

**TRAINING AND WORKSHOP TOPICS**

**Courageous Conversations;**

**Building an Environment of Diversity, Equity, Inclusion, and Belonging**

* Understand the need for Diversity, Inclusion & Belonging
* Re-wire their thoughts and understand where implicit bias comes from
* Identify the terms and conditions of delicate conversations around race
* Unravel the landscape of inequality
* Break down the concepts around privilege and fragility in order to be a better ally

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**Strategic Leadership Skills for a Dynamic Workplace**

* Assess your leadership style and learn how to flex to meet the needs of other personality types
* Build a motivating and high-confidence environment for your team
* Effectively build communication skills that will create motivation, engagement, and respect
* Develop and demonstrate conflict resolution skills that will eliminate stress and encourage cohesiveness
* Successfully give specific, constructive feedback to employees so they know how to succeed

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**Building Healthy Partnerships;**

**Communication Strategies that Stand the Test of Time**

* Define your communication style and how to use it effectively
* Increase the amount of information you receive from any exchange through active listening
* Handle difficult and negative people with defusing techniques
* Understand how to use Emotional Intelligence to connect with those around you
* Persuade others to your way of thinking and gain their cooperation.

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**Creating a Viral-Worthy Customer Experience;**

**Doing It Better Than Your Competitors**

* Identify the elements of creating a WOW customer experience that gets people talking
* Understand the essential concepts behind building Lifetime Value with your customers equally.
* Recognize their Service Stars and magnify their value in the service experience.
* See the customer experience through the customer’s eyes.
* Know what drives your customer and understand why managing the service experience is necessary to achieve greater levels of success.

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**Coaching and Mentoring Skills;**

**Inspiring Teams to Level Up and Reach Their Potential**

* Gain the keys to leadership effectiveness: coaching and mentoring.
* Take your employees’ skills to the next level  through mentoring.
* Get solutions to your toughest leadership problem.
* Help your team understand how they contribute to the organization’s vision and goals.
* Provide effective feedback to your team members.

