

# POWERSKILLS

*Everywhere*

Onsite and Online Professional Development Courses



**POWERSKILLS**  
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*Engaging education that unleashes potential at work.*

## Our Mission and Promise

**Our mission is to help you build world-class skills, sustained spirit, and community at work.**

We help you transform professionals and cultures at work by provoking new thought and an application of what is learned. Rather than passive learning, we believe real development is active and applied.

When you want to develop human capital, talent, and leadership at all levels our suite of seminars offers you a laser-focused approach. We bring the learning to you, on-site and online. Learning must be intriguing, applicable to real-world situations, supported by outcome-based competencies, and generative of practical solutions to immediate problems and long-term plans. Our seminars incorporate all of these components and so much more. They are experiential, interactive provocative, fun, and competency-based.

## The PowerSkills Difference - Our Methodologies

- Workshop formats
- Integration of human behavior insights
- Practice experiences
- Job-related tools
- Easy-to-use models
- Dynamic engaging facilitators
- Group initiatives
- Peer problem-solving and advising
- Guest panels

- Desk reference workbooks
- Individual and team assessments
- Individual and team planning
- Coaching
- Supplemental resources
- Case studies
- Lecturettes
- Meaningful relationship-building activities

## A Unique Learning Experience and Outcome

We strive to make each class the BEST class you have ever attended. Learning should be fun, engaging, practical and transferable. It should make a difference in your real life.

We want you to EXPERIENCE learning and not passively endure a lecture. Unlike other training companies, we do not offer generic content that can be easily pulled off the web or that students might have had in many other courses. More than 2/3 of our content, models, methods, and tools are custom-designed, original, and trademarked. So, you are guaranteed original content and a unique experience.

We promise outcomes that have the potential of transformation by offering you tangible tools, practical models, useful methods, and activities that enable you to test them all in class.



*"Wow. Incredible. I was fully prepared for another mandatory, boring training. So, I brought extra work with me. I never got to any of it. You kept all of us engaged from the get-go. I didn't want to do my other work. I learned so much about myself and my team, along with the competencies that I came here to learn. I feel re-energized. Thank you."*

– Manager, U.S. Pharmaceutical Company





## Onsite and Online Options

For maximum scheduling and enrollment flexibility, all **50 PowerSkills courses** are offered onsite and online.

- Our online courses are offered on WebEx, Zoom, or LogMeIn/GoToWebinar platforms.
- Our onsite courses come to you or a destination that you desire and are facilitated by one of our dynamic instructors.

*PowerSkills offers energized education experiences to more than 2,000 government professionals every year.*



## Course Key

### Course ID code

**LEAD#** = Leadership courses for leaders regardless of level

**MGMT#** = Management and supervisor-level courses

**PROF#** = Professional Empowerment courses for all professionals

### Course Level code

**Foundation** = introductory level and core content for a topic.

**Intermediate** = models, methods of practice, and skills for persons who already have a foundational knowledge base about a topic.

**Advanced** = in-depth insights, knowledge, skills, and planning opportunities for professionals who have moderate applied experience with a topic.

## Classification Connection

Because each GS position classification has unique developmental needs our course descriptions provide a notation about which classifications the course supports. Look for the “classification connection” in each course description.



## ECQ and OPM Alignment

While most training businesses and government professionals relegate **Executive Core Qualifications** to SES (Senior Executive Service), PowerSkills believes that ECQs apply to the development of every government professional. Therefore, we reference them and link content to them in every course, so that every government professional realizes that their development is in support of their agency efforts to Lead People, Be Results Driven, Develop Business Acumen, Lead Change, and Build Coalitions.



Competencies offer professionals a common core of knowledge, skills, and abilities; a baseline from which a professional can assess strengths and growth gaps, create developmental and application plans, acknowledge accountabilities, be monitored and evaluated, and receive recognition and rewards. PowerSkills builds each course upon the foundation of Office of Personnel Management (OPM) Competencies. We use the **OPM Framework Fact Sheet** and MOSAIC Framework to design each course so that consistency is offered, standards are established, the bar is raised, and course work can be focused on the development and demonstration of aptitudes.

“

*“Bob and Jewel, you are a dynamic duo, as facilitators. I have attended dozens of leadership and professional seminars in my career and this was by far and away the best experience – and it was ONLINE. Oh my God. That was shocking. I gained more insights, knowledge and usable tools in one seminar than I have in the last 5 years at work. Thank You. I can’t wait to take a class with you in person.”*

*– Experienced Supervisor, U.S. Govt.*



COURSE TITLE	2 DAY (16 hours)	3 DAY (24 hours)	4 DAY (32 hours)	5 DAY (40 hours)	Extended Learning Program
Aspiring to Leadership Program					•
Building and Leading High-Performance Teams		•			
Championing Change		•			
Collaborative Leadership and Cultures Online	•				
Conflict Management: Five Sources of Conflict@Work		•			
Fellowship and Servant Leadership@Work		•			
Four Dimensions of Leadership			•		
Influence, Power, and Persuasion Skills	•				
Leadership Skills for Non-Managers		•			
Leadership Styles and Decision-Making@Work	•				
Leadership Vision, Values, Virtues, and Vestiges		•			
Mentoring Methods and Skills	•				
New Day Competency Building@Work				•	
Strategic Thinking, Problem-Solving and Planning		•			
The Leadership Star™ Program				•	



COURSE TITLE	2DAY (16 hours)	3DAY (24 hours)	4DAY (32 hours)	5DAY (40 hours)	Extended Learning Program
Adaptability, Flexibility and Resilience	•				
Change Models for Management	•				
Coaching and Mentoring: Introductory Level	•				
Coaching Models, Skills and Practices	•				
Diversity Inclusion and Appreciation@Work	•				
Employee Engagement Initiatives		•			
Facilitating Critical Conversations	•				
Facilitating Forgiveness@Work		•			
Group Norms that Trigger Conflict		•			
Meeting Management Skills	•				
Motivation and Morale and Recognition and Rewards	•				
Negotiation Skills	•				
Performance Management and Planning Skills		•			
Skills for Experienced Supervisors				•	
Skills for New Supervisors				•	
Team Assessments of Culture, Cycles and Norms	•				



COURSE TITLE	2 DAY (16 hours)	3 DAY (24 hours)	4 DAY (32 hours)	5 DAY (40 hours)	Extended Learning Program
Blending Generations@Work	•				
Burnout and Compassion Fatigue	•				
Business Communication Intensive		•			
Communication and Listening Styles@Work	•				
Conflict Styles@Work	•				
Customer Service Excellence		•			
DiSC Personality Styles	•				
Diversity: Unconscious Bias@Work	•				
Emotional Intelligence Skills	•				
Happiness Factors@Work	•				
Interviewing Skills	•				
PowerSkills Playtime: Bonding Activities for Teams	•				
Priority, Task, and Time Management		•			
Relationship and Trust Building Skills	•				
Stress Management Mindfulness Practices	•				
Stress Management Skills	•				
Styles@Work		•			
Team Reset: Group Problem-Solving		•			
Team Up@Work		•			





## Leadership Courses for Leaders Regardless of Level

Leadership is never the bailiwick of a position, paygrade or type of personality. People are not born leaders. The potential and capability of leading are within each person. The choice is whether to fully grow into the leader that is already willing and waiting inside of you. To do so means growing skills, developing knowledge, stretching styles, adjusting behaviors, strengthening character, and sometimes changing beliefs and perspectives.

The PowerSkills Leading Regardless of Level leadership courses help leaders grow inside and out, professionally and personally. They are all linked to professional competencies and are all action-oriented in their approach.

## Choose a course and tap the power within you.

- LEAD1011 - Aspiring to Leadership Program
- LEAD1022 - Building and Leading High-Performance Teams
- LEAD1032 - Championing Change
- LEAD1042 - Collaborative Leadership and Cultures Online
- LEAD1052 - Conflict Management: The Five Sources of Conflict@Work™
- LEAD1062 - Followership and Servant Leadership@Work™
- LEAD1071 - Four Dimensions of Leadership
- LEAD1082 - Influence, Power and Persuasion Skills
- LEAD1091 - Leadership Skills for Non-Managers
- LEAD1102 - Leadership Styles and Decision-Making@Work™
- LEAD1112 - Leadership Vision, Values, Virtues, and Vestiges
- LEAD1122 - Mentoring Methods and Skills
- LEAD1132 - New Day Competency Building@Work™
- LEAD1142 - Strategic Thinking, Problem-Solving, and Planning
- LEAD1152 - The Leadership Star™ Program

## Aspiring to Leadership Program

Course ID: LEAD1011

### Overview

Leadership competencies and capabilities are developed through practice. They are not acquired in a classroom. This comprehensive leadership development program provides aspiring leaders with leadership experiences not simply leadership class time. The program offers comprehensive interactive, applied learning experiences to aspiring leaders: on-the-job learning activities, webinars, virtual in-depth interactive classes, peer advising, one-on-one coaching sessions, interviews with experienced leaders in the field, and peer teaching activities. The program is designed to build leadership confidence, competence, capability, and character.

### Objectives

1. Be guided by leadership principles, practices, philosophies, and paradigms.
2. Develop emotional intelligence skills.
3. Apply leadership lessons to on-the-job leadership initiatives.
4. Gain insight about self and others with personality and style inventories.
5. Utilize 15 practical leadership methods and tools with peers and other stakeholders.
6. Build and demonstrate technical and leadership credibility.
7. Learn to champion change.
8. Overcome barriers to confidence and display leadership character.

### Format, models, tools, and activities

- On-the-job applied learning assignments
- Informational interviews with experienced leaders
- 1-on-1 coaching sessions
- DiSC profiles, E.I. inventories, conflict styles inventories, leadership styles self-assessments
- (3) 35-hour interactive classes
- (5) 2-hour intersession webinars

**Duration:** 6 months (140 hours)

**Level:** Foundation

### Competencies

- |                         |                             |                            |
|-------------------------|-----------------------------|----------------------------|
| • Leading Others        | • Interpersonal Skills      | • Leveraging Diversity     |
| • Team Building         | • Oral Communication        | • Emotional Intelligence   |
| • Technical Credibility | • Integrity/Honesty         | • Adaptability/Flexibility |
| • Conflict Management   | • Written Communication     | • Decisiveness             |
| • Problem Solving       | • Continual Learning        | • Accountability           |
| • Leadership Character  | • Public Service Motivation | • Change Management        |

**Classification connection:** GS 7-11

### Perfect for

- Emerging leaders
- New and Transitioning Supervisors
- Team leaders and peer leaders

### Recommended follow up

- Coaching and Mentoring courses

## Building and Leading High-Performance Teams

Course ID: LEAD1022

### Overview

There is a vast difference between actual teams and general work groups. Teams are designed to support one another whereas, in many work groups, individuals often work in silos. Cooperative, collaborative and cohesive teams don't just happen. It takes vision, planning and effort to build, maintain and lead them. During this course, participants learn the essential and in-depth knowledge, models and skills to effectively build and lead teams.

### Objectives

1. Differentiate between teams and work groups and clarify the purpose of teaming at work.
2. Define the mission of the team, create a team vision, and discern core goals.
3. Identify and operationalize team values.
4. Determine team structure and current processes to identify structural or procedural changes.
5. Clarify team roles, responsibilities, standards, and expectations.
6. Examine the stages of team development and analyze factors that affect team performance.
7. Assess team member work styles and team leadership styles.
8. Engage in problem-solving pertaining to team challenges.
9. Plan for team meetings and communication needs and create agendas and agreements.
10. Consider behaviors that can sabotage team relationships, performance, cohesion and trust.
11. Create a team reward and recognition menu.
12. Engage in relationship-building activities.

### Format, models, tools, and activities

- (3) day workshop format for learning, discussion, decision-making and planning
- Interactive, experiential activities
- Team assessments

**Duration:** 3 days (24 hours)

**Level:** Intermediate

### Competencies

- Team building
- Problem-solving
- Creativity and innovation

**Classification connection:** All

### Perfect for

- Executive leaders, supervisors and managers
- Team and peer leaders
- Employees

### Recommended follow up

- PowerSkills Playtime: Activities for Enhancing Communication, Decision-Making and Relationship Building
- Team Problem-Solving: Hitting the Reset Button
- Styles@Work™: personality styles, thinking styles, learning styles, conflict styles, communication work styles

## Championing Change

Course ID: LEAD1032

### Overview

Receive insights, gain knowledge and build skills that will enable you to understand, navigate, embrace and champion change personally, professionally and organizationally. Understand why change is imminent and ongoing in people and organizations. Learn how to manage change at every level by enhancing communication, challenging resisting forces, confronting denial, developing yourself and others, and motivating all.

