources





# **PREPARATION**

WELCOME

Schedule Your Workshop

**Program Overview** 

**Self-Reflection Activity** 

How to Work Together

**Review Materials** 

Introductions

# **OVERCOMING OBSTACLES** TO CONTINUOUS LEARNING

THE IMPORTANCE OF **CONTINUOUS LEARNING** 

# **What Prevents Continuous Learning**

Groups brainstorm obstacles

# **How to Overcome Obstacles**

Groups suggest solutions Individual action planning

## **Continuous Learning Benefits for** Individuals

Group discussions

# **Continuous Learning Benefits for the** Organization Group discussions

Review case study

# **PLANNING OUR DEVELOPMENT**

# **PROVIDING LEARNING OPPORTUNITIES**

# **MAKING TIME FOR LEARNING**

# How We Learn at Work

Review learning through experience, connection, or education Group discussion on preferences

## **Setting Learning and Development** Goals

Review of SMART Goals Discussion on learning goals Individual reflection activity

## **Developing a Personal Development** Plan

Use the template to create your plan Paired discussions

# **Formal Training**

Brainstorm formal training activities Groups present pros and cons of each Action planning

# Informal Learning

Brainstorm resources for informal learning Groups present pros and cons of each Action planning

# **Practical Ways to Provide Learning Opportunities**Review a case study

Groups recommend solutions

## How to Make Time for Your Learning Brainstorm ways to make time to learn

Individual action planning

# How to Help Team Members Make Time to Learn

Group discussion Individual action planning Accountability pairings

# **SUSTAINING CONTINUOUS LEARNING EFFORTS**

# **ENCOURAGING SOCIAL LEARNING**

# **MOTIVATING TEAM** MEMBERS TO DEVELOP

# **ROLE MODEL CONTINUOUS LEARNING**

# Importance of Sustainability

Review a case study Group discussions

# **Long-Term Planning**

Groups suggest solutions for case study Groups suggest solutions for own organizations Individual action planning

# **Accountability for Continuous**

**Learning** Encourage accountability pairs to form Paired action planning

# Communicating and Collaborating Groups review current

communication practices Groups suggest ways to enhance collaboration

# **Tools and Technology to Promote** Learning Review of collaborative tools

Individual action planning

# **Develop a Social Learning Culture**

Psychological safety overview Groups suggest ways to create safe environments Discussion on approaches such as mentoring

Groups create action plan

# Having Development-Focused Conversations

Role play activities Group discussions

# **Organizing Learning Initiatives**

Review a case study Groups present suggestions

Working and Learning Group discussions Individual action planning

# Why Role Modeling Learning is Important

Review statistics Group discussion

# How to Be a Learning Role Model

Brainstorm ideas Individual action planning

# **WRAP UP**

# **FINAL PROJECT**

# **Review and Recap**

Quiz and discussions

# **Action Planning**

Action plan and journal

## Self-Reflection Journal Questions and suggested on-the-job activities

# **Submit Worksheet**





# GIVING & RECEIVING FEEDBACK

# COURSE **DESCRIPTION**

**Effective feedback is a cornerstone of strong leadership and high-performing teams.** Our "Giving and Receiving Feedback" Workshop is designed to empower leaders with the skills and strategies needed to deliver and receive feedback constructively and confidently.

In this interactive and hands-on workshop, you will learn the art of providing clear, specific, and actionable feedback that drives improvement and motivates your team. Discover techniques to create a feedback-friendly environment, enhance your communication skills, and manage emotional reactions during feedback exchanges.

Gain practical experience with structured feedback models and learn how to seek and encourage continuous feedback within your organization. By mastering the balance of positive reinforcement and constructive criticism, you will build trust, foster growth, and enhance team performance.

Join us to transform your feedback approach, to lead with clarity and empathy. Elevate your leadership impact and drive your organization toward excellence through the power of effective feedback!

# PROGRAM **OBJECTIVES**

**Recognize the role of feedback** in personal and professional growth and its impact on team performance.

**Demonstrate techniques** for delivering clear, specific, and actionable feedback.

**Improve verbal and non-verbal communication skills** to ensure feedback is delivered and received effectively.

**Structure feedback using the SBI** (Situation-Behavior-Impact) model.

**Deliver balanced feedback** that acknowledges strengths while addressing areas for improvement.

**Develop strategies to manage and respond to** emotional reactions when giving or receiving feedback.

**Learn how to proactively seek feedback** from others and encourage a continuous feedback culture.

**Cultivate trust and rapport with team members** to facilitate open and honest feedback exchanges.

# This program includes the following elements:

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- Personal Development Journal with reflective questions and on-the-job activities to support learning from the program
- Reinforcing Final Project

- Program Workbook
- **₹** Job Aid SBI Model
- Job Aid Giving Feedback
- **⋾** Job Aid Receiving Feedback
- A curated magazine with recommended additional reading and resources





# **PREPARATION**

WELCOME

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# **DELIVERING EFFECTIVE FEEDBACK**

**UNDERSTANDING FEEDBACK** 

# **Definition of Effective Feedback**

Groups create definitions Importance of Timing

Group discussion on the significance of timing

# Role of Feedback in Growth and Performance Discussion on the importance of feedback Group discussion on impact of feedback

**Types of Feedback** Explanation of constructive, positive, and negative feedback Interactive activity to identify examples of each type

# **COMMUNICATION SKILLS FOR FEEDBACK**

# **SBI MODEL FOR** STRUCTURED FEEDBACK

# **DELIVERING BALANCED FEEDBACK**

# **Common Communication Barriers**

Groups brainstorm communication barriers Learners share experiences of these barriers

# Language, Cultural, and Location Barriers

Group discussion on the three categories Groups suggest ideas to overcome barriers

