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WORKSHOP CATALOG

2024

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CLASSROOM TRAINING

AGILE LEADERSHIP

COURSE **DESCRIPTION**

Unlock the potential of your team and organization with our transformative workshop, Agile Leadership. This comprehensive session is designed for leaders who want to drive innovation, enhance business agility, and create a competitive advantage in today's rapidly changing environment.

Through this interactive workshop, you'll learn to articulate the purpose and benefits of Agile processes, leverage a growth mindset, and utilize multicultural perspectives to foster inclusive and innovative solutions. Develop strategies to design employee journeys that boost engagement and satisfaction, and implement Agile processes in key people management programs like on-boarding and performance management.

Join us to discover how to foster a collaborative environment, cultivate a culture of continuous improvement, and overcome common challenges in Agile implementation.

PROGRAM **OBJECTIVES**

Articulate the purpose and benefits of Agile processes in driving competitive business advantages and fostering innovation.

Leverage a growth mindset to enhance business agility, encouraging continuous learning and adaptability in a rapidly changing environment.

Utilize multicultural perspectives to improve business agility and foster inclusive, innovative solutions that address diverse customer needs and market demands.

Develop strategies to design employee journeys that enhance engagement and satisfaction throughout the entire employee life cycle, from recruitment to retention.

Implement Agile processes for key people management programs, including on-boarding and performance management, to enhance efficiency and effectiveness.

Foster a collaborative environment where team members are empowered to contribute ideas and solutions, promoting a culture of shared responsibility and trust.

Cultivate a culture of continuous improvement by regularly reviewing and refining Agile practices, ensuring that processes remain effective and aligned with organizational goals.

Identify and address common challenges in Agile implementation, developing strategies to overcome resistance and ensure successful adoption of Agile practices across the organization.

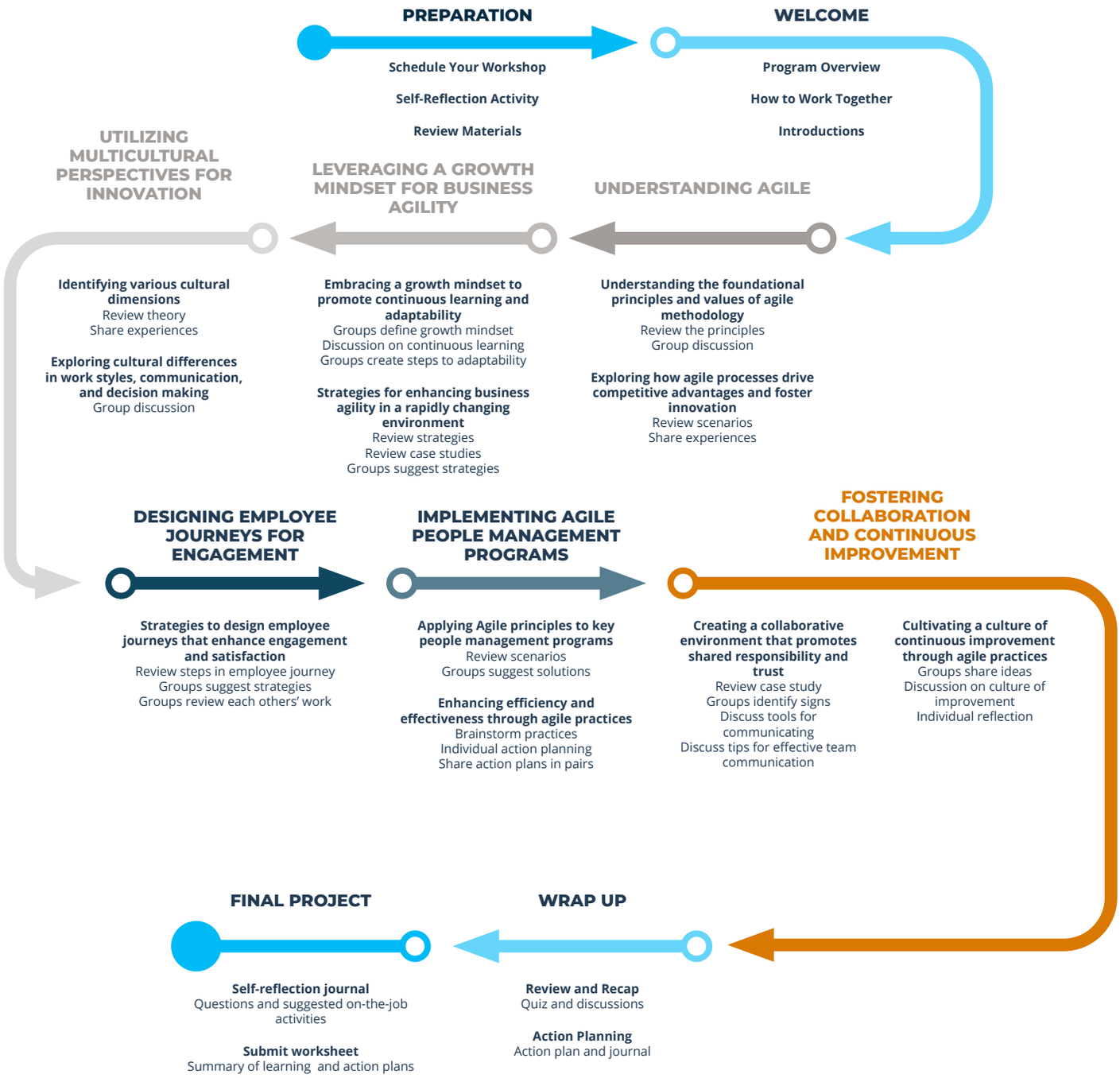
This program includes the following elements:

- 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

Microlearning Toolkit

- Program Workbook
- Infographic – The Growth Mindset
- Job Aid – Communicate with Power
- Infographic – The Signals You Send
- A curated magazine with recommended additional reading and resources

LEARNING CAMPAIGN MAP



BUSINESS ACUMEN

COURSE **DESCRIPTION**

Elevate your leadership skills with our transformative Business Acumen Training Workshop! In today's fast-paced business environment, leaders need more than just traditional management skills—they need a deep understanding of how their decisions impact the financial and strategic goals of their organization. This workshop is designed to equip leaders with the critical business insights and strategic thinking needed to drive success.

Throughout this engaging and interactive program, you'll learn how to interpret financial statements, analyze key performance indicators, and make data-driven decisions that align with your organization's objectives. Gain a thorough understanding of market dynamics, competitive positioning, and risk management to enhance your strategic planning capabilities.

By the end of this workshop, you'll possess a robust toolkit to enhance your business acumen, enabling you to lead with confidence, make informed decisions, and contribute more effectively to your organization's growth and profitability.

Join us and transform your approach to leadership with essential business acumen skills!

PROGRAM **OBJECTIVES**

Demonstrate proficiency in strategic thinking to understand and navigate the broader organizational landscape.

Craft and implement effective risk management strategies to mitigate potential threats and capitalize on opportunities.

Demonstrate fluency in financial concepts and analysis to make informed decisions that drive business success.

Foster critical thinking skills to evaluate complex situations and identify optimal solutions.

Apply advanced management techniques to enhance operational efficiency and team performance.

Identify and leverage key financial metrics and drivers to influence profitability and operational outcomes.

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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

Microlearning Toolkit

- Program Workbook
- Job Aid – Decisiveness
- Job Aid – Financial Ratios
- Job Aid – Internal and External Risk Factors
- A curated magazine with recommended additional reading and resources

LEARNING CAMPAIGN MAP

Academy
WORKSHOP
BUSINESS ACUMEN

PREPARATION

Schedule Your Workshop

Self-Reflection Activity

Review Materials

WELCOME

Program Overview

How to Work Together

Introductions

SEEING THE BIG PICTURE

Short and Long Term Interactions
Discussion on how short term interactions affect the long term

Recognize Growth Opportunities
Review example opportunities

Making Decisions
Emotional vs. mindful decision making

KEY PERFORMANCE INDICATORS

Creating KPIs
Review example KPIs
Discussion on flexibility

Effective KPIs
Discuss effective and ineffective KPIs using examples

RISK MANAGEMENT STRATEGIES

Continuous Assessment
Discuss steps required for risk assessment

Internal and External Factors
Use the job aid to create a list of risks for your organization

Making Adjustments and Corrections
Discussion on when adjustments are required
Discussion on resource allocation

ADOPT A GROWTH MINDSET

Develop a Sense of Always Learning
Discuss learning experiences
Individual reflection

Evaluate Decisions
Individual reflection activity

Seeing Opportunities
Express example problems as opportunities

Recognize Blind Spots
Group discussion on blind spots
Individual reflection

BASIC FINANCIAL QUESTIONS

What Questions Do You Need to Be Able To Answer?
Groups create list of questions

Answering Those Questions
Review a scenario and answer key performance questions

FINANCIAL LITERACY

Assets and Liabilities
Groups list different assets and liabilities

Financial Ratios
Apply the job aid to some scenarios

Income Statements
Review an example

Cash Flow Statement
Create a simple cash flow statement

Balance Sheet
Quiz on interpreting the balance sheet

Increasing financial literacy
Groups share potential resources
Individual reflection and action planning

BUSINESS ACUMEN IN MANAGEMENT

Talent Management
Discuss potential strategies
Individual action planning

Change Management
Discuss effective and ineffective change
Groups create job aid on change management

Asset Management
Review the steps of asset management

Organizational Management
Share experiences
Discuss effective organizational management

CRITICAL THINKING

Asking the Right Questions
Groups brainstorm critical thinking questions from different scenarios

Organize Data
Discussion on how to organize different data

Evaluate the Information
Discussion on how to evaluate information

Make the Decision
Review the decision-making process
Apply the decisiveness Job Aid to a scenario

KEY FINANCIAL LEVERS

Investing in People
Explore ways to invest in people
Individual reflection

Effective Communication
Groups create a checklist for effective communication

Process Improvement
Review the steps to improvement
Apply the steps to an example

Goal Alignment
Groups collaborate on a case study activity

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

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CHANGE MANAGEMENT

COURSE **DESCRIPTION**

Change is an inevitable part of life, reshaping our technologies, processes, relationships, and routines. Navigating these shifts smoothly is crucial for personal and professional success. Our Change Management Workshop is designed to equip you with the essential skills to manage change effectively and ensure a seamless transition.

This dynamic workshop will provide leaders with the tools to implement changes seamlessly and foster acceptance among team members. Participants will gain a comprehensive understanding of the change process and learn practical strategies to manage their reactions and adapt positively.

Join us to master the art of change management, enhance your leadership capabilities, and thrive in an ever-evolving environment. **Embrace change with confidence and lead your team to success!**

PROGRAM **OBJECTIVES**

Outline the key steps for preparing a change strategy and gaining support from stakeholders.

Identify individual motivators for change (WIFM—What's In It For Me) to engage team members effectively.

Develop comprehensive change management and communication plans and list practical implementation strategies.

Lead change project status meetings, celebrate successful implementations, and communicate the results and benefits to all stakeholders.

Explain the four stages of Appreciative Inquiry, its purposes, and real-world applications through case studies.

Use strategies to align team members with the change, appealing to both their emotions and logical reasoning.

Recognize and foster resiliency and flexibility to successfully navigate and adapt to change.

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

Microlearning Toolkit

- Program Workbook
- Job Aid – SWOT Analysis
- Job Aid – Building the Team
- Job Aid – Status Meetings
- A curated magazine with recommended additional reading and resources

LEARNING CAMPAIGN MAP

PREPARATION

Schedule Your Workshop

Self-Reflection Activity

Review Materials

WELCOME

Program Overview

How to Work Together

Introductions

PREPARING FOR CHANGE

Reflecting on a Past Change
Individual reflection
Discussion in pairs

Defining Your Strategy
Case study activity

Building the Team
Job Aid – Building the Team
Groups create job descriptions for team members in change management

IDENTIFYING THE WIIFM

What's in It for Me?
Job Aid – SWOT Analysis
Case study activity

Building Support
Collaborative activity to prepare communications for case study

UNDERSTANDING CHANGE

Influences on Change
Groups discuss internal or external influences

Common Reactions to Change
Discussions relating to an example workplace change

Tools to Help the Change Process
Apply tools to an example workplace change

LEADING AND MANAGING THE CHANGE

Preparing and Planning
Brainstorm activity on unexpected events

Delegating
Groups share best practices

Communicating Change
Collaborative activity on how to communicate openly

Coping with Pushback
Individual reflection on dealing with pushback

GAINING SUPPORT

Gathering Data
Review an example Force Field Analysis

Addressing Concerns and Issues
Create a Force Field Analysis based on a scenario

Evaluating and Adapting
Create questions for feedback on the scenario

MAKING IT ALL WORTHWHILE

Leading Status Meetings
Job Aid – Status Meetings
Share best practice tips

Celebrating Successes
Sharing experiences and ideas

Sharing the Results and Benefits
Case study activity

USING APPRECIATIVE INQUIRY

The Four Stages
Overview of the four stages

The Purposes of Appreciative Inquiry
Group discussions

Applying Appreciative Inquiry
Case study activity

BRINGING PEOPLE TO YOUR SIDE

Human Elements of Change
Discussion of emotions in a case study

Factual Measurements
Discussion of facts in the case study
Comparison of emotions and facts

BUILDING RESILIENCY

What Is Resiliency?
Definition of resiliency

Why Is It Important?
Resiliency's impact on change

Five Easy Steps for Leaders and Individuals
Individual reflection activity

BUILDING FLEXIBILITY

What Is Flexibility?
Definition of flexibility

Why Is It Important?
Flexibility's impact on change

Five Easy Steps for Leaders and Individuals
Individual reflection activity

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
Summary of learning and action plans

COMMUNICATING EFFECTIVELY

COURSE **DESCRIPTION**

Effective communication is the foundation of successful leadership. Our Communicating Effectively Workshop is specifically designed for leaders who want to refine their communication skills, build stronger relationships, and drive their teams to greater success.

