



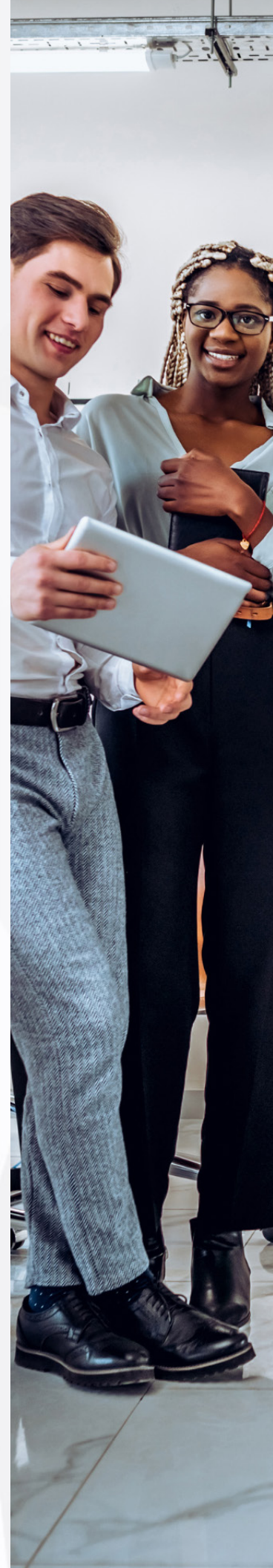
# Professional Solutions

## Leadership Development

- **From Boss to Leader:** In this training, participants will learn simple and actionable strategies for effective leadership. Participants will learn how to build rapport with employees, create a welcoming environment, understand the why behind performance issues, and learn to deliver constructive corrective feedback.
- **Growth Mindset and Self-Reflection:** During this training, participants will learn about the importance of adopting a growth mindset and engaging in self-reflection to create a more cohesive and responsive team, leading by example. Participants will learn to identify stressors, look for patterns, set goals, and create action plans to alleviate stress within their teams.

## Workforce Enrichment and Advancement

- **Mentorship Training:** Gaining expertise in one's field is a developmental process that continues throughout your career. Engaging new team members in a guided process of professional growth during their initial time of employment can play a critical role in ensuring new team members' success. This training will empower mentors with the resources needed to provide ongoing support to mentees. Mentors will be given tools that they can seamlessly integrate into their mentoring practices to build a positive mentor-mentee relationship, gather information, problem-solve, reflect, and adjust approaches accordingly.
  - **Part 1: Building a Relationship:** In this training, mentors will learn how to develop a positive mentor-mentee relationship that will serve as the foundation for all future mentorship experiences. Actionable steps will be provided to teach mentors how to accomplish the following:
    - Develop a positive mentor-mentee relationship
    - Develop a common vision of what support will look like and how it will evolve
    - Set shared and collaborative goals
    - Understand the mentee's learning style so that communication and interactions can be designed to optimize learning
    - Welcome the mentee into the workplace family
    - Q&A
  - **Part 2: Understanding the New Employee Experience:** During this training, mentors will learn how to identify workplace barriers that the mentee has encountered, problem-solve, and celebrate successes along the way. Actionable steps will be provided to teach mentors how to accomplish the following:
    - Engage in active listening
    - Monitor for fatigue, disillusionment, and burnout- and provide support as needed
    - Provide constructive and actionable feedback to leadership on new employee experiences
    - Q&A
  - **Part 3: Mentorship Training Taking the Relationship to the Next Level:** During this training, mentors will learn how to accomplish the following:
    - Frame/reframe questions to promote successful future problem-solving
    - Engage the mentee in reflective practices and provide feedback
    - Celebrate successes and accomplishments
    - Q&A
- **Delivering Effective Feedback:** In this workshop, participants will reflect upon their feedback preferences and participate in exercises designed to help team members develop a deep understanding of their own feedback styles'- and those of their colleagues. Then, teams will practice providing feedback in accordance with their colleagues' feedback profiles and gain valuable information, ultimately resulting in improved two-way feedback streams for their expanded teams





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## Interpersonal Relationships

- **Managing Conflict in the Workplace:** Conflict is inevitable in the workplace. Although “conflict” often has a negative connotation, it is a valuable opportunity for reflection, problem-solving, and improvement. In this workshop, participants will explore strategies for transforming conflict into a productive process and will be empowered with simple, actionable steps they can take when managing conflict and driving to positive outcomes in the workplace.

## Work-Life Balance

- **Preventing Burnout:** Burnout is one of the leading causes of staff turnover for many industries. Too often, staff experience drift from their sense of purpose in the workplace, contributing to decreased productivity, morale, and efficacy. In this workshop, participants will discuss the impact of burnout on workplace culture and identify strategies leaders can implement to ensure that both they and their staff work hard and live well.

## Socialization

- **Navigating Difficult Conversations:** This training is tailored for leaders who are responsible for mentoring and guiding their teams. Effective coaching requires a balance of support, feedback, and accountability, while handling challenging conversations with care and professionalism. This session will equip leaders with the tools they need to provide constructive feedback, foster growth in their supervisees, and confidently navigate difficult conversations to promote a positive, high-quality work environment.

- **Building Bridges: Enhancing Team Chemistry:** In the fast-paced and demanding workplace, a cohesive and harmonious team is essential for creating a positive environment for both teams and their clients alike. This is a transformative workshop specifically designed for organizations seeking to strengthen their team dynamics and improve collaboration among staff members.