# The Power of the Voice

Group activities to demonstrate impact of pitch, tone, and speed Individual speaking activity and review

# **Body Language and Gestures**

Activity to interpret body language and gestures Individual action planning

# Skills Practice

Paired role plays Individual action planning

# Introduction to the SBI (Situation-Behavior-Impact) Model

Review scenarios Groups create feedback statements

## Techniques for Balancing Positive Reinforcement with Constructive Criticism

Review scenarios Paired role plays

# **SKILLS PRACTICE**

# **BUILDING TRUST AND RAPPORT**

# **PROACTIVELY SEEKING**

# **MANAGING EMOTIONAL REACTIONS**

# Role Play Scenarios in Triads

**Feedback Observations** 

**Individual Action Planning** 

**Trust Building Techniques** Group discussion Review scenarios

# **The Importance of Rapport**Group discussion

Individual reflection

# **FEEDBACK**

# How to Ask for Useful Feedback Brainstorm questions to ask

Group discussion on importance of asking the right questions

# How to Implement Feedback **Received** Group discussion

Individual action planning

# Strategies for Handling Emotional Reactions when Giving or Receiving Feedback

Group discussion Sharing of tips

# **WRAP UP**

# **FINAL PROJECT**

# **Review and Recap**

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Action plan and journal

# Self-Reflection Journal

Questions and suggested on-the-job activities

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# LEADERSHIP **SKILLS**

# BUILD EFFECTIVE DIVERSE TEAMS

# COURSE **DESCRIPTION**

In today's globalized and fast-evolving workplace, the ability to build and lead diverse teams is not just a valuable skill—it's essential for innovation, productivity, and sustainable success. Our Build Effective Diverse Teams Workshop is designed to equip leaders with the knowledge and tools needed to create inclusive environments where every team member can thrive. By attending this workshop, you will learn how to harness the power of diversity to drive performance, foster creativity, and enhance team collaboration.

This immersive workshop provides practical strategies to overcome common obstacles and leverage the unique perspectives and talents of each team member. Participants will explore how to cultivate an inclusive culture, improve communication across different backgrounds, and implement practices that promote equity and belonging.

Join us for this transformative experience and leave with actionable skills to build stronger, more effective teams that can navigate the complexities of today's business landscape with confidence and agility.

# PROGRAM **OBJECTIVES**

**Identify the importance of diversity** in the workplace and how it contributes to innovation, creativity, and overall team performance.

**Adopt strategies** to create and sustain an inclusive environment where all team members feel valued, respected, and empowered to contribute their best.

**Improve communication and collaboration** among team members from diverse backgrounds and working environments, ensuring that all voices are heard and understood.

**Identify biases and implement techniques** to mitigate their impact on decision making, team dynamics, and organizational practices.

**Use active listening skills** to receive messages in a diverse population, employ effective questioning techniques, and communicate with strength.

**Gain practical tools and methods** for inclusive leadership, including how to lead diverse teams effectively, build trust, and manage conflicts constructively.

**Develop the ability to adapt and thrive** in a dynamic, diverse work environment, enhancing your team's resilience and agility in the face of change.

# This program includes the following elements:

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- **ℬ** Reinforcing Final Project

- Program Workbook
- Job Aid Communicate with Power
- Job Aid Interpreting Body Language
- A curated magazine with recommended additional reading and resources





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Introductions

# **BREAKING DOWN THE BARRIERS**

STEREOTYPES AND **BIASES** 

# **UNDERSTANDING DIVERSITY**

# **Changing Your Personal** Approach

Groups brainstorm ideas Review additional suggestions Individual action planning

## **Encouraging Workplace** Changes

Discussion on hybrid working Groups brainstorm ideas Review a scenario

# **Encouraging Social Changes**

Discussions Individual action planning

## What's the Difference?

Groups sort statements into stereotypes or biases

**Identifying Your Biases** Activity on making assumptions Discussion on identifying biases Individual reflection activity Paired discussions

# **Kev Terms and Concepts**

Quiz to check understanding Group discussion

**A Legal Overview**Brief overview of legal responsibilities Review scenarios Group discussions

## **Challenges and Benefits of Diverse Teams**

Groups suggest challenges and benefits

# COMMUNICATION **FUNDAMENTALS**

# **BARRIERS TO** COMMUNICATION

# **PARAVERBAL** COMMUNICATION

# **NON-VERBAL** COMMUNICATION

# What Is Communication?

Review definitions
Discussion on effective communication

# How Do We Communicate?

Groups brainstorm methods of communication

# **Common Communication Barriers**

Groups brainstorm communication barriers Learners share experiences of these barriers

# Language, Cultural, and Location Barriers

Group discussion on the three categories Groups suggest ideas to overcome barriers

The Power of the Voice Group activities to demonstrate impact of pitch, tone, and speed Individual speaking activity and review

# **Body Language and Gestures**

Activity to interpret body language and gestures Individual action planning

# THE ROLE OF RESILIENCY

# **BEING PROACTIVE**

# ASKING GOOD OUESTIONS

# LISTENING SKILLS

# Resiliency and Why It's Important

Discussion on traits of resilient people Discussion on importance Groups create steps to resilience

**Flexibility**Discussion on traits of flexible people Discussion on importance Groups create steps to flexibility

# **The Resilience Matrix** Review the matrix

Individual reflection

# The Keys to Resilience

Review of the six keys to resilience Compare six keys to steps groups suggested

# **Encouraging Diversity in the**

Workplace Review a case study Groups make recommendations

## Establishing a Safe Environment Overview of psychological safety

Groups suggest tips

# **Encouraging Contributions from All**

Discussion on tools used in hybrid workplaces Discussion on ensuring everyone can contribute

# **Question Types**

Open, closed, and probing questions Discussion on when to use each type Activity to practice asking questions

