

## **2016 Memphis Training Schedule**

**Updated 6/16/2016**

### **August**

#### **WE vs. ME: Workplace Cooperation and Teamwork (Supervisors only)**

August 17, 8:30-11:30

Facilitator: Ivory Patten

A team is a group, but a group is not always a team. Participants in this course will gain an understanding of the importance of teamwork and cooperation, learn methods of giving and receiving constructive feedback, learn how to discern the differences between positive and negative conflict, and will develop a self-awareness to better compliment others within the workplace. After this course, participants will have the tools necessary to strengthen cohesion among their colleagues.

#### **WE vs. ME: Workplace Cooperation and Teamwork (all employees)**

August 17, 1:00-4:00

Facilitator: Ivory Patten

A team is a group, but a group is not always a team. Participants in this course will gain an understanding of the importance of teamwork and cooperation, learn methods of giving and receiving constructive feedback, learn how to discern the differences between positive and negative conflict, and will develop a self-awareness to better compliment others within the workplace. After this course, participants will have the tools necessary to strengthen cohesion among their colleagues.

#### **Communication Styles (all employees)**

**August 18, 8:30-11:30**

**Facilitator: Ivory Patten**

Understanding how you communicate with others has a great impact on work relationships. Using a styles assessment, this course provides information on different ways in which people communicate at work along with tips and strategies for fitting the style you use to the situation at hand. Applying these strategies will enhance workplace effectiveness including service to others.

### **September**

#### **Time Management (all employees)**

**September 29, 8:30-11:30**

**Facilitator: Ivory Patten**

Effective time management increases work productivity. Through action learning activities, participants in this course will identify where their time is going and why, prioritize work tasks into crucial areas, and learn how to plan work according to priorities.

#### **Managing Stress and Pressure in the Workplace for Supervisors (Supervisors only)**

**September 29, 1:00-4:00**

**Facilitator: Ivory Patten**

Supervisors experience unique stress in their role due to high expectations, unpredictable schedules, and limited time. In this course, participants pinpoint their biggest stressors. Each participant will learn practical coping strategies to deal with workplace stress and pressure.

## **Communicating with Assertiveness & Credibility (all employees)**

**September 30, 8:30-11:30**

**Facilitator: Ivory Patten**

Communication doesn't just happen. Participants will identify ways to promote credibility through communication and discuss assertive communication techniques to enhance one's personal assertiveness style. Participants will increase their understanding of assertive communication through interactive activities that will promote applied learning.

## **October**

### **Beyond Brainstorming: Creative Problem-Solving (Supervisors only)**

**October 25, 8:30-11:30**

**Facilitator: Linda Blocksom**

This hands-on class will explore various techniques to identifying the root cause of workplace problems and roadblocks, and will introduce you to a variety of techniques to help jump-start the process of identifying alternative solutions using logic, reasoning, and imagination.

### **Beyond Brainstorming: Creative Problem-Solving (all employees)**

**October 25, 1:00-4:00**

**Facilitator: Linda Blocksom**

This hands-on class will explore various techniques to identifying the root cause of workplace problems and roadblocks, and will introduce you to a variety of techniques to help jump-start the process of identifying alternative solutions using logic, reasoning, and imagination.

### **The Challenges of Managing and Working with Human Behavior (Supervisors only)**

**October 26, 8:30-11:30**

**Facilitator: Linda Blocksom**

Simply speaking, performance problems arise when expectations and delivery don't match. Unfortunately, it is not always easy to identify why expectations are not met, and even more difficult to take the first step in resolving the situation. This class will teach you how to carefully design a conversation that identifies concerns in a way that helps the employee to understand that your main goal is to ensure their success. You will learn about a model that will help you plan for and facilitate straight-forward messages. We will also discuss strategies for responding to some common reactions that sometimes arise in this kind of dialogue.