

Seminar/Workshop Abstracts:

LEADERSHIP DEVELOPMENT TRAINING

Leadership is not a set of genetic characteristics, but rather it involves a lifelong process of self-discovery.

Leadership development starts with the individual understanding the internal compass that guides him/her successfully through life.

This leadership training program involves two half-day sessions or one full day, covering these topics:

1. Leading Self
2. Leading Others

Learning objectives include:

- To explore the concept of leadership.
- To explore character in action.
- To identify one's Purpose, Philosophy and Principles.
- To identify personal and work values.
- To discover personal leadership competencies and areas for development.
- To assess potential for leading others.
- To determine personal leadership style/attitude/approach.
- To understand the concept of authentic leadership.

Participants will understand that the most effective leaders engage in a process of ongoing self-exploration and monitoring; and they make a commitment to continuous learning to enhance their character, qualities and leadership skills.

EFFECTIVE COMMUNICATION: YOU DON'T HAVE TO SHOUT TO BE HEARD

Communicating involves the exchange of messages between a sender and a receiver for the purpose of understanding each other's perceptions, ideas and experiences.

The communication process is complex. It's not surprising that people often feel misunderstood, since words account for only 7% of the process, tone of voice 38% and body language 55%. These statistics show that to be effective we must be highly attuned to the person with whom we are in conversation.

Participants in this seminar will understand the complexities of communication and engage in skill acquisition practice.

Learning objectives include:

- To learn what's involved in the exchange of messages between a sender and a receiver.
- To explore one's listening and speaking skill levels.
- To understand factors that influence a person's ability to communicate.
- To learn active listening skills.
- To compare passive, aggressive and assertive communication behaviours.
- To learn and practice a model for effective interpersonal communication.

Becoming an excellent communicator provides a strong foundation for career success. And learning how to hone those skills can contribute to satisfying and meaningful relationships throughout life's journey.



Seminar/Workshop Abstracts:

STRUCTURE YOUR TIME & REDUCE STRESS

It's difficult to “manage” time. It's the individual who typically needs to manage him/herself. This seminar will teach important skills for enhancing how to structure our time in favour of our priorities, to set realistic goals, establish and maintain boundaries, minimize distractions and interruptions, delegate effectively, and problem solve for maximum productivity.

Learning objectives include:

- To monitor your current use of time and discover what needs to change.
- To understand your time wasters and learn tips for using time more judiciously.
- To appreciate managing energy vs time.
- To assess current scheduling tools and processes used to support personal and professional commitments.
- To discover personal habits that undermine productivity: urgent vs important.
- To understand the importance of focusing on priorities which change based on the stage of life.

Prior to attending the seminar, participants will be invited to track their time use for a week to illuminate whether and how their priorities get derailed.

Participants will leave this practical seminar motivated to prioritize tasks and a commitment to focus on what truly matters most.

SUPERVISOR/MANAGER AS COACH

Using a “coach approach” has become popular as a result of the Gallup Organization's research into the impact that managers who use coaching skills have on employee engagement and productivity. Coaching is not only good for employees—it's also good for their managers.

This seminar/workshop helps participants understand how acquiring practical coaching skills can improve their role as a supervisor/manager.

Learning objectives include:

- To understand the role of supervisor/manager as coach.
- To explore the advantages of being a coaching supervisor/manager.
- To examine self as coach.
- To understand the fundamentals of coaching:
 - skills and behaviours
 - when and how to coach
 - implementing a coaching session
 - active listening
 - giving and receiving feedback
- To learn and practice a performance expectation coaching session.

Participants will understand how using a *coach approach* contributes to enhanced interpersonal communication, positive work environments and high performance.



Seminar/Workshop Abstracts:

ASSERTIVENESS: A POWERFUL COMMUNICATION SKILL FOR CAREER SUCCESS

In today's fast-paced, complex and often uncertain work world, the ability to communicate well is critical to career success. Asserting yourself is part attitude, part skill acquisition. Assertiveness is a learned communication technique that will consistently put you in control of the outcome.

Assertiveness helps individuals break unproductive communication patterns, minimize defensiveness, solve problems and build trust in relationships. Learning how to express one's opinion, provide feedback to others and respond to criticism are all good reasons for becoming an assertive communicator.