# Seven Ways to Listen Better

Review tips for better listening Individual action planning

# **Active Listening Levels**

Review the levels of listening Activity to test active listening skills Individual reflection

# Active Listening in Virtual

**Environments** Active listening cues Activity to practice signaling listening

# **WRAP UP**

**FINAL PROJECT** 

# **Review and Recap**

Quiz and discussions

# **Action Planning**

Action plan and journal

# Self-Reflection Journal

Questions and suggested on-the-job activities

# **Submit Worksheet**





# LEADERSHIP SKILLS COACH AND DEVELOP TALENT

# COURSE **DESCRIPTION**

Unlock the potential of your team and elevate your leadership skills with our transformative workshop, Coach and Develop Talent. This hands-on training is designed for leaders who aspire to foster a culture of growth and development within their organizations. In this workshop, you will gain essential skills to coach, mentor, and empower your team members to achieve their highest potential.



# PROGRAM **OBJECTIVES**

**Define talent management** and describe the benefits of talent development.

**Define coaching and mentoring** and explain the differences.

Apply the GROW model to coaching conversations.

**Identify and set appropriate goals** using the SMART technique of goal setting.

**Identify the steps necessary** in defining the current state or reality of your team member's situation.

**Collaborate with team members** to create development plans and motivate them to accomplish those plans.

**Demonstrate building and fostering trust** with your team members.

**Identify** when and which other growth opportunities would be more suitable.

# This program includes the following elements:

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- Reinforcing Final Project

- Program Workbook
- **夛** Job Aid − The GROW Model
- Job Aid Setting SMART Goals
- A curated magazine with recommended additional reading and resources





# **PREPARATION**

Schedule Your Workshop

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# WELCOME

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Introductions

## THE GROW MODEL

# **MENTORING**

# Overview of the Stages

of GROW Groups share ideas of what to cover at each stage Review an example conversation

# COACHING AND

**INTRODUCING** 

What Is Coaching? Review a definition Groups decide characteristics of a coach

# What Is Mentoring?

Review a definition Groups decide characteristics of a mentor

# What Is the Difference between

Coaching and Mentoring? Groups suggest the differences Review scenarios

# **MANAGEMENT**

**TALENT** 

# **Defining Talent Management**

Explore the stages of talent management Learners share experiences

# Defining Skills, Knowledge, and Behaviors

Explore the differences Review a case study Identify the performance issues

# The Benefits of Talent Management

Discussion of benefits for the organization Discussion of benefits for individuals

# **GOAL SETTING**

# Goals in the Context of GROW

Groups discuss importance of starting with a goal Groups review appropriate goal areas Groups create How-To Guide for collaborative goal setting

SMART Goal Setting Overview of SMART Goals Review examples to make them SMART Groups brainstorm questions to ask during this stage

**ALTERNATIVE** 

**DEVELOPMENT** 

**OPPORTUNITIES** 

**Giving Effective Feedback**Tips for giving effective feedback

Role play to practice

**Providing Training** 

Brainstorm potential training

opportunities

**Employee Engagement**Discussion on employee engagement

Groups share experiences

**Deciding Which Approach to Take** Review scenarios

# **UNDERSTANDING AND DISCUSSING REALITY**

## **Resources to Identify Reality** Groups brainstorm data sources

Group discussion

# **How to Discuss Reality**

Review scenarios, recommending improvements Groups brainstorm questions to ask during this stage

# **Dealing with Resistance**

Discussion on when realities don't match Groups brainstorm approaches

# **DEVELOPING OPTIONS**

## Why Telling is Not Always the Answer

Review scenarios Group discussions

Using the BIG Framework to Develop Options Review BIG framework Groups brainstorm questions to ask during this stage Role play developing options

**Choosing One Option**Discussion on how to choose one option Groups brainstorm questions to ask during this stage

# **NEXT STEPS**

**ENCOURAGING** 

**COMMITMENT** 

**Developing an Action Plan** 

Groups role play action planning

**Ensuring Commitment**Groups brainstorm questions to

ask during this stage

# **How Mentoring Is Different** Review differences

THE MENTORING

**RELATIONSHIP** 

Adapting GROW for Mentoring Discussion on how to use GROW Review a scenario

# The Mentoring Relationship

Groups create do's and dont's for mentors Groups create do's and dont's for mentees

# The Importance of Trust Group discussion

THE IMPORTANCE OF

**TRUST** 

**How to Build Trust** Review the steps to build trust Individual action planning Paired discussions

# What's Next in the Conversation?

Groups role play scenarios What's Next in the Process?

Group discussion

# **WRAP UP**

# **Review and Recap**

Quiz and discussions

# **Action Planning**

Action plan and journal

# **FINAL PROJECT**

# Self-Reflection Journal

Questions and suggested on-the-job activities

# Submit Worksheet



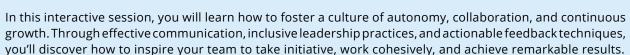


# LEADERSHIP SKILLS

# DRIVE EMPOWERMENT & ENGAGEMENT

# COURSE **DESCRIPTION**

Unlock the full potential of your team with our transformative workshop, Drive Empowerment and Engagement. Designed for leaders who aspire to create a motivated, innovative, and high-performing workforce, this workshop provides practical strategies to empower your team members and boost their engagement.



Join us to enhance your leadership skills and drive lasting empowerment and engagement within your organization.



**Define empowerment in the workplace** and understand its significance in fostering a motivated, innovative, and high-performing team.

**Identify the practical strategies** you can adopt to empower your team members.

**Demonstrate effective communication techniques** that foster an open, inclusive, and empowering environment.

**Demonstrate inclusive leadership practices** that ensure all team members feel valued, respected, and empowered to contribute their best.

