Live Virtual
Course Offerings

Course Topics that Include an Assessment

Course Topics that Do Not Include an Assessment

COURSE TOPICS THAT INCLUDE SELF-ASSESSMENT PROFILE AS PRE-WORK

Each of the following programs are greatly enhanced by enabling each participant to complete an online self-assessment profile as pre-work. There is a different profile for each course listed, based on the topic. Each instructor-led virtual course is 90 minutes in length, unless otherwise identified.

1. Time and Priority Management

Profile: Time Mastery Profile
Setting priorities and managing time effectively is basic to managing individual and organizational performance. Some of the topics addressed in this course include:

- Identifying one's unique time mastery strengths and challenges
- Recognizing the important, not just urgent, priorities
- Planning on a weekly and monthly basis (not just daily to do lists)
- Managing interruptions, including email and phone calls
- Delegating effectively
- Overcoming Procrastination
- Handling Interruptions
- Action Planning

The *Time Mastery Profile* helps participants identify their individual strengths and development needs in 12 areas of time management:

Attitudes towardsTime	*Goals*
Priorities	*Analyzing*
Planning	*Scheduling*
Interruptions	*Meetings*
Correspondence	*Delegation*
Procrastination	*Time Teamwork*

2. Working with Diverse Behavioral Styles

Profile: Everything DiSC Workplace Profile
Successful interpersonal relationships often depend on "getting off on the right foot." Being able to quickly recognize someone's behavioral style and interact appropriately is critical to this process. This course helps participants quickly recognize someone else's behavioral style and develop adaptive skills that increase one's ability to communicate effectively with others. This program uses the DiSC model to understand behavioral styles. Topics addressed include:

- Characteristics of each of the 4 behavioral styles
- Recognizing other's behavioral styles
- How to adapt your approach to other people
- Practical application exercises

The Everything DiSC Workplace Profile enables each participant to identify their own behavioral style strengths and development needs. The four styles are:

- Dominance
- Influence
- Steadiness
- Conscientious

The profile also addresses the primary tendencies of the participant's behavioral style pattern. The end of the profile lists all behavioral style patterns and can be used as a reference guide when adapting styles to the needs of others.

3. Listening Skills

Profile: Personal Listening
Research shows that people screen out or change the intended purpose of what they hear in over 70% of all communications. The biggest factor contributing to such miscommunications is our listening approach. Topics addressed in this course include:

- Listening vs. Hearing
- Communication Filters
- The Focus, Motivation and Behavioral Indicators of each listening approach
- How to use listening approaches appropriate to the situation
- Developing effective listening strategies, based on the purpose of the communication

The Personal Listening Profile describes five listening approaches and helps the participant identify his or her preferred approach. The five approaches are Appreciative, Empathic, Comprehensive, Discerning and Evaluative.

4. Encouraging Innovation in Teams

Profile: Team Dimensions Profile
Successful team members don't do the same thing at the same time. They do the right thing at the right time. While team members work together toward a common goal, individuals still must play their individual roles in the process. As organizations rely more and more on teams to innovate and problem solve, clearly understanding and capitalizing on individual approaches to group processes is the bottom line on creating high performance teams. Topics addressed include:

- Why innovation is a process, not an event
- The importance of each role identified in the Team Dimensions profile
- How the understanding of team roles within the "Z Process" can get teams moving forward quickly and enhance innovation
- How understanding team roles can help to solve problems and deal with change

This course utilizes the Team Dimensions Profile to help participants identify their own personal preference towards 4 key roles in team performance, such as:

- Creator
- Advancer
- Refiner
- Executor

5. Your Conflict Approach and When to Use It

Profile: Thomas Kilmann Conflict Mode Indicator
One of the key reasons for lack of productivity is interpersonal conflict. It slows down the decision-making process and prevents people from willingly sharing information. It also inhibits the opportunity for synergistic creativity and innovation. There are five specific methods for dealing with conflict addressed in this program, such as:

- Competing
- Accommodating
- Avoiding
- Collaborating
- Compromising

Topics include:

- Causes for conflict
- The need for flexibility in response to conflict situations
- When each approach is useful and when it is not

This program utilizes the on-line Thomas Kilmann Conflict Mode Instrument to help each participant identify his or her primary approach to conflict and recognize when each approach is most effective.

