



Human Resources & Employee Development Workshops and Consulting Services

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Enabling Effective Community and Workplace Learning and Leadership

TEAM ENVIRONMENT SERIES

List of courses related to the series

- Art of Facilitation
- Communication Strategies
- Conflict to Resolution
- Dealing with Difficult Situations
- Decision Making & Problem Solving
- Group Dynamics
- Motivation Strategies
- Presentations - Design & Layout
- Team Synergies – building & sustaining

Art of Facilitation

Better Meetings, Working Sessions and Presentations ^(DD)

It is impossible to be part of an organization today and not attend meetings. Staff meetings, project meetings, planning and coordinating meetings—they all take time. There has been a growing realization that we have to pay attention to the process elements of meetings, if we want them to be effective. With its focus on asking rather than telling, and listening to build consensus, facilitation is the new leadership ideal, the core competency everybody needs. Managers and supervisors are often asked to facilitate rather than instruct or manage their meetings and training sessions. This workshop has been created to make core facilitation skills better understood and readily available for your organization. It represents materials and ideas that have been tested and refined over twenty years of active facilitation in all types of settings.

LEARNING OUTCOMES

You will ...

- *Distinguish facilitation from instruction and training.*
- *Identify the competencies linked to effective small group facilitation.*
- *Understand the different between content and process.*
- *Identify the four stages of team development and ways to help teams through each stage.*
- *Use common process tools to make meetings easier and more productive.*

COMPETENCY AREAS

Communication, Organizational Effectiveness, Impact & Influence

DURATION: 2 Days (with a three-week split between Day 1 and Day 2)

Communication Strategies

Individual and Workplace Challenges ^(DD)

This two-day workshop is designed to help improve communication interactions with and between individuals in the workplace, community or at home. Exploring the elements of communication helps reveal strategies for managing the communication interaction. Through interactive activities and simulations, the workshop gives participants the opportunity to improve critical communication skills of active listening, asking questions, and being aware of verbal, paraverbal and nonverbal messages. Along with essential communication strategies, the workshop provides participants with the opportunity to examine the middle ground between aggressive and passive interaction, and how to counter the manipulative communication tactics of difficult people.

LEARNING OUTCOMES

You will ...

- Identify common communication problems that may be holding you back
- Develop skills in asking questions that give you information you need
- Learn what your non-verbal messages are telling others
- Develop skills in listening actively and empathetically to others
- Learn how to firmly stand your ground and make your feelings heard
- Enhance your ability to handle difficult situations without being manipulated
- Be aware of the five types of relationships

COMPETENCY AREAS

Communication, Impact & Influence

DURATION: 2 Days

From Conflict to Resolution

Getting Beyond the Incident ^(DD)

This two-day workshop looks at what it means to move from conflict to resolution. By understanding conflict situations, being able to identify positive and negative conflict, and examining methods to deal with conflict effectively participants will be positioned to work in team environments more effectively, position themselves for positive life experiences and overcome difficult situations. Through interactive and experiential activities, participants will have an opportunity to explore techniques and methodologies for creating positive outcomes from conflict with individuals or situations.

LEARNING OUTCOMES

You will ...

- Discuss the types of conflict and stages of conflict
- Recognize factors that affect shifting a conflict from a negative impact to a positive solution
- Distinguish between the positive and negative impacts of conflict situations
- Examine the five most common resolution styles and the fit for different scenarios
- Practice how to increase positive information flow through non-verbal and verbal communication skills
- Practice some effective techniques for intervention
- Review how to strengthen staff trust and morale
- Develop personal skills necessary to resolve conflict
- Discuss how to be more confident of one's' ability to manage conflicts

COMPETENCY AREAS

Communication, Impact & Influence; Results Orientation; Leadership Skills

DURATION: 2 Days

Dealing with Difficult Situations

Working your Way to Y.E.A. (DD & CMW)

We often face situations - small and large -that are difficult throughout the course of our everyday lives. In every situation, difficult or otherwise there are three main factors: ourselves (You), the environment we are in (Environment) and the actions we take to respond (Approach) – Y.E.A. Understanding ourselves in relation to our environment and then having an effective approach to diffusing and handling the situation is important to maintaining a positive workplace, community and home life. Having the skills necessary to effectively manage difficulty reduces stress and increases confidence which in turn contributes to an improved quality of life.