**Describe methods to enhance collaboration and teamwork**, creating a cohesive and supportive team environment.

**Demonstrate delivering constructive feedback** that motivates and empowers team members to improve and excel.

**Develop actionable plans** to apply the principles and strategies learned in the workshop to your own team or organization.

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- Job Aid Giving Feedback
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# **PREPARATION**

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STRATEGIES FOR **EMPOWERMENT** 

**UNDERSTANDING EMPOWERMENT AND ENGAGEMENT** 

## **Techniques for Delegating Authority and Providing Autonomy**

Brainstorm techniques Review scenarios

# **Defining Empowerment and Engagement**

Groups suggest definition: Review definitions

# Benefits of Empowered and Engaged Teams Groups suggest benefits

Review case studies

# **Encouraging Initiative and Fostering**

a Growth Mindset Review growth mindset Review case studies Groups identify actions demonstrating initiative Group discussions

# **EFFECTIVE COMMUNICATION FOR EMPOWERMENT**

# **INCLUSIVE LEADERSHIP PRACTICES**

# **PROVIDING CONSTRUCTIVE**

# Common Communication Barriers

Groups brainstorm communication barriers Learners share experiences of these barriers

# Language, Cultural, and Location

Barriers
Group discussion on the three categories Groups suggest ideas to overcome barriers

# The Power of the Voice

Group activities to demonstrate impact of pitch, tone, and speed Individual speaking activity and review

# **Body Language and Gestures** Activity to interpret body language

and gestures Individual action planning

# **Seven Ways to Listen Better** Review tips for better listening

Individual action planning

# Active Listening Levels

Review the levels of listening Activity to test active listening skills Individual reflection

# **Active Listening in Virtual** Environments

Active listening cues
Activity to practice signaling listening

# **Asking Effective Questions**

Open, closed, and probing questions Discussion on when to use each type Activity to practice asking questions

# **Encouraging Collaboration**Groups brainstorm tools for

collaboration Groups share experiences Discussion on best practices to foster collaboration

# The Hybrid Workplace

Discussion on how to collaborate in a hybrid environment Discussion on including everyone

# **FEEDBACK**

# Importance of Feedback in Empowerment and Engagement

Discussion on the importance of feedback Group discussion on impact of feedback

## **Techniques for Delivering** Constructive Feedback that **Motivates and Inspires**

Introduction to the SBI (Situation-Behavior-Impact) model Review scenarios Groups create feedback statements

# **FINAL PROJECT**

# Self-Reflection Journal

Questions and suggested on-the-job activities

# **Submit Worksheet**

Summary of learning and action plans

# **WRAP UP**

# **Review and Recap**

**Quiz and discussions** 

Action Planning Action plan and journal





# LEADERSHIP SKILLS INSTILL SAFETY & TRUST

# COURSE **DESCRIPTION**



During this interactive session, you will explore the key elements that contribute to a safe and trusting workplace, identify common barriers, and learn practical strategies to overcome them. Through engaging discussions, real-world scenarios, and hands-on activities, you will develop essential skills in communication, feedback, and inclusive leadership. Join us to transform your leadership approach and build a cohesive, high-performing team where every member feels valued and inspired to excel. Don't miss this opportunity to enhance your leadership capabilities and create a thriving work environment.

Join us to take the first step toward instilling safety and trust in your team!

# PROGRAM **OBJECTIVES**

**Define the concepts of psychological safety and trust** within teams and understand their critical role in fostering a high-performing, cohesive work environment.

**Demonstrate how to communicate openly and honestly,** ensuring transparency and fostering a culture of trust within your team.

**Identify practical techniques** to create and sustain an environment where team members feel safe to express their ideas, take risks, and share concerns without fear of negative repercussions.

**Identify methods to build collaborative relationships** within your team, promoting mutual respect, support, and understanding.

**Demonstrate giving and receiving constructive feedback** in a way that maintains trust and encourages continuous improvement and development.

**Describe the behaviors and actions that exemplify trustworthy leadership** and learn how to model these qualities to inspire confidence and reliability in your team.

**Implement inclusive practices** that ensure all team members feel valued and respected, contributing to a safe and trusting environment.

**Describe how to establish a culture of accountability** where team members feel responsible for their actions and commitments, reinforcing trust and reliability.

# This program includes the following elements:

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- **Ϡ** Job Aid Speaking like a STAR
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- Job Aid Giving Feedback
- **₹** Job Aid Receiving Feedback
- A curated magazine with recommended additional reading and resources





# **PREPARATION**

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# **ACTIVE LISTENING AND ITS ROLE IN BUILDING TRUST**

# **BUILDING TRUST** THROUGH EFFECTIVE COMMUNICATION

# **UNDERSTANDING SAFETY AND TRUST**

## Seven Ways to Listen Better

Review tips for better listening Individual action planning

# The Power of the Voice

Group activities to demonstrate impact of pitch, tone, and speed Individual speaking activity and review

# Defining Psychological Safety and Trust in the Workplace

Review definitions Group discussion

Active Listening Levels Review the levels of listening Activity to test active listening skills Individual reflection

## **Body Language and Gestures**

Activity to interpret body language and gestures Individual action planning

# **Benefits of Psychological Safety and**

Trust in the Workplace Groups suggest benefits Review examples

## **Active Listening in Virtual Environments**

Active listening cues
Activity to practice signaling listening

# **Overview of STAR Framework** Individual activity to apply STAR Paired activity to practice STAR

**Asking Effective Questions** Open, closed, and probing questions Discussion on when to use each type Activity to practice asking questions

# Identifying Signs of a Safe and Trusting Team Environment Review case study

Groups identify signs

# **ESTABLISHING** AND MAINTAINING **PSYCHOLOGICAL SAFETY**

# **PROVIDING CONSTRUCTIVE FEEDBACK**

# Amy Edmonson's Research

Groups discuss the research Making mistakes in your team Groups share experiences

