



Seminar and Training Offerings 2024 - 2025

Our Philosophy

Excellere is a Division of Training and Coaching Innovations LLC, a full-service Training, Coaching, and Human Resource Consulting provider.

Excellere's services are completely customized to each organization and culture, we constantly evaluate changing demographics, the feedback that we derive from our corporate coaching practice, our HR clients, and trends in work life balance, wellness, the workplace, and lifestyle topics, and develop optimal and timely training and coaching programs.

Our training is never stagnant, we employ engaging and introspective strategies such as polls, assessments, video clips, interviews, and probing questions into each training or coaching session, ensuring maximum attendance, engagement and "stickiness". We never deliver a "canned" presentation, each and every

presentation is “freshened” to accord with our changing world, and your current culture, prior to delivery.

We are tenured social workers, teachers, nurses, investment executives, and other professionals who take joy in sharing their many years of expertise while employing knowledge, perspective, resources, and, when appropriate, humor!

Enduring Transformation and... Productive, Energized People...Always our goal!

HUMAN CAPITAL MANAGEMENT SOLUTIONS

Think of us as your HR Department; we'll be there when you need us!

- ❖ **Training and Development** – Our extensive catalog of over 200 Work Effectiveness, Leadership, EAP and Work Life training topics can be further customized to the unique requirements of your organization, and can be offered in-person, or via webinar or online. Our learning solutions are based upon principles of adult learning and are engaging, entertaining, introspective, and result in enduring transformation. Specialty topics include workplace effectiveness, management skills, integrity, emotional intelligence, change management, social style awareness, sexual harassment, workplace bullying, and more!
- ❖ **Executive and Career Coaching** – Excellere’s career and executive coaches are former HR leaders of Fortune 500 companies and C-Suite executives of privately held organizations who bring many years of management experience to our coaching practice, enabling them to more fully comprehend their clients’ challenges to assist with opportunities for growth. In addition to their own executive experience, they are trained and certified by ICF accredited institutions. They are also affiliated with *Talent Smart* and are certified *Predictive Index Master Trainers* and utilize these assessment tools as part of the coaching process.
- ❖ **Human Resource Audits** – Our team of HR experts span every aspect of practice. Our audits dive deeply to analyze every dimension of your organization and can assist you in increasing efficiency, conserving cost, ensuring legal compliance, and significantly improving organizational culture and leadership.
- ❖ **Executive Sourcing and Recruiting** – With over 40 years of experience in corporate recruitment, our team is exceptional at identifying qualified candidates using a variety of successful sourcing strategies including cutting-

edge digital media techniques and our broad national network. Our ultimate objective is to thoroughly assess and evaluate all candidates, to ensure the right cultural “fit” for an optimal placement.

- ❖ **Employee Relations Consultation** – It’s often challenging to deal with difficult employee issues. Engage our team of experts for assistance in situations of employee dispute, dishonesty, misconduct, sexual harassment, termination, or any challenging HR situation.
- ❖ **Contract HR On-Site Support** – Excellere’s HR professionals can step in, when you need on-site specialty services, when you are faced with an organizational issue or a recruiting challenge, you need assistance during the open enrollment period, or you need hands-on consultation for policy development...think of us as your ancillary HR team!

Seminar, Webinar & Training Offerings

Personal Effectiveness

Harnessing the Power Within: Knowing Yourself to Maximize Effectiveness

Positivity keeps one motivated, emotionally healthy and productive; however, it's so easy for negativity to creep into one's thought. In this session, we will first explore the origins of our negative thoughts, both at work and in our lives, and begin learning to turn the negative into positive thought and action!

***Discovering and Refining Your Personal Brand**

Your brand is how you “show up” in the social interactive process of both your life and your work. We often have the best intentions, but don’t realize how we come across. In this session, we will explore one’s ideal vision of brand, and steps to take to ensure consummate connection and engagement.

AI, Chat GPT, and You

Artificial intelligence and Chat GPT can be seen either as threatening, or a way to streamline and accelerate one’s success. Join us for facts and strategies to help you to decide if, when, and how to utilize this tool.

***Defining and Refining Your Stress Style**

Stress can be detrimental to our wellbeing, but, if managed appropriately and balanced, it can inspire us to achieve. Each of us reacts to stress differently. In this session we will explore individual responses to stress and learn techniques to channel stress to the positive.

***What’s Your Learning Style?**

We all learn differently, but most of us are not aware of our most effective Learning Style – Join us to discover what your style might be, and how you can interact effectively with those of differing styles.

***Leveraging Your Vulnerabilities**

We all have vulnerabilities, this is what makes us human, but so often we try to conceal these aspects from the world outside, when, actually, knowing, understanding and sharing your vulnerabilities can lead to a more productive you, and to enhanced relationships...

***Boosting Your Brain Power**

The brain, like the rest of the body, improves with exercise. Learn simple strategies and techniques for boosting your brain power!

***The Time and Stress Management Tool Kit**

Especially when working remotely, we are faced with so many challenges and competing priorities. Learn our toolkit strategies for doing your best to eliminate unnecessary stress, while managing your time and coaching your team or loved ones to do so, as well.

***Prioritizing to Manage a Full Plate**

Especially as year-end and the holidays approach we are often deluged with obligations and responsibilities – we don't know where to turn! We will discuss strategies for managing this "full plate".

***The Power of Perseverance and Grit**

Sometimes challenges can seem insurmountable. In this session we will examine the work of Angela Duckworth, "Grit", and consider how to integrate powerful "grit" strategies into our lives and our work.

***How Highly Successful People Overcome Self-Doubt**

No matter how successful we may be, or how confident we may appear, most of us find that self-doubt and vulnerability may creep in at times. Join us to learn how to overcome self-doubt.

***The Dynamics of Healthy Relationships**

Healthy relationships don't just happen, they require communication, consideration, and so much more...Join us to discover positive dynamics required for healthy relationships and ultimate happiness.

***Blind Spots that Can Diminish Your Brand**

Often, we don't even realize small things that we do (or fail to do) can show up negatively. Join us to discover blind spots and to remedy them for a flawless brand!

***Managing Conflict, At Work and At Home**

Conflict is a normal part of every relationship, but key to managing conflict is the ability to Stop, Look and Listen... we will discuss how to identify true conflict and tactics to manage it positively.

The Respectful Workplace

This seminar touches upon the many facets of a diverse workforce, helping employees and managers alike to set an inclusive, respectful tone. We will touch upon inclusion regarding age and gender issues, disability, and race.

LinkedIn, Facebook, Instagram, and Twitter: Leveraging Social Media for Career Success

Social Media can make you or break you in terms of career success, join us for this practical session to learn the strategies to best utilize your social media footprint to accelerate your career success.