In this experiential workshop, participants will understand the advantages of being assertive, reasons people are not assertive, know that an assertive communicator is never aggressive, and how passive behaviour can lead to ineffectiveness and high dissatisfaction.

Learning objectives include:

- To understand reasons people are not assertive and the advantages of being assertive.
- To compare and recognize passive, aggressive and assertive communication techniques.
- To examine current personal assertiveness skill level.
- To practice an assertive formula.

Participants will acquire practical skills they can apply to improve their assertiveness in all of their interpersonal relationships.

CONVERSATIONS THAT MATTER: TRAINING FOR SUPERVISORS

Supervisors are typically responsible for their direct reports' progress and productivity within an organization. They may organize workloads, lead teams, note the need for and design new job roles, train new employees, observe and give feedback, and address performance issues. Their role involves daily decision making, problem solving, planning, delegating and following up. Ideally, supervisors have a strong working knowledge of the activities in their group or department. Supervisors are tasked with ensuring conformance to personnel policies and other internal regulations and depending on the organization's structure, they may also have authority to hire and terminate employees.

Suffice to say supervising employees is a complex task requiring a range of competencies, not the least of which are strong interpersonal and communication skills. This training addresses several critical areas.

Learning objectives include:

- To understand the dynamics of roles
- To consider the process of effective communication
- To understand the five roles of a supervisor and complete a best practices assessment
- To understand feedback in general and the guidelines for giving and receiving feedback
- To practice giving constructive feedback to direct reports
- To understand a supervisor's feedback checklist tool
- To assess personal competence for communicating in conflict

An experiential context provides participants with the opportunity to delve into the topics covered, engage in small and large group discussions to further personal insight and understanding and practice skill application.



Seminar/Workshop Abstracts:

CONFLICT RESOLUTION SKILLS

Conflict is part of being in relationship with other people; typically occurring whenever individuals disagree about any number of things. For example: responsibilities, routines, beliefs, goals, approaches to problem solving, perceptions and interpretations of situations.

Most of us hold a position or opinion, consciously or not, about many things and during conflict, those positions can become even more rigid and fixed.

A simple definition for Conflict is “the perceived opposition of needs, values, wishes or perceptions, resulting in stress or tension.” (Alberta Arbitration & Mediation Society).

Conflict resolution skills can be learned, and they provide the individual with a distinct advantage for managing daily interactions, personal and professional.

The learning objectives for this seminar include:

- To learn about conflict and conflict resolution.
- To realize what hinders effective interpersonal communication.
- To learn about the cycle of conflict.
- To discover your personal style of dealing with conflict.

Participants will learn and practice strategies for managing personal and workplace conflict situations.

DISCOVERING AND COMMUNICATING YOUR BRAND

Do you sometimes struggle to communicate who you are and what you really believe? How often do you feel a disconnect between your personal and your professional lives? Does it feel like the demands of your career are in conflict with your personal values?

Consider the concept of having a **personal brand**. A common idea in the business world, *personal branding* has now become a formula for increased clarity and confidence in an individual's career. Your *Personal Brand* is a reflection of who you are and what you believe, which is expressed by *what* you do and *how* you do it; by what you say and how you say it.

This seminar will introduce you to the powerful satisfaction you can experience in your **career** by envisioning, communicating and managing a strong personal brand.

Learning objectives include:

- To understand the value of establishing and maintaining a personal brand on your career.
- To bring your personal brand into focus.
- To identify how to effectively communicate your personal brand.
- To develop your personal brand action plan.

Participants will experience increased confidence as a result of clarifying their personal brand.



Seminar/Workshop Abstracts:

IDENTIFYING STRENGTHS

(REQUIRES COMPLETION OF GALLUP'S STRENGTHSFINDER 2.0 ASSESSMENT)

The positive psychology movement proposes that people who function from their strengths are happier, more confident, have higher levels of vitality, experience less stress and are more resilient.

The Gallup Organization's research shows that people who know and use their strengths every day are **six times** as likely to be engaged in their jobs and more than **three times** as likely to report having an excellent quality of life in general.

This workshop is based on participants completing Gallup's *StrengthsFinder 2.0* assessment by Tom Rath. This assessment measures *natural talent*. The individuals' top five talent themes are identified, along with action ideas that can help workshop participants build a strengths-based development plan.