# **Changing a Blame Culture**

Groups share ideas Individual action planning

# The Importance of Trust

Group discussion

# **How to Build Trust**

Review the steps to build trust Individual action planning Paired discussions

# Introduction to the SBI

## (Situation-Behavior-Impact) Model Review scenarios

Groups create feedback statements

# Techniques for Balancing Positive Reinforcement with Constructive Criticism

Review scenarios Paired role plays

# How to Ask for Useful Feedback

Brainstorm questions to ask Group discussion on importance of asking the right questions

# **CREATING A CULTURE OF ACCOUNTABILITY AND COLLABORATION**

## **Establishing Accountability** within the Team

Groups define accountability Review scenarios Groups suggest ways to establish accountability

# **Fostering Collaboration and**

Mutual Support
Discuss tools for communicating Discuss tips for effective team communication

## **Strategies for Continuous** Improvement and Maintaining a

**Trusting Environment**Groups share ideas Discussion on culture of improvement Individual reflection

# **FINAL PROJECT**

# Self-Reflection Journal

Questions and suggested on-the-job activities

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Summary of learning and action plans

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Quiz and discussions

# **Action Planning**





# PERSONAL DEVELOPMENT

# EMOTIONAL INTELLIGENCE

# COURSE **DESCRIPTION**

Unlock the power of emotional intelligence with our transformative workshop! Dive deep into practical strategies for self-management, self-awareness, self-regulation, self-motivation, and empathy. Learn how to master your emotions and improve your verbal and non-verbal communication skills. Discover the tangible benefits of emotional intelligence and how it can enhance your professional relationships and performance. Whether you're looking to balance optimism and pessimism or seeking to positively impact those around you, this workshop will equip you with the tools you need. Join us to elevate your emotional intelligence and create a more harmonious and productive work environment.



# PROGRAM **OBJECTIVES**

**Define and implement strategies** for self-management, self-awareness, self-regulation, self-motivation, and empathy in daily activities.

**Recognize and control emotions** to improve decision-making and interactions.

**Communicate clearly and effectively** with others through spoken words.

Utilize body language, facial expressions, and tone of voice to enhance non-verbal communication.

**Identify and leverage** the advantages of emotional intelligence for personal and professional growth.

**Apply emotional intelligence skills** to improve relationships and performance in the workplace.

**Maintain a balanced perspective** by managing both optimistic and pessimistic thoughts.

**Positively influence and inspire** others through improved emotional intelligence skills.

# This program includes the following elements:

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# **SKILLS IN EMOTIONAL** INTELLIGENCE

WHAT IS EMOTIONAL **INTELLIGENCE?** 

# **Accurately Perceiving Emotions**

Role play activity

**Using Emotions to Facilitate Thinking** 

Individual reflection

Managing Emotions
Group discussion on anger and emotional responses

# Self-Management

Individual reflection

# **Self-Awareness**

Individual reflection and pair discussions

# **Self-Regulation**

Discussions

## Self-Motivation

Individual reflection and group discussions

## **Empathy**

Small group activity to explore examples of empathetic responses

# **VERBAL COMMUNICATION SKILLS**

# **NON-VERBAL COMMUNICATION SKILLS**

# **SOCIAL MANAGEMENT** AND RESPONSIBILITY

# **Focused Listening**

Practical activities in pairs

# **Asking Questions**

Practical activities in pairs

# **Communicating with Flexibility and** Authenticity

Job Aid – Communicating with Power

# **Body Language**

Job Aid - Interpreting Body Language

# It's How You Say It

Role play activities to practice interpreting messages

# **Articulate Your Emotions** Using Language Group activity to practice

articulating emotions.

# **MAKING AN IMPACT**

# **BUSINESS PRACTICES**

# **GAINING CONTROL**

# **TOOLS TO REGULATE YOUR EMOTIONS**

## First Impressions Group discussions

## **Assessing Situations** Explore scenarios

**Being Zealous without** Being Offensive
Group discussion to share best practices

Managing Emotions in the Workplace Group discussion to share solutions

# **Disagreeing Constructively**

Role play activity

# **Optimism and Pessimism**

Scenarios to practice optimistic views of challenging situations

## **Using Coping Thoughts** Group discussion and sharing of tips

**Using Relaxation Techniques** Mindfulness activity and reflection

## Self-Management and Self-Awareness

Activities to see other perspectives

# **Giving In Without Giving Up** In pairs, review scenarios to demonstrate

compromise

# **WRAP UP**

**Review and Recap** 

**Action Planning** Action plan and journal

# **FINAL PROJECT**

# Self-Reflection Journal

Questions and suggested on-the-job activities

# **Submit Worksheet**



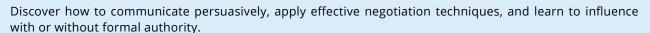


# PERSONAL DEVELOPMENT

**INFLUENCING SKILLS** 

# COURSE **DESCRIPTION**

Unlock the power of influence with our Influencing Skills workshop, designed specifically for leaders who want to drive positive change and achieve their goals. In this dynamic and interactive program, you'll learn the core principles of influence, master various influencing styles, and develop strategies to build credibility and trust.



Create a compelling vision that inspires action, overcome resistance, and build strategic alliances to support your initiatives. By the end of this workshop, you'll be equipped with practical skills and strategies to enhance your influence, lead with confidence, and achieve remarkable results.

Join us to transform your leadership approach and become a master of influence!