Cultural Competence at Work

Cultural Competence differs from diversity in that it seeks to examine the importance of individual cultural norms, traditions and values as they relate to the way someone sees the world and relates to his/her co-workers and customers. In this session we will explore the concept of cultural competence, and its importance in the workplace.

Cultural Competence in Healthcare

Cultural Competence, or understanding the cultural norms, traditions and values of an individual who is being treated in a healthcare setting, is of vital importance to delivering effective healthcare services and treatment. Rituals and beliefs surrounding health, birth and death can be extremely culturally specific, and without understanding these norms and values, it is impossible to understand the patient and family. This session will assist healthcare professionals to influence better outcomes.

Rebounding: Resiliency in the Workplace

No matter how much you love your job, or how well you're regarded, there will always be setbacks; a project that didn't go well, difficulty with a co-worker, or a client lost. Join us to discuss how to survive a setback and show your strength and resiliency by rebounding!

Work and Life; A Balancing Act

Learn to prioritize competing demands, communicate effectively and view the glass as "half full" in this interactive session.

Procrastinate No More

Do you tend to "get stuck" and put things off? Are you faced with panic surrounding a deadline? Many of us tend to procrastinate at times; it's vitally important to understand what motivates your procrastination. Join us to discover why you procrastinate and learn tactics to get unstuck, just do it, and move productively forward!

Management Skills

Establishing Attainable SMART Goals

Goal Setting is one of the most basic and essential skills someone can develop. What makes a good goal? We will define SMART goals and discuss the SMART Goal strategy. We will also touch on goal characteristics, time management,

making a to do list, and what to do when setbacks occur. This workshop will provide the knowledge and skills for your participants to complete more tasks and get things done.

Behavioral Interviewing Skill-Builder

Managers may not interview candidates for position on a regular basis, thus interviewing can seem an awkward exercise.

In this session, we will explore great "icebreakers" for interviewers, and we will work extensively with the technique of behavioral interviewing to enable a manager to elicit characteristics in applicants that would make them a good match for the position, as well as the culture.

Leading Impactful and Collaborative One-on-Ones

One-on-ones are standing, recurring meetings between a manager and their direct reports. A vital part of the continuous feedback model, one-on-ones can drive workplace communication and connection, if done well, but often leaders put them off, or use them inappropriately.

In this session we will discuss strategies for impactful, collaborative one-on-ones that both manager and employee look forward to.

Change Management

Organizational change often makes way for progress and ultimate success but can be painful and anxiety producing in the process. In this workshop we will examine the concept of organizational change, typical expectations and realities, and strategies for successfully managing change, both personally and as part of the organization.

Changes; Embracing the Journey

So often the mere notion of "change" can invoke fear, dread, and anxiety, but in reality, change can be an exciting journey, filled with possibilities for maximizing our potential, increasing our happiness and making new connections.

How then, do we get to that level of comfort with change? The key to the journey is within us...join us to explore the power of introspection and reframing that will empower your consummate journey!

Changes; Embracing the Journey Using the ADKAR Model

So often the mere notion of "change" can invoke fear, dread, and anxiety, but, in reality, change can be an exciting journey, filled with possibilities for maximizing our potential, increasing our happiness and making new connections.

We will discuss the **ADKAR Change Management Model** as an effective means for organizing and facilitating change.

Managing Change from the Inside Out

Change is inevitable, but is also one of the most unsettling, threatening aspects of life and work. It is of critical importance in work teams that individual contributors understand their own reaction to change, and their ability to communicate effectively with colleagues and customers in the **face** of change. This interactive, three-hour workshop begins with introspection as participants utilize the inventory "What's My Communication Style?" (HRDQ). We will explore the results of this self-scoring instrument and discuss how one's communication style can be appropriately leveraged in the face of a changing landscape. An extensive discussion of change will follow utilizing actual examples of change in the

employees' work area (our trainers spend time working with management and customizing the session to the specific change management challenges of the work group). Generic case studies will also be presented; employees will work in groups to develop solutions.

Motivating Your Team

Strategic leadership is often the key element governing motivation, engagement, and innovation, but not every team member is motivated in the same way. Join us to discuss tactics for improved motivation and consistently high performance.

Delivering World Class Customer Service

No matter how superior the product is, if the customer service is not optimal, your customers may move to another provider. In this session, we will discuss how to create the consummate customer experience, and how that effort can make your job more enjoyable and meaningful.

Managing Virtual Employees

Working virtually sounds terrific and so progressive until you are the manager wondering what your employees are really doing. The first step in managing a virtual work team is understanding your individual leadership style. In this session, we will assist participants in understanding their leadership style by use of the assessment tool, "What's My Leadership Style", (HRDQ). Discussion of the various leadership styles as they relate to managing virtual employees and inspiring virtual teams will lead to a number of challenging role play exercises. Strategies for effectively monitoring virtual employees and measuring productivity will be discussed in detail.

The Fine Art of Mentoring

Successful mentorships can be life changing and career enhancing, both for the mentor and the mentee, according to a survey by the American Society for Training and Development, 75% of executives reported that mentors had been critical to their success. Mentors also benefit greatly from such relationships by refining their own leadership skills and gaining satisfaction from helping others to succeed. Mentorship is, however, a learned skill – Join us for an interactive session where we will explore mentorship best practices.

Discovering and Refining Your Personal Brand

Your brand is how you "show up" in the social interactive process of both your life and your work. We often have the best intentions, but don't realize how we come across to others. In this session, we will explore one's ideal vision of brand, and steps to take to ensure consummate connection and engagement.

Psychological Safety in the Workplace

How safe do team members feel in your workplace? Is it disastrous to make a mistake? Are people afraid to contribute ideas and respectful, but constructive opinions for fear of retribution? Do workers feel safe enough to share who they really are with their boss and co-workers?

In this webinar we will explore Dr. Timothy R. Clark's framework for psychological safety including Inclusion Safety, Learner Safety, Contributor Safety and Challenger Safety to create a psychologically safe environment in your workplace.

Establishing Attainable SMART Goals

Goal Setting is one of the most basic and essential skills someone can develop. What makes a good goal? We will define SMART goals and discuss the SMART Goal strategy. We will also touch on goal characteristics, time management, making a to do list, and what to do when setbacks occur. This workshop will provide the knowledge and skills for participants and their teams to complete more tasks and get things done.

Habits of Highly Effective People

Old habits die hard, and new habits can be difficult to maintain, but good habits can help us to stay healthy, both emotionally and physically, can make us successful in our work and keep us engaged. Join us for this workshop to learn strategies for discarding old habits, keeping great new ones, and the wisdom to know the difference.