### Objectives

1. Engage in a self-assessment and create an individual development plan for continual learning about change based on three professional leadership competencies.
2. Participate in a personal flexibility assessment.
3. Forecast changes on the near and far horizon.
4. Learn to differentiate between functional and personal change, as well as identifying internal and external change stimuli.
5. Receive psychology insights about how change impacts individuals.
6. Deeply dive into the model for continuous change and plan your change initiative.
7. Use practical planning models to prepare individuals and teams for change initiatives.
8. Anticipate and diagnose the blocks and disruptions to your change process and discern practical solutions.
9. Identify the 3 phases of change and zero in on the most important stops, starts, and yield actions.
10. Use tools to identify fence-sitters and resisters and learn how to motivate movement.

### Format, models, tools and activities

- Flexibility Inventory
- Continuous Change Model
- ANKAR Model
- Dispersion-Fluctuation Model

**Duration:** 3 days (24 hours)

**Level:** Intermediate

**Competency:** Change Management

**Classification connection:** GS 9-15

### Perfect for

- Executive leaders
- Supervisors and managers
- Team and peer leaders

### Recommended follow up

- Change Models for Management
- Strategic Thinking, Problem-Solving, and Planning
- PowerSkills Executive Advising and Coaching



Course ID: LEAD1042

### Overview

To collaborate means to work jointly on an activity, especially to produce or create something. To join forces, get together, cooperate, sympathize, team up, partner, combine, link integrate, associate, and ally. That is quite a bit, but that is what a leader is asked to do and ensure when leading a team. Doing it all while working onsite and with a virtual team online can be quite a challenge. This course helps leaders at all levels assess their collaborative skills, strengths and growth gaps, and develop practical abilities and strategies for ensuring meaningful and feasible collaboration online.

### Objectives

1. Review the meaning and importance of collaborative leadership and teaming.
2. Evaluate your current team's level of collaboration.
3. Engage in the development of activities and initiatives that enhance team collaboration.
4. Explore a list of collaboration killers and develop preventative and reactive solutions.
5. Examine essential practices for collaborating in a virtual environment.
6. Assess collaborative leadership competencies using a SWOT assessment tool.

### Format, models, tools, and activities

- Prouds and Sorries team assessment tool
- Collaborative Team Assessment tool
- B.A.S.K. model for development of collaborative leaders
- S.W.O.T. model
- Peer advising and peer coaching encounters
- Interactive workshop format
- Small group activities

**Duration:** 2 days (16 hours)

**Level:** Intermediate

### Competencies

- Team Building
- Teamwork
- Fostering Employee Engagement

**Classification connection:** GS 11-15

### Perfect for

- Executive leaders
- HR, EEO, and ER professionals
- Supervisors and managers
- Team and peer leaders
- Employees

### Recommended follow up

- Four Dimensions of Leadership
- The Leadership Star™ Program
- Skills for Experienced Supervisors
- Meeting Management Skills
- PowerSkills Executive Advising and Coaching

Course ID: LEAD1052

### Overview

Conflict can be a trigger for chaos, or it can highlight issues that, if addressed, can strengthen relationships and workplace culture. For conflict to be productive it must be properly diagnosed and dealt with. There are five underlying sources for all types of conflict at home, at work, and around the world. The savvy leader is skilled at diagnosing these sources of conflict at work. This course helps leaders understand sources of conflict and develop responses and interventions that make sense.

### Objectives

1. Review the OPM conflict management competency.
2. Understand the psychological underpinnings of all conflicts at work and in life.
3. Examine the nature of intra-personal conflicts and the individual actions that can be taken to mitigate intra-personal conflicts.
4. Learn about the four most common features of interpersonal conflicts and how to take preventative action.
5. Delve into program-project related conflicts and assess how they might be affecting a team.
6. Use a model to assess organizationally sponsored conflicts that spill over into work groups and plan effective responses.
7. Become aware of how external community-cultural dynamics can foment conflict at work and how to anticipate and minimize the effects.
8. Use the five sources model to methodically diagnose real-world conflicts occurring at work and generate practical resolutions and management strategies.

### Format, models, tools, and activities

- *Five Sources of Conflict* Model
- Appreciative Inquiry exercises
- Peer advising and peer coaching activities

**Duration:** 3 days (24 hours)

**Level:** Intermediate

**Competency:** Conflict Management

**Classification connection:** GS 9-15

### Perfect for

- Executive leaders
- HR and ER professionals
- Supervisors and managers
- Team and peer leaders

### Recommended follow up

- Conflict Styles@Work™
- Facilitating Forgiveness@Work™
- PowerSkills Executive Advising and Coaching

Course ID: LEAD1062

### Overview

Followership is a relationship between followers and leaders, one of the co-dependent roles rather than dependent ones. No organized effort can succeed or be sustained without followers. Leadership practices matter. A leader's practices and personnel strategies will determine, in part, whether Followership is embraced or stagnates amongst employees.

### Objectives

1. Learn what "Followership" is and is not; and how it is the precursor to demonstrations of Servant Leadership by employees, supervisors, and senior executives.
2. Examine the characteristics, behaviors and practices of Followers and Servant Leaders and identify the practices that inadvertently and effectively neutralize Servant Leader and Follower behaviors.
3. Create and assess a team/unit's cultural conditions and determining whether they support Followership.
4. Explore underlying causes for Follower apathy, disengagement and disinterest; and generate practical solutions that support Follower commitment, dependability and demonstrations of leadership.
5. Understand the critical nature of Servant Leadership mindsets and practices so that Follower loyalty is engendered; and how to message and model Servant Leadership.
6. Explore six initiatives that sustain a culture of Servant Leadership at work among employees.
7. Review Kelley's 2-Dimensional Model for Followership Behavior and use it to look at team/unit conditions, expectations, habits and skills.
8. Review the Follower Continuum and enumerating characteristics and behaviors of extraordinary Followers.
9. Match employees to the Followership Continuum of Characteristics and discern how to move an employee up the Continuum to "extraordinary" levels of Followership.
10. Collaborate to determine the opportunities, methods of support and sustainability mechanisms for Followership traits, styles and behaviors across a team.

### Format, models, tools, and activities

- Interactive workshop format
- Peer advising, peer problem-solving, and peer planning activities
- Kelley's 2-Dimensional Model for Followership Behavior
- Follower Continuum of Characteristics and the 5 types of Follower Courage

**Duration:** 3 days (24 hours)

**Level:** Intermediate

### Competencies

- |                       |                            |                                 |
|-----------------------|----------------------------|---------------------------------|
| • Entrepreneurship    | • Problem-Solving          | • Fostering Employee Engagement |
| • Continuous Learning | • Adaptability/Flexibility | • Leadership                    |

**Classification connection:** GS 5-15

### Perfect for

- Executive leaders
- HR, EEO, and ER professionals
- Supervisors and managers
- Team and peer leaders

### Recommended follow up

- Four Dimensions of Leadership

## Four Dimensions of Leadership

Course ID: LEAD1071

### Overview

There are thousands of books and theories on the topic of Leadership. However, all of the content, principles, models and practices of leadership fall into four categories called Dimensions of Leadership. This course explores the Four Dimensions of Leadership: *Spirited Leadership* – encompassing ethics, values, virtues, and principles, *Servant Leadership* – shifting paradigms and creating cultures of service at work, *Situational Leadership* – enabling a leader to quickly analyze every situation and encounter, and respond appropriately and effectively, and *Strategic Leadership* – providing the tools and perspectives that leaders need to plan for the future and position their people for success.

### Objectives

1. Determine the core leadership principles and practices for implementation by all leaders at work.
2. Discern and create a personal growth plan for leadership virtues.
3. Define and describe how leadership values will be woven into the organization culture.
4. Understand the impact of servant leadership practices on work group cultures.
5. Plan for peer support initiatives that will ensure engagement among team members.
6. Participate in group activities that help develop situational leadership tools and abilities.
7. Review and apply strategic leadership tools and models to develop initial plans for succession, development and change.

### Format models, tools, and activities

- Self-assessment, self-reflective, personal planning exercises
- Workshop format with small group activities
- Planning for change assignments
- Preliminary course self and team assessments

**Duration:** 4 days (32 hours)

**Level:** Advanced

### Competencies

- |                        |                                 |                      |
|------------------------|---------------------------------|----------------------|
| • Leading People       | • Fostering Employee Engagement | • Leading Change     |
| • Integrity/Honesty    | • Team Building                 | • Strategic Thinking |
| • Accountability       | • Problem-Solving               | • Vision             |
| • Interpersonal Skills | • Adaptability/Flexibility      | • Decisiveness       |

**Classification connection:** GS 9-15

### Perfect for

- Executive leaders
- Supervisors and managers

### Recommended follow up

- The Leadership Star™ Program
- Styles@Work™



# Imagine!

Imagine reviving your happiness, well-being, leadership, and team culture.

**PowerSkills Revive™ Retreat** programs help your team or group accomplish its goals.  
*Return to work and return to life with new vigor, new plans... as a new you.*

*That's the Promise of*

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## Influence, Power and Persuasion Skills

Course ID: LEAD1082

### Overview

We all have power in the workplace. It may not feel like we do at times, but that feeling does not diminish our actual power. Those who recognize their power, develop it and use it to effectively influence outcomes, negotiate task agreements and work area dynamics, and can persuade others to consider new points of view. Everyone has these abilities and powers. This course helps participants become fully aware of the power, skills and abilities related to influencing and persuasion of others at work.

### Objectives

1. Gain knowledge of strategies, practices and behaviors, which enhance a leader's abilities to influence, persuade and negotiate.
2. Learn how to engage in conscious self and situational assessment so that a leader can employ situation-specific skills.
3. Identify behaviors in others that can inform a leader's choice of influencing, negotiation, persuasion or partner practices.
4. Sources of Power: legitimate, referent, information, expertise, coercive, reward.
5. Influencing Strategies: personal appeal, pressure tactic, ingratiation, consultation, inspirational appeal, coalition tactic, leading by example.
6. Persuasion Abilities: demonstrations of competencies, situational awareness, consequences, other people's viewpoints, servant leadership, creative thinking, and strategic thinking abilities.

### Format, models, tools, and activities

- Interactive workshop format
- Peer advising, peer coaching, and peer planning activities
- Role Play and Appreciative Inquiry exercises
- 10 Levers of Power
- 8 Influencing Tactics
- 8 Persuasion Practices

**Duration:** 2 days (16 hours)

**Level:** Intermediate

### Competencies

- Influencing/Negotiation
- Oral Communication

**Classification connection:** GS 7-15

### Perfect for

- Executive leaders
- HR, EEO, and ER professionals
- Supervisors and managers
- Aspiring and emerging leaders

### Recommended follow up

- Business Communication Intensive
- Communication and Listening Styles@Work™
- Negotiation Skills

## Leadership Skills for Non-Managers

Course ID: LEAD1091

### Overview

Leadership is not contingent on a title or status within an organization. One can be a manager or director and not be a leader. One can also be a 'newbie' and have a very low GS ranking yet demonstrate tremendous leadership among peers, customers, community members, and senior people in the organization. Leadership is about one's qualities, character, and behaviors, not about one's job description. This course is designed to help everyone assess her/his leadership abilities and capacities while also practicing specific leadership skills.

### Objectives

1. Understand core presuppositions, purpose, principles and paradigms for effective leadership regardless of level within an organization.
2. Determine the behaviors, attitudes, skills, and knowledge that are necessary for effective leadership for peer leaders.
3. Review and develop OPM leadership competencies for non-managers and aspiring supervisors.
4. Assess communication transactions and learn to clean communication filters.
5. Consider a few best practices for written communication.
6. Participate in peer problem-solving and practice using problem-solving tools.
7. Examine the sources of conflicts at work and understand conflict styles.
8. Explore interpersonal values that impact workplace cultures.
9. Engage in the evaluation of teams and units.
10. Participate in peer presentations and learn about public service motivation, accountability, and decision-making.

### Format, models, tools, and activities

- Interactive workshop format
- Peer advising practice and peer teaching activities
- Self-assessment and individual development planning
- Small group activities

**Duration:** 3 days (24 hours)

**Level:** Foundation

### Competencies

- |                         |                             |                         |
|-------------------------|-----------------------------|-------------------------|
| • Team Building         | • Decisiveness              | • Interpersonal Skills  |
| • Technical Credibility | • Continual Learning        | • Oral Communication    |
| • Conflict Management   | • Public Service Motivation | • Integrity/Honesty     |
| • Problem Solving       | • Accountability            | • Written Communication |

**Classification connection:** GS 5-11

### Perfect for

- HR, EEO, and ER professionals
- Team and peer leaders
- Employees

### Recommended follow up

- Emotional Intelligence Skills
- Business Communication Intensive
- Team Up@Work™

Course ID: LEAD1102

### Overview

What you know and can do got you where you are right now. How you lead others will get everyone to a point of success. Your leadership style matters. It can attract loyalty, or it can repel and trigger disengagement. There are many leadership styles. All of them are appropriate depending on the situation, the need, the goal, and the group dynamics. All can be used effectively, and all can be abused. Each triggers a different type of decision-making on the part of a leader. So, leaders must be well-versed in decision-making practices and criteria discernment. This course helps leaders discern and blend styles of leadership and develop effective decision-making practices.