# PROGRAM **OBJECTIVES**

**Explain the core principles and psychology** behind influencing others effectively.

**Craft and deliver** compelling messages that resonate with your audience.

**Master negotiation strategies** to reach agreements and influence outcomes positively.

**Develop the ability to create a compelling vision** and inspire others to take action toward achieving it.

**Identify common sources of resistance** and implement strategies to overcome objections and gain buy-in.

**Influence others** by role modeling the way forward.

**Develop strategies to establish and maintain** credibility and trust with your team and stakeholders.

# This program includes the following elements:

- Choice of delivery method: Either one 6-hour in-person workshop or a two-week blended learning journey with one 2-hour live virtual workshop
- **Supporting Microlearning Toolkit**
- Personal Development Journal with reflective questions and on-the-job activities to support learning from the program
- Reinforcing Final Project

- Program Workbook
- Job Aid Communicate with Power
- 7 Job Aid The Art of Persuasion
- Infographic The 5 Leadership Abilities
- A curated magazine with recommended additional reading and resources





# **PREPARATION**

WELCOME

Schedule Your Workshop

**Self-Reflection Activity Review Materials** 

**Program Overview** How to Work Together

Introductions

**INFLUENCE AS A LEADER** 

BASIC **INFLUENCING SKILLS**  **INTRODUCTION TO INFLUENCING** 

Seeing the Other Side Group activity to see other perspectives

**Building a Bridge** 

How to identify commonalities Role play to build a bridge

Giving In Without Giving Up

Discussion on compromise Review a scenario

The Art of Persuasion Activity to explore Aristotle's

Árt of Persuasion

The Principles of Influence

Activity to explore Cialdini's principles

**Creating an Impact** 

Role play to communicate with impact

What is Influence?
Group discussion on definition of influence

Influencing as a Leader

Groups create a job aid on influence

# **BRINGING PEOPLE TO YOUR SIDE**

Appealing to Emotions

Brainstorm emotions Groups provide examples of using emotions to persuade others

Appealing to the Mind

Review a scenario Group discussions

**Balancing Emotions and Facts** 

Group discussions with scenarios

**NEGOTIATION BASICS** 

Preparation

Groups create a preparation checklist

Opening

Review examples of strong openings

**Bargaining** Review tips for bargaining Discuss the tips used in the example

**Closing**Groups create list of do's and don't's

**MODELING THE WAY** 

Being an Inspirational Role Model

How role models influence others Individual reflection activity

Influencing Others' Perspectives

Discussion on the difference between inspiration and influence

# **ENCOURAGING** THE HEART

**Sharing Rewards** 

Brainstorm how to reward team members

**Celebrating Accomplishments** Learners reward each other

**Making Celebration Part** 

of Your Culture How this relates to influence Individual action planning

TO ACT

**ENABLING OTHERS** 

**Encouraging Growth in Others** Group discussion

**Creating Mutual Respect** 

Review a scenario to explore perspectives Discussion on respect

The Importance of Trust

Activity to demonstrate trust Individual action planning

**CHALLENGING THE PROCESS** 

Think Outside the Box Group activity to generate lots of ideas

**Developing Your Inner Innovator** Individual creative activity

**Seeing Room for Improvement** 

Paired activity to improve on previous task

**Lobbying for Change** 

Group discussion
Individual reflection and action planning

**INSPIRING A** SHARED VISION

**Communicating Your Vision** Situational Leadership styles Group discussions on each style

**Identifying the Benefit for Others** Review scenarios to identify the WIIFM

**WRAP UP** 

**FINAL PROJECT** 

**Review and Recap** 

Quiz and discussions

**Action Planning** Action plan and journal Self-Reflection Journal

Questions and suggested on-the-job activities

**Submit Worksheet** 





# PERSONAL DEVELOPMENT

TIME MANAGEMENT

# COURSE **DESCRIPTION**

Personal time management skills are the cornerstone of professional success in any workplace. Those who master time management can take charge of their workload instead of spending each day frantically responding to one crisis after another. As a result, stress levels drop, and personal productivity skyrockets! These highly effective individuals can zero in on the tasks that make the biggest impact on both their personal success and their organization's goals.

Our Time Management workshop is designed to equip participants with essential strategies for mastering their time. Attendees will walk away with a powerful skill set, including personal motivation techniques, delegation skills, organizational tools, and meeting management strategies.

Join us to discover these invaluable tools and more, all aimed at transforming how you approach your workday.

# PROGRAM **OBJECTIVES**

**Create a daily plan** and prioritize tasks to maximize efficiency and productivity.

**Implement techniques to overcome procrastination** and take immediate action on tasks.

**Optimize their workspace and workflow** for enhanced time management and reduced clutter.

**Delegate tasks effectively** by identifying the right tasks to assign and selecting the appropriate team members.

**Develop and maintain** daily rituals that streamline routines and increase overall life efficiency.

**Design and conduct meetings** with clear objectives, agendas, and outcomes to ensure they are purposeful and productive.

# This program includes the following elements:

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- Supporting Microlearning Toolkit
- Personal Development Journal with reflective questions and on-the-job activities to support learning from the program
- Reinforcing Final Project

- Program workbook
- **Ϡ** Job Aid SMART Goals
- Job Aid Using the Urgent/Important Matrix
- **₹** Job Aid Using the PAT Approach
- A curated magazine with recommended additional reading and resources





# **PREPARATION**

Schedule Your Workshop

**Self-Reflection Activity** 

**Review Materials** 

# **WELCOME**

**Program Overview** 

**How to Work Together** 

Introductions

## **PLANNING WISELY**

# PRIORITIZING YOUR TIME

# **SETTING SMART GOALS**

# **Maximizing Productivity**

Discussions and sharing tips

# The Glass Jar

The story of the glass jar Reflection: What are your rocks, pebbles, sand, and water?