Communication Skills

***Communication Skills in Our Virtual/Hybrid World**

Zoom and TEAMS meetings, email communications, texts – it's easy for details to get lost in the translation without intentional communication. Join us for tools and tactics for effective virtual communication.

The Power of Listening

Per the Greek philosopher, Epictetus, "We have two ears and one mouth so that we can listen twice as much as we speak." However, simply hearing what someone says, and actively listening, are two very different things. Active listening skills are critical to business success, and to thriving in personal relationships. In this session, we will explore the three basic listening modes, we will discuss how individual communication styles impact active listening, and we will practice active listening strategies.

Presentation Skills Tool Kit

Many folks are terrified of speaking in front of others, especially in high-impact situations, but by learning a few simple techniques it can become a pleasant, confidence-building endeavor. Join us to learn simple strategies for great presentations.

Keep it Short and Sweet – The Power of Succinct Communication

Ever read an email spanning several paragraphs that could have been communicated in a sentence? Do meetings always run over because participants take 20 minutes to explain something that should only take 5 minutes, at most? Join us as we explore the principles and strategies represented in the book **"Smart Brevity" by Jim VandeHei, Mike Allen and Roy Schwartz** to help to communicate briefly and effectively.

***Empowering your Influence**

Influence is the ability to impact the behavior of others in a specific direction, leveraging key strategies that engage, connect, and motivate them. Positive Influence is key to successful leadership; in this session we will explore the introspection and strategy required to empower positive, impactful influence.

Developing Exemplary Emotional Intelligence

Emotional Intelligence (EQ) is a stronger predictor of ultimate career success and life satisfaction than Intellectual Intelligence (IQ), but so often it is overlooked, or misunderstood.

In this interactive and introspective session, we will:

- Gain an understanding of the seven multiple intelligences
- Define the concept of Emotional Intelligence and its relationship to success and fulfillment in life
- Consider participants' own current EQ (emotional intelligence quotient)
- Acquire strategies for enhancing individual emotional intelligence
- Discuss the role of EQ in effective communication
- Explore the role of emotional intelligence in career success and life satisfaction

Communication Skills for Managers

Effective communication is critical to management success, yet so many managers and supervisors have difficulty communicating with their employees, and with their peers. In this session, managers will embark on a journey of self-discovery to recognize their personal communication style and how it is perceived by others. Role play and case studies will be utilized as well as a comprehensive self-discovery assessment tool.

Communication Skills: Beyond Words!

There is so much more to communication than the spoken word. In fact, over 60 percent of the message is communicated without words. Participants in this session will discuss non-verbal communication, communication channels through social media, and perceptions of communication through one's appearance.

Emotionally Intelligent Communication

Emotional Intelligence can best be witnessed through one's communication skills; self-awareness, social awareness, self-management and relationship management all become very evident in one's communication pattern - this intensifies with written communication, because the recipient can read the message over and over. In this session, we will explore emotionally intelligent communications and will work with several examples of email, text, and written communication, as well as telephone and Facetime/Skype communication.

Harnessing the Power of Social Media

Facebook, LinkedIn, Twitter: are they good or bad? Utilized correctly these can be wonderful business tools. Utilized incorrectly, they can kill a career. We will discuss effective utilization of these powerful tools, as well as cautions for inappropriate use.

Identifying and Interacting with Narcissistic Personalities

We are hearing increasingly about Narcissistic Personality Disorder and the challenge of identifying whether one's behavior is clinically narcissistic, or something else. In this session we will explore how to identify a narcissist, and key strategies for positive interaction.

Eliminating the Rumor Mill

Some workplaces are rife for the dreaded rumor mill; once the rumor mill gets started it can have an extremely negative impact upon the organization's culture, innovation, productivity, and even reputation. This session, geared at managers and supervisors, will assist in breaking the rumor mill for a more collaborative culture.

Conducting Meaningful Conversations in the Workplace

It's easy to have positive conversations with employees, but for many managers and supervisors it can be so difficult to conduct those challenging conversations dealing with things such as performance, tardiness, and attendance, for instance. In this session we will explore ways to conduct positive and meaningful conversations in the face of challenging circumstances.

Beyond Mars and Venus: Male/Female Communications

Males and females often communicate differently, both in words and in non-verbal communications and actions. Frequently, these differences in style can create impediments for attainment of collaboration in the workplace. By better comprehending one's own communication style and the consequences of dissimilar styles, both males and females can learn how to communicate for better understanding and collaboration in the workplace.

The Power of Networking

Networking is a powerful tool for career success. The more people you know, the greater access you have to opportunities, but for many of us networking can feel awkward and uncomfortable. In this session we will share practical tips for comfortably building your career network.

Leadership Skills

Effective Leadership

We all have the capability to be leaders; it is just vital for us to recognize our own unique leadership style and how we're able to most effectively analyze and interface with the styles of others. Join us for this introspective session where we will learn more about the true definition of leadership and we will discover the leader within.

Inspired Leadership for Stressful Situations

Stressful situations occur frequently at work; a looming deadline, a proposal that must be completed overnight, the tragedy of a staff member, loss of a major client. The actions and emotions of the leader set the stage for the entire team. In

this session, we will explore strategies to remain calm and balanced in such circumstances and to inspire team collaboration, despite momentous pressure.

Supporting Neurodiverse Employees in the Workplace

Actively hiring and supporting neurodiverse employees should be as much a part of your Diversity, Equity, and Inclusion effort as every other category of diversity, but often, neurodiverse employees (ADHD, Dyslexia, Autism Spectrum) don't identify as such.

How then, as a leader, can you help employees to feel comfortable in sharing challenges, and find evidence-based strategies to help them to thrive in the workplace? Join us as we explore this critical topic and share concrete strategies for helping employees to maximize their talents.

Supporting and Empowering Employees with ADHD in the Workplace

Adults with *ADHD* tend to be very bright and creative and can have very successful careers. There may, however, be a variety of challenges, including poor communication skills, distractibility, having difficulty with timeliness and follow through. Join us to discuss concrete strategies to help ADHD employees to thrive at work.

Supporting and Empowering Dyslexic Employees in the Workplace

Employees with dyslexia often have average or above-average intelligence with excellent creative thinking skills. This allows them to see a variety of solutions to a problem. As a leader, understanding the challenges they face is critical. In this session we will identify specific challenges and consider strategies for accommodating and empowering success.

Developing a Strategic Affiliation with your Boss

No matter whether your boss is supportive of your career and a great mentor or difficult and dictatorial, forging a positive working relationship is the best thing you can do for your career. Learn to create a collaborative team relationship with your manager and other superiors.

Leading Efficient and Productive Meetings

Have you ever been to a meeting where it seemed that folks were just "meeting to meet"? Or perhaps you go to meetings with someone who constantly dominates the discussion and decisions. In this session, we will identify the barriers to effective meetings and we will explore constructive and efficient methods for running efficient meetings and driving successful outcomes.