“Working your Way to Y.E.A. will provide practical ways to position you for positive life experiences and overcome difficult situations. Through interactive and experiential activities that are primarily focused on the workplace, participants will have an opportunity to explore typical circumstances leading up to difficult situations. Then participants will examine and practice techniques and methodologies for creating positive outcomes out of a difficult situation.

LEARNING OUTCOMES

You will ...

- *Discuss the key aspects of ourselves that drive our reactions to difficult situations*
- *Review the role we play in the situation*
- *Identify types of difficult situations and people we commonly face*
- *Examine personality types and traits that could contribute to escalating an already complicated situation.*
- *Identify how you might become more reflective of your own role in creating or escalating situations*
- *Identify ways in which you can become more aware of the perspective of those you encounter at work, in your community or in your personal life.*
- *Examine the different environments we work and live in and its impact on our response to difficult situations*

- *Recognize the types of conflict, how conflict escalates and stages of conflict.*
- *Distinguish between the positive and negative impacts of difficult situations.*
- *Employ methods to shift from a difficult situation with a negative impact to a positive solution.*
- *Examine the five most common resolution styles and the fit for different scenarios.*
- *Increase your ability for positive information flow through non-verbal and verbal communication skills*
- *Practice effective techniques for diffusing a difficult situation*
- *Learn ways to strengthen trust and morale*
- *Develop personal skills necessary to be a positive solution to a difficult situation*
- *How to be more confident of one’s ability to interact inside a difficult situation*

COMPETENCY AREAS

Communication, Impact & Influence; Results Orientation; Leadership skills

DURATION: 1 Day

Decision Making & Problem Solving

Creatively Finding Solutions^(DD)

Why is it that some people find it easy to solve tough problems with simple solutions while others find this feat nearly impossible? You've no doubt looked at solutions to problems and said, "I should have thought of that." But you didn't. The answer is not just creativity, although that certainly helps. Rather, the power to find these creative solutions lies in our ability to search for and find facts that relate to the situation, and put them together in ways that work. As an individual, facts and knowledge can only go so far. By tapping into the knowledge of others (staff, colleagues, family, or friends), anyone can expand the range of solutions available. This two-day workshop will help you to do just that.

LEARNING OUTCOMES

You will ...

- *Increase awareness of problem solving steps and problem solving tools*
- *Distinguish root causes from symptoms to identify the right solution for the right problem*
- *Improve problem solving and decision making skills by identifying individual problem solving styles*
- *Think creatively and work towards creative solutions*
- *Recognize the top ten rules of good decision-making*

COMPETENCY AREAS

Communication, Impact & Influence, Results Orientation, Organizational Effectiveness

DURATION: 2 Days

Group Dynamics

Leading from Within^(DD)

Your success as a manager, team leader, and team member often depends on how well your team operates. What are the teams' problem-solving skills? Are members and leadership enthusiastic and motivated to do their best? Does everyone work well together? There have been hundreds of studies demonstrating that human beings function better and learn better in groups. If you want to develop your team leadership skills and unleash your talent as a team member, this workshop is a practical look at current group dynamics and leadership practices that work.

LEARNING OUTCOMES

You will ...