In this dynamic and interactive workshop, you will learn to articulate your ideas clearly and confidently, ensuring your message is understood and embraced by your team. Discover how to overcome common communication barriers and adapt your style to different audiences and situations.

You'll master non-verbal and para-verbal communication techniques to enhance your presence and impact. Learn the STAR method for speaking on the spot, practice active listening, and ask insightful questions that stimulate meaningful discussions. Utilize Appreciative Inquiry to foster positive, solution-focused conversations and establish common ground to promote collaboration.

By the end of this workshop, you'll be equipped with actionable strategies to manage and resolve conflicts, build trust, and create an environment of open dialogue and mutual respect.

PROGRAM **OBJECTIVES**

Clearly define and articulate the core principles of effective communication within their teams.

Identify and proactively overcome common communication barriers to enhance clarity and understanding.

Enhance non-verbal and para-verbal communication skills to convey messages with greater impact and authenticity.

Apply the STAR method to confidently speak on the spot during impromptu situations.

Practice active listening to fully understand team members' perspectives and provide thoughtful responses.

Formulate and ask insightful questions to stimulate discussion and gather valuable insights.

Utilize Appreciative Inquiry to foster positive communication and encourage collaborative problem-solving.

Engage in meaningful conversations and effective networking to build strong professional relationships.

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

Microlearning Toolkit

- Program Workbook
- Job Aid – Communicate with Power
- Job Aid – Interpreting Body Language
- Job Aid – Speaking Like a STAR
- A curated magazine with recommended additional reading and resources

LEARNING CAMPAIGN MAP

Academy
WORKSHOP
COMMUNICATING EFFECTIVELY

PREPARATION

Schedule Your Workshop

Self-Reflection Activity

Review Materials

WELCOME

Program Overview

How to Work Together

Introductions

COMMUNICATION FUNDAMENTALS

What Is Communication?
Review definitions
Discussion on effective communication

How Do We Communicate?
Group brainstorm methods of communication

BARRIERS TO 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

PARAVERBAL COMMUNICATION

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

NON-VERBAL COMMUNICATION

Body Language and Gestures
Activity to interpret body language and gestures
Individual action planning

SPEAKING LIKE A STAR

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

LISTENING SKILLS

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

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

APPRECIATIVE INQUIRY

The Purpose of Appreciative Inquiry
Define the purpose after reviewing a case study

The Four Stages
Overview of the four stages
Identify the four stages in the case study

Practical Applications of Appreciative Inquiry
Groups brainstorm uses in their organizations
Individual action planning

THE ART OF CONVERSATION

Making Small Talk
Advantages of discussing general topics
Groups create a list of general topics

Sharing Ideas and Perspectives
Groups rewrite the general topics for this level

Sharing Personal Experiences
Discuss when this is appropriate at work
Discuss what topics should be avoided in the workplace

Networking Tips
Groups share networking tips
Individual action planning

ELEVATING YOUR COMMUNICATION SKILLS

Understanding Precipitating Factors
Learners share potential precipitating factors
Discussion on impact on communication

Establishing Common Ground
Activity to identify commonalities

Using I Messages
Reframe examples as 'I' Messages

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
Summary of learning and action plans

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COMMUNICATION & **PRESENTATION SKILLS**

COURSE **DESCRIPTION**

Elevate your leadership impact with our Communication & Presentation Skills Workshop! Effective communication is the cornerstone of successful leadership, enabling you to inspire, influence, and drive your team towards achieving organizational goals. This dynamic workshop is tailored specifically for leaders, providing you with the tools and techniques to master both communication and presentation.

Throughout this interactive program, you will learn how to articulate your ideas with clarity and confidence, use powerful non-verbal cues, and engage your audience through compelling storytelling. Enhance your active listening skills to foster open dialogue and collaboration within your team. Gain the ability to craft persuasive presentations that resonate with diverse audiences and adapt your communication style to different stakeholders and scenarios.

You'll also learn strategies to manage nerves, and project confidence with professionalism. **Join us to transform your communication and presentation skills, and lead with greater influence and impact!**

PROGRAM **OBJECTIVES**

Develop effective verbal communication skills to articulate ideas clearly and confidently.

Enhance non-verbal communication skills, including body language and facial expressions, to convey presence and authority.

Master techniques for active listening and fostering open dialogue to improve team collaboration and understanding.

Craft compelling and persuasive presentations that engage and influence diverse audiences.

Utilize storytelling techniques to make complex information more accessible and memorable.

Adapt communication style and delivery to different stakeholders and situations, ensuring messages are received effectively.

Manage nerves and enhance confidence when speaking in public or high-pressure situations.

Receive and incorporate constructive feedback to continually improve communication and presentation skills.

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

Microlearning Toolkit

- Program Workbook
- Job Aid – Speaking like a STAR
- Job Aid – Preparing for Presentations
- Job Aid – Creating Compelling Visual Aids
- A curated magazine with recommended additional reading and resources

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WORKSHOP
COMMUNICATION & PRESENTATION SKILLS

LEARNING CAMPAIGN MAP

PREPARATION

Schedule Your Workshop

Self-Reflection Activity

Review Materials

WELCOME

Program Overview

How to Work Together

Introductions

COMMUNICATION FUNDAMENTALS

How Do We Communicate
Groups brainstorm ways to communicate

Effective Communication
Groups share their opinions on effective communication

COMMUNICATION BARRIERS

Common Barriers to Communication
Overview of common barriers
Groups suggest ways to overcome barriers

CREATING A PRESENTATION

Identifying Needs
Groups conduct a needs analysis from a scenario

Identifying Your Audience
Groups create an audience profile
Groups identify key questions and concerns for their audience

Writing a Basic Outline
Groups write a basic outline to meet those needs

Speaking like a STAR
Review the STAR framework and Job Aid
Re-write the outline using the STAR Job Aid

VERBAL COMMUNICATION SKILLS

Listening and Hearing
Listening activity

Asking Questions
Practice asking different types of questions

Communicating with Power
Para-verbal communication skills practice

NON-VERBAL COMMUNICATION

Body Language and Gestures
Activity to highlight how actions speak louder than words
Individual reflection

BEING PREPARED

Preparing for In-Person Presentations
Groups create a checklist

Preparing for Virtual Presentations
Groups create a checklist

OVERCOMING NERVOUSNESS

Preparation Is Key
Review previously created checklists
Individual reflection and action planning

Relaxation Techniques
Practice some techniques
Individual action planning

Appearing Confident
Groups share tips
Individual action planning

CREATING COMPELLING VISUAL AIDS

Deciding Which Visual Aids to Use
Groups brainstorm ideas
Discussion on best practice

Creating the Perfect Slide Deck
Discussion on best practices
Groups create short slide deck for scenario

DELIVERING YOUR PRESENTATION

Effective Openings
Review and critique example openings

Volume
How to test and adjust your volume

Adjusting in the Moment
Discussion on when to adjust your presentation
Groups share tips on how to adjust in the moment

Effective Endings
Review and critique example endings

ENHANCING YOUR PRESENTATION

Appropriate Use of Humor
Groups create guidelines

Encourage Interaction
Groups brainstorm ideas

Questions
Discussion on asking and answering questions

CONTINUOUS IMPROVEMENT

Seeking and receiving feedback
Review how to seek useful feedback
Group discussion on receiving feedback

Practice makes perfect
Adopting a growth mindset
Action planning for continuous improvement

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
Summary of learning and action plans

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-to-peer 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

Microlearning Toolkit

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

LEARNING CAMPAIGN MAP

PREPARATION

Schedule Your Workshop

Self-Reflection Activity

Review Materials

WELCOME

Program Overview

How to Work Together

Introductions

THE IMPORTANCE OF CONTINUOUS LEARNING

Continuous Learning Benefits for Individuals
Group discussions

Continuous Learning Benefits for the Organization
Group discussions
Review case study

OVERCOMING OBSTACLES TO CONTINUOUS LEARNING

What Prevents Continuous Learning
Groups brainstorm obstacles

How to Overcome Obstacles
Groups suggest solutions
Individual action planning

PLANNING OUR DEVELOPMENT

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

PROVIDING LEARNING OPPORTUNITIES

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

MAKING TIME FOR LEARNING

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

ROLE MODEL CONTINUOUS LEARNING

Why Role Modeling Learning is Important
Review statistics
Group discussion

How to Be a Learning Role Model
Brainstorm ideas
Individual action planning

MOTIVATING TEAM MEMBERS TO DEVELOP

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

ENCOURAGING SOCIAL LEARNING

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

SUSTAINING CONTINUOUS LEARNING EFFORTS

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

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
Summary of learning and action plans

CROSS-CULTURAL UNDERSTANDING

COURSE **DESCRIPTION**

In today's globalized world, cross-cultural understanding is crucial for effective leadership and organizational success. Our workshop, Cross-Cultural Understanding, is designed to equip leaders with the knowledge and skills to navigate cultural diversity and foster an inclusive, collaborative work environment.

Through this interactive session, you'll learn to recognize and appreciate cultural differences, enhance communication across cultures, and develop strategies to create an inclusive workplace where all cultural backgrounds are respected and valued. Gain the cultural competence necessary to effectively manage and lead a diverse team and foster a global mindset that embraces and leverages cultural diversity for better decision making and problem solving.

Join us to enhance your leadership skills and drive your team's success in a multicultural world.

PROGRAM **OBJECTIVES**

Define the concept of cultural diversity and explain its importance in the workplace.

Identify and appreciate the various cultural dimensions that influence behavior, communication, and work styles.

Increase self-awareness of your own cultural biases and how they affect interactions with others.

Demonstrate effective communication techniques that bridge cultural differences and promote mutual understanding.

Develop strategies to create an inclusive work environment where all cultural backgrounds are respected and valued.

Identify common challenges in cross-cultural interactions and how to overcome these challenges.

Encourage and facilitate collaboration among team members from diverse cultural backgrounds to leverage the benefits of cultural diversity.

Foster a global mindset that embraces cultural differences and promotes cultural sensitivity in decision making and problem solving.

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

Microlearning Toolkit

- Program Workbook
- Job Aid – Communicate with Power
- Infographic – The Signals You Send
- Infographic – Stereotypes and Biases
- A curated magazine with recommended additional reading and resources

Academy
WORKSHOP
CROSS-CULTURAL UNDERSTANDING

LEARNING CAMPAIGN MAP

PREPARATION

Schedule Your Workshop

Self-Reflection Activity

Review Materials

WELCOME

Program Overview

How to Work Together

Introductions

UNDERSTANDING CULTURAL DIVERSITY

Key Terms and Concepts
Quiz to check understanding
Group discussion

Importance of Cultural Diversity in the Workplace
Brief overview of legal responsibilities
Review scenarios
Group discussions

Challenges and Benefits of Diverse Teams
Groups suggest challenges and benefits

RECOGNIZING AND APPRECIATING CULTURAL DIFFERENCE

Identifying Various Cultural Dimensions
Review theory
Share experiences

Exploring Cultural Differences in Work Styles, Communication, and Decision Making
Group discussion

STEREOTYPES AND BIASES

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

ENHANCING COMMUNICATION ACROSS CULTURES

Effective Communication Techniques to Bridge Cultural Differences
Review scenarios
Role play activity
Group discussion
Individual action planning

FOSTERING AN INCLUSIVE WORK ENVIRONMENT

Strategies to Create an Inclusive Workplace that Values and Respects Cultural Diversity
Brainstorm strategies

Developing Cultural Awareness and Addressing Personal Biases
Review personal biases
Groups suggest action steps

NAVIGATING CROSS-CULTURAL CHALLENGES

Identifying Common Challenges in Cross-Cultural Interactions
Review case studies
Groups suggest real-world challenges

Methods to Address and Overcome These Challenges
Groups suggest solutions
Groups review each other's work

ADAPTING LEADERSHIP STYLES FOR CULTURAL COMPETENCE

Adapting Leadership Styles to Manage and Lead a Culturally Diverse Team Effectively
Group discussion
Review leadership styles
Groups work on scenarios

Building Cultural Competence to Improve Leadership Effectiveness
Individual action planning
Share action plans in pairs

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
Summary of learning and action plans

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:

- 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

Microlearning Toolkit

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

Academy
WORKSHOP
GIVING AND RECEIVING FEEDBACK

LEARNING CAMPAIGN MAP

PREPARATION

Schedule Your Workshop

Self-Reflection Activity

Review Materials

WELCOME

Program Overview

How to Work Together

Introductions

UNDERSTANDING FEEDBACK

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

DELIVERING EFFECTIVE FEEDBACK

Definition of Effective Feedback
Groups create definitions

Importance of Timing
Group discussion on the significance of timing

COMMUNICATION SKILLS FOR 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

SBI MODEL FOR STRUCTURED FEEDBACK

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

DELIVERING BALANCED FEEDBACK

Techniques for Balancing Positive Reinforcement with Constructive Criticism
Review scenarios
Paired role plays

MANAGING EMOTIONAL REACTIONS

Strategies for Handling Emotional Reactions when Giving or Receiving Feedback
Group discussion
Sharing of tips

PROACTIVELY SEEKING 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

BUILDING TRUST AND RAPPORT

Trust Building Techniques
Group discussion
Review scenarios

The Importance of Rapport
Group discussion
Individual reflection

SKILLS PRACTICE

Role Play Scenarios in Triads

Feedback Observations

Individual Action Planning

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
Summary of learning and action plans

VIRTUAL LEARNING
THE ACCESSIBLE & INCLUSIVE VIRTUAL CLASSROOM MASTERCLASS

COURSE **DESCRIPTION**

The Accessible & Inclusive Virtual Classroom Masterclass is a comprehensive program designed to equip learning professionals with the skills, tools, and strategies needed to create, facilitate, and produce virtual learning environments that are truly accessible and inclusive for all learners. Whether you're an instructional designer, facilitator, or producer, this masterclass will provide you with a holistic approach to accessibility and inclusion, ensuring that your virtual classrooms support diverse learners, including individuals with disabilities, neurodiverse participants, and those from various cultural and linguistic backgrounds.