Managing Numerous Clients and Competing Demands

If you are like most of us, you often feel that you have several "supervisors"; your manager, co-workers, and customers who are all competing for your time, combined with imposing deadlines and the stress upon you. In this session, we will discuss stress management techniques, as well as ways to prioritize competing demands and effective communication skills to better facilitate a collaborative spirit with all your "bosses".

The Fine Art of Giving and Receiving Feedback

As a leader you must give frequent feedback; coaching, "one-on-ones", and performance appraisals...and most of us also must receive feedback, both

positive and negative, on occasion. Many people are uncomfortable on either side of feedback. Join us for this session where we will explore strategies for delivering authentic feedback without distress, and graciously and constructively receiving feedback.

Identifying and Addressing Employee Turnover

Quiet quitting and labor shortages have many leaders assessing turnover rates and retention strategies, but how does one know if their attrition rate is high, and if so, how to retain talent? In this session we will learn how to calculate turnover, understand it in context to your industry and geographic locale, and learn solid strategies for retention.

How Highly Successful People Overcome Self-Doubt

No matter how successful we may be, or how confident we may appear, most of us find that self-doubt and vulnerability may creep in at times. Join us to learn how to overcome self-doubt.

We will discuss the importance of becoming comfortable with and sharing your own vulnerability and will reflect upon the teachings of **Brene Brown**.

Behavioral Interviewing Skill-BUILDER

Managers may not interview candidates for positions on a regular basis, thus interviewing can seem an awkward exercise.

In this session, we will explore great "icebreakers" for interviewers, and we will work extensively with the technique of behavioral interviewing to enable a manager to elicit characteristics in applicants that would make them a good match for the position, as well as the culture.

Performance Management

Executive and Career Coaching

Our team of certified Executive and Career Coaches can guide employees to clarity and motivation regarding career decisions, goal setting, managing new roles, and a myriad of career and management challenges. We also administer the Talent Smart 360 assessment, and the Myers Briggs system, we are certified partners of Predictive Index and offer associated coaching.

Coaching Employees for Success

Coaching can be a powerful tool in helping employees to maximize their potential, but it is a skill that must be learned and practiced. Supervisors and managers will learn strategies to positively coach and motivate their employees to self-directed success.

Employee Bootcamp: Basics for Success

This workshop is intended for employees in entry level and service positions, or for those who are new graduates entering the workforce. We will focus on basic skills, polite conventions, and the work ethic necessary for success in the workplace. This session is extremely interactive and participatory presenting case studies, role plays and exercises for success. An optional workbook is available, as well.

Performance Management Planning

Effective performance management requires a well-executed plan that takes each employee's role and capabilities into account and ensures that employee goals are kept on-track. In this session we will help managers and supervisors build a strategy for consistent performance management.

Performance Appraisal Guidelines

For most of us, executing a performance appraisal can be an awkward task, especially if there are significant areas for improvement. We will discuss positive and objective strategies to lead to productive and effective appraisals that provide authentic feedback while motivating enhanced performance.

Providing Productive Performance Discussions

Often performance discussions can be like the dreaded elephant in the room. Many of us tend to dance around the issue at hand, perhaps we are afraid of offending the employee, or of backlash. This session focuses on creating a plan and structure for an authentic and productive discussion, leading to positive outcomes.

Managing Virtual/Hybrid Employees

Working virtually sounds terrific and so progressive until you are the manager wondering what your employees are really doing. The first step in managing a virtual work team is understanding your individual leadership style. In this session, we will assist participants in understanding their leadership style by use of the assessment tool, "What's My Leadership Style", (HRDQ). Discussion of the various leadership styles as they relate to managing virtual employees and inspiring virtual teams will lead to a number of challenging role play exercises. Strategies for effectively monitoring virtual employees and measuring productivity will be discussed in detail.

Managing Virtual Work Teams

It requires a paradigm change to be able to effectively manage a virtual work team and instill confidence and team spirit, as well as ensure optimal productivity. In this seminar, we will explore effective management techniques for the virtual manager, and strategies for measuring the success of your virtual team.

Management Skills for Women

Women encounter distinct workplace challenges that are often different from those of their male coworkers. This highly interactive session is designed to help women to realize their leadership potential, learn the important skills of networking and negotiating, and empower them for successful careers as leaders in their respective fields, and as mentors to other women.

Behavioral Interviewing Skill-BUILDER

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In this session, we will explore great "icebreakers" for interviewers, and we will work extensively with the technique of behavioral interviewing to enable a manager to elicit characteristics in applicants that would make them a good match for the position, as well as the culture.

Diversity – Managing Workplace Differences

Workplace Differences: A Matter of Style

Everyone has a different style of learning, working, and communicating, and one style is not necessarily better than another - just different. In this session, participants will discover; their personal learning/communication style, how their own style affects learning and communication for everyone in the workplace, how understanding and considering the learning and communication styles of others can prevent tension, misunderstanding and stress in the workplace, and how to maximize your own personal style.

Diversity Basics

Embracing diversity and inclusion is essential to a productive workplace, colleague and client relationships and a happy and dynamic life. We will explore the concepts of diversity and inclusion and learn why diversity is of vital importance to business success as well as personal fulfillment.

***Bias is a 4 Letter Word - Overcoming Unconscious Bias in the Workplace**

Bias is so deeply ingrained that we often don't realize that we are experiencing or exhibiting it. In this session, we will use exercises designed to help participants to explore their own biases and work to overcome them.

Understanding and Appreciating Generational Differences

In this session we will recognize each of the four generations that are currently in the workplace, and explore the historical perspective, values, motivations and gifts of each of the generations. Strategies for better relating to each generation and understanding how to best utilize the distinct talents and capabilities of each generation for successful collaboration will be discussed.

Diversity and Inclusion – The New Paradigm

President John F. Kennedy signed the Equal Pay Law, prohibiting gender-based wage discrimination in 1963, since that time, diversity and inclusion efforts have adjusted slowly. Join us to explore the progress and continuing challenges of the quest for equality for all.

Understanding and Leading Gen Z

Generation Z, a cohort born between 1997 – 2012, is quickly surpassing the number of Baby Boomers in the workplace and will comprise 30% of the workforce by 2030. Gen Z brings many unique talents and perspectives to the workplace but can often be understood. Join us to explore the unique competencies and perspectives of Gen Z and learn how to best motivate and lead this talented cohort.

Cultural Competence for Business

Cultural Competence differs from diversity in that it seeks to examine the importance of individual cultural norms, traditions and values as they relate to

the way someone sees the world and relates to his/her co-workers and customers. In this session we will explore the concept of cultural competence, and its importance in the workplace.