### Objectives

1. Learn about three fundamental leadership styles: autocratic, democratic, organic.
2. Engage in a self-assessment to determine one's default leadership style.
3. Identify situations when each style is appropriate as well as the benefits and consequences of each style.
4. Consider real-world plans, encounters, and meetings and how to blend leadership styles for maximum effect.
5. Review the universal building blocks for effective decision-making.
6. Discern criteria for professional decision-making.
7. Practice decision-making processes with peers.

### Format, models, tools, and activities

- Interactive workshop format
- Self-assessment, self-reflection and personal planning activities
- Small group decision-making exercises
- Decision-Making Wheel Model
- Leadership style case studies

**Duration:** 2 days (16 hours)

**Level:** Intermediate

### Competencies:

- Decisiveness
- Adaptability/Flexibility
- Decision Support

**Classification connection:** GS 7-15

### Perfect for

- Executive Leaders
- Supervisors and Managers
- Project Managers
- Emerging and Aspiring Leaders

### Recommended follow up

- The Leadership Star™ Program
- Influence, Power, and Persuasion
- Building and Leading High-Performance Teams
- Adaptability, Flexibility, and Resilience Planning and Practices



## Leadership Vision, Values, Virtues and Vestiges

Course ID: LEAD1112

### Overview

Character – values and virtues – matter! Ask anyone who had worked in an organization in which the values and virtues of quality leadership character have been slowly diminished over time or eviscerated suddenly. Morale plummets, productivity decreases, departures rise, and tension increases. When character is absent, relegated to a secondary status of unimportance, or diminished in any way a leader, a team, and an entire organization loses reputation, credibility, confidence, and the capability to fulfill its mission and achieve its goals. Vision inspires, and so a leader must have and engender vision, values, and virtues at work. However, the leader cannot stop there. Vestiges must also be taken into consideration. Vestiges are remnants of the past; things that were once traditional or useful, but that are now antiquated, unhelpful, or even offensive. Leaders must evaluate the vestiges within organizations and get rid of them. This course helps leaders generate visions, integrate values, build virtues, and erase vestiges.

### Objectives

1. Develop a vision for a team or organization.
2. Create a vision for leadership growth and development with action planning components.
3. Receive feedback and advice from peers to strengthen proposed visions.
4. Evaluate instances of value-voids which triggered tension, conflict, diminished teamwork or less productivity.
5. Identify, define, behavioralize, and practically operationalize values for the workplace culture
6. Assess virtue strengths and growth gaps.
7. Prepare a virtue plan of action to demonstrate virtues on-the-job.
8. Analyze processes, policy, and procedures that represent vestiges that should be changed.
9. Stop engaging in vestige leadership practices that are unhelpful, unhealthy or unproductive.

### Format, models, tools, and activities

- Interactive workshop format
- Self-assessment, self-reflection and personal planning opportunities
- Peer advising, peer coaching, peer problem-solving, and peer planning activities
- Small groupwork exercises

**Duration:** 3 days (24 hours)

**Level:** Intermediate

### Competencies

- |                  |                     |                        |
|------------------|---------------------|------------------------|
| • Vision         | • Integrity/Honesty | • Interpersonal Skills |
| • Accountability | • Conscientiousness | • Team Building        |

**Classification connection:** GS 11-15

### Perfect for

- Executive leaders
- Supervisors and managers

### Recommended follow up

- The Four Dimensions of Leadership
- Building and Leading High-Performance Teams
- PowerSkills Executive Advising and Coaching
- PowerSkills Revive Retreat for Leaders – Valiant Leadership

## Mentoring Methods and Skills

Course ID: LEAD1122

### Overview

Mentors can be powerful transformational figures in a person's life and throughout a career. They can positively impact a person's career trajectory, competency development, confidence level, and character development. It is possible to be a mentor for a lifetime, a mentor for a short time, or a mentor for a moment, merely during a transaction. This course provides participants with fundamental insights, skills, knowledge, and methods for becoming an effective mentor and a receptive mentee.

### Objectives

1. Understand mentoring as a professional competency that can be developed.
2. Be able to differentiate between coaching, mentoring, counseling, and supervision.
3. Know the history of mentoring and appreciate its intent.
4. Be able to identify the characteristics of effective mentors and engaged mentees.
5. Develop a B.A.S.K.™ profile for Mentors and Mentee's and assess strengths and growth gaps.
6. Embrace the four transformational cornerstones for mentors.
7. Examine and practice a simple 6-part model for mentor relationship development and maintenance.
8. Be able to foretell, discover answers to, and learn to prevent red flags in mentoring relationships.
9. Get excited about the ten types of mentoring that can be incorporated in any place of work.
10. Learn the five program building blocks necessary to stabilize and grow all workplace mentoring programs.

### Format, models, tools and activities

- B.A.S.K. Model
- R.A.I.S.E.E. Model
- Appreciative Inquiry exercises
- Peer mentoring practice

**Duration:** 2 days (16 hours)

**Level:** Intermediate

**Competency:** Mentoring Employees

**Classification connection:** GS 7-15

### Perfect for

- Executive leaders
- HR and ER professionals
- Supervisors and managers
- Team and peer leaders

### Recommended follow up

- Coaching Models, Skills and Practices
- Coaching and Mentoring: Introductory Level
- Four Dimensions of Leadership

Course ID: LEAD1132

### Overview

Based on OPM Frameworks Factsheet Competencies and OPM Mosaic Competencies we pre-identify baseline building blocks for supervisors and managers who have disparate leadership skill sets and skill demonstrations. The program offers tools and models for establishing practices that will ensure consistency among all supervisors. Participants review policy, procedure, and processes for which all supervisors and managers are accountable. The program engages supervisors and managers in an assessment of alignment (i.e., whether their actions and decisions are in alignment with the policy, procedures, and processes).

### Objectives

1. Assess capabilities and consistencies of competency demonstrations in practice.
2. Develop and display specific competencies.
3. Reset and change unhelpful behaviors and standardize and solidify new behaviors.
4. Create accountability agreements to ensure adherence to protocols, policy, procedures, processes, and addressing fundamental priorities.
5. Decide upon and consistently utilize specific decision-making criteria which ensures depersonalization of the decision-making process.
6. Stop reactionary modes of management.
7. Promote prioritization and planning.
8. Identify needs for senior administrative support to realign management efforts and priorities.

### Format, models, tools, and activities

- OPM Frameworks Fact Sheet and MOSAIC Competency Framework
- Competency Building Model and S.W.O.T. assessments
- Interactive, experiential, planning and problem-solving workshop format

**Duration:** 5 days (40 hours)

**Level:** Intermediate

### Competencies

- |                            |                            |                      |
|----------------------------|----------------------------|----------------------|
| • Accountability           | • Communicating Priorities | • Customer Service   |
| • Change Management        | • Decisiveness             | • Employee Relations |
| • Conscientiousness        | • Complex Decision-Making  | • Integrity/Honesty  |
| • Managing Human Resources | • Organizational Awareness | • Strategic Thinking |

**Classification connection:** GS 9-15

### Perfect for

- Executive leaders
- HR, EEO, and ER professionals
- Supervisors and managers

### Recommended follow up

- Skills for Experienced Supervisors
- Four Dimensions of Leadership

## Strategic Thinking, Problem-Solving and Planning

Course ID: LEAD1142

### Overview

The best managers and leaders in business and government follow the adage, “begin with the end in mind”. This means that they engage in comprehensive analysis, planning and solution-oriented problem solving, focused on end-goals and objectives, before initiating major changes in programs, processes or performance management initiatives. Yet, strategic planning is not meant merely for large-scale initiatives. It is a critical/creative thinking and planning process that can be applied to project management, programming, and personnel development. It requires thought paradigm shifts and includes specific tools for action planning and processes for the engagement of stakeholders.

### Objectives

1. Understand the nature and purpose of strategy development within organizations.
2. Review competencies, concepts and practices associated with effective strategic planning.
3. Differentiate 8 different types of thinking and develop strategic and systems thinking aptitudes.
4. Identify operational and strategic problems that impact organization goal attainment.
5. Utilize rapid problem-solving tools to effectively diagnose and discern solutions to problems.
6. Examine various strategic planning models.
7. Practice completing sections of strategic plans.

### Format, models, tools, and activities

- Interactive workshop format
- Small groupwork activities
- Problem-solving and planning games
- Rapid Problem-Solving Model
- S.W.O.T. and P.E.S.T.L.E. Assessment Tools
- Three Strategic Planning Models and strategic planning practice

**Duration:** 3 days (24 hours)

**Level:** Intermediate

### Competencies

- |                      |                      |                             |
|----------------------|----------------------|-----------------------------|
| • Strategic Thinking | • External Awareness | • Vision                    |
| • Systems Thinking   | • Problem-Solving    | • Creativity and Innovation |

**Classification connection:** GS 9-15

### Perfect for

- Executive leaders
- HR, EEO, and ER professionals
- Supervisors and managers
- Team and peer leaders

### Recommended follow up

- PowerSkills Executive Advising and Coaching
- Leadership Vision, Values, Virtues and Vestiges
- Championing Change



# The Leadership Star™ Program

Course ID: LEAD1152

## Overview

Star leaders are those who can rapidly wrap their minds around the real functions of the leadership role. They don't simply show up as motivational and visionary in expression. Nor do they show up as micro-managers. They view their role, responsibilities, and response through the lens of a set of core leadership functions. We categorize these functions in the P-list. Combined they create The Leadership Star™.

This comprehensive, interactive, experiential course offers leaders the opportunity to learn methods and practice using tools that enable them to fulfill their leadership functions.



## Objectives

1. Appreciate and apply specific principles and practices for effectively leading people.
2. Create a strategic framework for enhancing internal or external partnerships.
3. Evaluate current performance and productivity methods, and design new methods for accountability.
4. Differentiate between important items and priorities and develop a plan to focus on priorities.
5. Consider if current behaviors and norms are in alignment with official and acceptable policy, procedures and processes, and design communication and expectation plans that ensure alignment.
6. Participate in peer assessment and advising to define leadership purpose, passions, principles, and philosophies.

## Format, models, tools, and activities

- 40-hour interactive course with peer teaching presentations
- (1) pre-course informational interview assignment and (1) process-procedure norm assessment

**Duration:** 5 days (40 hours)

**Level:** Intermediate

## Competencies

- |   |                            |                      |
|---|----------------------------|----------------------|
| • Human Capital Management                      | • Decisiveness             | • Problem-Solving    |
| • Employee Relations                            | • Communicating Priorities | • Political Savvy    |
| • Improving Employee Performance & Productivity | • Partnering               | • Vision             |
|   | • Leading Others           | • Strategic Thinking |

**Classification connection:** GS 9-15

## Perfect for

- Executive leaders
- HR, EEO, and ER professionals
- Supervisors and managers

## Recommended follow up

- Leadership Styles and Decision-Making@Work™
- Strategic Thinking, Problem-Solving and Planning
- PowerSkills Executive Advising and Coaching



## Management and Supervision Courses for Managers on a Mission

Managers and supervisors have a mission unique to their roles and sets of responsibilities. They are to create and sustain cultures that are conducive to safety, support and retention. Engage in practices that ensure individual and collective high performance and productivity. Demonstrate skill and the strength of character to address conduct issues and resolve conflicts. Manage and motivate personnel and partners day-in and day-out so that all goals can be achieved. That's a lot.

Because managers and supervisors are on a mission, PowerSkills partners with them to provide practical, real-world skills, tangible tools, hands-on planning and problem-solving experiences, and on-the-spot coaching in class so that managers know that they are never alone as they fulfill their mission.

The PowerSkills Managers on a Mission supervision and management courses help management leaders grow in competence, capability, confidence, character, and consistency in all they do.

## Choose a course and propel yourself and your mission forward.

- MGMT2012 - Adaptability, Flexibility and Resilience Practices
- MGMT2022 - Change Models for Management
- MGMT2031 - Coaching and Mentoring: Introductory Level
- MGMT2042 - Coaching Models, Skills and Practices
- MGMT2051 - Diversity Inclusion and Appreciation@Work™
- MGMT2062 - Employee Engagement Initiatives
- MGMT2072 - Facilitating Critical Conversations
- MGMT2082 - Facilitating Forgiveness@Work™
- MGMT2091 - Group Norms that Trigger Conflict
- MGMT2101 - Meeting Management Skills
- MGMT2112 - Motivation and Morale-Building, and Recognition and Reward Practices
- MGMT2122 - Negotiation Skills
- MGMT2132 - Performance Management and Planning Skills
- MGMT2143 - Skills for Experienced Supervisors
- MGMT2152 - Skills for New Supervisors
- MGMT2162 - Team Assessments of Culture, Cycles and Norms

## Adaptability, Flexibility and Resilience Practices

Course ID: MGMT2012

### Overview

Adaptability and flexibility mean that we are malleable. We can adjust as needed to changing circumstances and requests. Resilience means that we can bounce back from defeat or setbacks more easily and rapidly. All professionals, supervisors and managers, in particular, need to be able to be adaptable, flexible, and resilient, and ensure that their practices, processes, plans, and people are too. This course offers managers on a mission the insights, tools, and skills necessary to engage in adaptive management, flexibility and resiliency.

