



Leadership, Management and Workplace Skills Onsite and Customizable Program Topics

Leading People and Teams

Challenging Conversations
Change Management
Conflict Management
Communication /Personal Style, DISC /MBTI®
Effective Workplace Communication
Emotional Intelligence; Basic and Advanced
Employee Engagement and Empowerment
Ethical Organizations and Decisions
Feedback and Coaching
Managing from the Middle
Leadership Principles
Listening Skills
Mission, Vision, and Values
Negotiating for Resolution
Organizational Culture
Servant Leadership
Supervisory Skills
Team Building

Public Sector Programs

Budgeting
Financial Management
Information Technology in Public Mgmt.
Legislative Relations
Policy Analysis for Non-analysts
The Public Management Profession and Environment
Records Management
Project Governance and Portfolio Management
The Conduct of Public Meetings
Working with Councils, Boards and Commissions

Managing Work and Processes

Customer Service
Dealing with Resistance
Effective Time Management
Facilitating Effective Meetings
Performance Reviews
Presentation Skills
Problem Analysis and Problem-Solving
Process Improvement
Productivity Tools
Program Evaluation
Project Planning and Management
Strategic Thinking and Planning
Stress Management and Resilience
Using Data for Better Decisions
Writing Skills

Human Resources & Training/Development

Effective Workshops
Employee Relations
Human Resource Management
Succession Planning and Mentoring

Community, Diversity, Understanding

Cultural Competency
Dealing with Discrimination and Harassment
Facilitating Cross-Cultural Teams
Grant Writing
Honoring Our Common Differences
Listening and Appreciative Inquiry
Media Relations
Perceptual Thinking Patterns
Promoting Diversity in the Workplace