# **Techniques for Planning**

Discussions and sharing tips

# The 80/20 Rule

Discussions and Examples

# **The Urgent/Important Matrix** Urgent/Important Job Aid

Allocate example tasks to matrix

**Saying "No"**Tips for saying "no" assertively
Role play or practice saying "no"

# The Importance of Setting Goals

Discussions

The Three P's (Positive, Personal, Possible) Collaborative activity to apply the three

P's to a scenario

## **SMART Goals**

SMART Job Aid Rewrite scenarios as SMART

# **Priortitizing Goals**

Discussions Scenarios

# **TACKLING PROCRASTINATION**

# Why We Procrastinate

Discussions and sharing tips

# 9 Ways to Overcome Procrastination

Review the 9 tips Groups review application of 9 tips

# **ORGANIZING YOUR WORKSPACE**

# **De-cluttering**

Discussions

# Managing Workflows Discussions

# **Dealing with Email** Sharing tips

## **Using Calendars** Discussions

Sharing tips

# **DELEGATING MADE EASY**

# When to Delegate

Discussions and examples

**How to Delegate** Scenario-based activity

## **MEETING MANAGEMENT SETTING A RITUAL**

## Deciding if a meeting is necessary Discussions

Scenarios

# Using the PAT Approach

Purpose, Agenda, Timeframe Applying PAT to scenarios

# **Keeping Meetings on Track**

Sharing tips

# **Alternatives to Meetings**

Group brainstorm ideas

# What Is a Ritual?

Discussions and examples

**Using Rituals to Maximize Time** Create storyboard of rituals

# **WRAP UP**

# **FINAL PROJECT**

# **Review and Recap**

Quiz and discussions

# Action Planning

Action plan and journal

# Self-Reflection Journal

Questions and suggested on-the-job activities

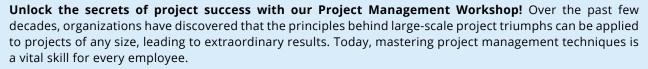
# **Submit Worksheet**

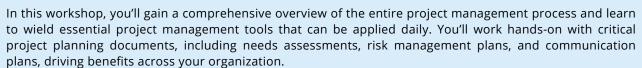




# PROJECT MANAGEMENT

# COURSE **DESCRIPTION**





Join us to elevate your project management skills, streamline your workflows, and contribute to your organization's success. Transform your approach to projects and achieve remarkable outcomes, no matter the size!

# PROGRAM **OBJECTIVES**

**Define what constitutes a project**, understand the role of project management, and identify the key responsibilities of a project manager.

**Recognize and apply the five process groups** and nine knowledge areas as outlined by the Project Management Institute (PMI).

**Conduct a thorough project needs assessment** and articulate clear goals, requirements, and deliverables.

**Utilize the work breakdown structure** to organize project tasks effectively.

**Prepare comprehensive project planning documents,** including a schedule, risk management plan, and communication plan.

**Implement key planning tools** such as Gantt charts, network diagrams, and RACI charts.

**Monitor project progress** and maintain control to ensure successful completion.

**Execute fundamental management tasks,** such as leading status meetings and ensuring the thorough documentation of the project upon completion.

# This program includes the following elements:

- Choice of delivery method: Either one 6-hour in-person workshop or a two-week blended learning journey with one 2-hour live virtual workshop
- Supporting Microlearning Toolkit
- Personal Development Journal with reflective questions and on-the-job activities to support learning from the program
- Reinforcing Final Project

- Program Workbook
- Job Aid Estimating Time
- Job Aid Project Characteristics
- Project Management Templates (including Gantt and RACI charts)
- A curated magazine with recommended additional reading and resources





# **PREPARATION**

WELCOME

Schedule Your Workshop

**Program Overview** 

Self-Reflection Activity

How to Work Together

**Review Materials** 

Introductions

# PREPARING FOR **A PROJECT**

**PROJECT MANAGEMENT BASICS** 

WHAT IS PROJECT **MANAGEMENT?** 

# **Identifying Stakeholders**

Identify stakeholders in a case study

**Assessing Needs and Wants** Identify needs and wants of stakeholders and project managers

# Setting a SMART Project Goal

Overview of SMART Goals Write a SMART Goal for the case study

# **Creating Requirements and**

**Deliverables**Write a requirement and a deliverable for the case study

# The Five Process Groups

Groups categorize various tasks into the Five Process Groups

# The Ten Knowledge Areas

Scavenger hunt activity Individual action planning

# The Triple Constraint

Identify constraints within scenarios

## What is Project Management? Definition and quiz

# The Role of a Project Manager Discussion of roles and responsibilities

Individual reflection and action planning

# **INITIATION AND** DOCUMENTATION

# Creating a Statement of Work

Review a SOW and adjust for your organization

# Completing the Project Planning Document Identify changes required to the

template for your organization

# **Completing the Project Charter**

Review example charters Create a project charter

# INITIAL **PLANNING**

# **Managing Expectations**

Overview of expectation categories Identify possible stakeholder expectations in a case study