### Objectives

1. Review adaptability, flexibility, and resiliency professional competencies.
2. Identify personal barriers to adaptability and situations that require a change in approach and adaptation.
3. Develop tools and approaches to manage and react to changing circumstances.
4. Analyze the changing environment and model a positive attitude to influence others.
5. Learn to adjust timelines, results and expectations to match changing circumstances.
6. Demonstrate persistence when providing rationale to staff during times of significant organizational challenges.
7. Respond to setbacks by developing alternative approaches to determine the best course of action.
8. Maintain team effectiveness, quality, and morale during organizational and environmental challenges.
9. Explore methods to maintain commitment and execution of projects, even when faced with changing objectives, deliverables, and deadlines.
10. Develop creative and alternative strategies to achieve objectives, using available resources, when faced with significant budget limitations.

### Format, models, tools, and activities

- Interactive workshop format
- Adaptability self-assessment inventory
- Peer advising, peer problem-solving, and peer planning activities
- Richardson, Neiger, Jensen and Kumpfer Resilience Model
- 3 Types of Flexibility

**Duration:** 2 days (16 hours)

**Level:** Intermediate

### Competencies

- Adaptability/Flexibility
- Change Management
- Resilience

**Classification connection:** GS 9-15

### Perfect for

- Executive leaders
- HR and ER professionals
- Supervisors and managers
- Team and peer leaders
- Employees

### Recommended follow up

- Change Models for Management
- Championing Change
- Stress Management Skills

## Change Models for Management

Course ID: MGMT2022

### Overview

All leaders and managers must facilitate change. Change management is a core responsibility and necessity in every organization and for all managers, whenever they are managing movement towards any goal achievement or engaged in any corrective action. The question becomes *How?* Change automatically requires some movement within many parts of a system and adjustments on the part of many people. What helps are tools and practical models that enable a manager to plug in the information that is known and can be anticipated. The plug-in models then help the manager organize thoughts, challenges, solutions, strategies, and plans. This course shares with managers specific models that help a manager and supervisor facilitate change.

### Objectives

1. Receive a professional competency for change management.
2. Use the *Continuous Change Model* to plan for a desired or immanent change.
3. Examine the *Chaordic Change Model* to identify disruptors to an orderly change process and generate practical solutions.
4. Explore the *Emotional Rollercoaster* to empathize with individuals and groups going through change.
5. Dive into the *DREC* to help individuals overcome their fear and resistance to change.

### Format, models, tools, and activities

- Continuous Change Model and application to planning for all components of a change process
- Chaordic Change Model and application to analyzing systemic barriers to change
- Emotional Rollercoaster Model and application to helping individuals move through emotions
- DREC Model and application to helping teams move through resistance to change

**Duration:** 2 days (16 hours)

**Level:** Intermediate

**Competency:** Change Management

**Classification connection:** GS 7-15

### Perfect for

- Executive leaders
- HR and ER professionals
- Supervisors and managers
- Team and peer leaders

### Recommended follow up

- Championing Change
- Adaptability, Flexibility and Resilience Practices
- Strategic Thinking, Problem-Solving and Planning
- PowerSkills Executive Advising and Coaching

## Coaching and Mentoring: Introductory Level

Course ID: MGMT2031

### Overview

Coaches and mentors impact lives. They help people envision goals and achieve aspirations. They trigger new character and career choices. They actively support planning. They offer perspectives and help clients develop solutions and strategies. Our courses help you become the coach and mentor that someone is looking for.

### Objectives

1. Understand the difference between coaching and mentoring.
2. Review the fundamentals of coaching philosophy and coaching methodologies.
3. Examine and practice four coaching models.
4. Engage in a self-evaluation based on a list of appropriate and inappropriate coaching behaviors and practices.
5. Gain insights about supervisor-as-coach and peer-as-coach.
6. Explore the impact of mentoring and how a mentor can affect growth, development and change.
7. Review the specific goals of mentoring and engage in a mentoring moment - a one-time, on-the-spot mentoring encounter.
8. Share informal short-term mentoring activities to support peers and team members.
9. Review formal model of mentoring steps, processes and activities.
10. Practice providing mentoring moments of support.

### Format, models, tools, and activities

- Interactive workshop format
- Peer practice using the framework of four coaching models
- Self-assessment, self-reflection and personal planning opportunities
- Peer advising, peer coaching, peer problem-solving, and peer planning activities
- Small groupwork exercises

**Duration:** 2 days (16 hours)

**Level:** Foundation

### Competencies

- Coaching Skills
- Mentoring Employees

**Classification connection:** GS 7-15

### Perfect for

- Executive leaders
- HR and ER professionals
- Supervisors and managers
- Team and peer leaders

### Recommended follow up

- Coaching Models, Skills and Practice
- Mentoring Methods and Skills

## Coaching Models, Skills and Practices

Course ID: MGMT2042

### Overview

Coaching began at Oxford University at the beginning of the 19<sup>th</sup> Century. The process was intended to help underclassmen be shepherded and supported through their courses and exam periods so that they could overcome challenges, achieve the goals set forth during an academic term, and grow in skills and critical thinking abilities. Today, professional coaching – peer coaching and supervisor-employee coaching – has the same intent: to help a professional achieve short-term goals, to support problem analysis and solution generation, to facilitate planning and strategizing, and to help a professional develop skills, thinking abilities and insights. This course helps professionals learn and practice coaching skills, practices, and models.

### Objectives

1. Elevate coaching to a professional competency level.
2. Be able to differentiate between coaching, mentoring, counseling, and supervision.
3. Know the history of coaching and why coaching is meant to be focused and limited in duration.
4. Understand the core goals of all coaching practices.
5. Be able to identify behaviors that communicate whether a client is coachable or resistant to coaching.
6. Create a professional development plan to build your coaching skills using a B.A.S.K.<sup>™</sup> baseline.
7. Collaborate with colleagues to generate question menus for coaching encounters.
8. Learn and practice 6 models for coaching encounters.
9. Use the True Professional<sup>™</sup> model to identify the most common coaching issues.
10. Become aware of coaching red flags and no-go zones.

### Format, models, tools, and activities

- B.A.S.K. Model
- Interactive workshop format
- Peer practice using the framework of four coaching models: GROW, IGROW, ACHIEVE, SOLVE
- Peer advising, peer coaching, peer problem-solving, and peer planning activities
- Developmental need self-assessment using the *True Professional* Model

**Duration:** 2 days (16 hours)

**Level:** Intermediate

**Competency:** Coaching and Feedback Skills

**Classification connection:** GS 7-15

### Perfect for

- Executive leaders
- HR and ER professionals
- Supervisors and managers
- Team and peer leaders

### Recommended follow up

- Mentoring Methods and Skills
- Skills for New Supervisors
- Performance Management and Planning Skills



# Have you ever had one of those situations that seem to confound you?

PowerSkills offers the direction you seek and the support you need for *the path forward!*

There may be multiple sensitive or challenging factors simultaneously at play. There may be so many pieces in play that you don't know where to begin. You know that you're competent. You know that you can typically handle 99% of all issues that arise, but this case has stymied you. You just need some on-the-spot, in-the-moment advice. You want expert advice from someone who is objective, has executive level business experience, leadership and managerial experience, group and individual psychology experience, and an extraordinary track record as a consultant, coach and seminar leader.

**You need either a one-and-done Executive Advising session or a few Managerial Coaching encounters.**

## *The difference Between Advising and Coaching*

During an Advising session, the Advisor offers concrete advice, education about a topic or dynamic at play, and guides a client in directions to achieve particular results. During a Coaching process, the Coach facilitates dialogue and discernment and invites new ways of thinking about problems, situations, factors, and dynamics so that clients can discern their goals, solutions, action plans, and their readiness to move forward.

**Contact us today to learn about our one-and-done or 2-day intensive Executive Advising services or our 6, 9, or 12-session Coaching packages.**

[info@powerskillsinternational.com](mailto:info@powerskillsinternational.com)

[www.powerskillsinternational.com](http://www.powerskillsinternational.com)



Course ID: MGMT2051

### Overview

Diversity itself is one of four core building blocks for all strong, sustainable cultures at work: diversity, values, shared leadership, and engagement. Without vibrant diversity, meaningful inclusion, and demonstrable appreciation individuals and teams fall back on groupthink behaviors, limited perspectives, and a false self-assuring assumption of openness, fairness and equity. This course creates a dynamically safe, inclusive culture in class allowing participants to gain personal insights, assess the value and opportunities for diversity at work, look at stumbling blocks, and generate solutions and strategies for inclusion within teams.

### Objectives

1. Review the OPM Leveraging Diversity competency and articulate the business case for diversity inclusion and appreciation.
2. Engage in safe, meaningful, diversity and cultural conversations.
3. Understand how common values and virtues are found within all people and underlie all diversity work within ourselves and conversations with others.
4. Review the Creation Cycle and its application to professional growth related to diversity education.
5. Explore dimensions and characteristics of diversity within the workplace environment using the Diversity Wheel.
6. Review specific definitions of behaviors, issues and dynamics associated with diversity using the Diversity Straight Talk definition list.
7. Describe diversity resistance red flag behaviors and practices.
8. Use the Diversity Continuum to plan for diversity inclusion, understanding, acceptance and appreciation on teams.
9. Review and brainstorm tactics for integrating diversity initiatives into everyday workforce cultures and practices and not simply relegating them to a day or month per year.

### Format, models, tools, and activities

- Interactive workshop format
- *Diversity Wheel* and *Diversity Continuum* models for personal and team planning
- Peer sharing, peer coaching, peer problem-solving activities
- Small group planning exercises

**Duration:** 2 days (16 hours)

**Level:** Foundation

**Competency:** Leveraging Diversity

**Classification connection:** All

### Perfect for

- Executive leaders
- HR, EEO, and ER professionals
- Supervisors and managers
- Team and peer leaders
- Employees

### Recommended follow up

- Diversity Inclusion: Addressing Unconscious Bias@Work™
- Blending Generations@Work™

- Styles@Work™: conflict styles, communication styles, leader styles, thinking styles, work style

## Employee Engagement Initiatives

**Course ID:** MGMT2062

### Overview

Employee engagement directly impacts retention, turnover, innovation, workplace culture, team performance and productivity, and therefore an entire organization's success. It is not secondary to success. It is a primary factor. It goes beyond whether an employee is happy or not, and whether compensation is competitive and appropriate. It is about demonstrating the kind of respect for employees that causes leadership practices to change, team structure and dynamics to shift, individual interactions to be more mindful, employee initiatives to have more meaning, and recognition and compensation to become innovative. This course helps managers learn about the 12 data-driven factors affecting employee engagement and develop concrete plans.

### Objectives

1. Use employee feedback to analyze employee engagement levels.
2. Explore 12 data-driven factors that impact employee engagement in tangible ways.
3. Consider workplace cultural norms and leadership practices that trigger upward or downward trends in engagement.
4. Ascertain realistic opportunities for employee participative planning, decision-making, and leadership.
5. Create meaningful reward and compensation menus.
6. Learn how leaders can promote work-life balance, flexibility and empowerment at work.
7. Design practical peer support programs for the workplace.
8. Address problems that deter engagement.
9. Examine opportunities for on-the-job development and advancement.
10. Embrace the necessity to ensure employees feel valued and heard.

### Format, models, tools, and activities

- Interactive workshop format
- Employee Engagement planning tool
- Peer advising, peer coaching, peer problem-solving, and peer planning activities
- Small group exercises

**Duration:** 3 days (24 hours)

**Level:** Intermediate

**Competency:** Fostering Employee Engagement

**Classification connection:** GS 7-15

### Perfect for

- Executive leaders
- HR, EEO, and ER professionals
- Supervisors and managers

### Recommended follow up

- Skills for Experienced Supervisors
- Four Dimensions of Leadership
- Followership and Servant Leadership@Work™



# Catalyst

noun



- a person or a thing that enables a reaction to proceed at an unusually faster rate
- a person who facilitates a human reaction or system process succeeding under challenging conditions than otherwise thought possible.
- an agent that provokes or speeds significant change or action

## Looking for a Catalyst?

***You've found one in PowerSkills Catalyst Strategic Services!***

---

A PowerSkills Catalyst helps you analyze trouble spots, generate program ideas and plans, trigger consideration of provocative initiatives, and guide you in the creation of a holistic, realistic, long-term program plan. All in rapid fashion.

