

## Workshops and Short Session Topics

We design workshops, short conference sessions and keynotes that fit within your culture and address your specific needs. Below is a list of our most requested topics and summaries of most requested half-day workshops.

- Understanding self
- Achieving results for leaders
- Engaging and inspiring people
- Leading high performing, inclusive teams
- Leading and working through change
- Leading and working through challenge and conflict
- Communicating powerfully and effectively
- Civility in the workplace
- Building a high performing team
- Understanding team dynamics
- Understanding and leveraging differences
- Managing time and stress
- Personal branding
- Personal care
- Service excellence
- Negotiation and influence

---

### Understanding Self

Understanding your personality and behavior tendencies and how you might be coming across to others is critical to increasing your emotional intelligence and is fundamental in becoming a strong communicator and an effective leader.

#### Participants will be able to:

- Understand and describe the differences in personality types and behavioral styles.
- Identify what each style needs and trusts, how each style prefers to communicate, and how each style solves problems and manages time.
- Describe the behaviors different styles may exhibit under pressure.
- Effectively adapt and flex your style situationally to build stronger relationships.

### Achieving Results for Leaders

The focus of this workshop is on organizational systems and describing how each element – strategy, structure, people, processes and rewards – work together to impact results, positively or negatively. It is critically important for leaders to understand how these elements work together so they can make better decisions and lead their teams more effectively toward organizational goals.

#### Participants will be able to:

- Understand the concept of strategic alignment and identify how your organization is aligned.
- Communicate the organization's mission, vision and goals to your team and connect the team's work to that mission.
- Identify the cultural attributes of your organization and how those attributes impact progress toward your organization's mission and goals.
- Describe how strategy, people, process, rewards and structure work together to impact results.
- Appropriately reward and recognize team member's performance.
- Align individual performance goals with organization goals.

## **Engaging and Inspiring People**

This workshop focuses on fostering an engaged and motivated workplace. We'll share a motivation model and discuss strategies to motivate and empower individual team members to achieve their goals. A majority of the session focuses on providing feedback and performance coaching, two key skills of great leaders.

### **Participants will be able to:**

- Apply appropriate leadership strategies to work toward team goals based on the situation and the team member's competence and confidence.
- Employ strategies to motivate and empower team members to effectively solve problems and make decisions.
- Confidently use performance coaching to help employees move to the next level of performance and achieve results.
- Effectively provide and receive feedback to accelerate behavior change.
- Define employee engagement and understand why it is important to achieving business goals and employ strategies to engage and retain employees.

## **Leading High-performing, Inclusive Teams**

This workshop focuses on the skills and strategies required to lead high-performing functional teams or other types of teams where people are pulled together to achieve a common goal. We'll examine what it means to be "high-performing" and discuss techniques for effectively launching and managing the performance of a team. We'll also discuss how to leverage the differences within a team to increase collaboration and creativity.

### **Participants will be able to:**

- Understand the characteristics of a high performing team.
- Assess your team's level of effectiveness and identify opportunities to improve team performance.
- Successfully launch a new team and lead them through the stages of team development.
- Manage a team's performance and ensure the team executes its work in a healthy, collaborative, productive manner.
- Describe and apply different strategies to lead matrixed and remote teams.
- Describe how differences like culture and age can impact a team's effectiveness.

## **Leading Through Change**

Understanding the role a leader plays in helping a team navigate through a change is critical to organization success. In this workshop, we'll explore strategies successful leaders employ to lead and coach individual team members through the transition process to realize the full benefit of the change.

### **Participants will be able to:**

- Understand the changes impacting your organization and the driving forces of those changes.
- Describe the difference between change and transition and how personality type influences the behaviors and emotions exhibited during the transition process.
- Identify the behaviors and emotions you exhibit during the transition process and understand how those might influence how you lead others through the process.
- Build a culture of resilience by building the necessary skills in your team.

- Employ effective and appropriate strategies to lead your team through a change in including identifying and removing obstacles, creating a sense of urgency, and defining a clear vision.

### **Leading Through Challenge and Conflict**

Inevitably, situations arise where a leader's credibility is questioned, or he or she will need to engage in a tough conversation, resolve a conflict between colleagues or team members, deliver bad news or negotiate for additional resources or other items. All of these challenging situations require a high degree of trust in you as a leader and skillful application of conflict management and critical conversation techniques.

#### **Participants will be able to:**

- Build trust and credibility with colleagues and members of your team.
- Demonstrate transparency and authenticity in your communications and negotiations with colleagues and team members.
- Understand different conflict management modes and appropriately use each mode based on the situation.
- Identify when a critical conversation is necessary and effectively engage in that conversation.
- Negotiate effectively to get what you want out of a situation.