Through a blend of self-paced activities, and a live workshop, participants will explore universal design principles, facilitation techniques, and real-time production practices that enhance accessibility. **By the end of this program, you will be able to design, facilitate, and produce seamless virtual learning experiences that promote equity and engagement for all.**

PROGRAM **OBJECTIVES**

Identify the key principles of accessibility and inclusion in virtual learning environments.

Evaluate the accessibility of their current virtual classroom designs and materials.

Apply inclusive design practices to create accessible content for diverse learners, including those with disabilities and neurodiverse needs.

Implement facilitation techniques that support engagement and participation for diverse learners, utilizing platform features such as live captions, breakout rooms, and polls.

Ensure real-time accessibility during virtual classrooms, using best practices for chat moderation, live troubleshooting, and supporting assistive technology users.

This program includes the following elements:

- A two-week blended learning journey with one 2-hour live virtual workshop
- Supporting Microlearning Toolkit
- Reinforcing Final Project

Microlearning Toolkit

- Program Workbook
- Interactive – Achieving Excellence Through the InQuire Engagement Framework
- Checklist – Designing accessible learner materials
- Checklist – Accessible Virtual Classrooms
- eBook – A Comprehensive Guide to Virtual

Academy
WORKSHOP
THE ACCESSIBLE & INCLUSIVE VIRTUAL CLASSROOM MASTERCLASS

LEARNING CAMPAIGN MAP

PREPARATION

Schedule your workshop
Self-Reflection Activity
Review Materials
Program Overview
How to work together
Introductions

INTRODUCTION TO ACCESSIBILITY & INCLUSION IN VIRTUAL LEARNING

Accessibility Standards and Ideals
Review standards
Discussion on standard
Self-assessment on current accessibility
Group discussions

Common Accessibility & Inclusion Challenges
Groups brainstorm challenges
Groups identify potential solutions

STRATEGIES FOR ACCESSIBLE & INCLUSIVE LEARNING MATERIALS

How to Effectively Implement the Assessment
Review a scenario
Groups suggest steps
Group discussion

Designing for accessible & inclusive programs
Groups brainstorm best practices
Group discussion
Review of checklist

STRATEGIES FOR ACCESSIBLE & INCLUSIVE ACTIVITIES

Virtual classroom platform features
Overview of platform features
Discussion on best practices
Practice using features

Virtual classroom activities
Review scenarios
Groups suggest solutions
Group discussion

FACILITATING FOR INCLUSION

Best practices for inclusive facilitation
Review scenarios
Groups suggest solutions
Groups create checklist

Enhancing Collaboration and Mutual Understanding among Team Members
Brainstorm tips
Individual action planning

THE ROLE OF THE PRODUCER IN ACCESSIBILITY

Using platform features to enhance engagements
Moderating chat for inclusion
Ensuring accessibility of activities
Practical activities

Real-time troubleshooting for accessibility issues
Supporting caption
Supporting assistive technology
Practical activities

WRAP UP

Review and recap
Reflection and discussion

FINAL PROJECT

Design, Facilitate, or Produce an accessible, inclusive workshop
Use checklists and toolkit provided
Submit reflection
Receive feedback

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:

- 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

Microlearning Toolkit

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

Academy
WORKSHOP
LEADERSHIP SKILLS BUILD EFFECTIVE DIVERSE TEAMS

LEARNING CAMPAIGN MAP

PREPARATION

Schedule Your Workshop

Self-Reflection Activity

Review Materials

WELCOME

Program Overview

How to Work Together

Introductions

UNDERSTANDING DIVERSITY

Key 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

STEREOTYPES AND BIASES

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

BREAKING DOWN THE BARRIERS

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

COMMUNICATION FUNDAMENTALS

What Is Communication?
Review definitions
Discussion on effective communication

How Do We Communicate?
Groups brainstorm methods of communication

BARRIERS TO 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

PARAVERBAL COMMUNICATION

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

NON-VERBAL COMMUNICATION

Body Language and Gestures
Activity to interpret body language and gestures
Individual action planning

LISTENING SKILLS

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

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

BEING PROACTIVE

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

THE ROLE OF RESILIENCY

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

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
Summary of learning and action plans

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:

- 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

Microlearning Toolkit

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

Academy
WORKSHOP
LEADERSHIP SKILLS COACH AND DEVELOP TALENT

LEARNING CAMPAIGN MAP

PREPARATION

Schedule Your Workshop

Self-Reflection Activity

Review Materials

WELCOME

Program Overview

How to Work Together

Introductions

TALENT MANAGEMENT

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

INTRODUCING COACHING AND MENTORING

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

THE GROW MODEL

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

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

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

ENCOURAGING COMMITMENT

Developing an Action Plan
Groups role play action planning

Ensuring Commitment
Groups brainstorm questions to ask during this stage

NEXT STEPS

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

What's Next in the Process?
Group discussion

THE IMPORTANCE OF TRUST

The Importance of Trust
Group discussion

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

THE MENTORING RELATIONSHIP

How Mentoring Is Different
Review differences

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

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

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
Summary of learning and action plans

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.

In this interactive session, you will learn how to foster a culture of autonomy, collaboration, and continuous growth. Through effective communication, inclusive leadership practices, and actionable feedback techniques, you'll discover how to inspire your team to take initiative, work cohesively, and achieve remarkable results.

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

PROGRAM **OBJECTIVES**

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.

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

Microlearning Toolkit

- Program Workbook
- Job Aid – Communicate with Power
- Job Aid – Interpreting Body Language
- Job Aid – SBI Model
- Job Aid – Giving Feedback
- A curated magazine with recommended additional reading and resources

Academy
WORKSHOP
LEADERSHIP SKILLS DRIVE EMPOWERMENT AND ENGAGEMENT

LEARNING CAMPAIGN MAP

PREPARATION

Schedule Your Workshop

Self-Reflection Activity

Review Materials

WELCOME

Program Overview

How to Work Together

Introductions

UNDERSTANDING EMPOWERMENT AND ENGAGEMENT

Defining Empowerment and Engagement
Groups suggest definitions
Review definitions

Benefits of Empowered and Engaged Teams
Groups suggest benefits
Review case studies

STRATEGIES FOR EMPOWERMENT

Techniques for Delegating Authority and Providing Autonomy
Brainstorm techniques
Review scenarios

Encouraging Initiative and Fostering a Growth Mindset
Review growth mindset
Review case studies
Groups identify actions demonstrating initiative
Group discussions

EFFECTIVE COMMUNICATION FOR EMPOWERMENT

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

INCLUSIVE LEADERSHIP PRACTICES

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

PROVIDING CONSTRUCTIVE 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

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
Summary of learning and action plans

LEADERSHIP SKILLS
INSTILL SAFETY & TRUST

COURSE **DESCRIPTION**

In today's fast-paced work environment, creating a foundation of safety and trust within your team is more crucial than ever before. Our Instill Safety and Trust Workshop is designed for leaders who aim to cultivate an atmosphere where team members feel secure, respected, and empowered to contribute their best. This workshop will equip you with the knowledge and tools to foster psychological safety and trust, driving enhanced performance, innovation, and collaboration within your team.

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:

- 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

Microlearning Toolkit

- Program Workbook
- Job Aid – Communicate with Power
- Job Aid – Speaking like a STAR
- Job Aid – SBI Model
- Job Aid – Giving Feedback
- Job Aid – Receiving Feedback
- A curated magazine with recommended additional reading and resources

LEARNING CAMPAIGN MAP

PREPARATION

Schedule Your Workshop

Self-Reflection Activity

Review Materials

WELCOME

Program Overview

How to Work Together

Introductions

UNDERSTANDING SAFETY AND TRUST

Defining Psychological Safety and Trust in the Workplace
Review definitions
Group discussion

Benefits of Psychological Safety and Trust in the Workplace
Groups suggest benefits
Review examples

Identifying Signs of a Safe and Trusting Team Environment
Review case study
Groups identify signs

BUILDING TRUST THROUGH EFFECTIVE COMMUNICATION

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

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

ACTIVE LISTENING AND ITS ROLE IN BUILDING TRUST

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

ESTABLISHING AND MAINTAINING PSYCHOLOGICAL SAFETY

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

PROVIDING CONSTRUCTIVE FEEDBACK

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

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
Summary of learning and action plans

LEADERSHIP **SKILLS**
LEAD THROUGH UNCERTAINTY

COURSE **DESCRIPTION**

In today's fast-paced and ever-changing business landscape, the ability to lead through uncertainty is a critical skill for any leader. Our Lead Through Uncertainty Workshop is designed to equip you with the strategies and tools needed to navigate and thrive in unpredictable environments. This dynamic and interactive workshop will help you build resilience, enhance decision-making skills, and foster agility within your team.

By developing a clear vision and promoting a culture of adaptability, you will learn to lead with confidence and turn uncertainty into an opportunity for growth and success.

Join us to enhance your leadership capabilities and drive your organization forward in times of change.

PROGRAM **OBJECTIVES**

Describe what uncertainty entails in a business context, including its causes and potential impacts on organizations and teams.

Identify strategies to build personal and team resilience, enabling you and your team to adapt and thrive in the face of uncertainty and change.

Describe effective decision-making and risk assessment techniques.

Demonstrate the skills for clear and transparent communication during times of uncertainty, ensuring your team remains informed, engaged, and aligned.

Describe how to build and maintain trust with your team during uncertain times by demonstrating reliability, empathy, and support.

Identify methods to empower and motivate your team, helping them stay focused, productive, and positive despite the challenges posed by uncertainty.

Explain how to establish a clear vision and direction for your team, providing a sense of purpose and stability amidst uncertainty.

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

Microlearning Toolkit

- Program Workbook
- Job Aid – Speaking like a STAR
- Job Aid – Communicate with Power
- Self-Assessment – How Resilient Am I?
- Checklist – Communicating the Decision
- Job Aid – Rational Decision Making
- A curated magazine with recommended additional reading and resources

LEARNING CAMPAIGN MAP

PREPARATION

Schedule Your Workshop

Self-Reflection Activity

Review Materials

WELCOME

Program Overview

How to Work Together

Introductions

UNDERSTANDING UNCERTAINTY

Definition and Sources of Uncertainty
Review definition
Groups suggest sources of uncertainty

Exploring the Impacts of Uncertainty on Organizations and Teams
Review case studies
Groups discuss impacts

BUILDING RESILIENCE

Resiliency and Why It's Important
Discussion on traits of resilient people
Discussion on importance
Groups create steps to resilience

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

ENHANCING DECISION MAKING SKILLS

Rational Decision Making
Individual activity to practice the steps
Group discussion

Limits to Rational Decision Making
Groups suggest the limits

Improving Decision Making
When to use creativity
Individual reflection and action planning

To Whom to Communicate Decisions
Review a scenario
Groups suggest to whom to communicate

How to Communicate Decisions
Groups create framework
Role play communicating the decision

FOSTERING AGILITY AND FLEXIBILITY

What Are Agility and Flexibility?
Review definitions

Why Are They Important?
Groups discuss impacts

Five Easy Steps for Leaders and Individuals
Individual reflection activity

EFFECTIVE COMMUNICATION

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

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

THE IMPORTANCE OF TRUST

The Importance of Trust
Group discussion

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

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

ENABLING OTHERS TO ACT

Encouraging Growth in Others
Group discussion

Creating Mutual Respect
Review a scenario to explore perspectives
Discussion on respect

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
Summary of learning and action plans

MAXIMIZE PERFORMANCE

COURSE **DESCRIPTION**

Unlock the full potential of your team with our Maximize Performance workshop, designed specifically for leaders who aim to elevate their organizational impact. This dynamic and interactive program will equip you with the skills and strategies to set and achieve ambitious goals, foster a culture of innovation, and inspire peak performance.

Join us for this transformative workshop and gain the tools and insights needed to lead your team to new heights of performance and success. Maximize your leadership impact and drive your organization towards excellence!

PROGRAM **OBJECTIVES**

Learn to define and articulate ambitious yet achievable goals that align with organizational vision and strategy.

Master the skills required to execute plans efficiently and effectively, ensuring that ambitious goals are met.

