



VIRTUAL TRAINING COURSE SUMMARY



QUESTIONS?

Contact Amy Etheridge in

Human Resources @ 757.890.3691

Administrative Assistant Becoming An Extraordinary Assistant

Course Highlights

- 10 Steps to Success
- Negotiation Techniques
- Problem Solving Skills and Guidelines
- Project Management Guidelines
- Self-Assessment: How Will Do You Delegate?
- Self-Assessment: How Well Do You Problem Solve?
- Time Saving Tips To Improve Email and Phone Communication

Communication/Conflict Mgmt/Collaboration How to Stay Cool, Calm, In Control and Happy At Work

Course Highlights

- Advance Responses To Difficult Team Members
- Communication Styles
- Conflict Resolution - A Step By Step Guide
- Conflict Resolution Styles
- Generational Differences In The Workplace
- Personal Attributes Characteristic Of Effective Collaboration
- Self-Assessment: Are You A Positive or Negative Thinker?
- The Power Of Positive Thinking

Customer Service / Citizen Contact

The Customer's Perception IS Your Reality

Course Highlights

- 5 Ways To Earn The Gold Medal In Customer Service
- 8 Rules For Good Customer Service
- Body Language / Non Verbal Communication
- Key Concepts in Customer Service
- Self-Assessment: How Self Confident Are You
- Self-Assessment: How Well Do You Communicate?
- Turning Challenges Into Opportunities

Diversity in the Workplace

The Value of Mutual Respect

Course Highlights

- 5 Common Values Associated With Culture
- Benefits And Challenges Of Workplace Diversity
- Dimensions Of Diversity
- Diversity On A Personal Level
- Labor Force Diversity Overview And Statistics
- Past, Present And Future of Diversity
- The Importance Of Diversity In The Workplace & Community

Ethics and Decision Making

How to Make Intelligent and Effective Decisions

Course Highlights

- Four Square Protocol: A Tool To Help Make Ethical Decisions
- How To Avoid Psychological Biases in Decision Making
- How To Build A Risk Assessment Matrix
- How To Recognize And Overcome Group Think
- Making Good Decisions Under Pressure
- Personal Values - Assessment Tool
- Self-Assessment: How Good Are Your Decision Making Skills?
- The Future's Wheel- A Great Identification Tool

Interviewing and Hiring

Intelligent Interviewing = Intelligent Hiring

Course Highlights

- 7 Steps To Effective, Realistic Job Previews
- A Prescription For Better Interviews
- Building A Bridge Between Employees And Senior Management
- How To Complete A Comprehensive Candidate Evaluation
- How To Develop Existing Employees / Skill Gaps In New Hires
- Interview Design – Situational And Behavioral
- Job Satisfaction Statistics And Contributing Factors
- The Trouble Behind First Impressions

Public Speaking

How to Banish Your Fear of Public Speaking

Course Highlights

- 4 Essential Ingredients In An Outstanding Speech
- 5 Things Great Speakers And Great Leaders Have In Common
- Best Ways To Incorporate Visual Aids
- Effective Ways To Cope With Your Nerves
- Monroe's Motivated Sequence - Presentations With Max Impact
- The Importance Of Public Speaking
- Public Speaking Success In 20 Minutes A Day
- Steps To A Great Speech Or Presentation

Stress and Anger Management

Live Your Own Best Life

Course Highlights

- 4 Common Types Of Stress And How To Manage Them
- Attitudes In The American Workplace
- How To Understand And Manage Your Anger
- Job Stress And Health – What The Research Tells Us
- Recovering From Burn Out / Burn Out Self-Test
- Self-Assessment: How Good Is Your Anger Management?
- The Holmes-Rahe Life Stress Inventory
- Tips To Help Focus Your Attention And Improve Concentration

Supervisory Training

How To Be An Effective Leader

Course Highlights

- 5 Bases of Power - How To Understand And Apply Them To Your Life
- Common Leadership Styles And Attributes of Each
- Common Mistakes New Supervisors Make
- Ethical Dilemmas - Recognition And Proper Responses
- Jung Typology Personality Test
- Self-Assessments: ● How Motivated Are You? ● Leadership Self-Test
- Stress Management Techniques
- What Motivates Different Generations & How To Apply This At Work

Time Management

The Great Dividing Line

Course Highlights

- 10 Common Time Management Mistakes
- A Co-Active Approach: Keep Yourself And Your Boss On Time
- Keys To Assertive Behavior And Delegation Of Tasks
- The Relation Of Procrastination And Prioritization
- Self-Assessment: How Self Motivated Are You?
- The Art Of Prioritizing E Mails
- "Time Wasters" and How To Avoid Them
- Self-Assessment: Are You A Procrastinator?

Workplace Harassment

Workplace Harassment What You Don't Know Can Hurt You

Course Highlights

- 7 Common Types Of Workplace Harassment - Defined
- Facts About Sexual Harassment According To The EEOC
- Harassment, Trauma, And Post-Traumatic Stress Disorder
- Self-Assessment: Are You A Procrastinator?
- Sexual Harassment Scenarios And Recommended Responses
- The Responsibilities Of An Observer
- Workplace Bullying: What Is It? What Can I Do About It?
- York County Policy And Complaint Procedure Review

Workplace Security and Violence Prevention

Workplace Security Essentials

Course Highlights

- 4 Different Types Of Workplace Violence
- Domestic Violence And Its Effect On The Workplace
- Good Practices To Cope With An Active Shooter Situation
- How To Reduce Workplace Violence Hazards
- Identifying Problem Situations And Risk Factors
- Steps To Immediate Pre-Conflict Action
- Workplace Violence – Definition Of Terms
- Workplace Violence Statistics And Scenarios