### **We speed up specific challenge analysis and program planning efforts**

- Employee Engagement Strategies
- Team Reset Strategies
- DiSC Personality Strategies



**If you need a catalyst for comprehensive program strategies, contact us today!**

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[www.powerskillsinternational.com](http://www.powerskillsinternational.com)



# POWERSKILLS

## Facilitating Critical Conversations

Course ID: MGMT2072

### Overview

Not all conversations are easy to have. Some conversations trigger fear, nervousness and trepidation because of the topics, the potential reactions, the outcomes that might result, or simply because the parties don't know what to say or how to say it. This course provides professionals with a step-by-step approach for planning and facilitating difficult conversations and offers them practice opportunities.

### Objectives

1. Distinguish between a typical, a difficult, and a critical conversation.
2. Identify issues and circumstances that trigger the need for critical conversation.
3. Name typical reactions and responses to critical conversations and why they are difficult for some people to engage in.
4. Learn and practice the H<sup>3</sup> model – head, heart, hands – for facilitating critical conversations.
5. Examine and plan for or practice 8 specific tactics that make critical conversations much easier to manage.

### Format, models, tools, and activities

- Interactive workshop format
- H3 Model for planning and facilitating difficult conversations
- Role play and case study exercises
- Front-loading and smoothing conversational tactics
- Conversation planning opportunities
- Peer advising and peer coaching activities
- Small groupwork exercises

**Duration:** 2 days (16 hours)

**Level:** Intermediate

### Competencies

- Conflict Management
- Oral Communication
- Coaching and Feedback

**Classification connection:** GS 7-15

### Perfect for

- Executive leaders
- HR and ER professionals
- Supervisors and managers
- Team and peer leaders

### Recommended follow up

- Business Communication Intensive
- Team Reset - Group Problem-Solving
- Conflict Management: The Five Sources of Conflict@Work™
- Facilitating Forgiveness@Work™
- Relationship and Trust Building@Work™



Course ID: MGMT2082

### Overview

After hurt happens many people move forward but they don't ever let go of the past. They carry the hurt, resentment, pain, and grief into every future encounter. Conflict management and conflict mediation processes get at solutions and agreements to resolve the transactional conflicts, but they don't address the emotional issues that cause ongoing blame, shame, distrust, and division at work. Only forgiveness processes can help people release the past for good and begin anew. This comprehensive course helps professionals gain a deep understanding of what forgiveness means and entails and how to facilitate a forgiveness process at work.

### Objectives

1. Learn how human forgiveness transforms beliefs about self and others, as well as relationships at work.
2. Differentiate between conflict management practices and forgiveness facilitation practices.
3. Understand how unforgiveness freezes emotions, thoughts, perspectives, and behaviors in unproductive states.
4. Learn why forgiveness does not always mean reconciliation will or should occur, but why forgiveness is always possible even if reconciliation is not wise.
5. Examine the 10-steps in the forgiveness process, what each step means, entails, and how to facilitate each part of the process.

### Format, models, tools, and activities

- Forgiveness A-List Model
- Virtue Assessment Model
- Reframing and releasing techniques
- Interactive workshop format
- Role play and case study exercises
- Conversation planning opportunities
- Peer advising and peer coaching activities
- Small groupwork exercises

**Duration:** 3 days (24 hours)

**Level:** Intermediate - Advanced

### Competencies

- Conflict Management
- Emotional Intelligence Skills

**Classification connection:** GS 9-15

### Perfect for

- HR and ER professionals
- Supervisors and managers
- Team and peer leaders

### Recommended follow up

- PowerSkills Revive Retreat for Teams
- Group Norms that Trigger Conflict
- Conflict Management: The Five Sources of Conflict@Work™
- Facilitating Critical Conversations

## Group Norms that Trigger Conflict

Course ID: MGMT2091

### Overview

Norms are patterns and habits that settle in place and become accepted. They may be helpful or unhelpful, functional or dysfunctional, and healthy or unhealthy, but for a variety of reasons a person or team allows norms, over time, to settle in place. Particular norms automatically trigger conflict which can easily be prevented with agreements and simple interventions. This course offers teams and leaders the opportunity to address a series of specific norms that occur in all groups and generate prevention and intervention strategies.

### Objectives

1. Understand the nature of conflict.
2. Identify common underlying causes of workplace conflicts.
3. Use conflict continuums to examine 8 triggers of tension and conflict on teams.
4. Prepare team and meeting agreements that will help prevent conflict continuum triggers.
5. Learn how an individual's sense of safety, security, and belonging impacts the possibility of conflict at work.
6. Develop a set of activities and plan to enhance the culture of safety and security on a team to reduce individual tension and conflict.
7. Ascertain how players and stimuli, external to a team, can instigate conflict within a team, and plan for prevention and intervention.

### Format, models, tools, and activities

- Conflict Continuum model
- Hierarchy of Need model
- Interactive workshop format
- Team agreement development
- Peer advising and peer coaching activities
- Small groupwork exercises

**Duration:** 3 days (24 hours)

**Level:** Foundation – Intermediate

**Competency:** Conflict Management

**Classification connection:** All

### Perfect for

- Supervisors and managers
- Team and peer leaders
- Employees

### Recommended follow up

- Conflict Management: The Five Sources of Conflict@Work™
- Conflict Styles@Work™
- Team Reset: Group Problem-Solving
- Relationship and Trust Building@Work™
- Team Up@Work™

## Meeting Management Skills

Course ID: MGMT2101

### Overview

Well-planned and well-run meetings can energize, engage, and propel people forward in meaningful and motivational ways. Perfunctory meetings, those mandatory meetings with the same old agendas, the same people speaking, and the same drain on time, can demoralize people and diminish productivity. It is important for leaders at all levels to know how to organize and facilitate meetings and make them meaningful for attendees. This course offers a step-by-step tool for meeting planning and skill-building related to meeting facilitation.

### Objectives

1. Assess the structure and content of meetings, matching it against the content, structure and flow desired by most meeting participants.
2. Assess the necessary post-meeting follow-through steps that keep participants informed and motivated to come to future meetings.
3. Assess and improve the skills of meeting facilitation including how to keep people and schedules on time and on task during meetings, how to eliminate distractions and diversions, and how to manage manipulators and potential conflict during meetings.
4. Learn how to prepare for meeting facilitation and how to rotate facilitation responsibilities during meetings.
5. Learn and discern pre-meeting steps and strategies that make for successful meetings.
6. Learn how to clarify and establish realistic meeting goals, roles, expectations of participants, and meeting/group process information.
7. Organize the information and plans, gleaned from the meetings and discussions, in simple meaningful formats for practical use in the future.
8. Learn about alternative strategies for eliciting information, ideas and involvement from participants.

### Format, models, tools, and activities

- 7 F's Meeting Planning Model
- Interactive workshop format
- Small groupwork exercises
- Agenda setting and decision-making activities

**Duration:** 2 days (16 hours)

**Level:** Foundation

### Competencies

- Oral Communication
- Communicating Priorities
- Team Building

**Classification connection:** All

### Perfect for

- Executive leaders
- HR, EEO, and ER professionals
- Supervisors and managers
- Team and peer leaders
- Employees

### Recommended follow up

- Business Communication Intensive

## Motivation and Morale-Building, and Recognition and Rewards Practices

Course ID: MGMT2112

### Overview

Many managers and supervisors are incredibly proficient in all of their technical skills. They have gained competence and demonstrate consistency with performance management responsibilities. However, they may struggle from time to time with the human dimension of management; that being motivation and morale-building, as well as providing consistent, meaningful forms of recognition and rewards that matter to people. This course helps supervisors and managers understand what truly makes a difference to a person's and team's motivation and morale, and how to create comprehensive menus, practices, and activities that consistently build motivation and morale. Professionals learn how to create, offer, and ensure that recognition and rewards are meaningful and based on fair criteria.

### Objectives

1. Learn 10 factors that positively trigger intrinsic motivation.
2. Assess the motivational culture of a team or group.
3. Engage in peer recognition and morale-building activities.
4. Generate leader-driven and group-guided morale-building activities.
5. Differentiate between recognition and rewards.
6. Create a peer and team recognition menu tailored to your team.
7. Review types of rewards that are official sanctioned by agencies and organizations.
8. Create criteria for rewarding performance and added value.

### Format, models, tools, and activities

- Interactive workshop format
- Self-reflection and self-assessment practices
- Peer motivation, peer advising, and peer coaching encounters
- Small groupwork activities
- Large group icebreakers and games

**Duration:** 2 days (16 hours)

**Level:** Intermediate

### Competencies

- Team Building
- Human Capital Management

**Classification connection:** GS 7-15

### Perfect for

- Executive leaders
- HR, EEO, and ER professionals
- Supervisors and managers
- Team and peer leaders
- Employees

### Recommended follow up

- Team Up@Work™
- Building and Leading High-Performance Teams
- Emotional Intelligence Skills

## Negotiation Skills

**Course ID:** MGMT2122

### Overview

Negotiations can seem tough because many are set up to be purely transactional instead of trusting, collaborative, and service-centered. When negotiations are only transactional, positional, and a party is thinking of what they want and of only their bottom-line, then they do not lead to trust, long-term loyalty, nor extra stretches of service. This course provides professionals with comprehensive underpinnings, models, methods, practices, and tools for service-centered negotiation encounters, and insights that enable a professional to see manipulative negotiation tactics a mile away.

### Objectives

1. Differentiate between self-centered and other-centered negotiation models.
2. Understand the importance of trust-building during negotiation processes and practices that build trust.
3. Review the characteristics of hard and soft negotiations and the impacts of both.
4. Become aware of the dangers of positional negotiations.
5. Practice defending against manipulative negotiation jujitsu tactics.
6. Make a plan for successful negotiations using 7 elements of success.
7. Assess knowledge of stakeholders in negotiations to understand motivating factors.
8. Examine and build a foundation for ethical negotiations at all times.

### Format, models, tools, and activities

- Interactive workshop format
- Case study activities
- Role play, fishbowl and appreciative activities
- Peer advising and peer coaching encounters
- Negotiation planning time

**Duration:** 2 days (16 hours)

**Level:** Intermediate

**Competency:** Influencing/Negotiation

**Classification connection:** GS 5-15

### Perfect for

- Executive leaders
- HR, EEO, and ER professionals
- Supervisors and managers

### Recommended follow up

- Influence, Power, and Persuasion Skills
- Facilitating Critical Conversations
- Relationship and Trust Building@Work™
- Communication and Listening Styles@Work™
- Motivation and Morale-Building, and Recognition and Rewards Practices

## Performance Management and Planning Skills

Course ID: MGMT2132

### Overview

Managerial inspiration and motivation are important, as is vision and relationship building. However, if a supervisor or manager cannot effectively plan for, capably manage, and consistently elevate performance then the goals of the organization will not be achieved, and the mission will not be accomplished. This course offers professionals the opportunity of hands-on practice using tools and models that will help them improve individual and team performance at work.

### Objectives

1. Review human capital management and performance management competencies.
2. Use the 8-step Performance Management Cycle Model to develop a performance strategy.
3. Practice developing critical elements and standards of performance.
4. Review practical tools for objectively appraising performance.
5. Engage in performance feedback practice encounters.
6. Learn how to monitor performance and ensure accountability without micro-managing.
7. Develop a recognition and reward menu and criteria that ensure fairness for rewards.
8. Analyze poor performance and develop corrective action plans and activities.

### Format, models, tools, and activities

- Interactive workshop format
- Performance Management Cycle Model
- Case study activities
- Feedback tools and practice planning for and providing feedback
- Employee appraisal and individual development planning tools
- Reward and recognition menus and activities
- Teach-back, role play, and appreciative activities
- Peer advising and peer coaching encounters

**Duration:** 3 days (24 hours)

**Level:** Intermediate

### Competencies

- |                            |   |                                     |
|----------------------------|---|-------------------------------------|
| • Human Capital Management | • Handling Unacceptable Performance               | • Conducting Performance Appraisals |
| • Developing Others        | • Improving Employee Performance and Productivity |                                     |

**Classification connection:** GS 5-15

### Perfect for

- Executive leaders
- HR, EEO, and ER professionals
- Supervisors and managers
- Team and peer leaders
- Employees

### Recommended follow up

- Facilitating Critical Conversations
- Building and Leading High-Performance Teams
- The Leadership Star™ Program
- Skills for New Supervisors



## Skills for Experienced Supervisors

Course ID: MGMT2143

### Overview

Many supervisors and managers come to their roles with significant technical proficiency and then take dozens of courses on leadership. Yet, they struggle with leading and supervising on a human, interpersonal level or during necessary transactional encounters because they simply do not have practical user-friendly tools and simple practices at their disposal. This course offers experienced supervisors and managers those tools and practices.