Cultivate a culture of innovation and creativity to generate groundbreaking ideas and solutions.

Develop techniques to motivate and inspire teams to strive for and achieve high performance.

Strengthen collaboration and communication within teams and across the organization to drive unified efforts toward ambitious results.

Foster a culture of accountability where team members take ownership of their roles in achieving ambitious outcomes.

Learn to motivate your team to maintain high performance standards, retain high performers, and continue improving.

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

Microlearning Toolkit

- Program Workbook
- Job Aid – Goal Setting
- Infographic – High Performance Teams
- A curated magazine with recommended additional reading and resources

LEARNING CAMPAIGN MAP

PREPARATION

Schedule Your Workshop

Self-Reflection Activity

Review Materials

WELCOME

Program Overview

How to Work Together

Introductions

GOAL SETTING

The Four P's of Goal Setting
Review example goals and rewrite
Group discussion on four P's

SMART Goal Setting
Review example goals and rewrite to make them SMART
Group discussion on SMART Goals

GETTING THINGS DONE

Overcoming Procrastination
Groups suggest tips for taking action
Groups suggest tips for dealing with distractions

Improving Self-Motivation
Individual reflection activity
Group discussion
Practice writing goals down
Discussion on gamification strategies

Increasing Productivity
Discussion on time management tips
Groups suggest positive habits to increase productivity
Individual action planning

HOW TO BUILD & LEAD HIGH PERFORMING TEAMS

Promote Understanding
Discuss ways to promote understanding
Share experiences of working in high-performing teams

Provide Adequate Knowledge
Discuss knowledge sharing tips
Review scenario

Facilitate Effective Collaboration
Discuss tools for communicating
Discuss tips for effective team communication

CHARACTERISTICS OF HIGH PERFORMING TEAMS

Shared Vision
Activity to practice seeing the big picture

Collaborating on Shared Goals
Groups generate a team charter

Environment of Trust
Discussion on safety and trust

LEADERSHIP SKILLS AND QUALITIES

Managing Performance
Discussion on providing training
Activity on when to coach, give feedback, or train

Communication Skills
Activity on active listening
Activity on asking effective questions

Qualities and Traits of Leaders
Activity to prioritize qualities required
Group discussion
Individual action planning

RETAINING HIGH PERFORMERS

Promoting Visibility
Discussion on recognizing team members
Discussion on delegating tasks

Rewarding Your Team
Discussion on appropriate rewards
Brainstorm ideas

Mentoring
Share experiences of mentorship
Groups create outline for mentoring program

ELEVATING PERFORMANCE FURTHER

Delegating Decision Making
Review case study
Group discussion

Continuous Improvement
Groups share ideas
Discussion on culture of improvement

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
Summary of learning and action plans

PERSONAL DEVELOPMENT DECISION MAKING

COURSE DESCRIPTION

Enhance your leadership capabilities with our Decision Making workshop, designed to empower leaders with the skills and confidence to make effective, strategic decisions. In this engaging and interactive program, you'll learn proven decision making frameworks and techniques to tackle complex challenges and drive your organization forward.

Gain insights into analyzing data, assessing risks, and weighing alternatives to make informed choices. Develop critical thinking and problem-solving skills to navigate uncertainty and seize opportunities. Learn to balance intuition with analytical reasoning, and make decisions that align with your organizational goals.

By the end of this workshop, you'll be equipped to make timely, impactful decisions that inspire confidence in your team and stakeholders.

Join us to elevate your decision making prowess and lead your organization to success!

PROGRAM OBJECTIVES

Explain the core principles and frameworks of effective decision making.

Develop skills to gather, interpret, and analyze relevant data to inform decision making.

Enhance critical thinking and problem-solving skills to evaluate complex situations and make sound decisions.

Learn to balance intuitive judgment with analytical reasoning for comprehensive decision making.

Develop strategies to make confident decisions under conditions of uncertainty and ambiguity.

Communicate decisions confidentially and persuasively.

Implement decisions effectively and establish criteria for evaluating their impact and success.

Understand and apply ethical considerations to ensure responsible and sustainable decision making.

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

Microlearning Toolkit

- Program Workbook
- Checklist – Communicating the Decision
- Infographic – Ethical Decision Making
- Job Aid – Rational Decision Making
- A curated magazine with recommended additional reading and resources

LEARNING CAMPAIGN MAP

Academy
WORKSHOP
PERSONAL DEVELOPMENT DECISION MAKING

PREPARATION

Schedule Your Workshop

Self-Reflection Activity

Review Materials

WELCOME

Program Overview

How to Work Together

Introductions

MANAGING INFORMATION

Why Information Matters
Activity on effects of misinformation
What information is important

Strategic Importance of Information
Group discussion

Characteristics of Useful Information
Groups identify characteristics of useful information

Getting and Sharing Information
Brainstorm sources of information
Role play sharing information

RATIONAL DECISION MAKING

Rational Decision Making
Individual activity to practice the steps
Group discussion

Limits to Rational Decision Making
Groups suggest the limits

Improving Decision Making
When to use creativity
Individual reflection and action planning

PREPARE TO MAKE THE DECISION

Define Roles and Responsibilities
Groups brainstorm roles
Apply scenario

Select an Approach
Review potential approaches
Match scenarios to best approach

Consider the Environment
Discussion on potential environments

Frame the Decision Accurately
Groups reframe examples

Define Your Objectives
Groups write objectives for scenarios

ANTICIPATE DECISION-MAKING CHALLENGES

Understand Common Biases
Explore potential biases
Review a scenario

Safeguard Against Biases
Propose solutions for biases

Manage Group Dynamics
Groups create checklist

MAKING ETHICAL DECISIONS

Balancing Personal and Organizational Ethics
How to approach ethical decisions

Common Dilemmas
Review example dilemmas
Individual reflection

Making Ethical Decisions
Review the process for making ethical decisions
Group discussion

Overcoming Obstacles
Pairs practice overcoming obstacles

EVALUATE ALTERNATIVE DECISIONS

Best Practices for Brainstorming
Groups create guidelines for brainstorming

Assess Alternatives
Brainstorm factors to consider
Groups provide ideas on how to assess

SEEING THE BIG PICTURE

Short and Long Term Interactions
Discussion on how short term interactions affect the long term

Recognize Growth Opportunities
Review example opportunities

Making Decisions
Emotional vs. mindful decision making

CRITICAL THINKING

Asking the Right Questions
Group brainstorm critical thinking questions from different scenarios

Organize Data
Discussion on how to organize different data

Evaluate the Information
Discussion on how to evaluate information

Make the Decision
Review the decision-making process
Apply the Decisiveness Job Aid to a scenario

COMMUNICATING THE DECISION

To Whom to Communicate
Review a scenario
Groups suggest to whom to communicate

How to Communicate
Groups create framework

What to Communicate
Role play communicating the decision

EMPOWERING YOURSELF

Being Assertive
Explore the 5 B's
Individual action planning

Resolving Conflict
Explore the CALM process
Apply CALM to a scenario

Building Consensus
Groups brainstorm issues to building consensus

Influencing Skills
Review the 5 steps to influence
Role play communicating the decision again

FOLLOW UP

Seek and Provide Feedback
Brainstorm questions to ask

Make Adjustments
Group discussion on when to adjust

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
Summary of learning and action plans

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:

- 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

Microlearning Toolkit

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

LEARNING CAMPAIGN MAP

Academy
WORKSHOP
PERSONAL DEVELOPMENT EMOTIONAL INTELLIGENCE

PREPARATION

Schedule Your Workshop

Self-Reflection Activity

Review Materials

WELCOME

Program Overview

How to Work Together

Introductions

WHAT IS EMOTIONAL INTELLIGENCE?

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

SKILLS IN EMOTIONAL INTELLIGENCE

Accurately Perceiving Emotions
Role play activity

Using Emotions to Facilitate Thinking
Individual reflection

Managing Emotions
Group discussion on anger and emotional responses

VERBAL COMMUNICATION SKILLS

Focused Listening
Practical activities in pairs

Asking Questions
Practical activities in pairs

Communicating with Flexibility and Authenticity
Job Aid – Communicating with Power

NON-VERBAL COMMUNICATION SKILLS

Body Language
Job Aid – Interpreting Body Language

It's How You Say It
Role play activities to practice interpreting messages

SOCIAL MANAGEMENT AND RESPONSIBILITY

Articulate Your Emotions Using Language
Group activity to practice articulating emotions.

TOOLS TO REGULATE YOUR EMOTIONS

Self-Management and Self-Awareness
Activities to see other perspectives

Giving In Without Giving Up
In pairs, review scenarios to demonstrate compromise

GAINING CONTROL

Using Coping Thoughts
Group discussion and sharing of tips

Using Relaxation Techniques
Mindfulness activity and reflection

BUSINESS 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

MAKING AN IMPACT

First Impressions
Group discussions

Assessing Situations
Explore scenarios

Being Zealous without Being Offensive
Group discussion to share best practices

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
Summary of learning and action plans

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.

Discover how to communicate persuasively, apply effective negotiation techniques, and learn to influence with or without formal authority.

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

Microlearning Toolkit

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

Academy
WORKSHOP
PERSONAL DEVELOPMENT INFLUENCING SKILLS

LEARNING CAMPAIGN MAP

PREPARATION

Schedule Your Workshop

Self-Reflection Activity

Review Materials

WELCOME

Program Overview

How to Work Together

Introductions

INTRODUCTION TO INFLUENCING

What is Influence?
Group discussion on definition of influence

Influencing as a Leader
Groups create a job aid on influence

BASIC INFLUENCING SKILLS

The Art of Persuasion
Activity to explore Aristotle's Art of Persuasion

The Principles of Influence
Activity to explore Cialdini's principles

Creating an Impact
Role play to communicate with impact

INFLUENCE AS A LEADER

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

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

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

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

ENABLING OTHERS TO ACT

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

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

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
Summary of learning and action plans

PERSONAL DEVELOPMENT
RESILIENCE

COURSE **DESCRIPTION**

In today's fast-paced and ever-changing business environment, resilience is a critical skill for effective leadership. Our Resilience Workshop is designed to equip leaders with the tools and strategies to navigate challenges, manage stress, and maintain a positive outlook.

Through this interactive and engaging program, you will learn to enhance your self-awareness, develop practical coping mechanisms, and build strong support networks.

Join us to master the art of bouncing back from adversity and leading with strength and confidence. Empower yourself to thrive in the face of challenges and sustain long-term success.

Elevate your leadership resilience and drive your organization forward with unwavering determination and positivity!

PROGRAM **OBJECTIVES**

Define resilience and understand its importance in leadership and organizational success.

Enhance self-awareness to identify personal strengths and areas for growth in resilience.

Learn techniques to manage and reduce stress, promoting mental and emotional well-being.

Develop a positive mindset to maintain motivation and optimism during challenging times.

Learn strategies to adapt to change and uncertainty with flexibility and creativity.

Acquire practical coping mechanisms to handle pressure and bounce back from adversity.

Build and maintain strong support networks within and outside the organization.

Develop the ability to learn from failures and setbacks, turning them into opportunities for growth and improvement.

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

Microlearning Toolkit

- Program Workbook
- Self-Assessment – How Resilient Am I?
- Infographic – Health & Wellness at Work
- A curated magazine with recommended additional reading and resources

Academy
WORKSHOP
PERSONAL DEVELOPMENT RESILIENCE

LEARNING CAMPAIGN MAP

PREPARATION

Schedule Your Workshop

Self-Reflection Activity

Review Materials

WELCOME

Program Overview

How to Work Together

Introductions

WHAT IS RESILIENCY?

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

HOW RESILIENT AM I?

Self-Awareness
Individual reflection activity

The Emotional Self
Discussion on emotions
Validity of emotions
Discussion on purpose of emotions

Mood Management
Discussion on expressing emotions
Groups create action plans for mood management
Individual action planning

Thinking and Learning
Groups compare thinking styles
Discussion on how we like to learn
Groups suggest ways to reduce distorted thinking

ADAPTING TO CHANGE

Influences on Change
Groups discuss internal or external influences

Common Reactions to Change
Discussions relating to an example workplace change

Tools to Help the Change Process
Apply tools to an example workplace change

THE IMPORTANCE OF WELL BEING

Healthy and Unhealthy Ways to Deal with Stress
Groups share tips
Individual reflection and action planning

Adopting Healthy Habits
Groups share healthy habits
Individual reflection and action planning
How wellbeing impacts resilience

MAINTAIN A POSITIVE MINDSET

Plan Ahead for Happiness
Discussion on the importance of sleep
Take a "time to arrive"

Accentuate the Positive
Brainstorm affirmations
Group discussion
Individual reflection activity

Limit Negative Interactions
Discuss how to limit negative interactions
Discussion on friendships at work

LEARN FROM SETBACKS

Receiving Feedback
Discussion on resistance to feedback
Groups suggest tips for receiving feedback

Listen with an Open Mind
Adopting a curious mindset
Individual reflection

Adopt a Growth Mindset
Discussion on growth mindsets
Groups create action plans

BUILD STRONG SUPPORT NETWORK

What You Can Offer Others
Individual reflection

What Others Can Offer You
Individual reflection
Paired discussions

How to Build a Support Network
Groups share tips
Individual action planning

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
Summary of learning and action plans

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:

- 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

Microlearning Toolkit

- Program workbook
- 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

Academy
WORKSHOP
PERSONAL DEVELOPMENT TIME MANAGEMENT

LEARNING CAMPAIGN MAP

PREPARATION

Schedule Your Workshop

Self-Reflection Activity

Review Materials

WELCOME

Program Overview

How to Work Together

Introductions

SETTING SMART GOALS

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

PRIORITIZING YOUR TIME

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"

PLANNING WISELY

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

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

SETTING A RITUAL

What Is a Ritual?
Discussions and examples

Using Rituals to Maximize Time
Create storyboard of rituals

MEETING MANAGEMENT

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

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
Summary of learning and action plans

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PERSONAL DEVELOPMENT

MASTERING EXECUTIVE PRESENCE IN THE HYBRID WORKPLACE

COURSE **DESCRIPTION**

In the modern hybrid workplace, executive presence is more crucial than ever. The **"Mastering Executive Presence in the Hybrid Workplace"** course is designed to help leaders develop the confidence, communication skills, and emotional intelligence needed to excel in both virtual and face-to-face environments. During the program, participants will explore key elements of executive presence, including gravitas, verbal and non-verbal communication, and trust-building strategies. Through interactive sessions, role-playing scenarios, and personalized feedback, this course will equip learners with the tools to project authority, build influence, and lead with empathy across diverse work settings.