6. Responding to Organizational Change

Profile: Mastering the Change Curve
Change is a certainty in today's environment. The key to surviving and thriving is to take a proactive approach to change. This program provides the tools to assess typical attitudes toward change, intervene in the change cycle with positive strategies, and combat change-related stress.
Topics included are:

- How quickly the world of work is changing
- Identified changes at your organization
- Identify strengths and development needs regarding response to change
- Tips for addressing change based on where you are in the change cycle

7. Enhance Your Emotional Intelligence

Profile: Emotional Intelligence Assessment
Emotional Intelligence (EQ) is the ability to comprehend your emotions and manage them effectively. Research shows that people who show high levels of emotional intelligence skills are stronger leaders, better decision makers, foster better relationships, and increase team efficiency in the workplace. It also suggests that EQ is a more accurate predictor of success at work and in life than the more traditional IQ test.

Each participant in this course will receive a personalized Emotional Intelligence Skills Assessment. This instrument measures adult emotional intelligence on five scales: Perceiving, Managing, Decision Making, Achieving, and Influencing.

Learning Outcomes
- Discover the major components of emotional intelligence
- Recognize the behaviors and characteristics of an emotionally intelligent person
- Identify areas where emotional intelligence skills can be applied
- Evaluate personal strengths and growth opportunities
- Generate action steps to improve emotional intelligence and success

8. Enhance Your Negotiating Skills

Profile: Negotiating Style Profile
Everybody negotiates. And whether people are striving to hit their monthly sales quota, campaigning for a deadline extension, or pitching ideas to a team, the same principles apply. There's more to effective negotiating than the outcome alone. In fact, building productive relationships is equally important. Skillful negotiators know this is the key to their success - and it's what sets them apart from the rest.

Each participant in this course will receive a personalized Negotiating Style Profile, which offers a simple framework for determining one's preference for one of five negotiating styles: Defeating, Accommodating, Collaborating, Withdrawing, or Compromising.

Learning Outcomes
- Learn five styles of negotiating
- Identify your personal negotiating style
- Learn how one's negotiating style is perceived by others
- Develop an action plan to improve negotiating-style strengths

9. Leading Organizational Change

Profile: Everything DiSC Work of Leaders Profile
Change is here to stay; there's no doubt about it. But in today's empowered workplace, leading organizational change has, well, changed. What was once the role of senior management is now the day-to-day responsibility of individuals throughout the organization. And that's good news. Why? Because studies show that leading organizational change efforts are more successful when they're implemented by the people they impact most. Regardless of authority or position, the ability to champion change has become a key factor in professional and organizational performance.
Each participant in this course shall receive the Everything DiSC Work of Leaders profile.

Learning Outcomes
• Learn about your Leadership Style
• How You Craft a Vision
• How You Build Alignment
• How You Champion Execution
• Your Leadership Strengths, Challenges and Action Plan

10. Leverage Your Personal Strengths at Work

Profile: VIA Me Strengths Assessment
When people identify and then use their personal character strengths at work, they are happier and more productive. Research shows that using your character strengths can help you:

• Buffer against, manage and overcome problems
• Improve your relationships
• Enhance health and well-being

This course utilizes the VIA Me! Report from that VIA Institute on Character. It vividly captures and details your signature strengths. The course provides tips and techniques for opportunities to use those strengths at work.

11. Recognizing and Adapting Your Learning Style

Profile: What's My Learning Style? Assessment
Every person uses a preferred personal learning style during the learning process, whether or not they are conscious of it. Some people learn best in a group, while others prefer to learn independently. Some approach learning with enthusiasm; some require time for reflection. There isn't one "correct" learning style but building awareness of your own learning preferences can help develop the ability to function in a variety of different learning situations.

During this program, participants will:

• Identify a preference for one of 4 learning styles
• Recognize the strengths and weaknesses of each learning style
• Discover how to approach all types of learning in a way that is comfortable
• Create a plan to branch out of the "style comfort zone"

12. Personal Skills to Develop a Cohesive Team

Profile: Five Behaviors Personal Development
This program teaches individuals to become better teammates by integrating the behaviors defined in Patrick Lencioni's best-selling book "The Five Dysfunctions of a Team". Participants do not need to be part of an intact team. This session is appropriate to anyone who desires to improve their team member skills.

The Five Behaviors Personal Development Profile helps each team member learn about their own approach and create an action plan to improve in each of the five behaviors listed below:

- **Trust** One Anotherma
- Engage in **Conflict** Around Ideas
- **Commit** to Decisions
- Hold one Another **Accountable**
- Focus on Achieving Collective **Results**

The Five Behaviors of a Cohesive Team™ Model

NEW! 13. Interpersonal Influence

Profile: Interpersonal Influence Inventory

Influence is a crucial part of everyday work life, from resolving misunderstandings with colleagues to negotiating complex deals and leading project teams. The Interpersonal Influence Inventory assesses the tactics individuals employ to sway others, identifying a preference for one of four primary styles: overtly aggressive, covertly aggressive, passive, or assertive behaviors. Research shows that assertive behavior has the greatest impact on individual success and organizational performance. The good news is that influence is a learned skill, and with the right training, self-discovery, and practice, people can develop their ability to be assertive.