- *Identify the different types of teams, your style and how to become a better team player*
- *Review two models of team development*
- *Influence the development of positive team norms*
- *Build teamwork by recognizing and tapping into the twelve characteristics of an effective team*
- *Apply the Gradients of Agreement to team interaction*
- *Recognize ways to build team trust and promote rapport by exploring your team player style and how it impacts group dynamics*
- *Be aware of the five types of relationships*
- *Recognize the key elements that move a team from involvement to empowerment and how to give these elements to your team.*
- *Develop strategies for dealing with team conflict and common situations.*
- *Understand how action planning and analysis tools can help your team perform better.*

COMPETENCY AREAS

Communication, Organizational & Personal Effectiveness, Impact & Influence

DURATION: Variable

Motivation Strategies

(DD)

It's no secret. Employees who feel they are valued and recognized for the work they do are more motivated, responsible, and productive. This workshop will help supervisors and managers create a more dynamic, loyal, and energized workplace. It is designed specifically to help busy managers and supervisors understand what employees want, and to give them a starting point for creating champions.

LEARNING OUTCOMES

You will ...

- *What motivation is*
- *Common motivational theories and how to apply them*
- *About the carrot, the whip, and the plant*
- *How fear and desire affect employee motivation*
- *Ways to create a motivational climate and design a motivating job*

COMPETENCY AREAS

Communication, Impact & Influence, Leadership Skills, Results Orientation

DURATION: 1 Day

Presentations

Design & Layout (DD)

Presentation Design is an introduction and practical guide to the principles of planning, designing and creating effective presentations. This 2-day workshop will enhance and develop your knowledge of effective planning and development, and use of presentation tools. The practical and hands-on features of this workshop will help you feel more comfortable using and designing for a variety of instructional and presentation situations. You will develop and deliver a mini-presentation that applies key features learned throughout the workshop.

PREREQUISITE:

It is highly recommended that participants have completed the equivalent of a PowerPoint Introduction course or have significant experience using PowerPoint.

LEARNING OUTCOMES

You will ...

- *Identify the advantages and disadvantages of various visual aid tools*
- *Develop an awareness of delivery design layouts and styles*
- *Examine the planning and organization of presentations*
- *Identify and practice visual design techniques*
- *Work through the process of developing a presentation based on design principles*
- *Create and share a mini-presentation that incorporates design principles using PowerPoint as the medium for delivery*

COMPETENCY AREAS

Communication, Organizational Effectiveness, Impact & Influence

DURATION: 2 Days (with one-week split between Day 1 and Day 2)

Team Synergies - Building and Sustaining

Experiential learning based delivery ^(DD)

Teams have become a principle building block of successful organizations. This one-day workshop is a basic course for team leaders and team members, designed to focus on the characteristics of an effective team player and the elements of an effective team. You will leave the workshop with plans for your personal development as a team player and ideas for developing your back-home team.

A critical element of this workshop is the Glen Parker Team Player Survey (PTPS), an 18 item self-assessment instrument that will help you identify your primary team player style, help you increase your personal effectiveness in team situations, and help you effectively develop your group into a high performing.

LEARNING OUTCOMES

You will ...

- *Identify the different kinds of teams*
- *Examine how to develop team norms*
- *Review the Gradients of Agreement*
- *Recognize how to identify team player styles. ways to become a better team player; ways to build team trust*
 - *The PTPS will give you useful feedback about your team player style.*
 - *Identify ways you will want to change to improve your team player style.*
- *Look at models of team development*
- *Better understand and appreciate differences among team members.*
- *Build teamwork by recognizing and tapping into the twelve characteristics of an effective team.*
- *Promote trust and rapport by exploring your team player style and how it impacts on group dynamics.*
- *Recognize the key elements that move a team from involvement to empowerment and how to give these elements to your team.*

- *Identify those ways your team must improve to be more effective.*
- *Develop an action plan for those improvements.*
- *Develop strategies for dealing with team conflict and common situations.*
- *Understand how action planning and analysis tools can help your team perform better*

COMPETENCY AREAS

Communication, Impact & Influence

DURATION: 3 Days

Variations of delivery and pricing are available upon request