Learning objectives include:

- To discover and explore your top 5 natural talents.
- To understand how natural talents are leveraged into strengths.
- To clarify how working from personal strengths contributes to career-life satisfaction.
- To create an action plan for honouring and communicating personal strengths.

Participants will understand how their natural talents interact with their unique skills, knowledge and experience to produce *strengths* that enhance performance and success in all facets of life and work.

WORK-LIFE INTEGRATION

The topic of work-life balance has typically been presented as a goal of equilibrium between people's personal and work lives. For some, this contributes to feelings of failure as they juggle what feels like a zero-sum approach to living: competing demands from personal and work roles.

In this seminar, the concept of *Work-Life Integration* is explored since to integrate means to combine one thing with another in order to become a whole. Our priorities and commitments shift depending on the current stage of our lives, e.g. launching a career/family, meeting new demands as life advances, and whenever we are facing a significant life transition.

The following concepts will be explored in depth:

- To understand the stages of careers and the family life cycle.
- To examine personal work-life roles and current commitments.
- To clarify personal vision/mission and values.
- To acknowledge important priorities using the Wheel of Life Model.
- To generate strategies for successfully integrating personal and work roles.

Participants will understand how to effectively prioritize, merge and manage the various commitments arising from all of their life's roles.



Seminar/Workshop Abstracts:

PERSONALITY & RELATIONSHIPS

(REQUIRES COMPLETION OF THE MYERS BRIGGS TYPE INDICATOR™)

How often do you find someone annoying or irritating, or feel like they're on a completely different wavelength from yourself? Or the opposite—you seem to click with another person almost instantly.

Our personality plays a major role in how we perceive others. The Myers Briggs Type Indicator™ assessment is one of the world's most powerful personality instruments. It introduces a common language for discussing personality preferences that play an essential role in our lives. It provides a framework for healthy individuals to understand themselves *and* appreciate differences in others.

The MBTI results inform participants as to whether they approach the world as an extravert or introvert, how they naturally take in information and make decisions and their preferred way for organizing and structuring their outside world. Applying this knowledge and understanding can make a profound and positive difference in all our relationships.

Participants must complete the formal MBTI assessment through an online link provided by Kathleen and bring the results of their *Personal Impact Report* to the workshop. This report provides important information on the individuals' *work style, communication style, approach to change, managing conflict, decision making, team behaviour, leadership and response to stress.*

This workshop is ideal for a project team or group of colleagues who must work closely together and will benefit from understanding one another's strengths. Prior to the workshop, participants will have reflected on what they want their colleagues to understand and appreciate about their unique personality, strengths and challenges and will be prepared to present an overview of themselves and engage in discussion at a level that is personally comfortable.

Learning objectives include:

- Identifying and understanding personality preferences using the MBTI results.
- Exploring the kind of context/situations/circumstances in which one can be at their best.
- Share individual unique personality, abilities, strengths and challenges.
- Consider possibilities for enhancing personal and work relationships.

Participants will understand their own personality preferences and be aware of the preferences of others. They will experience a shift in their understanding of, and appreciation for, individual differences. This ideally acts as a trust building factor in their work environment.



Seminar/Workshop Abstracts:

PREVENTING JOB BURNOUT

The concept of burnout is not restricted to the social or human services fields. The critical risk factor for burnout is the relationship of the individual to his/her work.

Stress overload, work overload or work addiction may all eventually lead to burnout. Based on the principle that burnout is reversible and can be prevented through intentional self-monitoring, this experiential workshop is designed to help participants understand warning signs of stress overload and to recognize burnout in themselves and others.

Learning objectives include:

- To understand the theory on job burnout.
- To explore the concept of stress overload.
- To assess and understand personal risk factors.
- To learn strategies for mitigating stress overload and preventing burnout.
- To appreciate how to assess and prevent burnout in self and others.

Participants will be provided with practical self-assessment tools to replenish energy and maintain good health and well-being.

YOUR CAREER: WHO'S IN CHARGE?

Every human being is motivated by unique factors with preferences based on their personality and lived experience. Individuals tend to perform at their optimum when these unique needs are personally recognized, and their occupational choice is a good fit for who they are at their core.