This course offers a blend of practical techniques and leadership strategies tailored for hybrid teams, ensuring that participants leave with a solid action plan for improving their executive presence and leadership effectiveness. Whether leading meetings remotely or managing in-person team dynamics, learners will gain the confidence and skills necessary to inspire and engage their teams in any context.

PROGRAM **OBJECTIVES**

By the end of this program, learners will be able to:

Define the key elements of executive presence and its importance in a hybrid work environment.

Develop strong verbal and non-verbal communication techniques that project confidence and clarity across virtual and in-person platforms.

Identify strategies to build credibility, foster trust, and enhance influence with hybrid teams and stakeholders.

Use Emotional Intelligence to navigate diverse team dynamics, maintaining composure and empathy in both remote and face-to-face interactions.

Project confidence using body language, tone, and appearance to command attention and inspire action regardless of location.

Implement leadership strategies that maintain engagement, collaboration, and accountability with both virtual and co-located teams.

Navigate challenging situations by mastering techniques for handling difficult conversations and decision-making in a hybrid environment.

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

Microlearning Toolkit

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

Academy
WORKSHOP
MASTERING EXECUTIVE PRESENCE IN THE HYBRID WORKPLACE

LEARNING CAMPAIGN MAP

PREPARATION

Schedule your workshop

Self-Reflection Activity

Review Materials

WELCOME

Program Overview

How to work together

Introductions

INTRODUCTION TO EXECUTIVE PRESENCE

What is executive presence?
Group discussions
Review definitions

Executive Presence in today's hybrid world

Overview of hybrid working
Virtual presence
In-person presence
Balancing virtual and in-person presence

ELEMENTS OF EXECUTIVE PRESENCE

Gravitas
Discussion on confidence
Activity on decisiveness
Emotional Intelligence quiz

Communication
Overview of clarity
Review examples of conciseness
Activity on storytelling

Appearance
Discussion on appropriateness for different settings
Self-assessment of current executive presence
Learners share challenges in hybrid settings

COMMUNICATION TECHNIQUES FOR HYBRID LEADERSHIP

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

Speaking with clarity and purpose
Activity to deliver message in hybrid setting
Self-reflection

BUILDING TRUST AND INFLUENCE

Fostering trust in a hybrid environment
Discussion on authenticity
Discussion on authority
Review case studies
Self-reflection

Influencing others
Review case study on storytelling
Activity on using data to make an impact
Discussion on building consensus
Discussion on managing conflict remotely
Role play activity for influencing others

EMOTIONAL INTELLIGENCE & HANDLING CHALLENGES

Emotional Intelligence (EQ) in the Hybrid Workplace
Quiz on recognizing and managing emotions
Activity on empathizing with team members

Navigating Difficult Conversations
Overview of approaches
Overview of giving feedback
Scenario-based exercises
Self-reflection
Group discussion

LEADING HYBRID TEAMS

Leadership Strategies
Discussion on keeping hybrid teams engaged
Overview of accountability
Discussion on setting clear expectations
Group brainstorm on consistent communication

Collaboration Tools
Discussion on best practices for collaboration
Review scenario on hybrid team meetings
Groups share ideas on managing performance
Case study on team dynamics
Action planning

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
Summary of learnings and action plan

LEADERSHIP SKILLS
LEADING HYBRID TEAMS

COURSE **DESCRIPTION**

In today's dynamic work environment, hybrid teams—comprising both remote and in-office workers—are becoming the norm. Leading these teams effectively requires unique strategies that balance collaboration, communication, and productivity across different work environments. The Leading Hybrid Teams Workshop provides leaders with the skills and tools to assemble, manage, and inspire highly effective hybrid teams.

This program focuses on choosing the right team members, fostering emotional intelligence, and using technology to bridge physical distances. Through a blend of self-directed learning and a live, interactive workshop, participants will discover how to navigate the challenges of hybrid teams while driving engagement, performance, and team cohesion.

PROGRAM **OBJECTIVES**

By the end of this program, learners will be able to:

Identify key characteristics of team members who thrive in hybrid environments, focusing on self-motivation, diversity, and skill alignment.

Use emotional intelligence to run engaging and productive meetings, while addressing generational differences and managing common team conflicts.

Establish effective communication habits that support clarity and engagement, and identify tools that streamline collaboration across remote and in-office team members.

Apply strategies to ensure team cohesion, manage performance, and address common issues like underperformance and conflict.

Support hybrid team members in setting up productive workspaces, maintaining a healthy work-life balance, and fostering a sense of team belonging.

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

Microlearning Toolkit

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

Academy
WORKSHOP
LEADERSHIP SKILLS LEADING HYBRID TEAMS

LEARNING CAMPAIGN MAP

PREPARATION

Schedule your workshop

Self-Reflection Activity

Review Materials

WELCOME

Program Overview

How to work together

Introductions

CREATING HYBRID TEAMS

Choosing the right team members
Scenarios to highlight characteristics
Discussion on self-motivation
Case study on building diversity
Discussion on diversity and inclusion

Leveraging technology for hybrid collaboration
Review of tools available
Practical activities
Groups suggest challenges and benefits

USING EMOTIONAL INTELLIGENCE TO LEAD HYBRID TEAMS

Finding common ground among diverse team members
Scenarios to explore common ground
Group discussions

Managing conflicts within hybrid settings
Review a framework
Apply framework to scenarios

Leading inclusive hybrid meetings
Creation of ground rules
Creation of best practice guidelines
Self-reflection

EFFECTIVE HYBRID TEAM MANAGEMENT

Communication habits
Activity on clarity
Groups identify the best tools
Self-reflection

Managing underperforming or disengaged team members
Review of case study
Groups suggest solutions

Creating a positive team culture
Discussion on inclusion
Creation of checklist

Dealing with common challenges
Case studies
Groups suggest solutions
Groups critique each others responses

BUILDING TEAM RAPPORT AND MOTIVATION

Setting up productive workspaces
Review checklists
Group discussion

Organizing schedules
Examples of in-office and remote schedules
Group discussion

Encouraging self-care and work-life balance
Self-reflection
Explore tools and resources
Paired discussion
Action planning

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
Summary of learnings and action plan

PROJECT MANAGEMENT

COURSE **DESCRIPTION**

Unlock the secrets of project success with our Project Management Workshop! Over the past few decades, organizations have discovered that the principles behind large-scale project triumphs can be applied to projects of any size, leading to extraordinary results. Today, mastering project management techniques is a vital skill for every employee.

In this workshop, you'll gain a comprehensive overview of the entire project management process and learn to wield essential project management tools that can be applied daily. You'll work hands-on with critical project planning documents, including needs assessments, risk management plans, and communication plans, driving benefits across your organization.

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

Microlearning Toolkit

- 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

LEARNING CAMPAIGN MAP

Academy
WORKSHOP
PROJECT MANAGEMENT

PREPARATION

Schedule Your Workshop

Self-Reflection Activity

Review Materials

WELCOME

Program Overview

How to Work Together

Introductions

WHAT IS PROJECT MANAGEMENT?

What is Project Management?
Definition and quiz

The Role of a Project Manager
Discussion of roles and responsibilities
Individual reflection and action planning

PROJECT MANAGEMENT BASICS

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

PREPARING FOR A PROJECT

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

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

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

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

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

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

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
Summary of learning and action plans

Academy Certifications & Workshops
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PSYCHOLOGICAL SAFETY

COURSE **DESCRIPTION**

Discover the transformative power of psychological safety and learn how to build trust and innovation in your team. Psychological safety is the shared belief within a team that it is safe to take interpersonal risks, such as speaking up, sharing ideas, admitting mistakes, or asking for help without fear of negative consequences.

Research shows that psychological safety significantly impacts team performance and organizational success. It leads to improved team learning and innovation, higher employee engagement and motivation, better decision making and problem solving, and enhanced well-being with reduced burnout.

In this workshop, you will explore various scenarios and dynamics that influence psychological safety. Through guided discussions and interactive activities, participants will uncover effective strategies to build and maintain psychological safety within their teams.

Join us to learn how to create an environment where everyone feels empowered to contribute their best, driving your team and organization toward greater success.

PROGRAM **OBJECTIVES**

Define psychological safety and recognize its importance in fostering a high-performing, innovative, and resilient team.

Identify the benefits of psychological safety, including improved team learning, increased innovation, higher employee engagement, better decision-making, enhanced well-being, and reduced burnout.

Identify common barriers to psychological safety within teams and organizations, and understand how to address and overcome these obstacles.

Learn practical strategies to build and maintain trust within your team, creating a foundation for psychological safety.

Cultivate an environment that encourages open communication where team members feel safe to speak up, share ideas, admit mistakes, and ask for help.

Develop leadership skills that support psychological safety, including active listening and empathy.

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

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

Microlearning Toolkit

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

LEARNING CAMPAIGN MAP

PREPARATION

Schedule Your Workshop

Self-Reflection Activity

Review Materials

WELCOME

Program Overview

How to Work Together

Introductions

INTRODUCING PSYCHOLOGICAL SAFETY

Review Definitions and Examples
Groups review scenarios
Share experiences

How Psychologically Safe Is Your Team?
Quiz to encourage reflection
Group discussions

Benefits of Psychologically Safe Teams
Groups brainstorm benefits

MAKING MISTAKES

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

COMMUNICATION IS KEY

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

THE IMPORTANCE OF TRUST

The Importance of Trust
Group discussion

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

EMPATHY

What is Empathy
Review a definition
Share experiences

Responding with Empathy
Review scenarios
Individual action planning
Paired role plays

FOSTERING INCLUSION

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

The Global Workplace
Discussion on ensuring everyone is included

COLLABORATION AND INNOVATION

How Fear Can Impact Innovation
Review case study
Group discussion

How to Encourage Collaboration and Innovation
Groups brainstorm ideas
Discuss role modeling these behaviors
Individual action planning

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
Summary of learning and action plans

STAKEHOLDER MANAGEMENT

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

Microlearning Toolkit

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

LEARNING CAMPAIGN MAP

Academy
WORKSHOP
STAKEHOLDER MANAGEMENT

PREPARATION

Schedule Your Workshop

Self-Reflection Activity

Review Materials

WELCOME

Program Overview

How to Work Together

Introductions

WHAT IS A STAKEHOLDER?

Definition of a Stakeholder
Discussion on stakeholders in various contexts

IDENTIFYING YOUR STAKEHOLDERS

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

MANAGING EXPECTATIONS

Identifying stakeholder expectations
Group activity using scenario

Managing expectations
Groups suggest strategies to manage expectations

GAINING SUPPORT

Force Field Analysis
Groups work through an example
Individual reflection and action planning

Addressing Concerns
Groups address concerns in their example

NETWORKING PRINCIPLES

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

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

DEVELOPING INTERPERSONAL RELATIONSHIPS

Demonstrating authenticity
Individual reflection activity

Open Dialogue
Paired activity to practice

Maintaining Boundaries
Group discussion and review of scenarios

MANAGING CONFLICT

Conflict Resolution Styles
Review of the various conflict resolution styles
Discussion on collaborative approach
Scenario-based activity to identify win-win 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

MAINTAINING 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

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
Summary of learning and action plans

VIRTUAL LEARNING

APP-ENHANCED VIRTUAL CLASSROOM

COURSE **DESCRIPTION**

There's an app for everything these days, including a full catalog of third-party tools your team can use to craft a dynamic, collaborative virtual learning environment.

In this collaborative workshop, your team gets hands-on experience with third-party apps like Kahoot, Twiddla, Mentimeter, and Beekast. Teams learn to integrate them into live events to create active learning experiences that foster group problem solving and boost learner engagement.

PROGRAM **OBJECTIVES**

Evaluate the effectiveness of 3rd party tools.

Integrate the tools to create active virtual programs.

Enhance learner engagement and collaboration.