Cultural Competence in Healthcare

Cultural Competence, or understanding the cultural norms, traditions and values of an individual who is being treated in a healthcare setting, is of vital importance to delivering effective healthcare services and treatment. Rituals and beliefs surrounding health, birth and death can be extremely culturally specific, and without understanding these norms and values, it is impossible to understand the patient and family. This session will assist healthcare professionals to influence better outcomes.

Diversity from the Inside Out: An Intensive, All-Inclusive Diversity Forum*

In this interactive, half-day session participants will first explore their own personal style (HRDQ's Personal Style Inventory will be administered) for a better understanding of the diversity in us all, and for reflection of how their personal style might influence their communication with individuals of different perspectives. We will discuss all genres of diversity including cultural diversity and competence, as well as gender diversity, generational diversity and diversity of ability. Participants will engage in case studies, role play and in a team exercise to heighten their awareness, and collaborative inclination.

***LGBTQIA+ Sensitivity and Inclusion in the Workplace, and in your Life**

Diversity and Inclusion at work and beyond are essential to an organization's success, but if individuals don't fully understand the perspective of others, it is difficult to truly become a team. In this session we will discuss common assumptions and biases and learn the art of being truly inclusive.

Working and Living with Someone with Neurodiverse Challenges

Neurodiverse individuals (ADHD, Dyslexia, Autism Spectrum) may not be appropriately diagnosed, or may not have the resources and tools to best facilitate their capabilities.

How then, can you help family members or colleagues feel comfortable in sharing challenges, and find evidence-based strategies to help them to thrive? Join us as we explore this critical topic and share concrete strategies for helping to maximize their talents, goals and passions.

Five Generations in One Workplace...

Traditionalists, Baby Boomers, Gen X, Millennials, Gen Z... all with different workstyles and expectations! Join us to better understand each generation and learn how to maximize the fabulous advantages of these generations working in tandem!

The Respectful Workplace

This seminar touches upon the many facets of a diverse workforce, helping employees and managers alike to set an inclusive, respectful tone. We will touch upon inclusion regarding age and gender issues, disability, and race.

Embracing Inclusion

Despite societal progress homophobia and transphobia remain prevalent in society, yet embracing inclusive policies and attitudes greatly increases

innovation, productivity and overall team performance. In this session we will explore best practice strategies for making LGBT colleagues experience a workplace of acceptance, value and inclusion.

Conflict Management

Effective Conflict Management in the Workplace

Conflict is an inevitable part of every human relationship, however, in the workplace where the stakes may be high, and several different "styles" may be working together, the incident of conflict can be much more prevalent, and unresolved conflict can have detrimental effects on productivity and innovation. In this session participants will learn their own conflict style, and will explore the 5 modes of conflict, the time and place when a specific mode may be effective, and strategies for resolving unproductive conflict.

Anger Management

Controlling and limiting anger is important in every aspect of one's life. Without control you are putting limits on what you can accomplish in your personal and professional life. Since everyone experiences anger, it is important to have constructive approaches to manage it effectively. The Anger Management workshop will help teach participants how to identify their anger triggers and what to do when they get angry.

Managing Negative People

Negativity in one employee can spread, affecting the climate of the entire workplace and increasing the emotional burden of your job. While managing negative people is tough, there are methods which enable you to keep your cool, defuse employee negativity, and create a positive culture in your workplace.

Dealing with Challenging People

Everyone can be difficult at times, but we all know those people who specialize in being challenging. In this session, we will discuss how one can best manage their own reaction to negative behaviors and tactics for turning a negative relationship into a more productive, positive one.

Interpersonal Relationships-Moving Ahead by Getting Along

Relationships can be challenging at times; competing agendas, differences in personal styles, and divergent values can create divisions among people. In this session, we will learn how to discover our similarities, shared goals and objectives, and commonalities in an effort to put the negative aside and move toward a collaborative, healthy relationship.

Identifying and Averting Workplace Violence

Today, more than ever before, it is critical for all employees to be aware of anything out of the ordinary, and to understand what steps to take in the event of violence in the workplace. In this session, we will customize strategies for the specific workplace to aid in thwarting potential violence, and in staying safe in the event of a violent event.

Delivering Difficult Messages

Whether delivering news of organizational change, or tough feedback, sharing news that is difficult to absorb can be challenging – you may find yourself procrastinating, or anxious at the prospect. It is further complicated if you are the middleperson delivering messages from upper management that you have no control over. Join us for an engaging discussion of this phenomena (where your fellow attendees will be invited to share their experiences) and learn new techniques for delivering such messages sensitively and well.

Resisting Workplace Bullies

Bullying isn't limited to children and playgrounds. In fact, more bullying probably occurs in the workplace than anyplace else, and the stakes can be high! Join us for this session where we will explore the behaviors and motivations of workplace bullies and learn strategies to disarm bullying behavior and establish productive relationships.

Surviving and Thriving in the Workplace

Dressing for Success and Other Savvy Career Tactics

Sometimes appearances are (almost) everything. Dressing for work may not be as easy as it appears, the mysteries of “business casual”, the cost of a business wardrobe, and can you really wear jeans to work, are questions that we all struggle with. Appearances are important, and they often run deeper than simply one's dress, and include professional behavior and appropriate interaction with colleagues. Join us for an entertaining and interactive forum.

Stoking Innovation

Have you ever needed to be creative, perhaps to develop a new design or plan, or to creatively market a product, and try as you will, your creative juices just aren't flowing? That creative paralysis happens to all of us at some point! Join us to explore reasons for creative paralysis and some engaging and fun strategies to get those creative juices flowing again.

Building Your Professional Network

Building a professional network can seem daunting, especially if you tend to be introverted, or your workplace and external contacts are limited. Building a professional network is, however, critical to career advancement, in fact, 80% of new positions are acquired through networking. Join us to explore strategies for effective networking, deepening your professional knowledge and career opportunities.

Mind Your (Workplace) Manners

Good manners are always in style, but manners don't mean always deferring to others or avoiding conflict. In addition, e-mail, texting and social networking seem to have changed some polite business conventions. We will discuss the new conventions of business manners as well as good, old-fashioned politeness.

Leading Productive and Efficient Meetings

Have you ever been to a meeting where it seemed that folks were just "meeting to meet"? Or perhaps you go to meetings with someone who constantly dominates the discussion and decisions. In this session we will identify the barriers to effective meetings, and we will explore constructive and efficient methods for running efficient meetings and driving successful outcomes.

Harnessing the Power of Social-Media

Facebook, LinkedIn, Twitter and more; good or bad? Utilized correctly these can be wonderful business tools. Utilized incorrectly, they can kill a career. We will discuss effective utilization of these powerful tools, as well as cautions for inappropriate use.