### Objectives

1. Explore five fundamental goals of experienced supervisors.
2. Review and understand OPM competencies for experienced supervisors.
3. Explore what it means to champion and lead successful change efforts.
4. Understand the impact of emotional intelligence and how to use it on-the-job.
5. Gain insights into diversity inclusion and appreciation practices.
6. Review the importance of FEVS and develop engagement plans.
7. Engage in coaching and feedback practice opportunities.
8. Learn effective practices for successful delegation.
9. Share self-care and resiliency practices.
10. Overview influencing and persuasion tactics.
11. Explore negotiation skills and practices.
12. Receive skill-building tips for partnering, politically savvy, human capital management, personal accountability, and communicating priorities.

### Format, models, tools, and activities

- Interactive workshop format
- Peer coaching, peer advising, peer problem-solving and peer planning exercises
- Case study and teach-back presentation activities
- Change planning tools
- EVS/employee survey data evaluation and employee engagement planning
- Feedback practice opportunities

**Duration:** 5 days (40 hours)

**Level:** Intermediate – Advanced

### Competencies

- |                                       |                            |                             |
|---------------------------------------|----------------------------|-----------------------------|
| • Change Management                   | • Emotional Intelligence   | • Personal Accountability   |
| • Fostering Employee Engagement       | • Influence/Negotiating    | • Communicating Priorities  |
| • Leveraging Diversity                | • Human Capital Management | • Resilience                |
| • Delegation                          | • Political Savvy          | • Adaptability/Flexibility  |
| • Complex Decision Making             | • Partnering               | • Program Management        |
| • Developmental Coaching and Feedback | • Systems Thinking         | • Creativity and Innovation |
|                                       |                            | • Time Management           |

**Classification connection:** GS 9-15

### Perfect for

- Supervisors and managers

### Recommended follow up

- Four Dimensions of Leadership

## Skills for New Supervisors

Course ID: MGMT2152

### Overview

Making the transition to a new supervisory role is a big deal. Relationships change. Boundaries have to change. Responsibilities change. Priorities, time and task management must be re-balanced. New skills for performance, conduct, and team management must be learned. It is a lot. But it is all possible. This course offers new supervisors a meaningful, supportive, in-depth growth experience in which they will learn new knowledge, be offered practical tools, engage in fun skill-building activities, and build long-lasting networks.

### Objectives

1. Consider supervisor roles in the context of leadership concepts and practices.
2. Review OPM objectives and competencies for new supervisors.
3. Understand supervisory roles and responsibilities.
4. Gain insights about making transitions from employee to supervisor.
5. Generate HR, ER, and EEO questions and discover answers.
6. Review legal and ethical guidelines.
7. Learn skills and strategies for managing performance.
8. Review effective practices for addressing employee misconduct.
9. Review workplace norms that can trigger conflict.
10. Explore diversity competencies and practices that promote inclusion.
11. Engage in work group and team assessments.
12. Review the basics of change management.

### Format, models, tools, and activities

- Interactive workshop format
- Peer coaching, peer advising, peer problem-solving and peer planning exercises
- Case study and teach-back presentation activities
- Team assessment and team agreement planning tools
- HR/ER/EEO outreach and networking activities
- Performance Management and Planning and Diversity-Inclusion planning
- Conflict styles inventory

**Duration:** 5 days (40 hours)

**Level:** Intermediate

### Competencies

- |                            |                             |                      |
|----------------------------|-----------------------------|----------------------|
| • Human Capital Management | • Creativity and Innovation | • Team Building      |
| • Leveraging Diversity     | • Customer Service          | • Strategic Thinking |
| • Conflict Management      | • Technical Credibility     | • Developing Others  |
|                            |                             | • Employee Relations |

**Classification connection:** GS 5-15

### Perfect for

- Supervisors and managers

### Recommended follow up

- Facilitating Critical Conversations
- Emotional Intelligence Skills
- Building and Leading High-Performance Teams
- Business Communication Intensive

## Team Assessments of Culture, Cycles and Norms

Course ID: MGMT2162

### Overview

Everyone agrees on the value of teaming. Many leaders and professionals strive to change practices and tactics to improve team functioning. However, for many, the efforts are like throwing spaghetti at a wall and hoping it sticks because they are simply acting on ideas and now assessing or analyzing what is really happening on their team. This course helps team leaders at all levels learn to use practical team assessment tools to easily analyze what's working and not working on their teams, then develop a series of feasible, meaningful strategies that can be implemented for a positive effect on teams.

### Objectives

- Envision a team culture and team dynamics that ensure engagement, motivation, and productivity.
- Assess member perspectives, attitudes, and viewpoints about team culture and relationships.
- Identify employee feelings about team safety, security, belonging, and engagement.
- Evaluate team stages and norms and brainstorm practices for forward movement.
- Develop solutions and strategies to improve agreements, relationships, processes and performance.
- Create a commitment and plan for team leadership development and demonstrable support.

### Format, models, tools, and activities

- Interactive workshop format
- Self-reflection and personal planning
- Prouds and Sorries Assessment Tool
- Stages of Team Development Assessment
- Hierarchy, Safety, and Belonging Assessment
- Team planning and problem-solving activities

**Duration:** 2 days (16 hours)

**Level:** Intermediate

### Competencies

- Team Building
- Foster Employee Engagement
- Problem Solving

**Classification connection:** GS 5-15

### Perfect for

- Executive leaders
- HR, EEO, and ER professionals
- Supervisors and managers
- Team and peer leaders
- Employees

### Recommended follow up

- Team Up @ Work™
- PowerSkills Playtime
- PowerSkills Revive Retreat for Teams
- Building and Leading High-Performance Teams



## Engaging, interactive courses for professionals

It's time to **STOP** thinking of development as...

- *a lifeless plan that sits a shelf*
- *a burden or an add-on to workloads*
- *something that you get to once-a-year*
- *boring lectures and death-by-PowerPoint*
- *the sole responsibility of HR, employees or supervisors*

## Choose a course that will help you and your team grow.

- PROF3021 - Blending Generations@Work™
- PROF3031 - Burnout and Compassion Fatigue: Prevention and Solutions
- PROF3042 - Business Communication Intensive
- PROF3051 - Communication and Listening Styles@Work™
- PROF3061 - Conflict Styles@Work™
- PROF3071 - Customer Service Excellence Skills
- PROF3081 - DiSC Personality Styles
- PROF3092 - Diversity Inclusion: Addressing Unconscious Bias@Work™
- PROF3102 - Emotional Intelligence Skills
- PROF3111 - Happiness Factors@Work™
- PROF3121 - Interviewing Skills
- PROF3131 - PowerSkills Playtime: Bonding Activities for Teams
- PROF3141 - Priority, Task, and Time Management Skills
- PROF3151 - Relationship and Trust Building Skills@Work™
- PROF3161 - Stress Management Mindfulness Practices
- PROF3171 - Stress Management Skills
- PROF3182 - Styles@Work™
- PROF3191 - Team Problem-Solving: Hit the Reset Button
- PROF3201 - Team Up@Work™ to Promote Engagement, Performance, Development, and Support

Course ID: PROF3021

### Overview

An invaluable diversity of experience exists and is inherent in each generation by virtue of their technological prowess, educational acumen, social and cultural perspectives, and experiential points of view. All of this can be brought to bear on team, project and organizational problem-solving, employee development, goal attainment, and workplace culture enhancement. This course helps all professionals acknowledge, appreciate and act upon the cross-generational talent and perspectives in their midst to create dynamic workplace cultures.

### Objectives

1. Learn about 4 generations in the workplace (e.g., the characteristics, traits and expectations of each generation); understand and respect generational differences and commonalities; increase awareness for different generational needs and motivations.
2. Build capacity to understand, communicate and collaborate across generations.
3. Confront stereotypes and biases that inhibit cross-generational team building, cohesion and collaboration; anticipate common generational clash points and develop strategies to navigate them.
4. Discuss onboarding, mentoring, employee development and workplace partnership initiatives that can facilitate inter-generational appreciation at work.
5. Focus on appreciating value-adds instead of differences of generations at work.
6. Build relationships and cohorts across generations.

### Format, models, tools, and activities

- Interactive workshop format
- Individual assumption assessment
- Peer sharing and peer coaching
- Cross-generational advising activities
- Small groupwork and team building initiatives

**Duration:** 2 days (16 hours)

**Level:** Foundation

### Competencies

- Leveraging Diversity
- Teamwork
- Interpersonal Communication

**Classification connection:** All

### Perfect for

- Executive leaders
- HR, EEO, and ER professionals
- Supervisors and managers
- Team and peer leaders
- Employees

### Recommended follow up

- Styles@Work™
- Building and Leading High-Performance Teams
- Team Up@Work™

## Burnout and Compassion Fatigue: Prevention and Solutions

Course ID: PROF3031

### Overview

Minor, occasional, stress can cause headaches and irritability, a loss of concentration and a myriad of other annoying symptoms. However, deep, acute, persistent stress due to constant unrelenting trauma or overload, or due to unmitigated unhappiness about work can cause compassion fatigue or burnout. Compassion fatigue and burnout can be physically, emotionally, mentally, and socially debilitating. They can break a person down. Compassion fatigue and burnout can happen to anyone. This course zeroes in on the causes and symptoms of compassion fatigue and burnout, provides practical solutions, and helps people create action plans.

### Objectives

1. Understand the difference between burnout and compassion fatigue.
2. Examine triggers and underlying causes of compassion fatigue and essential remedies.
3. Realize five types of empowerment that can relieve and reverse burnout and compassion fatigue.
4. Discover how the Compassion Fatigue Process creates cumulative stress build-up over time.
5. Evaluate 24 symptoms of compassion fatigue and strategize how to mitigate them in daily life.
6. Participate in compassion fatigue resilience activities.
7. Examine 15 symptoms of burnout and explore relief options.
8. Review 10 ways to counteract burnout at work and in life.

### Format, models, tools, and activities

- Interactive workshop format
- Peer sharing, peer advising and peer coaching encounters
- Mindfulness practices
- Boundary-setting exercises
- Small groupwork activities

**Duration:** 2 days (16 hours)

**Level:** Foundation

**Competency:** Stress Tolerance

**Classification connection:** All

### Perfect for

- Executive leaders
- HR, EEO, and ER professionals
- Supervisors and managers
- Team and peer leaders
- Employees

### Recommended follow up

- Stress Management Skills
- Happiness Factors@Work™
- PowerSkills Revive Retreat for Teams
- PowerSkills Executive Advising and Coaching



Course ID: PROF3042

### Overview

Professionals must be proficient communicators to share information, convey accountability, and build credibility. A professional's oral, written, and personal presence communications convey volumes of information and send messages about intent, priorities, attitude, and interest. This course offers professionals an intensive overview of oral, written, and personal presence communication practices for business transactions.

### Objectives

1. Engage in a self-assessment based on OPM written and oral communication competencies.
2. Examine verbal, non-verbal, para-language communication and how slight changes can distort messages.
3. Learn about communication filters and why position-based filters can be divisive.
4. Analyze the appropriate use of communication tools and platforms – IM, email, video conferencing, face-to-face, telephone.
5. Discover email formats that make messaging manageable and discuss appropriate email habits.
6. Practice writing with concise and precise language.
7. Appreciate the extra steps needed to ensure effective communication in virtual work environments.
8. Analyze communication needs and flow on a team or in a department.
9. Review and practice using four feedback models.
10. Explore the basic tenets of public speaking.
11. Dealing with disruptive communication behaviors – gossip, triangulation, evasion, attacks.
12. De-escalation techniques for high-intensity conversations.

### Format, models, tools, and activities

- Interactive workshop format
- 1-on-1 peer practice opportunities to deliver feedback
- Fishbowl activities to practice de-escalating disruptive and high-intensity conversations
- Self-assessment tools
- Small groupwork initiatives
- Written communication reviews
- Communication icebreakers and activities

**Duration:** 3 days (24 hours)

**Level:** Intermediate

### Competencies

- Oral communication
- Written communication
- Coaching and feedback

**Classification connection:** All

### Perfect for

- Executive leaders
- HR and ER professionals
- Supervisors and manager
- Team and peer leaders

### Recommended follow up

- Facilitating Critical Conversations
- Communication and Listening Styles@Work™

Course ID: PROF3051

### Overview

"It's not what you say. It's how you say it." Many of us have heard that phrase. Simply stated, it means that to be effective in communication we must be able to shift styles and habits based on the situations and people we are talking to so that they can hear us. People want to be heard and sometimes how we listen, and the filters we have in place, get in the way of what we hear. This course helps people understand their own, and other people's communication and listening styles, so that the styles can be developed, shifted, blended to enhance communication transactions at work and in life.

### Objectives

1. Engage in a self-assessment based on oral communication competencies.
2. Take a communication styles inventory to discover whether you are an expressive, driver, analytic, or amiable communicator.
3. Discover how to develop and display different styles based on situational needs and goals.
4. Learn how to blend communication styles on teams and adapt to customer's styles.
5. Understand five listening styles and assess your default style for listening.
6. Delineate tactics to interrupt unhelpful listening styles when they are being used by others.