This program includes the following elements:

- A two-week blended learning journey with one 2-hour live virtual workshop
- Supporting Microlearning Toolkit
- Reinforcing Final Project

Microlearning Toolkit

- Program Workbook
- Blog post – 3rd Party Technology Applications for Best Virtual Classroom Interaction
- Infographic – 6 Tips for Working with Third-Party Apps
- Video – Achieving Excellence Through the InQuire Engagement Framework
- Blog post – 35 Fun Icebreakers Perfect for Virtual and Hybrid Meetings
- Discussion forum to share insights and experiences throughout the program

LEARNING CAMPAIGN MAP

PREPARATION

Schedule your workshop

Review Materials

Introductions

Program Overview

How to Work Together

INTRODUCING LEARNING APPS

Learning Apps for the Virtual Classroom
Read the blog post
Review the infographic
Discussion to share ideas

Using Apps for Engagement
View the video
Discussion on increasing engagement
Read the blog post on icebreakers
Discussion to share ideas

CHOOSING THE BEST LEARNING APP

What Apps are Available to You?
Brainstorm where to find apps
Explore apps integrated with your platform
Group discussions

Considerations When Choosing Apps
Brainstorm factors to consider
Discussion on importance of each factor
Discussion on use of Beekast app

ENHANCING THE LEARNING EXPERIENCE

Review of Learner Engagement
Quiz to check understanding
Discussion on use of Kahoot app

Balancing Fun and Learning
Group discussions

USING LEARNING APPS IN A LIVE CLASS

Environmental Engagement with Apps
Group discussions

How to Use an App in a Live Class
Brainstorm tasks before, during, and after
Discussion on use of Twiddla app

INCORPORATING LEARNING APPS

Design an App-Based Activity
Groups review assigned app
Groups design an activity
Groups suggest tasks required to make it work
Groups review each other's work

WRAP UP

Review and Recap
Reflection and discussion

FINAL PROJECT

Review a Learning App and Incorporate it into a Session
Use worksheets and toolkit provided
Submit worksheet

VIRTUAL LEARNING
BLENDED LEARNING CAMPAIGN DESIGN

COURSE **DESCRIPTION**

Flexibility is the key to optimizing blended learning and enhancing virtual training experiences so that learners can independently excel. You create cohesive blended learning experiences and maximize your investment.

In this collaborative workshop, your team tackles the challenges of global team collaboration in today's intricate blended learning environment. You learn how to consolidate lessons, resources, and activities into one curated learning path that optimally balances live and self-directed learning.

PROGRAM **OBJECTIVES**

Discuss how technology, design, people, place, and time influence blended learning.

Differentiate between instructional strategies, techniques, and technologies.

Ensure learning continues after the campaign is complete.

Design a blended learning campaign map.

This program includes the following elements:

- A two-week blended learning journey with one 2-hour live virtual workshop
- Supporting Microlearning Toolkit
- Reinforcing Final Project

Microlearning Toolkit

- Program Workbook
- Video – Perpetual Learning and Campaign Design
- Book – An Introduction to InSync Training's Perpetual Learning Design Model
- Job Aid – Mapping Learning Objectives
- Infographic – Modern Learning Instructional Design
- Blog post – 5 Characteristics of the Modern Learner Experience
- Discussion forum to share insights and experiences throughout the program

LEARNING CAMPAIGN MAP

PREPARATION

Schedule your workshop

Review Materials

Introductions

Program Overview

How to Work Together

INTRODUCTION TO CAMPAIGN DESIGN

The Process of Designing Blended Learning
View the video
Review the campaign map
Read the book
Read the blog post
Review the job aid
Share experiences

CAMPAIGN DESIGN

Review of Key Terms
Review definitions
Group discussions

CAMPAIGN MAPS

Review this Campaign Map
Review the map
Group discussions

Blended Learning Programs
Share experiences

BLENDED LEARNING CAMPAIGNS

What are the Components of the Blend?
Review components

The Importance of Language
Share experiences
Individual action planning

DESIGNING A UNIFIED EXPERIENCE

The Components of a Campaign Design
Review components
Group discussions

The Characteristics that Impact the Learner
Review the characteristics
Share experiences
Discussion on moments of need

The Characteristics of Blended Learning
Review the characteristics
Group discussion

The Design Blueprint
Review the blueprint
Discussions on blueprint

PRACTICE WITH THE BLUEPRINT

Design a Campaign For a Scenario
Review the scenario
Groups work through the blue print
Groups design a campaign
Review other group's work

CREATING A CAMPAIGN MAP

Benefits of Campaign Maps
Review benefits

Elements of Campaign Maps
Review the elements
Review examples
Group discussion

THE ROLE OF THE LMS

How to Make Sure Learning Continues
Review tips
Share experiences

WRAP UP

Review and Recap
Reflection and discussion

FINAL PROJECT

Create a Campaign Design For Your Own Program
Use worksheets and toolkit provided
Submit worksheet

VIRTUAL LEARNING
DESIGNING BLENDED HYBRID LEARNING

COURSE **DESCRIPTION**

Hybrid is the new blended learning. Designing learning experiences that meet the needs of your hybrid audience is mission critical. Why? Because merging people and content creates active and engaging blended learning.

In this collaborative workshop, your team creates an environment conducive to productive learning by merging hybrid and blended learning techniques, optimizing the advantages of each approach for enhanced learner experiences. It underscores the importance of designing resources that support the hybrid delivery team and ensures seamless instructional delivery across different work environments.

PROGRAM **OBJECTIVES**

Define the relationship between hybrid learning and blended learning.

Design programs that adapt to your hybrid audience.

Facilitate blended learning in the hybrid workplace.

Provide logistical support to ensure the success of a hybrid program.

This program includes the following elements:

- A two-week blended learning journey with one 2-hour live virtual workshop
- Supporting Microlearning Toolkit
- Reinforcing Final Project

Microlearning Toolkit

- Program Workbook
- Blog post – How to Support Students in the Hybrid Classroom
- Blog post – 5 Reasons to Design Blended Learning Using a Campaign Approach
- Interactive – When to Use Each Microlearning Approach
- Blog post – Best Approaches to Hybrid Learning so No Learner Gets Left Behind
- Blog post – Are You Hybrid Ready, Willing, and Enabled for the Hybrid Classroom?
- Infographic – Are You Ready?
- Blog post – With Hybrid Learning, the Five Moments of Learner Need® Are More Important than Ever
- Video – An Overview of the 5 Moments of Need
- Infographic – 5 Key Moments of Learner Need
- Discussion forum to share insights and experiences throughout the program

LEARNING CAMPAIGN MAP

PREPARATION

Schedule your workshop

Review Materials

Introductions

Program Overview

How to Work Together

INTRODUCING BLENDED LEARNING

The Benefits of Blended Learning
Read the blog posts
Group discussion

Microlearning Methods
Review the interactive
Discussion on microlearning tools

INTRODUCING HYBRID LEARNING

Defining Hybrid Learning
Review the interactive

The Impact on Learners
Read the blog posts
Review the infographic
Group discussion to share advice

THE FIVE MOMENTS OF LEARNER NEED

Overview of the 5 Moments of Learner Need
Read the blog post
View the video
Review the infographic
Group discussion

BRINGING HYBRID INTO THE BLEND

Learning Environments
Discussion on macro environments
Discussion on micro environments
Review the scenario

Hybrid Learning Environments
Discussion on online resources

ENGAGING EVERY LEARNER

Learner Engagement
Review the InQuire Engagement Framework
Apply the IQF to the scenario

Instructional Team Roles
Groups discuss each role
Groups suggest responsibilities for each role

Reaching All Learners
Groups discuss assigned learner
Groups suggest how to support that learner
Groups review each others' work

SUPPORTING A HYBRID LEARNING CAMPAIGN

Campaign Maps
Review a campaign map
Discuss this campaign
Discuss the use of resources

Using Resources On-The-Job
Learners share ideas
Review tips for attracting learners to your LMS

WRAP UP

Review and recap
Reflection and discussion

FINAL PROJECT

Plan out a blended hybrid program for your work
Use worksheets and toolkit provided
Submit worksheet

VIRTUAL LEARNING

DESIGNING VIRTUAL ON-BOARDING

COURSE **DESCRIPTION**

You only get one chance to make a first impression with new hires, especially when they're working remotely. So it's important to create an engaging on-boarding process that connects them to their jobs and peers.

In this collaborative workshop, your team will learn how to craft a virtual on-boarding program that seamlessly integrates remote and onsite team members. We turn the critical first 30 days on the job into an energizing experience that sets the tone for a successful future and job satisfaction.

PROGRAM **OBJECTIVES**

Identify new hire & organizational on-boarding needs.

Support staggered & individual hires.

Develop a multi-day engaging on-boarding process.

Develop an action plan for improvements.

This program includes the following elements:

- A two-week blended learning journey with one 2-hour live virtual workshop
- Supporting Microlearning Toolkit
- Reinforcing Final Project

Microlearning Toolkit

- Program Workbook
- Blog post – Orientation vs. On-boarding
- Podcast – What's Driving the Need for Virtual On-boarding?
- On-boarding Essentials Toolkit
- Blog post – Automating On-boarding
- Discussion forum to share insights and experiences throughout the program

Academy
WORKSHOP
DESIGNING VIRTUAL ONBOARDING

LEARNING CAMPAIGN MAP

PREPARATION

Schedule your workshop

Review Materials

Introductions

Program Overview

How to Work Together

INTRODUCING ON-BOARDING

The importance of effective on-boarding
Read the blog post
Listen to the podcast
Discussion on on-boarding experiences

On-boarding Essentials
Review the On-boarding Essentials Toolkit
Discussion of on-boarding requirements

Improving On-boarding
Read the blog post
Discussion on suggestions for improvement

ON-BOARDING REQUIREMENTS

The needs of the organization
Review statistics
Group discussion

The needs of new hires
Discussion on needs of new hires
Application of InQuire Engagement Framework

Specific on-boarding requirements
Groups discuss needs of specific new hires
Groups discuss needs of specific departments
Groups prioritize the needs identified

DESIGNING ON-BOARDING PROGRAMS

The first 30 days
Review the first 30 days map
Group discussions on each section

Pre-boarding requirements
Discussion on pre-boarding needs
Groups design a welcome video

IMPROVING ON-BOARDING PROGRAMS

How to improve your on-boarding programs
Group discussions
Action planning

WRAP UP

Review and recap
Reflection and discussion

FINAL PROJECT

Review on-boarding process and suggest changes
Use worksheets and toolkit provided
Submit worksheet

VIRTUAL LEARNING

EMOTIONALLY INTELLIGENT VIRTUAL LEARNING

COURSE **DESCRIPTION**

Good virtual training facilitators know the technology their platforms provide. Great facilitators complement those skills by knowing how to authentically connect with their audiences emotionally. And that's powerful.

In this collaborative workshop, your team explores how to foster positive and authentic virtual learning environments. We emphasize creating a psychologically safe environment where learners can express themselves freely. We explore the critical role Emotional Intelligence plays in these learning experiences, offering insights into how emotions can impact behavior and motivation.

PROGRAM **OBJECTIVES**

Internalize the role of Emotional Intelligence in virtual learning.

Assess how self-awareness, self-regulation, motivation, empathy, and social skills influence learners and outcomes.

Develop skills to help facilitators and learners manage emotions.

Nurture emotional engagement in live sessions.

This program includes the following elements:

- A two-week blended learning journey with one 2-hour live virtual workshop
- Supporting Microlearning Toolkit
- Reinforcing Final Project

Microlearning Toolkit

- Program Workbook
- Video – The Explainer: Emotional Intelligence
- Blog post – Emotional Intelligence in Leadership
- Blog post – 8 Free Emotional Intelligence Tests That Reveal More about You
- Blog post – 12 Emotional Intelligence Examples
- Blog post – Emotional Intelligence at Work
- Video – Achieving Excellence through the InQuire Engagement Framework
- Blog post – 8 Considerations for Applying Emotional Intelligence to Learning
- Blog post – 7 Ways Facilitators Can Nurture Emotional Engagement in the Classroom
- Interactive – Communication Techniques
- Discussion forum to share insights and experiences throughout the program

Academy
WORKSHOP
EMOTIONALLY INTELLIGENT VIRTUAL LEARNING

LEARNING CAMPAIGN MAP

PREPARATION

Schedule Your Workshop

Review Materials

Introductions

Program Overview

How to Work Together

INTRODUCTION TO EMOTIONAL INTELLIGENCE

What is Emotional Intelligence?
View the video
Read the blog posts
Group discussion

Emotional Intelligence at work
Read the blog posts
Group discussion

Emotional Intelligence in Learning
View the video
Read the blog posts
Review the interactive
Group discussion

EMOTIONAL INTELLIGENCE IN VIRTUAL LEARNING

A Definition of Emotional Intelligence
Review definition
Group discussion

The Benefits of Emotional Intelligence in the Virtual Classroom
Share ideas
Group discussion

How it Ties to the InQuire Engagement Framework
Review IQF
Group discussion

COMMUNICATING IN THE VIRTUAL ENVIRONMENT

Methods for Communicating
Brainstorm ideas

Techniques for Communicating
Review techniques
Groups share tips for each technique

EMOTIONAL INTELLIGENCE AND ITS IMPACT ON LEARNING OUTCOMES

The Five Aspects of Emotional Intelligence
Review the aspects

How They Impact Learning
Individual reflection
Share ideas
Review characteristics
Group discussion

THE ROLE OF THE FACILITATOR

The Facilitator's Emotions
Discussion on causes
Share tips to minimize impact

Making Connections
Share tips

Communicating Effectively
Share tips
Review suggestions

What We Need to Consider
Share tips on being authentic
Share tips on considering learners

EMOTIONAL INTELLIGENCE IN PRACTICE

Redesign an Activity to Increase Emotional Intelligence
Review a scenario
Groups redesign the scenario
Review other group's work

NURTURING EMOTIONAL ENGAGEMENT

What Can You do to Nurture Emotional Engagement?
Individual reflection activity
Group discussion

WRAP UP

Review and Recap
Reflection and discussion

FINAL PROJECT

Redesign An Activity to Make It More Emotionally Engaging
Use worksheets and toolkit provided
Submit worksheet

VIRTUAL LEARNING

ENERGIZE VIRTUAL LEARNING

COURSE **DESCRIPTION**

As ubiquitous as virtual learning is in the hybrid workplace, learners are tired. The need for engaging training that boosts engagement and reduces learning fatigue has become essential.