This practical workshop introduces participants to intentional career management by exploring the following concepts and questions:

- Careers are dynamic.
- Each person has a different set of metrics for career success. Discover yours.
- How does your career choice align with your life purpose, principles and priorities?
- How engaged do you feel with your current roles and responsibilities?
- What are your most important work values?
- How easily are you able to describe your significant strengths?
- Who is your network? People who know and appreciate your specific knowledge and skills.
- What are your unique career interests?
- What work environment brings out your best?
- What competencies do you need to develop to advance your career?
- What might you need to do to improve your overall career satisfaction?

An experiential context provides participants with the opportunity to delve into the topics listed above and engage in small and large group discussions to further personal insight and understanding. The outcome is a plan for ongoing career fulfillment.



Seminar/Workshop Abstracts:

UNDERSTANDING AND PREVENTING VICARIOUS TRAUMA/STRESS OVERLOAD/BURNOUT

Vicarious trauma is the energy that comes from being in the presence of trauma. It is how our bodies and psyche react to profound despair, rage and pain. Vicarious trauma can produce change in the professional helper's self-identity, worldview, beliefs and values. It can also contribute to burnout. Employees who are burned out are not just having a bad day or feeling blue. Burnout is the state of no longer being able to connect with one's work. The person who feels burned out has extremely low energy, very little enthusiasm and diminished confidence.

Burnout is accompanied by physical and mental health deterioration. Missed work days due to illness become the norm. Maslach and Leiter, key researchers on the topic of burnout, state: *"Burnout is the biggest occupational hazard of the 21st century. It's a phenomenon that has been increasing everywhere...growing like a virus."* Most employers understand the hidden costs of burnout: decreased productivity, interpersonal conflict, sick leave, even long-term disability.

Burnout develops over time, most often as a result of chronic work-related stress combined with specific personal characteristics. It's important to know that burnout is preventable and reversible. Whether you supervise/manage employees, or feel at risk yourself, this seminar will be of significance.

Learning objectives include:

- To understand the concept of vicarious trauma.
- To recognize the symptoms and stages of burnout.
- To understand stress overload and its relationship to burnout.
- To assess and understand personal risk factors.

Participants will learn strategies for monitoring and preventing stress and burnout in themselves and others.

SATISFIED OR STRESSED: THRIVING IN HECTIC TIMES

Personal and work-related stress is at an all-time high. We've had to adapt to relentless change and ever-increasing demands on our time. E-mails, cell phones and PDA's have moved us to instant response and 24-7 expectations.

Although some stress in our lives is inevitable, feeling consistently "stressed out" and miserable is not. This seminar will increase your knowledge and your ability to mitigate and manage the stressors in your life. It will give you the facts about *stress as energy*.

Learning objectives include:

- To explore the effects of increased demands on your work/life.
- To recognize warning signs of distress.
- To assess current personal wellness and create a vision for peak wellness.
- To comprehend the concept of stress as energy.
- To realize the impact of stress overload on personal health and wellbeing.

Participants will understand the impact of stress overload on themselves and how to offset that by increasing satisfaction.



Seminar/Workshop Abstracts:

SUPERVISORY ROLE TRAINING

The role of a supervisor is complex, requiring specific skills that include the ability to establish plans and create goals, monitor staff performance and motivate others to achieve results.

A supervisor's success is dependent on their ability to build and maintain trust and to meaningfully engage with people. Being a clear and effective communicator with the skills to provide timely feedback are essential competencies.

This training is focused on enhancing the individual's self-awareness in relation to the overall function of being in a supervisory role. Specific learning objectives include:

- To understand one's personality and how it can influence supervisory style.
- To explore and assess 5 Supervisory Roles: Confronter, Mentor, Coach, Teacher, and Appraiser
- To understand and enhance interpersonal communication skills
- To understand the concept of active listening
- To learn guidelines for giving feedback
- To understand supervisory best practices
- To practice communication and feedback through role play
- To identify supervisory strengths and challenges and create an action plan for consistency and growth

Participants will enhance their understanding of themselves as a supervisor and acquire practical skills that can be applied immediately to enhance their confidence and ability as a leader.

BIOGRAPHY



Kathleen Johnston, Career Strategist is a Professional Certified Coach, Canadian Certified Counselling Therapist and Certified Stress Consultant with a solid background in management and leadership roles.

Her enthusiasm and energy for career development training supports and inspires individuals to experience success by living and working from their essence, character and purpose.

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