### Format, models, tools, and activities

- Communication styles inventory
- Listening Styles@Work™ Model
- Interactive workshop format
- Peer sharing, peer advising and peer coaching encounters
- Communication small groupwork activities

**Duration:** 2 days (16 hours)

**Level:** Foundation

**Competency:** Oral Communication

**Classification connection:** All

### Perfect for

- Executive leaders
- HR and ER professionals
- Supervisors and managers
- Team and peer leaders

### Recommended follow up

- Business Communication Intensive
- Styles@Work™
- Facilitating Critical Conversations

Course ID: PROF3061

### Overview

All conflict begins as tension within a person and tension arises when there are disconnects between what is needed and wanted and what is received; disconnects between what is promised and what is delivered; disconnects between desired and expected and what occurs. Disconnects trigger deep disappointments and upsets and upset trigger conflicts. How people respond to a conflict will determine whether a conflict is resolved amicably or resolved at all. This course provides professionals with opportunities to understand the nature of conflict, explore a variety of conflict style responses, and apply those styles to real-world conflict situations.

### Objectives

1. Review the OPM conflict management competency.
2. Assess your comfortability and receptivity to conflict encounters.
3. Partake in a conflict styles survey to identify how you tend to react and respond to conflicts
4. Learn about 5 conflict styles – competition, collaboration, cooperation, accommodation, avoidance.
5. Discern when to use each conflict style based on situational needs and goals.
6. Delineate the consequences of dependency on one style.
7. Learn how to develop and blend styles within individuals during conflict encounters.

### Format, models, tools, and activities

- Conflict styles inventory
- Interactive workshop format
- Peer sharing, peer advising and peer coaching encounters
- Interactive workshop format
- Peer sharing, peer advising and peer coaching encounters

**Duration:** 2 days (16 hours)

**Level:** Foundation

**Competency:** Conflict Management

**Classification connection:** All

### Perfect for

- Executive leaders
- HR and ER professionals
- Supervisors and managers
- Team and peer leaders
- Employees

### Recommended follow up

- Conflict@Work™: The Five Sources of Conflict
- Group Norms that Trigger Conflict
- Emotional Intelligence Skills
- Communication and Listening Styles@Work™
- Styles@Work™

## Customer Service Excellence Skills

Course ID: PROF3071

### Overview

Customer service can make or break the reputation of an individual and a business. In a world where so many products and services have equal merit, it is customer service that can set you apart. A great customer service agent can ensure loyalty to a brand or team when trust is in tatters. A group of exceptional customer service providers can ensure engagement, trust, and support for a product, service or team far into the future. Our course provides you with skills, insights, and practices to catalyze your customer service.

### Objectives

1. Review customer service competencies and compare your skills and behaviors to effective practices.
2. Define exceptional customer service differentiating it from typical service acceptance.
3. Learn about servant leadership principles and how they are applied to customer service.
4. Recognize who your internal and external customers are and what expectations they have.
5. Learn about the rational and emotional elements operating during every customer encounter and use them to assess your customer encounters.
6. Explore the enemies of customer service and determine if any of them show up at work.
7. Learn about customer service moments of truth and analyze real customer encounters to determine the truth that customers are seeing about services and service providers.
8. Examine and practice the *H.E.A.R.T.™* model for addressing anxious and upset customers.

### Format, models, tools, and activities

- Interactive workshop format
- H.E.A.R.T.™ Model
- Appreciative Inquiry exercises
- Case study and role play activities
- Small groupwork activities

**Duration:** 2 days (16 hours)

**Level:** Foundation

**Competency:** Customer Service

**Classification connection:** All

### Perfect for

- Supervisors and managers
- Team and peer leaders
- Employees

### Recommended follow up

- Communication and Listening Styles@Work™
- Adaptability, Flexibility, and Resilience Practices
- Negotiation Skills
- Influence, Power and Persuasion Skills

## DiSC Personality Styles

**Course ID:** PROF3081

### Overview

DiSC® is an acronym that stands for the four main behavioral styles outlined in the DiSC model of personalities. The DiSC model describes four main styles: D, i, S, and C. D is for Dominance, i is for Influence, S is for Steadiness, and C is for Conscientiousness. Everyone is a mixture of each style. With that knowledge, we can understand our underlying tendencies and preferences and adapt our behaviors to interact with others more effectively. This course helps professionals understand themselves and others. It offers team building and relationship-building experiences and provides a platform for individual development and planning.

### Objectives

1. Participate in a DiSC Profile Inventory and discover your DiSC styles
2. Identify and leverage DiSC strengths at work and in relationship transactions
3. Engage in team building and team planning exercises
4. Learn about DiSC motivational factors and make adjustments to motivate peers
5. Effectively address conflicts using DiSC insights and adaptations

### Format, models, tools, and activities

- Interactive workshop format
- DiSC Profile Inventory
- Peer sharing and peer coaching
- Case studies and role plays
- Video education
- Small groupwork and team building initiatives

**Duration:** 2 days (16 hours)

**Level:** Foundation

### Competencies

- Leadership
- Team Building
- Psychology

**Classification connection:** All

### Perfect for

- Executive leaders
- HR, EEO, and ER professionals
- Supervisors and managers
- Team and peer leaders
- Employees

### Recommended follow up

- Styles@Work™
- Communication and Listening Styles@Work™
- Team Up@Work™
- Aspiring to Leadership Program

Course ID: PROF3092

### Overview

Bias is a fact of human existence. It is not unique to one group or another. A person can be biased towards someone or biased against someone or something. Bias, however, changes choices, decisions, attitudes, and behaviors. Therefore, it also impacts policy, procedures and professional practices. This course helps professionals understand the nature of unconscious and implicit bias at work within people and in organizations. It identifies specific forms of unconscious bias and offers professionals tangible tools and opportunities to address bias at work.

### Objectives

1. Review a professional competency for Leveraging Diversity
2. Take an Implicit Assessment survey and review results
3. View the Diversity Wheel and assess comfort levels with all forms of diversity
4. Understand the nature and the psychological underpinnings of unconscious and implicit bias
5. Become familiar with 7 types of human bias common to all people
6. Review examples of overt, unconscious and implied diversity bias at work
7. Describe characteristics, behavioral cues and clues of implicit bias, at places of work
8. Learn about common triggers of unconscious bias
9. Explore tactics and strategies to address unconscious bias within oneself and groups
10. Develop plans to correct bias-based aspects of organizational processes, programs and practices

### Format, models, tools, and activities

- Interactive workshop format
- Engage in a Trusted 10 self-assessment activity
- Participate in a fun everyday bias activity to comfortably identify charisma biases, affinity biases, etc.
- Self-reflection, self-assessment, and personal change planning exercises
- Group and organizational assessment, problem-solving and planning activities
- Peer sharing and peer advising encounters

**Duration:** 2 days (16 hours)

**Level:** Intermediate

**Competency:** Leveraging Diversity

**Classification connection:** All

### Perfect for

- Executive leaders
- HR, EEO, and ER professionals
- Supervisors and managers
- Team and peer leaders
- Employees

### Recommended follow up

- Diversity Inclusion and Appreciation@Work™
- Blending Generations@Work™
- Styles@Work™



## Emotional Intelligence Skills

Course ID: PROF3102

### Overview

Emotional intelligence is much more important at work and in life than a person's IQ. An IQ measures only one dimension of intelligence. It doesn't mean that the person can engage in critical thinking. Nor does it mean that a person can relate to others, engage in teamwork, manage stress or emotions, build trust or partnerships, de-escalate tension and conflict, build one's confidence levels, release old worries or hurts, nor help groups reset their culture. Emotional intelligence skills enable a person to accomplish all of this and much more. This course provides professionals with the foundation for building strong emotional intelligence capabilities.

### Objectives

1. Review a professional competency associated with Emotional Intelligence skills.
2. Understand the nature of, and skills related to, emotional intelligence.
3. Discern the internal and external stimuli that influence emotions.
4. Review factors that condition emotional responses in individuals and how to re-condition responses.
5. Engage in emotional and mental practices supporting emotional self-awareness.
6. Participate in self-regulation exercises to strengthen self-regulation abilities.
7. Analyze underlying motivational triggers to emotions and enhance empathy.
8. Develop social awareness capabilities.
9. Successfully navigate and facilitate social interactions, create agreements and new social norms.

### Format, models, tools, and activities

- Interactive workshop format
- Participate in guided visualization exercises
- Practice mindfulness techniques
- Self-reflection, self-assessment, and personal change planning exercises
- Peer sharing and peer advising encounters
- Small groupwork activities

**Duration:** 2 days (16 hours)

**Level:** Intermediate

**Competency:** Emotional Intelligence Skills

**Classification connection:** All

### Perfect for

- Executive leaders
- HR, EEO, and ER professionals
- Supervisors and managers
- Team and peer leaders
- Employees

### Recommended follow up

- Team Up@Work™
- Adaptability, Flexibility, and Resilience Practices
- Relationship Building and Trust Building Skills

Course ID: PROF3111

### Overview

These are facts. Almost every person spends 7-10 hours per day at work and in commute to and from work: one-third of their day. Each person dedicates mental energy, emotional energy, experiential and educational energies to their place of work and people at work. Every person has dreams and goals of simply moving through their days in productive ways, hoping to be happy along the way. Team members and leaders strive to maintain cultures at work that are conducive to happiness so that people find the workplace comfortable and their interactions pleasant; so that they want to return to work each day. This course helps professionals explore factors that promote happiness at work within individuals and teams so that levels of happiness can rise and be sustained in meaningful ways each day.

### Objectives

1. Understand specific factors that form the foundation of happiness at work
2. Assess individual levels of happiness work
3. Examine 3 specific behaviors that sabotage personal happiness at work
4. Develop initial action plans to increase happiness at work and in life
5. Assess and address happiness factors on teams and in work units
6. Brainstorm leadership practices that can increase happiness at work

### Format, models, tools, and activities

- Interactive workshop format
- Self-reflection, self-assessment, and personal planning activities
- Tale of two teams case studies
- Peer sharing and peer advising encounters
- Small groupwork activities

**Duration:** 2 days (16 hours)

**Level:** Foundation

### Competencies

- Stress Tolerance
- Resiliency

**Classification connection:** All

### Perfect for

- Executive leaders
- HR, EEO, and ER professionals
- Supervisors and managers
- Team and peer leaders
- Employees

### Recommended follow up

- YourPowerSkills Personal Growth Programs – Happiness in Life
- PowerSkills Revive Retreat for Teams – Happiness Factors
- Stress Management Skills
- Motivation and Morale-Building, and Recognition and Rewards Practices

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**POWERSKILLS**  
PERSONAL GROWTH

## Interviewing Skills

Course ID: PROF3121

### Overview

You may be new to the workforce, returning to the workforce or transitioning from one type of job to another within the workforce. Regardless of the reason you may have enhanced your resume, received some coaching, and engaged in a job search, and now the doors are opening. All you have to do is walk through and master a successful interview. This course is designed to help qualified job seekers learn and apply the tactics, techniques and etiquette necessary for a successful interview. In many cases, interviewing skills are learned by trial and error, which puts the candidate at a disadvantage. The course offers competency-based behavioral interviewing techniques. These techniques will produce better interviewing results which lead to better chances at landing the job you want, getting the career opportunities you desire, and having the life you dream of.

### Objectives

1. Understand the many purposes of interviews and know how to make the interviewer feel comfortable with you.
2. Learn how to prepare for an interview, what you should research and the steps you should take to set yourself up for success.
3. Learn the three most common types of interviews: competency-based, experiential/informational, and follow-up; and how to prepare for each.
4. Receive a behind-the-scenes glimpse at the techniques that interviewers use for screening applicants so that you can be better prepared.
5. Develop strategies and behaviors for making amazing first impressions, and for re-setting impressions after a stumble.
6. Know the questions that an interviewer shouldn't ask, and how to both react and respond to such questions.
7. Acknowledge sensitive topics and history that may arise during interviews and practice your professional responses.
8. Hear the most typical types of question categories used by interviewers and practice answering questions.
9. Develop a menu of the 15 most important questions to ask and practice asking them.
10. Design your after-interview follow-up.

### Format, models, tools, and activities

- Interactive workshop format
- Self-reflection, self-assessment, and personal planning activities
- Video education and role play exercises
- Peer sharing and peer advising encounters
- Small groupwork activities

**Duration:** 2 days (16 hours)

**Level:** Foundation

### Competencies

- Hiring (Interviewing Skills)
- Oral Communication

**Classification connection:** All

### Perfect for

- Supervisors and managers
- Team and peer leaders

- Employees

## **PowerSkills Playtime: Bonding Activities for Teams**

**Course ID:** PROF3131

### **Overview**

Sometimes a classroom or online seminar format simply will not elicit the same desired impact on a team as will an experiential workshop, filled with activities. Experiential workshops enable teams to practice teaming. Through activities, games, and icebreakers, team members are invited to stretch out of their comfort zones and actually practice communicating, planning, problem-solving, relating to, and trusting one another. This highly engaging, experiential, onsite course offers professionals the opportunity to develop teaming skills by doing, not simply by learning about them in a classroom.