During this program, participants will:
- Identify their preference for one of four personal influence styles: passive, assertive, openly aggressive, or concealed aggressive
- Learn why assertive behavior is the one style that always yields positive results
- Understand how other influence styles can hamper interpersonal communication
- Discover the behavioral cues that signal each style

NEW! 14. Change Reaction

Profile: Change Reaction

Change Reaction serves as a valuable learning instrument for understanding the diverse personal reactions to change among team members. It aims to assist individuals in recognizing their own usual responses to organizational change and in gaining a deeper comprehension of the three common reactions. Change is a constant in organizations, and people respond in distinct ways, whether they are aware of it or not. Understanding these different reactions is crucial for effective change to happen. This

24-item instrument helps individuals learn about their typical response to change, identify areas for improvement, and develop strategies to manage themselves through change effectively.

Learning Outcomes for Participants:
- Determine one's typical response to change: resistant, neutral, or supportive
- Explore the behaviors that characterize the three responses to change
- Identify action steps to embrace and foster change

NEW! 15. Being a Customer Service Star

Profile: Being a Customer Service Star

Being a Customer Service Star engages employees and managers in assessing their behavior across five key service dimensions. Participants reflect on service-oriented attitudes and discover strategies to enhance customer service. By examining their conduct in critical service areas, individuals gain insights to provide exceptional service. The program equips participants to stand out as standout employees or managers. It emphasizes the importance of better customer service and offers practical tools for improvement. Participants evaluate attitudes about customer service in critical areas: positive attitude, feedback, problem-solving, relationships, and exceeding expectations.

Participants will learn to:
- Identify and assess behavior across five key service dimensions.
- Evaluate and reflect on service-oriented attitudes to enhance customer service performance.
- Discover and apply strategies to provide exceptional customer service experiences.
- Gain insights and skills to stand out as standout employees or managers in customer service.
- Utilize practical tools and techniques to improve customer service, emphasizing the importance of exceeding customer expectations.

NEW! 16. Team Effectiveness

Profile: Team Effectiveness Profile

The Team Effectiveness Profile aids teams in recognizing potential impediments to performance by evaluating their engagement in five key areas of team effectiveness: mission, vision, and goals; team roles; operating processes; interpersonal relationships; and inter-team relationships. This assessment and workshop help groups systematically identify issues that may not be apparent but can drain a group's energy and undermine its productive efforts. The program is designed to function in intact teams, across a project group or department or any ad-hoc work group enabling teams to unlock their full potential by addressing and overcoming hidden obstacles.

Learning Outcomes:

- Identify issues that block team effectiveness
- Reduce or eliminate problems that can drain a group's energy
- Maximize the group's productive efforts
- Gain valuable insights to improve team dynamics to maximize team effectiveness

NEW! 17. Benchmarks of Team Excellence

Profile: Benchmarks of Team Excellence

Benchmarks of Team Excellence enhances team performance across departments, management teams, project teams, and self-directed work teams. It offers an overview of team performance against six indicators of excellence. Participants gain insights into alignment, team effectiveness, empowerment, passion, commitment, and results. By combining individual and team scores, they identify improvement areas and develop action plans for enhanced effectiveness. The program provides vital insights into team experience and attitudes, aiding teams in achieving excellence.

Learning Outcomes:

- Gain insights into how to measure extent to which teams possess six indicators of excellence.
- Compare a team's performance with other excellent high-performing teams.
- Learn strategies and action steps aimed at helping teams progress farther and faster along the journey toward excellence.
- Develop actionable plans to enhance alignment, effectiveness, empowerment, passion, commitment, and results within the team.

NEW! 18. Removing Roadblocks to Career Success

Profile: Career Roadblocks Finder

Despite impressive credentials, many leaders fail within their first 18 months. The Career Roadblocks Finder offers a preventive approach, empowering managers to identify barriers to career success. Through evidence-based assessments, participants gain insights into critical competencies and behaviors. This tool provides benchmark data to guide career development and avoid potential derailments, drawing on nearly two decades of research across various sectors. Participants emerge equipped to recognize, address, and overcome obstacles, ensuring sustained career growth and success.

Learning Outcomes:

- Measure two key career behaviors and 11 scales of behaviors.
- Understand the management skills crucial for sustained success.
- Learn how to predict potential problems leading to career derailment.
- Pinpoint development needs to proactively avoid career roadblocks.

COURSE TOPICS THAT DO NOT INCLUDE A SELF-ASSESSMENT PROFILE
Each of the following instructor-led virtual course is 60 minutes in length and does not include a profile.

