



Workshops and Learning Outcomes

Facilitated by Maureen Glass, CAE, FACHE

2018-2020

Maintaining a Great Work Culture in a Telecommuting Environment

Take-aways/learning outcomes:

- Learn what research says about the top benefits of working remotely
- Learn the top 10 communication mistakes and how to avoid them (especially critical in a telecommuting work setting)
- Explore ways to improve collaboration and communication in a telecommuting environment
- Learn how to improve the work culture in a telecommuting workplace
- Helpful tools to enhance the telecommuting workplace experience

Enhance Your Communication Skills and Deliver Superior Customer Service Consistently

Take-aways/learning outcomes:

- Attendees identify an individual preference for one of four communication styles
- Gain understanding of how style affects communication

- Learn how to “speed read” a person’s communication style
- Learn how to “flex” style for effective communication with others
- Learn step-by-step technique for handling difficult customer service situations

Secrets to Success: Bring More Happiness and Purpose to the Workplace

Take-aways/learning outcomes:

- Knowledge: Review of current research on happiness in the workplace and its positive impact on people and job performance
- Tools to effectively impact people’s happiness and spread it across the organization
- Ideas for strengthening our psychological fitness in order to be high performers
- A deeper understanding of our values and how being aligned with them leads to a more fulfilled life at work and at home
- A first draft of a personal purpose statement

Transformative Leadership Toolkit for the Aspiring CEO

Take-aways/learning objectives:

- To learn what it means to have leadership presence; definition, characteristics; examples of leaders who have it and those who don’t; learn how to strengthen yours.
- To become aware of the impact your inner dialogue has on your leadership effectiveness; what’s your inner dialogue like? Grow your awareness of your Inner Critic/Saboteur and learn how to increase your Wise/Inner Compass Voice;
- To become aware of your sphere of influence and control and how that understanding reduces anxiety and increases your energy; stop wasting energy in the wrong places and put your energy where you can have the greatest impact!

Build Your Toolkit: Tools to Improve Listening, Receiving Feedback and Organizing a Rapidly-Changing, High Volume Workload

Take-aways/learning objectives:

- To strengthen the team with a fun, energetic team building exercise activating enhanced listening and problem-solving skills, and broader thinking
- To improve individuals' listening skills by learning about and practicing the three levels of listening, as well as the team-building benefits of effective listening and costly consequences when people fail to hear and understand each other
- To learn how to be a master at both giving and receiving feedback; to learn the three triggers that interfere with taking in feedback
- Learn two tools to use to provide feedback and coach others: the SBI model – Situation, Behavior, Impact model for providing feedback and the GROW (Goal, Reality, Options, Way Forward) for coaching employees;
- To learn about and gain hands-on experience with the Time Management Matrix and Pomodoro Method of Focusing, tools that help organize work more effectively, reduce distractions and build capacity in the process.

Tools to Help Coaches Transform Leadership

Take-aways/Learning Outcomes:

Two tools I use to help leaders be more effective:

1. SCARF, an easy-to-understand emotional intelligence (EI) model that covers Status, Certainty, Autonomy, Relatedness and Fairness. Learn how using the

SCARF model can positively impact your leadership. Learn the definition of emotional intelligence, the SCARF model developed by neuroscientist David Rock, and learn how leaders can use the SCARF model to enhance their leadership presence.

2. Spheres of Influence and Control, this tool can help you reduce anxiety, increase your energy, and build capacity. Working in new pairs, attendees learned how to move out of our least effective sphere to the sphere where we are calm and able to think clearly regardless of the stressors present.

Management Leadership Workshop: Enhancing Your Leadership Presence

Take-aways/learning outcomes:

1. To learn what it means to have leadership presence; definition and characteristics of leadership presence; examples of leaders who have it and those who don't
2. Discover Leadership Lessons from the Shackleton Expedition
3. To become aware of and control your sphere of influence and learn how that understanding enhances your leadership presence, reduces anxiety, increases your energy, and builds capacity
4. Learn two simple and easy-to-use calming techniques

Tools to Improve Listening, Receiving Feedback and Organizing a Rapidly-Changing, High-Volume Workload

Take-aways/learning outcomes:

- To strengthen the team with a fun, energetic team building exercise activating enhanced listening and problem-solving skills, and broader thinking

- To improve individuals' listening skills by learning about and practicing the three levels of listening, as well as the team-building benefits of effective listening and costly consequences when people fail to hear and understand each other
- To learn how to be a master at receiving feedback; to recognize the challenges listeners face when absorbing feedback meant to improve performance by learning the three triggers that interfere with taking in feedback;
- To learn about and gain hands-on experience with the Time Management Matrix, discussing ways to reduce distractions and build capacity in the process.

4 Simple-Yet-Powerful Tools to Transform Your Leadership, Supervisors Workshop

Take-aways/learning outcomes:

- Tool 1: Enhancing Leadership Presence – definition, examples of leaders who have it and who don't; qualities that enhance leadership; use of improv
- Tool 2: Sphere of Control or Influence and how that tool enhances leadership presence and builds capacity
- Tool 3: Managing Your Inner Dialogue – Turn down the saboteur voice and turn up the volume on your inner compass
- Tool 4: SCARF Emotional Intelligence Model to create a more rewarding workplace

Enhance Your Leadership Presence

- To learn what it means to have leadership presence; definition, characteristics; examples of leaders who have it and those who don't
- To become aware of the impact your inner dialogue has on your leadership effectiveness
- To become aware of your sphere of influence and control and how that understanding reduces anxiety and increases your energy

- To learn how improv skills can strengthen your ability to think on your feet and be present more of the time.

“Coaching and Feedback: Overcome the Challenges and Embrace the Opportunities

- Differentiate between coaching employees and giving feedback
- Understand why giving and receiving feedback can be challenging
- Learn a simple emotional intelligence model to use as a helpful tool
- Provide constructive actionable feedback using a step-by-step model
- Learn your own unique coaching preferences
- Learn coaching skills and practice them
- Gain confidence and renewed motivation to give and receive feedback

“Maintaining a Healthy Work Environment: Increasing Trust and Reducing Work Stress”

- Learn why it’s important to understand and appreciate trust and the critical impact it has on our workplace.
- To obtain our “trust score” and learn how to become more trustworthy
- To learn the art of letting go, an excellent tool for reducing stress in the workplace and other areas of life, and practice the steps to letting go
- To master the Spheres of Influence and Control tool to support and strengthen the skill of letting go, and thereby decreasing stress and helping us focus on the right things