In this collaborative workshop, your team tackles the challenges of virtual classroom burnout, so learners value the experience and look forward to future programs. Your organization gets equipped with the necessary tools to transform the virtual learning experience. This makes it more dynamic, engaging, and sustainable.

PROGRAM **OBJECTIVES**

Analyze the primary causes of virtual classroom burnout.

Implement design and facilitation techniques to minimize learning fatigue.

Redirect behaviors that contribute to learning fatigue.

Alleviate virtual learning burnout.

This program includes the following elements:

- A two-week blended learning journey with one 2-hour live virtual workshop
- Supporting Microlearning Toolkit
- Reinforcing Final Project

Microlearning Toolkit

- Program Workbook
- Blog post – Designing the Digital Classroom for Effective Adult Learning
- Podcast – Zoom Fatigue and Video in Hybrid & Virtual Training Delivery
- Survey – Stanford Zoom Exhaustion & Fatigue Scale (ZEF)
- Discussion forum to share insights and experiences throughout the program

Academy
WORKSHOP
ENERGIZE VIRTUAL LEARNING

LEARNING CAMPAIGN MAP

PREPARATION

Schedule your workshop

Review Materials

Introductions

Program Overview

How to Work Together

INTRODUCTION TO "ZOOM FATIGUE"

The Importance of Adult Learning Theory
Read the blog posts
Group discussion

The Impact of Using Video Cameras
Listen to the podcast
Group discussion

Your experience of "Zoom Fatigue"
Take the survey
Group discussion
Individual reflection

DEFINING "ZOOM FATIGUE"

What is "Zoom Fatigue"?
Learners share ideas
Review scientific definition

WHAT DESIGNERS CAN DO

Give Learners a Choice
Review suggestion
Share experiences

Use Webcams Purposefully
Discussion on webcams

Blended Learning Campaigns
Reflection on this campaign
Group discussion

Include Breaks
Poll activity
Group discussion

WHAT FACILITATORS CAN DO

Ensure Digital Fluency
Review suggestions

Make Eye Contact
Discussion on webcam presence

Make Social Connections
Brainstorm ideas
Discussion on warm ups

Get Them Moving
Take a stretch break
Group discussion

Limit Your Air Time
Share ideas

WHAT LEARNERS CAN DO

Build your Resilience
Activity to demonstrate resilience
Group discussion

Find Your Balance
Discussion on boundaries

Avoid Multitasking
Activity to practice multitasking
Group discussion

Know Your Energy Gains and Drains
Learners share experiences
Group discussion

ENERGIZING VIRTUAL LEARNING

Applying the Techniques
Groups identify techniques used
Groups suggest ways to apply assigned techniques to their work
Groups review each others' work

WRAP UP

Review and recap
Reflection and discussion

FINAL PROJECT

Apply the techniques to your learning program
Use worksheets and toolkit provided
Submit worksheet

VIRTUAL LEARNING

EVALUATING HYBRID & VIRTUAL LEARNING

COURSE **DESCRIPTION**

Moving beyond simple learner feedback, you have to dig deeper to find actionable data that can truly inform your learning approach. We cut through the complexity to give you the tools to really understand what makes hybrid and virtual learning tick.

In this collaborative workshop, your team revamps a hybrid virtual training evaluation plan and looks into how you're doing as individuals and as an organization. You pinpoint what is and isn't working and get easy-to-follow steps to make things even better. We figure out why some training isn't working and tweak our methods to make sure our sessions are not just enjoyed but are really reaching our goals.

PROGRAM **OBJECTIVES**

Evaluate the effects of hybrid virtual learning.

Identify key program evaluation methods.

Develop a logic model that measures success.

This program includes the following elements:

- A two-week blended learning journey with one 2-hour live virtual workshop
- Supporting Microlearning Toolkit
- Reinforcing Final Project

Microlearning Toolkit

- Program Workbook
- Video – Achieving Excellence through the InQuire Engagement Framework
- Podcast – Evaluating Hybrid and Virtual Learning
- Book – Evaluation Methodologies
- Discussion forum to share insights and experiences throughout the program

Academy
WORKSHOP
EVALUATING HYBRID & VIRTUAL LEARNING

LEARNING CAMPAIGN MAP

PREPARATION

Schedule your workshop

Review Materials

Introductions

Program Overview

How to Work Together

INTRODUCING LEARNING EVALUATIONS

Considering Learning Evaluations
Listen to the podcast
Read the book
Discussion on current evaluation processes

Learner Engagement
View video on the InQuire Engagement Framework
Discussion on aspirations for new evaluation approaches

PROGRAM EVALUATION METHODOLOGIES

Defining Program Evaluation
Group discussion
Review definitions

Learner Engagement in Evaluations
Review of the InQuire Engagement Framework
Discussion on use in evaluations

Potential Methodologies
Paired discussion on potential methodologies
Review of methodologies

EVALUATION PROCESS

The Overall Approach to Evaluations
Groups discuss potential approaches
Groups suggest questions to consider

Setting Criteria Related to the Virtual Classroom
Groups suggest criteria to set

MEASUREMENT

Definition of Measurable
Group discussion on reliability
Group discussion on validity
When data is not measurable
Share experiences

DATA SOURCES

Quantitative vs. Qualitative Data
Discussion on differences

Learners as a Data Source
Brainstorm data available
Discussion on measurability of that data

Technology as a Data Source
Brainstorm data available
Discussion on relevance of that data

The Facilitation Team as a Data Source
Brainstorm data available
Discussion on measurability of that data

Other Data Sources
Discussion on any other data sources

DRAFT LOGIC MODEL

The Purpose of a Draft Logic Model
Discussion

CIPP Evaluation Model
Overview of the model
Groups populate model based on scenario

ANALYZING DATA

Analyzing Data For Evaluation
Groups analyze scenario data
Groups summarize evaluation
Groups make recommendations for improvement

WRAP UP

Review and recap
Reflection and discussion

FINAL PROJECT

Draft a logic model to evaluate a learning program
Use worksheets and toolkit provided
Submit worksheet

VIRTUAL LEARNING

GOING LIVE: FROM IN PERSON TO VIRTUAL

COURSE **DESCRIPTION**

Your virtual training needs to meet and exceed expectations of the traditional classroom. So your team needs to redefine your content and facilitation techniques for maximum impact in a virtual learning environment.

In this collaborative workshop, your team explores the nuances of transitioning from in-person to virtual learning environments. We reevaluate content, refine design, optimize virtual platforms, and hone facilitation techniques to maximize impact. This comprehensive approach ensures a smooth and successful transition and enhances your capability to deliver impactful virtual classroom experiences.

PROGRAM **OBJECTIVES**

Evaluate the suitability of your content for virtual delivery.

Transform existing activities into a virtual format.

Prepare your L&D team for success.

Enhance the partnership between the facilitator and the producer.

This program includes the following elements:

- A two-week blended learning journey with one 2-hour live virtual workshop
- Supporting Microlearning Toolkit
- Reinforcing Final Project

Microlearning Toolkit

- Program Workbook
- Blog post – How to Go Live! Taking a GREAT Program and Moving it to the Virtual Classroom
- Blog post – How to Go Live: Thinking About Virtual Classroom Facilitation
- Blog post – How to Go Live: Virtual Classroom Instructional Design Tips
- Interactive – Using InSync's Four Step Process to Design Virtual Programs
- Interactive – Using InSync's Design Document to Create Dynamic Virtual Activities
- Infographic – Don't Skip the Debrief
- Interactive – Anatomy of a Facilitator Guide
- Discussion forum to share insights and experiences throughout the program

Academy
WORKSHOP
GOING LIVE: FROM IN-PERSON TO VIRTUAL

LEARNING CAMPAIGN MAP

PREPARATION

Schedule your workshop

Review Materials

Introductions

Program Overview

How to Work Together

INTRODUCTION: MOVING TO VIRTUAL

What's Different About Virtual Classroom?
Read the blog posts
Group discussion

Designing for the Virtual Classroom
Review the interactives
Review an example
Apply the design process to the example
Share ideas

Debriefing in the Virtual Classroom
Review the infographic
Review the interactive
Share debrief ideas

GREAT LEARNING EVENTS

Great In-Person Events
Discussion
Review characteristics

The Characteristics of Great Virtual Events
How the same characteristics apply

TRANSITIONING TO VIRTUAL

The Importance of Mindset
How to reframe your vision

How Virtual is Different for Each Role
Groups identify differences for each role
Group discussion

DESIGNING FOR THE VIRTUAL CLASSROOM

Design Considerations
Review considerations

The Four-Step Design Process
Review of the process
Review decisions required
Discussion on interaction

FACILITATING IN THE VIRTUAL CLASSROOM

The Facilitator's Role
Review characteristics
Group discussions

Body Language in the Bandwidth
Discuss how to see learners
Review InQuire Engagement Framework

SUPPORTING THE LEARNING EXPERIENCE

The Role of the Producer
Review technical tasks
Review instructional tasks
Group discussion

DESIGNING A VIRTUAL ACTIVITY

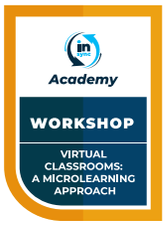
Converting an In-Person Activity to Virtual
Review a scenario
Groups convert their activity to virtual
Groups review each others' work

WRAP UP

Review and Recap
Reflection and discussion

FINAL PROJECT

Convert an In-Person Activity to Virtual
Use worksheets and toolkit provided
Submit worksheet



VIRTUAL LEARNING

VIRTUAL CLASSROOMS: A MICROLEARNING APPROACH

COURSE **DESCRIPTION**

"Bite-sized" content enhances engagement, creates a robust training experience, and serves as a lasting resource in any virtual learning campaign.

In this collaborative workshop, your team learns to integrate microlearning assets before, during, and after formal learning. This extends the experience into every moment of learner need and maximizes your development investment.

PROGRAM **OBJECTIVES**

Define microlearning best practices.

Incorporate microlearning into live virtual lessons.

Design sustainable microlearning strategies for use on the job.

This program includes the following elements:

- A two-week blended learning journey with one 2-hour live virtual workshop
- Supporting Microlearning Toolkit
- Reinforcing Final Project

Microlearning Toolkit

- Program Workbook
- Blog post–Use Microlearning Assets to Fuel Your Virtual Classroom
- Infographic–Six Steps to Adopting the Microlearning Approach to Design
- Blog post – Creating Virtual Training with a Microlearning Approach: Defining the Trend
- Whitepaper–10 Types of Microlearning
- Infographic–10 Microlearning Methods that Maximize Learning Outcomes
- Blog post–With Hybrid Learning, the 5 Moments of Need Are More Important than Ever
- Infographic–How to Incorporate Microlearning Techniques in Virtual Classroom Lessons
- Discussion forum to share insights and experiences throughout the program

Academy
WORKSHOP
VIRTUAL CLASSROOMS: A MICROLEARNING APPROACH

LEARNING CAMPAIGN MAP

PREPARATION

Schedule your workshop

Review Materials

Introductions

Program Overview

How to Work Together

INTRODUCING MICROLEARNING

The Benefits of Incorporating Microlearning
Read the blog post

Designing with Microlearning In Mind
Review the infographic
Read the blog post
Discussion on ideas

Types of Microlearning
Read the whitepaper
Review the infographic
Discussion to compare the assets

Microlearning in Hybrid Workplaces
Read the blog post
Review the infographic
Discussion on moments of need

THE BENEFITS OF INCORPORATING MICROLEARNING

Defining Microlearning
Learners suggest definitions
Review definitions
Review characteristics

Making Microlearning Work
Discussion on types of assets used
Video on microlearning vs. traditional learning
Review of push vs. pull learning
Review of the 5 moments of learner need
Group discussion

INCORPORATING MICROLEARNING INTO LIVE CLASSES

Effectively Incorporating Microlearning
Discussion on best practices
Review steps for design
Group discussion

Choosing the Best Microlearning Tool
Review of potential tools
Group discussion

The Importance of Debriefs
Review the infographic
Group discussions

DESIGNING MICROLEARNING

How to Design Programs that Effectively Incorporate Microlearning
Review worksheet and scenario

Practice Designing Programs Incorporating Microlearning
Groups use a scenario and worksheet
Groups design programs
Share experiences and takeaways

PERPETUATING THE USE OF MICROLEARNING

Attracting Learners to Your LMS
Review tips
Group discussions

WRAP UP

Review and Recap
Reflection and discussion

FINAL PROJECT

Review a Learning Program and Incorporate Microlearning
Use worksheets and toolkit provided
Submit worksheet

VIRTUAL LEARNING

THE BRAIN-BASED VIRTUAL CLASSROOM

COURSE **DESCRIPTION**

Your learners deserve robust engagement strategies to optimize their productivity. Introduce your team to a design approach grounded in neuroscience that fosters connections with learners on an emotional, intellectual, and environmental level.