### **Communicating Powerfully and Effectively**

The ability to build productive relationships and communicate effectively is a foundational skill for members of any team. This session focuses on the skills you need to be able to read others' communication and communicate in a way that is powerful and meaningful.

#### **Participants will be able to:**

- Understand your innate communication preferences.
- Describe how your preferred style may or may not be effective in relaying your intent and building relationships.
- Use effective communication to get what you want out of a situation.
- Engage in difficult conversations that ultimately build trust and strengthen relationships.

### **Understanding Team Dynamics**

This workshop is intended for teams to participate in as a group. We focus on understanding how individual behavior preferences contribute to the team's performance, discuss likely areas of conflict the team needs to be aware of and create agreements for working together most effectively.

#### **Participants will be able to:**

- Understand and describe the differences in personality types and behavioral styles.
- Identify what each style needs and trusts, how each style prefers to communicate, and how each style solves problems and manages time.
- Describe the behaviors different styles team members may exhibit under pressure.
- Identify implications of the different behavior styles for the work of the team
- Identify strategies the team can employ to work most productively and effectively together to achieve results.
- Implement strategies to ensure the team operates in an inclusive and productive way.

## **Civility in the Workplace**

Disrespectful and uncivil behavior is on the rise in the workplace, costing businesses millions in lost productivity, lower quality and employee turnover. To address this growing problem, in this workshop we'll examine the concept of civil and respectful behavior and some of the possible reasons behind the trend. We'll share strategies organizational leaders and teams can employ to build and maintain a culture of civil and respectful behavior, and to address disrespectful or inappropriate behavior when they see it.

### **Participants will be able to:**

- Describe civil, respectful and inclusive workplace environments and behaviors.
- List possible sources and costs of disrespectful and uncivil behaviors (including bullying) in their workplace, and understand the benefits of a respectful, civil workplace culture.
- Examine their own behaviors to determine where they may be behaving in ways that are perceived to be disrespectful, bullying, uncivil or non-inclusive.
- Take steps to adapt organization systems and personal behaviors to establish and maintain cultures that are respectful, inclusive and productive.

## **Understanding and Leveraging Differences**

An abundance of research supports the fact that organizations that understand and leverage differences in people achieve better results. In this session, we'll discuss unconscious bias and share strategies to embrace our differences to improve communication, creativity and problem solving.

### **Participants will be able to:**

- Describe unconscious bias and understand how unconscious bias affects team work and interactions.
- Identify possible biases within the culture of your organization.
- Describe the differences between people belonging to different generational cohorts.
- Identify strategies to leverage differences to communicate and work more effectively together.

## **Building a High Performing Team**

Team work is inevitable in today's business world. Whether you're leading a functional team, a project team, a committee or other group, understanding and applying best practices for launching and managing a team will increase your chances for team success and reduce conflict and frustration.

### **Participants will be able to:**

- Understand emotional intelligence and apply strategies to improve social skills and build stronger relationships.
- Successfully launch a new team and position the team for success.
- Apply different types of thinking to a problem to solve it more effectively.
- Ensure the team works together in a healthy, collaborate manner.
- Manage conflict within the team and appropriately and confidently engage in critical conversations.
- Describe how differences like culture and age can impact a team's effectiveness
- Implement strategies to ensure the team operates in an inclusive and productive way.

## Managing Time and Stress

We are barraged by information – emails, texts, reports, phone messages, websites, etc. All this information distracts us, wastes our energy and sucks our time, leaving us feeling frustrated, overwhelmed and not in control. Dealing with these distractions in a productive way reduces our stress level and increases our chance of achieving the success we desire.

### Participants will be able to:

- Identify organizational habits that create chaos and cause re-prioritization headaches.
- Understand your innate time management strengths and challenges.
- Use a priority matrix and other tools to effectively set your priorities and reach long term goals.
- Maintain concentration and focus, and stay energized throughout the day.
- Apply a variety of tactics to run effective meetings.



Hi, I'm Allison Cooley, founder and CEO of Effectability, LLC. I firmly believe that people deserve to have great leaders and great teammates. It takes more than a few hours in a classroom to make great leaders and team members, which is why our leadership and team development programs go beyond just a workshop. We design each of our programs to most effectively change behaviors and achieve measurable results. We include pre-session preparation, post-session activities and practice, and ongoing support and follow-up with all our workshops to make sure targets are achieved and behaviors "stick".

Let us work with you to build the capabilities required to move your leaders and teams to a higher level of performance. To learn more about our philosophy and approach, contact me at [Allison@effectability.net](mailto:Allison@effectability.net) or call 608/215-8589. I look forward to talking with you!