Practicing Workplace Empathy

Understanding and valuing the emotions and needs of employees, customers and others is critical to a leader's success, but empathy often needs to be learned. Join us for an interactive session where we will discuss what empathy is, and what it isn't, as well as barriers we may have to being empathetic and how to overcome them. Practical strategies for developing and practicing empathy will be offered.

Enhancing Critical Thinking Skills

Critical Thinking Skills are important in so many areas of life, and especially professionally, however, research has shown that our ever-expanding reliance on technology can interfere with the acquisition and maintenance of our critical thinking skills. Join us for a practical analysis of how critical thinking skills come to be, and how they can be enhanced.

Understanding Your Style to Maximize Your Potential

Truly knowing yourself, your likes and dislikes, communication style and motivation is critical to success. In this session we will utilize the Personal Style Inventory, or another Myers Briggs type assessment tool that will help participants to discover their own personal style and preferences to better understand how their style can be leveraged for success.

Employee Bootcamp – Basics for Success

This workshop is intended for employees in entry level and service positions, or for those who are new graduates entering the workforce. We will focus on basic skills, polite conventions, and the work ethic necessary for success in the

workplace. This session is extremely interactive and participatory presenting case studies, role plays and exercises for success. An optional workbook is available, as well.

Building a Flexible Work Culture

Many corporate cultures have discovered that managing an employee's "face time" is not consistent with managing their productivity; yet managers often find flexible work strategies such as tele-commuting, flextime and job sharing difficult to understand and supervise. As many of us in supervisory roles will admit – we wonder if someone is working as hard at home as they would in the workplace. Even if a supervisor believes in the concept of telecommuting or flextime, it is common to be confused regarding motivating employees and managing productivity. We will discuss such challenges in this session, and help managers to build a productive, yet flexible work culture.

Diversity 101

Embracing diversity and inclusion is essential to a productive workplace, co-worker and customer relationships and a happy and dynamic life. We will explore the concepts of diversity and inclusion and learn why diversity is of vital importance to business success.

Cultural Competence for Business

Cultural Competence differs from Diversity in that it seeks to examine the importance of individual cultural norms, traditions and values as they relate to the way someone sees the world, and relates to his/her co-workers and customers. In this session we will explore the concept of cultural competence, and its importance in the workplace.

Management Skills for Women

Women encounter distinct workplace challenges that are often different from those of their male coworkers. This highly interactive session is designed to help women to realize their leadership potential, learn the important skills of networking and negotiating, and empower them for successful careers as leaders in their respective fields, and as mentors to other women.

Change Management

Organizational change often makes way for progress and ultimate success but can be painful and anxiety producing in the process. In this workshop we will examine the concept of organizational change, typical expectations and realities, and strategies for successfully managing change, both personally and as part of the organization.

Managing Change from the Inside Out

Change is inevitable, but is also one of the most unsettling, threatening aspects of life and work. It is of critical importance to work teams that individual contributors understand their own reaction to change, and their ability to communicate effectively with colleagues and customers in the face of change.

This interactive half day session begins with introspection as participants utilize the inventory "What's My Communication Style?" (HRDQ). We will explore the results of this self-scoring instrument and discuss how one's communication style can be appropriately leveraged in the face of a changing landscape.

An extensive discussion of change will follow utilizing actual examples of change in the employees' work area (our trainers spend time working with management and customizing the session to the specific change management challenges of the work group). Generic case studies will also be presented; employees will work in groups to develop solutions.

Recognizing and Preventing Workplace Violence

Too often the cautionary signs of violent behavior are ignored until a negative event has occurred. Learning to recognize the propensity for violent behavior and working with an employee to pursue counseling before an issue escalates is a "must have" skill for every manager. It is also essential to become familiar with documented emergency plans for your organization. We will also discuss steps to take if a violent event does occur in the workplace.

Resisting Workplace Bullies

Bullying is not limited to children and playgrounds, in fact, more bullying probably occurs in the workplace than anyplace else, as the stakes can be high! Join us for this session where we will explore the behaviors and motivations of workplace bullies and learn strategies to disarm bullying behavior and establish productive relationships.

Managing Highly Effective Virtual Work Teams*

Working virtually sounds terrific and so progressive until you are the manager wondering what your employees are really doing...the first step in managing a virtual work team is understanding your individual leadership style. In this 3-hour session we will assist participants in understanding their leadership style by use of the assessment tool, "What's My Leadership Style", (HRDQ). Discussion of the various leadership styles as they relate to managing virtual employees and inspiring virtual teams will lead to a number of challenging role play exercises. Strategies for effectively monitoring virtual employees and measuring productivity will be discussed in detail.

Motivating from Within

Motivation is a primary building block of workplace success, but for most of us, it tends to wax and wane over the course of our career. In this session we will explore

reasons for changes in personal motivation and methods of personally stoking your internal quest for staying motivated, innovative and productive.

Harnessing the Power of Positive Thought

Positive keeps one motivated, emotionally healthy and productive; however, it's so easy for negativity to creep into one's thoughts. In this session we will first explore the origins of our negative thoughts, both at work and in our lives, and begin learning to turn the negative into positive thought and action!

Managing your Time to Manage your Life!

So often we learn bad time management habits early in life, and those habits are a barrier to effectiveness and success. In this session participants will have an ability to first analyze their own personal "time style" and then will learn methods to best employ effective time management within the parameters of their personal style.

Conducting Meaningful Conversations in the Workplace

It's easy to have positive conversations with employees, but for many managers and supervisors it can be so difficult to conduct those challenging conversations dealing with things such as performance, tardiness and attendance, for instance. In this session we will explore ways to conduct positive and meaningful conversations in the face of challenging circumstances.

Coaching for High Performance Teams

Clearly, teams where employees are encouraged and developed by means of quality coaching/mentoring are dramatically more effective and collaborative, but coaching is a skill that must be learned and refined.

In this interactive three-hour session, we will first explore each individual's personal coaching style by use of the assessment tool "What's My Coaching Style" (HRDQ). Participants will engage in case studies and in role play designed to refine their own personal coaching styles.

Behavioral Interviewing Skill-BUILDER for Managers

Managers may not interview candidates for positions on a regular basis, thus interviewing can seem an awkward exercise.

In this two-hour session we will explore great "icebreakers" for interviewers, and we will work extensively with the technique of behavioral interviewing to enable a manager to elicit characteristics in applicants that would make them a good match for the position, as well as the culture. Role playing is an essential exercise in this session.