19. Meeting Management

The difference between participating in an effective meeting versus one that is unproductive reflects the skill and discipline of each team member involved. A few common-sense guidelines will make all the difference in helping structure productive meetings. Topics addressed include:

- Planning and organizing
- Deciding who should attend the meeting
- Creating an agenda and sticking to it
- Ways to maintain control
- Taking minutes when needed
- Preparing a follow-up action plan
- Critiquing the meeting quality

20. Key Communication Skills

Effective communication skills are a key ingredient for successful career development. When they are strong, relationships are built with other colleagues and productivity is enhanced. When they are lacking, they are the primary reason for conflict and dissatisfaction at work. This course addresses 4 fundamental skills necessary for communicating effectively with others, as follows:

- Showing appreciation for other's efforts
- Focusing on specifics to enhance clarity
- Using effective questioning techniques to explore ideas
- Listening effectively to promote understanding

21. Dynamic Decision Making

This program offers a straightforward, easy-to-follow process designed to improve the way you make business decisions or any decision that can help you reach your goal. Our decisions and choices shape our professional and personal lives. Sadly, decision-making is seldom taught as a skill in its own right. This course will present a clear process and user-friendly techniques for making smart choices. Topics addressed include:

- How to frame the decision
- Gathering information
- Analyzing the information
- Why bad things happen
- Making the decision
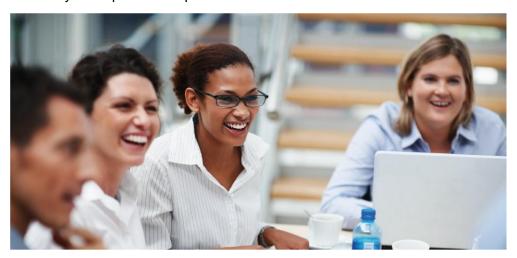
22. Behavioral Interviewing Skills

A behavioral interview is a series of open-ended questions that help the interviewer obtain a good understanding of a candidate's capabilities. Good interviewing skills involve directing candidates to focus on past situations where a specific competency would have been demonstrated. To be sure that an individual has the capabilities needed to perform a job, it is important to recognize that they have demonstrated these capabilities in the past. A behavioral interview allows the interviewer to gather evidence for the critical skills and behavior required in a specific position. Topics addressed in this module include:

- The benefits of behavioral interviewing
- How to write behavioral questions and probes
- Identifying what skills are really needed
- The most effective process for conducting an interview
- Legal concerns
- Sample behavioral questions are provided

23. Overcoming Unconscious Bias: Fostering a Climate of Inclusion and Respect

Most people are not overtly prejudiced and, if asked, would claim in all sincerity that they believe everyone is equal. However, despite people's good intentions, unconscious bias shows itself in several subtle ways. Bias becomes unproductive when we allow it to control our decision making without questioning our assumptions, or to impact our behavior towards others. Topics addressed include:

- How to understand the subtle ways that bias occurs
- Identifying instances of devaluing others through small, subconscious behaviors and micro-inequities
- How to establish a framework to increase inclusion at the organizational level
- Recognizing different ways of conveying respect
- How to lead by example and be part of the solution

24. Working with Diverse Generations

There are 4 different generations in the workplace today. Each generation is shaped by its unique experiences growing up and its members' diverse ideas about what they want in their work and personal lives. These differences affect how they interact with each other. Topics addressed include:

- The four generations in the workplace today
- The characteristics of each of the four generations
- What each generation values
- Strategies for working with each generation most effectively
- How every individual is unique, regardless of their generation

25. Performance Management

One of the most effective ways to help employees succeed is to help them create clear goals, and then coach them throughout the year towards achieving it. However, all too often, goals are not well-defined and consistent coaching does not occur. Topics addressed in this course include:

- Understanding the Performance Management Cycle
- The difference between creating Standards and Objectives
- Identifying S.M.A.R.T. goals
- How to conduct Progress Reviews
- How to conduct Performance Appraisals

26. Enhancing Happiness at Work

Research shows that happy employees are more productive, more creative, and more engaged at work. They also enjoy better relationships, can better manage problems, and enjoyed an enhanced sense of health and well-being. There are many tactics each individual can use to improve their happiness at work every day and experience all the benefits of improved happiness. Topics addressed include:

- Latest research about the power of happiness at work
- 7 specific strategies for increasing happiness you can implement now
- Why knowing your key strengths can improve happiness
- How to use your strengths at work
- Tools and resources that improve happiness

This course contains information for accessing a free Strengths Assessment to learn more about your personal strengths.

www.nexalearning.com