In this collaborative workshop, your team levels up your virtual classes by diving into the exciting world of neuroscience-inspired activities and discovers how they can bring a new dimension to your content. You experience these activities firsthand, giving you the tools to transform your virtual classroom into an engaging and interactive space. Together, you design a virtual classroom activity that's not just strong in its content but also rich with opportunities for effective learning, cooperation, and putting theory into practice.

PROGRAM **OBJECTIVES**

Apply brain-based learning principles.

Design activities that engage learners.

Ensure higher-level learning.

This program includes the following elements:

- A two-week blended learning journey with one 2-hour live virtual workshop
- Supporting Microlearning Toolkit
- Reinforcing Final Project

Microlearning Toolkit

- Program Workbook
- Book – Virtual Learning is Real Learning
- Video – Achieving Excellence Through the InQuire Engagement Framework
- Interactive – 12 Learning Principles You Can Wrap Your Brain Around
- Infographic – Don't Skip the Debrief
- Infographic – 6 Brain-Based Principles That Trump Traditional Teaching and Training
- Checklist – Brain-Based Learning Strategies for Engaging Learners
- Discussion forum to share insights and experiences throughout the program

Academy
WORKSHOP
THE BRAIN-BASED VIRTUAL CLASSROOM

LEARNING CAMPAIGN MAP

PREPARATION

Schedule your workshop

Review Materials

Introductions

Program Overview

How to Work Together

INTRODUCING BRAIN-BASED PRINCIPLES

Overview of 12 Learning Principles
Read section of book
Discussion on impact of pandemic
Interactive activity to explore the brain-based principles

Learner Engagement
View video on the InQuire Engagement Framework
Discussion on variety of media

THE IMPORTANCE OF DEBRIEFS

The Benefits of Debrief and Reflection
Read section of book
Review infographic on debriefs
Discussion on debrief methods

PRESENTATION STYLES

Lectures or Engaging Presentations
View example video
Discussion on presentation styles

APPLYING BRAIN-BASED TECHNIQUES

Exploring ideas on applying Brain-Based Techniques
Review infographic for ideas
Review checklist of practical strategies
Discussion on applying techniques

IMPACT OF BRAIN-BASED LEARNING

How the InQuire Engagement Framework Impacts Learning
Discussion on the IQF
Discussion on guiding questions and learning objectives

Defining Brain-Based Learning
Review of definitions
The impact of fear on cognition
Discussion on brain science and ground rules

How the InQuire Engagement Framework Aligns with Brain-Based Principles
Review infographic
Quiz-based discussion

BRAIN-BASED LEARNING DESIGN

Key Components of Brain-Based Activities
Review of each component
Review potential strategies

Review a Brain-Based Learning Activity
Overview of example activity
Review components in this activity
Discussion on potential outcomes

Participate in a Brain-Based Learning Activity
Take part in "20 questions" activity
Discussion on outcome of activity
Impact of debrief on learning outcomes
Discussion on brain-based principles applied

DESIGNING BRAIN-BASED ACTIVITIES TO MAXIMIZE ENGAGEMENT

Using the Brain-Based Activity Worksheet
Review of worksheet
Discussion on using the worksheet

Designing Brain-Based Activities
Groups use brain-based activity worksheet
Groups design an activity
Review of groups' designs

WRAP UP

Review and Recap
Reflection and discussion

FINAL PROJECT

Convert or Design a Brain-Based Activity
Use worksheets and toolkit provided
Submit worksheet

VIRTUAL LEARNING

VIRTUAL CLASSROOM PLATFORM DEEP DIVES

COURSE **DESCRIPTION**

Getting the most out of your chosen virtual platform is critical for learner engagement and retention. Access to insider tips and strategies in facilitation, design, production, and tech can help your team excel.

This collaborative workshop is perfect for facilitators, designers, and all virtual training professionals. It delivers in-depth instruction in using feature-rich tools in custom learner engagement experiences. We provide more than the "point-and-click" of the virtual classroom—we show you how to integrate tools into your design. Pick your platform: Zoom, MS Teams, Webex, or Adobe Connect.

PROGRAM **OBJECTIVES**

Utilize the Virtual Classroom tools to maximize engagement and minimize tech disruptions.

Articulate what team members need to know about the platform specific to their role.

Optimize the use of your virtual platform.

This program includes the following elements:

- A two-week blended learning journey with one 2-hour live virtual workshop
- Supporting Microlearning Toolkit
- Reinforcing Final Project

Microlearning Toolkit

- Program Workbook
- Videos or articles on navigating your virtual platform
- Videos or articles on using your platform's features
- Videos or articles on your platform's settings
- Discussion forum to share insights and experiences throughout the program

Academy
WORKSHOP
VC PLATFORM DEEP DIVES

LEARNING CAMPAIGN MAP

PREPARATION

Schedule your workshop

Review Materials

Introductions

Program Overview

How to Work Together

INTRODUCTION TO YOUR VIRTUAL CLASSROOM PLATFORM

Navigating Your Virtual Platform
View the videos or read the articles
Share experiences

Using the Interactive Tools
View the videos or read the articles
Try the tools
Share experiences

Exploring Your Platform's Settings
View the videos or read the articles
Review the settings
Share experiences

WHAT TOOLS ARE AVAILABLE

Basic Interaction Tools
Volunteers explain tools
Learners test tools

USING THE TOOLS TO MAXIMIZE LEARNER ENGAGEMENT

The InQuire Engagement Framework
Review the framework
Group discussions

Using the Tools to Engage
Groups explore assigned tool
Groups share ideas
Review other groups' work

Working with Breakouts
Review how to set up and manage breakouts
Learners share ideas

WHAT DO THE INSTRUCTIONAL TEAM NEED TO KNOW?

What do Designers Need to Know?
Brainstorm ideas
Review questions

What do Facilitators Need to Know?
Brainstorm ideas
Review questions

What do Producers Need to Know?
Brainstorm ideas
Review questions

Where can We Find the Answers?
Groups explore the questions for their assigned role
Groups explore their platform's help center
Groups share learning
Explore outstanding questions

DEVELOPING DIGITAL FLUENCY

What do I Need to Know?
Individual action planning
Group discussion

WRAP UP

Review and Recap
Reflection and discussion

FINAL PROJECT

Create an Action Plan for Mastering Your Virtual Classroom Platform
Use worksheets and toolkit provided
Submit worksheet

VIRTUAL LEARNING
WINNING THE VIRTUAL SALES CALL

COURSE **DESCRIPTION**

Remote sales calls are the reality in today's post pandemic world, to the tune of 75% of them all. Getting the most out of that initial contact, and securing actual sales from them, is a skill that can always be refined and redesigned. So your sales calls transform into compelling experiences that drive results.

In this collaborative workshop, your team unlocks the secrets to building strong relationships in your online sales interactions. Learn how to conduct virtual sales meetings that captivate your prospect and keep them engaged using virtual platform tools to engage customers.

PROGRAM **OBJECTIVES**

Contrast face-to-face and remote meeting skills.

Utilize effective virtual sales meeting speech elements.

Develop engaging questions for customers in virtual sales meetings.

Exercise active listening skills.

Identify chances to use virtual tools for customer engagement.

This program includes the following elements:

- A two-week blended learning journey with one 2-hour live virtual workshop
- Supporting Microlearning Toolkit
- Reinforcing Final Project

Microlearning Toolkit

- Program Workbook
- Interactive – The Virtual Sales Call Structure
- Article – Zoom Backgrounds
- Video - Achieving Excellence through the InQuire Engagement Framework
- Discussion forum to share insights and experiences throughout the program

Academy
WORKSHOP
WINNING THE VIRTUAL SALES CALL

LEARNING CAMPAIGN MAP

PREPARATION

Schedule your workshop

Review Materials

Introductions

Program Overview

How to Work Together

INTRODUCTION TO VIRTUAL SALES CALLS

The Structure of a Virtual Sales Call
Review the interactive
Share experiences

Presentation is Everything
Read the article
Discussion on virtual backgrounds

Engaging Sales Calls
View the video
Group discussion

PREPARING FOR THE VIRTUAL SALES CALL

How Preparing Differs in the Virtual Environment
Review how to prepare in-person
Discussion on differences

OPENING THE VIRTUAL SALES CALL

What Makes a Good Opening
Share opinions

What makes a Good Virtual Opening
Share opinions
Discuss best practices

EXPLORING AND DEMONSTRATING CAPABILITY

Asking Questions on a Sales Call
Share go-to questions

Responding to Questions Virtually
Discussion on encouraging responses virtually
Discussion on using the tools

Navigating a Slide Deck Smoothly
Discussion on traps we fall in to
Demonstration on navigating slides

Making Live Demos Relevant
Discussion on best practices
Sharing virtual tips

IDENTIFYING NEXT STEPS

The Benefits of the Virtual Environment
Brainstorm benefits
Group discussion

VIRTUAL SALES CALL PRACTICE

Practice Virtual Calls Using a Scenario
Practice in triads
Receive feedback
Group observations
Group discussions
Individual action planning

WRAP UP

Review and Recap
Reflection and discussion

FINAL PROJECT

Review a sales Call and Reflect on Your Performance
Use worksheets and toolkit provided
Submit worksheet

FOUNDATIONS OF **FACE-TO-FACE** CLASSROOM TRAINING

COURSE **DESCRIPTION**

This workshop is designed to equip trainers with the skills and confidence needed to excel in today's face-to-face classroom setting. Participants will explore the core principles of facilitation, grounded in how people learn, and understand how to create engaging, learner-centered experiences in in-person environments. This dynamic and interactive course is designed to help trainers seamlessly adapt their skills for face-to-face environments.

Learn how to leverage the energy and engagement of live settings while addressing unique challenges like reading non-verbal cues, managing room dynamics, and creating an inclusive atmosphere. Through hands-on activities, real-world scenarios, and expert guidance, the learner will gain the confidence and tools to deliver impactful training sessions that resonate with the audience.

PROGRAM **OBJECTIVES**

Define the foundational role of facilitation and describe how people learn across different environments.

Compare the key differences between in-person and virtual facilitation, including their unique challenges and best practices.

Demonstrate engagement strategies tailored to face-to-face learners, with a focus on keeping participants actively involved.

Develop strategies to transition from virtual to in-person facilitation effectively.

Adapt content delivery to leverage the dynamics of in-person interactions.

Manage challenges unique to face-to-face training environments, such as non-verbal cues and physical logistics.

Practice applying facilitation techniques in a simulated session and receive feedback to refine your approach for in-person environments.

This program includes the following elements:

- Either **two 6-hour in-person workshops**, or A four-week blended learning journey with three 2-hour live virtual workshops
- Supporting Microlearning Toolkit
- Personal Development Journal with reflective questions and on-the-job activities to support learning from the program
- Reinforcing Final Project

Microlearning Toolkit

- Program Workbook
- Job Aid – Facilitating Group Work
- Interactive – Engaging Learners to Maximize Learning Outcomes
- Infographic - Don't Skip the Debrief
- A curated magazine with recommended additional reading and resources

Academy
WORKSHOP
FOUNDATIONS OF FACE-TO-FACE CLASSROOM TRAINING

LEARNING CAMPAIGN MAP

PREPARATION

Schedule your workshop

Self-Reflection Activity

Review Materials

WELCOME

Program Overview

How to work together

Introductions

UNDERSTANDING FACILITATION & HOW PEOPLE LEARN

What is Facilitation?
Discussion on presenting vs facilitating
Review definitions
Discussion on impact of learning environment

How People Learn: Core Learning Theories
Explore foundational learning principles
Explore research on learner engagement
Group discussions on how to apply the theories

IN-PERSON VS. VIRTUAL FACILITATION: KEY DIFFERENCES & CHALLENGES

Virtual Facilitation
Discussion on the challenges of virtual environments
Brainstorm ideas to build rapport

In-Person Facilitation
Activity on in-person presence
Self-reflection on in-person presence
Review ideas on managing group dynamics
Discussion on how physical space impacts energy

PRINCIPLES OF ENGAGEMENT IN CLASSROOM TRAINING

Engagement Techniques for In-Person Training
Review methods such as storytelling and active listening
Compare methods to engage learners

Engaging Activities for In-Person Training
Explore example activities
Compare types of activity
Practice setting up and managing activities

The importance of debriefing activities
Compare debrief techniques
Practice debriefing activitiess

TRANSITIONING FROM VIRTUAL TO IN-PERSON FACILITATION

Presenting Virtually vs In-Person
Activities and demonstrations on eye contact and body language
Activities and demonstrations of proxemics and gestures
Practice working without a script

The power of the voice
Explore the different vocal inflections
Practice verbal skills

Troubleshooting & Best Practices
Groups brainstorm checklists to prevent issues
Activity to practice handling disruptions
Review scenarios

PUTTING IT ALL TOGETHER: FACILITATING IN-PERSON

Practice Sessions & Feedback
Practice facilitating a session
Give and receive peer feedback
Receive instructor feedback
Personal action planning

WRAP UP

Review and recap
Quiz and discussions

Action Planning
Action plan and journal

FINAL PROJECT

Self-reflection journal
Quiz and discussions

Submit worksheet
Summary of learnings and action plan