Rebounding - Resiliency in the Workplace

In the workplace and in life employees face challenges, change, and loss on a regular basis. The measure of success is how one rebounds from adverse

situations, in life and in work. In this one-hour session we will explore the notions of challenge, change and loss, and we will discuss strategies for healthy rebound.

Identifying and Addressing Employee Turnover

Our post-pandemic world has brought about "The Great Resignation", and turnover is at an all-time high. In this session we will explore the root causes of turnover, the impact that turnover can have on your bottom-line and your culture, and how to measure the impact of turnover in your organization. We will focus on concrete strategies for increasing employee engagement and retention, as well as effective recruiting strategies for when turnover does occur.

"At Will" Employment

With the exception of collective bargaining agreements and contractual employment arrangements, most employment agreements today are presumed to be "at will"; or, an employer is free to terminate employment for good cause, or for no cause at all. At the same time, the employee is likewise free to resign, strike, or otherwise terminate his/her job. As we know, however, nothing is ever that simple. In this session we will discuss Employment at Will, and explore the variety of exceptions to the law, as well as appropriate strategies for enacting "At Will" employment arrangements.

Drug and Alcohol Awareness for Managers

There are many tell-tale signs that an employee might be abusing drugs or alcohol, and the potential consequences to business include lost productivity, susceptibility for workplace accidents, presenteeism and marginalized client relationships. Having a drug and alcohol awareness training session is of vital importance to all business, but especially to organizations that do business with the federal government, as government contractors are required to have an awareness program in place. Join us for this informative session where we will discuss recognizing signs of drug and alcohol abuse, how to report concerns to management, correct procedures for documenting associated work-related performance issues, and the Reasonable Suspicion standard, as well as making referrals to your Employee Assistance Program.

Sexual Harassment Training for Managers

Sexual harassment is a form of sex discrimination that violates Title VII of the Civil Rights Act of 1964. Harassment can include "sexual harassment" or unwelcome sexual advances, requests for sexual favors, and other verbal or physical harassment of a sexual nature. Often, the harassment may be the result of ignorance and poor taste. This session will clearly define the parameters of sexual harassment, will delineate the law, and will help offer strategies to mitigate inappropriate behavior in the workplace.

Workplace Health & Safety

Healthy, productive employees are essential for the success of your enterprise. In this session you will learn the basics of optimizing ergonomics, infection control to keep employees healthy, environmental precautions, safety issues, and health and fitness ideas for optimizing the overall health, safety and wellness of your workforce.

Stress Management

Emotional Composure: Remaining Unruffled & Dynamic Under Stress

Emotions are a healthy part of the human experience. Acknowledging emotions and understanding your personal stress style is the first step in beginning to control them. In this highly interactive session, we will discuss a selection of customary stressors as well as techniques for exercising control over them.

Managing Your Time to Manage Your Life!

So often we learn bad time management habits early in life, and those habits are a barrier to effectiveness and success. In this session, participants will have the ability to first analyze their own personal "time style" and then will learn methods to best employ effective time management within the parameters of their personal style.

Practical Leadership for Stressful Situations

Stressful situations occur frequently at work; a looming deadline, a proposal that must be completed overnight, the tragedy of a staff member, the loss of a major client. The response of the leader sets the stage for the entire team. In this session, we will explore strategies to remain calm and collected in such situations and to inspire team collaboration, despite significant pressure.

Managing Numerous Clients and Competing Demands

If you are like most of us, you often feel that you have several "supervisors"; your manager, co-workers, and customers who are all competing for your time, and imposing deadlines and stress upon you. In this session we will discuss stress management techniques, as well as ways to prioritize competing demands, and effective communication skills to better facilitate a collaborative spirit with all your "bosses".

Effectively Managing the Stress of Multiple Roles

Careers, school, parenting, household chores, nurturing a relationship, and eldercare responsibilities impose stress from every direction. In this seminar, participants will learn to identify the most salient sources of stress in their lives and learn strategies for organization, delegation and ultimate stress management.

Monitoring and Managing Stress

Stress has reached epidemic proportions in today's society. While some stress can be motivating, excessive stress can wreak havoc on our physical and mental health as well as our productivity and innovation. Join us to learn to discover the root cause of your stress and learn to control it for a more positive you!

Identifying and Repairing Burnout

Ever feel that that you just don't have the energy, or motivation, to proceed with the gusto and passion that are customary for you? You may be experiencing burnout and it can sneak up on you when you least expect it. Being able to diagnose your own burnout, recognize its source and having a plan of action to counteract it is vital to your emotional well-being. We will discuss strategies for diagnosing and overcoming the burnout blahs!

Understanding and Managing Personal Stress

Everyone experiences stress, but our response to it is very individual. In this session we will explore individual stress triggers, discover individual "stress styles" via a brief self-assessment, and devise personalized stress management plans. We will also discuss ways in which stress can be helpful and leveraged for successful outcomes.

Balancing Work and Personal Life

In our quest to be "all things to all people" we often neglect to take care of ourselves and balance responsibilities and competing demands. In this seminar, we will explore and defuse issues of guilt that can occur as we attempt to prioritize, and we will offer practical solutions to the work life balance challenge.

De-Stress at Your Desk!

A "hands-on" session that teaches practical stress management techniques that can be done at one's desk or in any workspace. Deep breathing techniques, visualization, in-place exercises, and mindfulness and meditation techniques will be introduced.

Practicing Mindfulness to Rid Stress

Mindfulness, the practice of maintaining a moment-by-moment consciousness of our thoughts, feelings, physical sensations, and environment, through a calm, nurturing lens, that stresses that there is no "right or wrong" way of thinking, feeling or doing things and reflecting only upon the present moment can lead to greater perspective, and calm from life's stresses. Join us to learn to effectively practice mindfulness.

Physical and Emotional Wellbeing

A Balancing Act for the Work and Personal Life Seesaw

Learn to prioritize competing demands, communicate effectively and view the glass as "half full" in this interactive session.

Are You An Overthinker?

Many of us ruminate over everything...we spend sleepless nights and experience analysis paralysis. Join us to discuss this very common malady and discover some concrete strategies to overcome overthinking.

The Real Secrets of Marital Bliss

Communication, compromise, companionship...and more. We will discuss the stages of marriage, learn to minimize conflict and maximize the enjoyment of your relationship.

Emotional Intelligence Habits

This session is based upon the book *Emotional Intelligence Habits* by Travis Bradberry (can also be offered as multiple sessions utilizing the corresponding workbook, also by Travis Bradberry) will help participants to learn practical strategies to form good EQ habits, and eliminate bad habits, as well as understand one's own deep-set emotions and reactions.

The Fine Art of Flourishing

Flourishing can be defined as growing vigorously and thriving. Today we recognize the importance of thriving in all areas of one's life. In this session we will utilize a Wellbeing Assessment to measure the six domains of well-being: emotional health, physical health, purpose, character strengths, social connectedness, and financial security. We will discuss strategies to maximize your personal flourishing!

