

## PowerSkills Professional Development Courses

For group sizes up to 30 people

### 2-Day Courses

- Building Successful Customer Relations
- Change Management Insights and Skills
- Coaching and Mentoring Skills
- Conflict Management: Styles, Cultural Norms Conflicts and Resolutions
- Conflict Resolution: Facilitating of Forgiveness at Work
- Critical & Creative Thinking
- Crucial Conversation Skills
- Dealing with Difficult People
- Developing and Sustaining Effective Partnerships
- Effective Interpersonal Communication
- Effective Performance Management
- Emotional Intelligence in the Workplace
- Leading Regardless of Level
- Managing Mature Relationships at Work
- Managing Organizational Transitions
- Managing Stress, Burnout and Compassion Fatigue
- Power, Persuasion, Influence and Negotiation Skills
- Organization and Time Management
- Strategic Thinking and Problem Solving
- Succession Planning Fundamentals
- Team Building and Group Work Skills

### 3-Day Courses

- Building and Leading Effective Teams
- Business Communication Boot Camp
- Conflict Management: Sources of Conflict and Strategies for Prevention and Management
- Effective Briefing and Presentation Skills
- Effective Meeting, Partnering Up & Team Building
- Facilitation and Public Speaking Skills
- Leadership Skills for Non-Managers and Aspiring Leaders
- Organization Culture and Climate Change
- Strategic Thinking, Planning and Problem Solving
- Team Up: Addressing all Aspects of Team Development and Team Engagement
- You've Got Style: Managing Leadership, Communication, Conflict, Learning & Work Styles at Work

### 4-Day Courses

- Becoming a Diversity Change Agent
- Becoming a Leadership Star: Spirited, Servant, Situational, Strategic Leadership
- Mentor Program Certification
- Training the Trainer Skills

### 5-Day Courses

- Experienced Supervisor Training
- Introduction to Supervision