### **Objectives**

1. Practice multi-directional communication.
2. Engage in team energizers.
3. Stretch into initiative-taking.
4. Build genuine trust and more substantive relationships.
5. Participate in group problem-solving and decision-making.
6. Overcome individual challenges with group support.
7. Creatively collaborate with team members to develop plans.
8. Demonstrate peer leadership and accountability.

### **Format, models, tools, and activities**

- Experiential activities
- Game-based workshop format
- Group dialogues, debriefs and decision-making
- Peer support, peer sharing, peer advising exercises

**Duration:** 2 days (16 hours)

**Level:** Foundation

### **Competencies**

- |                 |                             |                           |
|-----------------|-----------------------------|---------------------------|
| • Team Building | • Oral Communication        | • Problem-Solving         |
| • Decisiveness  | • Creativity and Innovation | • Personal Accountability |

**Classification connection:** All

### **Perfect for**

- Executive leaders
- HR, EEO, and ER professionals
- Supervisors and managers
- Team and peer leaders
- Employees

### **Recommended follow up**

- Team Up@Work™

- Styles@Work™

## Priority, Task and Time Management Skills

Course ID: PROF3141

### Overview

Time and task management are difficult when juggling multiple priorities. That is why it is important to blend priority management into any task and time management program. Many things may be important, but not everything is a priority. This course helps professionals identify priorities, establish expectations and boundaries, organize time based on task importance, and balance their days to maintain sanity.

### Objectives

1. Review professional competency supporting time, priority and organization management.
2. Engage in the assessment of priority, time and task management.
3. Clearly define and prioritize personal and organizational goals, and eliminate unnecessary activities.
4. Differentiate and prioritize urgent and important tasks for action.
5. Recognize dependencies that should be considered when sequencing tasks.
6. Identify a strategic method to efficiently complete tasks within assigned timeframes.
7. Make sound strategic-level decisions in a timely manner.
8. Manage competing priorities and maintain accountability.
9. Learn to establish boundaries around space and time, confront time wasters/bandits, and halt interruptions.
10. Recognize the value of operating as a strategic leader in both work and personal life.

### Format, models, tools, and activities

- Interactive workshop format
- Self-reflection, self-assessment, and personal planning activities
- Video education and role play exercises
- Peer sharing and peer advising encounters
- Small groupwork activities

**Duration:** 3 days (24 hours)

**Level:** Foundation

### Competencies

- Communicating Priorities
- Time Management

**Classification connection:** All

### Perfect for

- Executive leaders
- HR, EEO, and ER professionals
- Supervisors and managers
- Team and peer leaders
- Employees

### Recommended follow up

- Stress Management Skills
- Burnout and Compassion Fatigue: Prevention and Solutions



Course ID: PROF3151

### Overview

According to the Gallup Organization, people who have a best friend at work are seven times more likely to be engaged in their jobs. And it doesn't have to be a best friend: Gallup found that people who simply had a good friend in the workplace are more likely to be satisfied. Good relationships give us freedom: instead of spending time and energy overcoming the problems associated with negative relationships, we can, instead, focus on opportunities. Good relationships are also often necessary if we hope to develop our careers. After all, if your boss doesn't trust you, it's unlikely that he or she will consider you when a new position opens up. Overall, we all want to work with people with whom we're on good terms. We also need good working relationships with others in our professional circle. Customers, suppliers, and key stakeholders are all essential to our success. So, it's important to build and maintain good relations with these people.

### Objectives

1. Develop people skills and interpersonal skills.
2. Understand why and how trust and relationships form.
3. Explore the behavioral and attitudinal factors that support healthy and helpful relationships at work.
4. Brainstorm and plan ongoing initiatives that guarantee collaboration, cooperation and mutual support.
5. Confront systemic and group statements, practices and processes that prevent or sabotage relationship and trust-building efforts.
6. Learn how to re-set relationships once trust has been broken or hurt has been experienced.

### Format, models, tools, and activities

- Interactive workshop format
- Peer recognition and relationship-building icebreakers and activities
- Trust assessments
- Development of a trust-building plan for leaders and teams
- Small groupwork assignments
- Self-assessment and self-reflection opportunities

**Duration:** 2 days (16 hours)

**Level:** Foundation

### Competencies

- Fostering Employee Engagement
- Interpersonal Skills
- Team Building

**Classification connection:** All

### Perfect for

- Executive leaders
- HR, EEO, and ER professionals
- Supervisors and managers
- Team and peer leaders
- Employees

### Recommended follow up

- Team Up@Work™
- Motivation and Morale-Building, and Recognition and Rewards Practices
- Emotional Intelligence Skills
- Facilitating Forgiveness@Work™



## Stress Management Mindfulness Practices

Course ID: PROF3161

### Overview

Mindfulness means to remain present, calmly acknowledging, becoming aware of, and at peace with thoughts, feelings, and present circumstances. As a person practices mindfulness each day the person develops more patience, calmness, is more focused, and experiences less stress. This course introduces professionals to mindfulness techniques that can be used in workplace settings and practices individually or in groups.

### Objectives

1. Learn what Mindfulness is and is not and why it is integral to stress reduction and stress management.
2. Understand the ultimate goals of Mindfulness practices in daily life.
3. Review scientific research findings about the effects of Mindful practices on individuals and workplace environments.
4. Explore 10 Mindfulness practices that can be integrated into daily life.

### Format, models, tools, and activities

- Interactive workshop format
- Participate in guided visualization exercises
- Practice mindfulness techniques
- Self-reflection, self-assessment, and personal change planning exercises
- Peer sharing and peer advising encounters
- Small groupwork activities

**Duration:** 2 days (16 hours)

**Level:** Foundation

**Competency:** Stress Tolerance

**Classification connection:** All

### Perfect for

- Executive leaders
- HR, EEO, and ER professionals
- Supervisors and managers
- Team and peer leaders
- Employees

### Recommended follow up

- Burnout and Compassion Fatigue: Prevention and Solutions
- Stress Management Skills
- Happiness Factors@Work™

## Stress Management Skills

**Course ID:** PROF3171

### Overview

Individuals who experience persistent high stress regardless of whether it is self-generated or triggered by circumstances have a significantly higher chance of poor performance, poor judgment, ineffective supervision, burn-out and disease. This course provides professionals with a comprehensive overview of foundational stress management and work-life balance practices that can be used so that stress is reduced, balance is achieved, health is sustained, and performance remains high.

### Objectives

1. Understand the causes for and consequences of stress and work-life imbalance.
2. Identify internal triggers and cycles of stress.
3. Learn about virtues and how the strengthening of virtues in daily life alleviates stress.
4. Brainstorm effective habits for managing stress-based emotions by controlling breathing and body reactions.
5. Use the Wheel of Life to examine dimensions of life and determine which are in and out of balance.
6. Engage in planning for work-life balance.

### Format, models, tools, and activities

- Interactive workshop format
- Participate in guided visualization exercises
- Practice mindfulness techniques
- Self-reflection, self-assessment, and personal change planning exercises
- Peer sharing and peer advising encounters
- Small groupwork activities

**Duration:** 2 days (16 hours)

**Level:** Foundation

**Competency:** Stress Tolerance

**Classification connection:** All

### Perfect for

- Executive leaders
- HR, EEO, and ER professionals
- Supervisors and managers
- Team and peer leaders
- Employees

### Recommended follow up

- Burnout and Compassion Fatigue: Prevention and Solutions
- Your PowerSkills for Life Personal PowerSkills
- Happiness Factors@Work™

Course ID: PROF3182

### Overview

You've got style and style matters a lot at work! No, not fashion styles. Communication styles, leadership styles, conflict styles, management styles, personality styles, learning styles, thinking styles, listening styles – all of these matter at work because all of these styles directly affect and impact relationships, team interactions, meeting management and engagement, project planning, employee development, and organization culture. This course provides professionals with a detailed, engaging, comprehensive opportunity to get to know themselves like no other course available. Professionals get to know their styles as well as their colleagues' styles, how to blend them and develop all styles more fully.

### Objectives

1. Understand how styles affect workplace culture, relationships and productivity.
2. Learn about the difference between neurologic-cognitive styles and behavioral-transactional styles.
3. Gain insights about two personality styles – introversion and extroversion – what each means and the impact of each on a person's comfort zones at work; and how each can be modulated within a person when necessary.
4. Examine and assess individual work styles using the 4-Gets framework.
5. Review thinking styles that are essential to teamwork, leadership and individual success at work: critical thinking, creative thinking, strategic thinking and systems thinking.
6. Understand the six different management styles, the impacts and consequences of each style and when each should be used.
7. Explore learning styles and understand how to adapt presentations and 1-on-1 interactions so that messages are matched to a person's learning style.
8. Review five conflict management styles and how to modulate styles and overcome fears of conflict in various situations.
9. Review and assess communication and listening styles, learning how to adapt them during interactions with various types of people.

### Format, models, tools, and activities

- Interactive workshop format
- Style discovery inventories, games, and self-reflection

**Duration:** 3 days (24 hours)

**Level:** Intermediate

### Competencies

- |                        |                                  |                       |
|------------------------|----------------------------------|-----------------------|
| • Leveraging Diversity | • Critical and Creative Thinking | • Oral Communication  |
| • Strategic Thinking   | • Systems Thinking               | • Psychology          |
| • Learning             | • Leadership                     | • Conflict Management |

**Classification connection:** All

### Perfect for

- Executive leaders
- Supervisors and managers
- Team and peer leaders
- Employees

## Team Problem-Solving: Hit the Reset Button

Course ID: PROF3191

### Overview

Sometimes teams need to hit the reset button. The team may be comprised of very talented, experienced professionals and dedicated team leaders but over time various changes, pressures, and dynamics have broken down trust, frayed relationships, disengaged some members altogether, and fragmented the team. It's time for a reset. This course takes team members on a safe, progressive journey through challenge analysis, discernment of individual and collective accountabilities, problem-solving and planning for the future.

### Objectives

1. Engage in an anecdotal assessment of team prouds and sorries.
2. Examine interpersonal dynamics and patterns that pose challenges to team cohesion.
3. Identify expectations and accountabilities on the part of all team members and leaders.
4. Participate in team problem solving and planning.
5. Resolve team conflict.
6. Create a collaborative team vision.
7. Establish individual and group agreements.
8. Assess willingness to change.

### Format, models, tools, and activities

- Interactive workshop format
- Focus group discussions
- Small group problem solving
- Leadership and team decision-making

**Duration:** 3 days (24 hours)

**Level:** Foundation

### Competencies

- |                 |                        |                       |
|-----------------|------------------------|-----------------------|
| • Team Building | • Problem-Solving      | • Conflict Management |
| • Teamwork      | • Interpersonal Skills |                       |

**Classification connection:** All

### Perfect for

- Executive leaders
- HR, EEO, and ER professionals
- Supervisors and managers
- Team and peer leaders
- Employees

### Recommended follow up

- Relationship Building and Trust Building Skills
- Facilitating Forgiveness@Work™

## Team Up@Work™ to Promote Engagement, Performance, Development, and Support

Course ID: PROF3201

### Overview

Well-performing teams that want to elevate their performance need opportunities to come together to look at critical elements of functioning. They need concrete tools, methods and a program that will move them through a step-by-step process of reassessment and rejuvenation. This course is designed for teams to come together as a whole, examine specific team elements and strategize for improvements so that they can move to higher levels of group performance.

### Objectives

1. Utilize a checklist to gather team member input about team functioning.
2. Engage in a team strengths assessment using 16 Characteristics for High Performing Teams.
3. Get to know and blend team member work styles the 4-Gets tool.
4. Foster team engagement and build team member trust.
5. Discuss group performance demonstrations and plan for improved performance.
6. Participate in team member B.A.S.K. individual development planning.
7. Generate team support activities.
8. Promote peer leadership and accountability.

### Format, models, tools, and activities

- Interactive workshop format
- Team icebreakers and initiatives
- Team Up Checklist
- The 4 Gets Work Style Tool
- B.A.S.K. tool for individual development planning
- 16 Characteristics of High Performing Teams Planning Instrument
- Team Rapid Problem-Solving Tool

**Duration:** 3 days (24 hours)

**Level:** Foundation

### Competencies

- Team Building
- Teamwork
- Fostering Employee Engagement

**Classification connection:** All

### Perfect for

- Executive leaders
- Supervisors and managers
- Team and peer leaders
- Employees

### Recommended follow up

- PowerSkills Playtime
- Four Dimensions of Leadership

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