# **Creating a Task List**

Create a task list for the case study

**Estimating Time**Use the Job Aid – Estimating Time and apply to the case study

# **Estimating Resources**

Identify resources required for the case study

**Estimating Costs**Identify costs required for the case study Groups exchange plans to compare

## **SCHEDULING AND** COMMUNICATIONS

# **Building the Work**

**Breakdown Structure**Groups create graphical representation of work required for case study

**Creating the Schedule**Groups review the case study schedule

# Creating a Risk Management Plan

Discussion of potential risks Complete a risk management plan

# **Creating a Communication Plan**Discussion of best practices

Groups create their own templates

# **CLOSING OUT**

# **Preparing for Closeout**

Groups brainstorm closing activities required

Celebrating Successes
Learners recognize the contributions of peers

# **Learning from Project Challenges**Group discussions based on case

studies used

# **Scope Verification**

Apply the scope verification checklist to the workshop's learning objectives

# A Final To-Do List

Group discussion Individual action planning

# **MAINTAINING** THE PROJECT

# Making the Most of Status Updates

Groups create a checklist for status meetings

# Managing Change Group discussions

# **Monitoring Risks**

Review a case study and update the Risk Management Plan

# **EXECUTING** THE PROJECT

# **Establishing Baselines**

Group activity to explore baselines

# **Monitoring Project Progress**

Groups explore monitoring tools and recommend one for use in the scenario

# **Triple Constraint Reduction Methods**

Review scenarios to identify appropriate reduction method

# **PLANNING TOOLS**

# The Gantt Chart

Review of a simple Gantt chart

# The Network Diagram

Review a simple network diagram Individually create a network diagram

## Using a RACI Chart Review a RACI Chart

**Project Management Apps** Groups research suitable apps

# **Review and Recap**

**WRAP UP** 

Quiz and discussions

# **Action Planning**

Action plan and journal

Self-Reflection Journal Questions and suggested on-the-job activities

**FINAL PROJECT** 

# **Submit Worksheet**





# COURSE **DESCRIPTION**

**Effective stakeholder management is crucial for any leader aiming to drive successful projects and initiatives.** Our Stakeholder Management Workshop is designed to equip leaders with the skills and strategies needed to identify, engage, and manage stakeholders effectively.

In this comprehensive and interactive workshop, you will learn to accurately identify your stakeholders, understanding their influence and impact on your organization. Gain insights into assessing and prioritizing stakeholder needs and expectations to align them with your organizational goals.

Develop tailored engagement strategies to communicate effectively with diverse stakeholder groups and build strong, positive relationships. Learn how to proactively manage and align stakeholder expectations, resolving conflicts with finesse and maintaining a cooperative environment.

By the end of this workshop, you'll be adept at managing stakeholder relationships, ensuring your projects and initiatives receive the support and collaboration needed for success.

Join us to become a master of stakeholder management and elevate your leadership impact!

# PROGRAM **OBJECTIVES**

Accurately identify all relevant stakeholders, understanding their influence and impact on the project or organization.

**Assess and prioritize** stakeholder needs, expectations, and potential concerns to align them with organizational goals.

**Create tailored strategies** to effectively engage and communicate with different stakeholder groups.

Foster and maintain strong, positive relationships with stakeholders through trust-building and consistent communication.

**Proactively manage and align** stakeholder expectations to ensure project or organizational success.

**Implement effective conflict resolution techniques** to address and resolve stakeholder disputes and issues.

Utilize clear and persuasive communication methods to keep stakeholders informed and engaged.

# This program includes the following elements:

- Choice of delivery method: Either one 6-hour in-person workshop or a two-week blended learning journey with one 2-hour live virtual workshop
- Supporting Microlearning Toolkit
- Personal Development Journal with reflective questions and on-the-job activities to support learning from the program
- Reinforcing Final Project

- Program Workbook
- Template Your Network Map
- Job Aid Networking Checklist
- A curated magazine with recommended additional reading and resources





# **PREPARATION**

Schedule Your Workshop

**Program Overview** 

WELCOME

**Self-Reflection Activity** 

How to Work Together

**Review Materials** 

Introductions

**IDENTIFYING YOUR STAKEHOLDERS** 

WHAT IS A STAKEHOLDER?

# Who are your key stakeholders

at work?
Group discussions Individual reflection activity

# Create your Network Map

Use the template – Your Network Map Individual action planning

# Assessing stakeholder needs

and wants
Group activity using scenario

## **Definition of a Stakeholder**

Discussion on stakeholders in various contexts

# **MANAGING EXPECTATIONS**

# **GAINING SUPPORT**

## **NETWORKING PRINCIPLES**

# Identifying stakeholder expectations

Group activity using scenario

# Managing expectations

Groups suggest strategies to manage expectations

# **Force Field Analysis**

Groups work through an example Individual reflection and action planning

# **Addressing Concerns**

Groups address concerns in their example

# **Building relationships**

Role play to practice building relationships

**Listening**Discussion on active listening Activity to practice listening skills

# Offering Value

Groups brainstorm ways to offer value to stakeholders Individual action planning

# **Building Trust**

Group discussion on traits that make people trustworthy
Review a case study to identify ways to build trust

# **MAINTAINING RELATIONSHIPS**

# **MANAGING** CONFLICT

# **DEVELOPING INTERPERSONAL RELATIONSHIPS**

## Maintain regular contact Groups discuss how to maintain contact Individual action planning

**Give Personal Attention** Discuss ways to provide personal attention Individual action planning

## **Conflict Resolution Styles** Review of the various conflict

resolution styles Discussion on collaborative approach Scenario-based activity to identify winwin solution

Creating a mutual understanding Paired activity to identify what they want and what stakeholders might want Identify win-win solution or compromise Practice communicating that solution

# **Demonstrating authenticity** Individual reflection activity

**Open Dialogue** 

# Paired activity to practice

**Maintaining Boundaries** Group discussion and review of scenarios

# COMMUNICATING **EFFECTIVELY**

## Seven Ways to Listen Better Review tips for better listening Individual action planning

# **Active Listening Levels**

Review the levels of listening Activity to test active listening skills Individual reflection

Active Listening in virtual environments
Active listening cues Activity to practice signaling listening

Asking good questions
Open, closed, and probing questions
Discussion on when to use each type
Activity to practice asking questions

# **WRAP UP**

**Review and Recap** 

**Action Planning** Action plan and journal

# **FINAL PROJECT**

# Self-Reflection Journal

Questions and suggested on-the-job activities

# **Submit Worksheet**

Summary of learning and action plans



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