

# CAREER BUILDER

## Module 1

### **Building Trust: A Game of Collaboration**

- Experience the consequences of win-lose and win-win strategies
- Learn how to achieve win-win relationships
- Understand what is meant by trust
- Identify the biggest organizational trust issues
- Set personal goals for improving trust

## Module 2

### **Creating Teams: A Blueprint for High Performance**

- The definition of a High Performance team and how it differs from a traditional work group
- The three elements of High Performance teams
- Four types of teams
- The stages of team development
- To create an image and name your team

## Module 3

### **Face to Face Communication for Today's Professional**

- How people's perceptions and viewpoints differ
- The basics of face-to-face communication
- The difference between one-way and two-way communication
- To understand the skill of listening
- To improve active listening skills

## Module 4

### **Effective Meetings: The Power to Get Things Done**

- The characteristics of effective meetings
- How efficient and effective your meetings are
- Guidelines to improve the effectiveness of your meetings
- How to establish and run a meeting from an agenda
- A format for meeting minutes
- The three leadership roles required for successful meetings
- Discussion skills to improve the quality of team meetings

## Module 5

### **Emotional Excellence: Handling Life's Challenges**

- How you respond to challenging or upsetting events (key moments)
- To explore and understand the patterns in your responses to key moments
- A process for exploring the consequences of your behavior
- To choose positive behaviors and feelings during your key moments
- To identify and challenge the distortions in your interpretations
- A method for changing weakening beliefs to empowering beliefs

## Module 6

### **Taking Responsibility: How to be Proactive not Reactive**

- Learn the meaning and nature of personal responsibility
- Understand how you avoid taking responsibility for yourself
- Assess your willingness to accept personal responsibility
- See the choices available in your life
- Understand the power and freedom that comes from accepting responsibility

## Module 7

### **Conflict Resolution: The Road to Win-Win**

- Learn a definition of unhealthy conflict and how to keep from crossing over into it
- Learn about five different conflict management styles
- Use a model to help you to choose how to respond to potential conflict situations
- Assess which conflict styles you most often use
- Practice a Three-Step-Model for resolving conflicts
- Decide how you want to modify your conflict style and how you will better handle your current conflicts

## Module 8

### **Empowering Employees: A Guide to Success**

- The difference between commitment and compliance motivation
- How leadership changes to create commitment
- The four principles of empowerment
- The elements of empowerment
- A matrix for identifying what people need in order to be empowered
- A dialogue to transfer power to others
- A model of situational leadership

## Module 9

### **Setting Performance Expectations: A Guide to Managing People**

- Learn to confront behavior that fails to meet your expectations
- Understand the importance of discipline and conformity in building trust
- Develop a set of non-negotiables for those whom you lead
- Practice the skill of harnessing harmful behavior
- Apply the skill to back-home situations

## Module 10

### **Time Management: Acting from my Priorities**

- How you currently use your time
- The barriers that keep you from managing your time more effectively
- The difference between the important and the urgent and how to schedule time for the time for the important
- To set professional goals to guide your use of time
- A systematic approach to managing daily events

## Module 11

### **Team Decisions: Making things Happen**

- Discuss barriers to group decision making
- Learn about methods of group decision making
- Practice consensus decision making
- Practice using a group decision-making model
- Identify how your team will improve its group decision making
- Review who is responsible for current team decisions
- Identify team decision issues to be addressed

## Module 12

### **Winning Relationships: Strengthening Self and Others**

- Understand the characteristics and consequences of co-dependency
- Know the difference between responsibility for and responsibility to another
- Learn a credo for your relationships
- Understand what you do that weakens others when you intend to help
- Learn the valuing process as a skill to strengthen others
- Evaluate what you do to strengthen others in your relationships
- Understand how contracting can be used to strengthen yourself and others