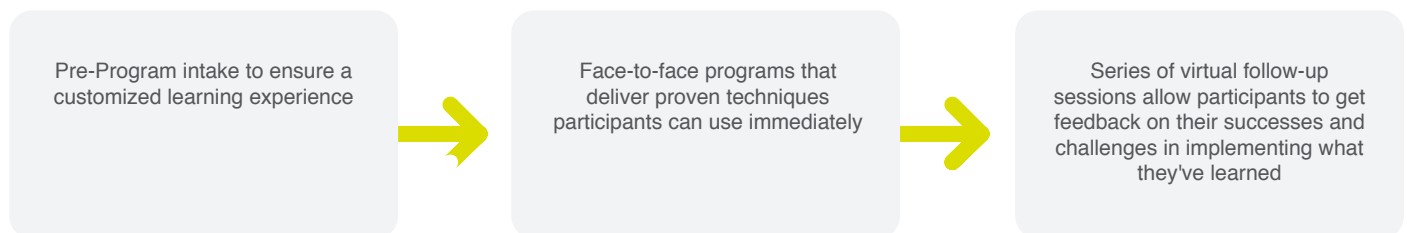


### Corporate Learning

Learning experiences include face-to-face interactive workshops and four monthly virtual follow-ups to help participants practice and get feedback on their progress. A culminating webinar will help summarize participants' experiences and catalyze next steps.

### Customized Interactive Learning Experiences



### Program Themes

Mindset • Tools & Techniques • Personal/Professional Development • Communication • Connection with Others



## Cultivating Emotionally Intelligent Teams in Healthcare

*Joann Farrell Quinn, PhD, University of South Florida*

This program focuses on the critical role of emotional intelligence in team development, conflict resolution, leadership and gaining support and trust from team members and stakeholders.

Attendees will gain an understanding of leadership through the framework of emotional intelligence that includes: self-awareness, self-management, social awareness, and relationship management. They will also learn the importance of interpersonal and team interaction that drives organizational success. This comes together in embracing the power of emotional intelligence resulting in effective communication and positive conflict resolution.



## Customer Engagement

*Dr. Stephen Brand, Executive Director of Global Learning and Development, Bay Path University*

Regardless of sector, the most important interaction you have is between those you serve (customers/patients/residents) and those who serve them. Without customers, patients, residents, and clients you cannot exist. And in today's competitive world with very discriminating users of your products and services, putting them at the front of your mind all the time is critical for your employees. This immersive workshop starts with participants as they understand their most memorable customer/patient experiences. Working in teams, participants will dissect these experiences and make the connection to their own work and organization.



## Tools for First-Time Managers

*Norma Rist, Norma J. Rist CEO Consulting, Inc.*

Participants will learn practical, ready-to-use tools to navigate being a first-time manager. Topics will address how to hold a meeting with an employee regarding a performance issue, how to gain commitment and trust from your team, how to delegate responsibility and develop your employees.

Best for first-time supervisors, or supervisors who want to improve their skill sets. You will learn to manage effectively and to build a more engaged team.



## Mission Ready - Confidence for First-Time Managers

*Dr. Cate Sommervold, Director of the Doctorate of Education program, Doane University*

Leaders who are confident know their purpose and know their role within their organization. Managers who are confident work hard, are bold and are more autonomous- they know what is within their power and they work to accomplish this- doing a better job reaching their goals and the goals of their organization. This learning experience will help participants understand what confidence is, what it means to them and how to be more confident in the workplace.



## Civility in the Workplace-Developing Empathy through Storytelling

*Lisa Lipkin, CEO, Story Strategies*

This highly interactive storytelling workshop will enable participants to know themselves and others in the group in a real sense, by discovering shared values and each other's humanity by tapping into and telling personal stories.

Outcomes include developing a more respectful and empathetic work culture; a deeper experience and understanding of the 'other,' storytelling strategies that can be applied to all forms of communication, regardless of the subject matter; strategies for problem solving and conflict resolution; a working model for a new storytelling initiative within your company.



## Unleash your Inner Leader

*Kim Miles, Miles in Heels Productions*

There is a leader who lives in all of us. Sometimes we just need to be introduced.

Individuals will be encouraged through this interactive program to explore, define, and discover what kind of leader exists within them and be given tools to help them identify and cultivate said leader. Leadership is about listening, understanding and executing. Together we will build a road map to assist in the journey to discovering what kind of leader lives in each of us.