Tips and Tactics to Quell Anxiety

According to the National Institute of Mental Health (NIMH), 31.1% of US adults experience an anxiety disorder at some point in their lives. Getting treatment is critical to one's emotional health. There are some practical approaches for recognizing and managing one's anxiety. In this session we will discuss the symptoms of anxiety and some exercises and techniques to alleviate anxious thoughts.

Personal Fitness for Life

Appreciate the physical and mental health dividends of consistent exercise and a healthy diet; learn to make them an unflinching part of your daily routine by recognizing the obstacles to success and developing personal strategies to overcome them.

Oldest, Youngest, Middle? - How Birth Order Influences Your Life and Work

A good deal of our behavior, motivations, and reactions as adults is established by our place in our family's birth order. This session will be entertaining and interactive. You will learn about yourself and your own behavioral patterns, and your work and communication styles based on whether you were the oldest, a youngest, or a middle child. You will also learn keys to interacting with co-workers based on their birth order.

Celebrating Peaceful, Harmonious Holidays

So often, unrealistic expectations of the “perfect holiday” mar the joyous peace of the season. In this session we will discuss those expectations and learn to create new traditions that bring joy to all, while reducing stress, overspending and exhaustion. We will also explore the many emotional issues (grief, loneliness, isolation, and stress) that can make the holidays a very difficult time. The goal of this session is to help you to reduce stress, and experience peace and joy.

Calling All Introverts! Discover your Strengths!

Would you ever guess that Oprah Winfrey and Warren Buffet are introverts? So often, when we tend to be introverted, we may discount the powerful competencies that are inherent in introverts. Join us for this session to better understand your friends, neighbors, colleagues, or maybe yourself, who are introverts, and how to leverage this powerful style.

Practicing Gratitude and Mindfulness

Mindfulness and gratitude go hand in hand, and can substantially elevate one’s overall happiness, manage stress, anxiety and depression, and change one’s perspective permanently. In this session we will explore the aspects of gratitude and mindfulness and will focus on a number of strategies and exercises to take away.

The Power of Connection

Love and belonging are irreducible needs for all people. In the absence of these experiences, there is always suffering... these are the words of Dr. Brene Brown in her book *Atlas of the Heart*. People will always need people...human connection is critical to our well-being, but in our fast-paced world, often we miss those connections. Join us for an interactive webinar where we will explore this concept and strategies for better connection.

This session can also be offered as a series with more significant exercises, and discussion between two presenters.

Understanding and Controlling Fear

President Franklin D. Roosevelt, in his inaugural address, stated *“The only thing we have to fear is fear itself*, but, as we know, fear can be an all-consuming reaction that is both biological and emotional. In this session we will discuss the root of fear, how to recognize it, and some compelling strategies for alleviating fear.

The Power of Listening

According to the Greek philosopher Epictetus, “We have two ears and one mouth so that we can listen twice as much as we speak”, however, simply hearing what someone says, and actively listening are two very different things. Active listening skill is critical to business success. In this session we will explore the three basic

listening modes, discuss how individual communication styles affect listening, and we will practice active listening strategies.

Four Part Smoking Cessation Program – Change Your Mind to Change Your Life*

A dynamic and interactive four-week (one hour per week) series, based upon Smoke-Free.Gov's START process; to assist employees with smoking cessation, the series employs daily strategies and workbook exercises for the four-week period. Participants are awarded a certificate at the successful conclusion of the series. The series can be offered in-person or via webinar and is approved by most insurance carriers for wellness credits.

Rebounding: Resiliency in the Workplace

No matter how much you love your job, or how well you're regarded, there will always be setbacks; a project that didn't go well, difficulty with a co-worker, or a client lost. Join us to discuss how to survive a setback and show your strength and resiliency by rebounding!

Interpersonal Relationships-Moving Ahead by Getting Along

Relationships can be challenging at times; competing agendas, differences in personal styles, and divergent values can create divisions among people. In this session, we will learn how to discover our similarities, shared goals and objectives, and commonalities to put the negative aside and move toward a collaborative, healthy relationship.

Basic Facts About Substance Abuse

Substance abuse impairs decision-making abilities, causes decreased productivity and performance, and is responsible for many workplace injuries. This session explores the various kinds of substance abuse found in the workplace, new "trends" in substance abuse, and implementation of effective workplace policies and programs, as well as how to recognize possible substance abuse issues and how to approach an employee or co-worker regarding the issue.

Harnessing the Power of Positive Thinking

Negative self-talk, which often impedes our everyday lives, can be extremely harmful to your personal relationships, productivity and performance and overall quality of life. This is why learning to change how we think is crucial to our happiness. It takes time and a conscious effort, but if we can change our "faulty" thinking and replace it with more rational, realistic, and positive thinking, then we will be able to approach the challenges in our daily lives from a more confident, rational, and optimistic perspective.

Managing Your Time to Manage Your Life!

So often we learn bad time management habits early in life, and those habits are a barrier to effectiveness and success. In this session, participants will have an ability to first analyze their own personal "time style" and then will learn methods to best employ effective time management within the parameters of their personal style.

Loving Long Distance

Long distance relationships are prevalent these days. In fact, 3.75 million marriages in the U.S. are long distance. In this session, we will explore how to keep a relationship, be it a college relationship or a long-time marriage, alive and conflict free when it must endure long-distance.

Dealing with Grief and Loss (tragic death)

The death of a family member or close friend is, undoubtedly, one of the most difficult experiences in life. In this session, we will discuss the process and stages of grief and learn to move toward resolution of this emotionally trying time.

Stages of Grief

In this session, we will explore Dr. Elisabeth Kubler Ross' "Five Stages of Grief" and discuss how these stages are manifested as we process through loss, both in death and loss of relationships, and other tragic events. We will discuss coping skills to help to get through a difficult time.

Oldest, Youngest, Middle: How Birth Order Influences Your Life

A good deal of our behavior, motivations, and reactions as adults are established by our place in our family's birth order. This session will be entertaining and interactive. You will learn about yourself and your own behavioral patterns, and your work and communication styles based on whether you were an oldest, a youngest, or a middle child. You will also learn keys to interacting with co-workers based on their birth order.

Dealing with Divorce

Divorce is one of life's most difficult experiences, but the magnitude of its lasting effect depends upon how one responds to that challenge. This seminar will focus on the social/emotional aspects of divorce, as well as the practical, and is designed to inspire with "move ahead" strategies.

Preparing Your Child for Divorce

Regardless of their age, divorce affects the children involved - the initial reaction is usually one of shock, sadness, anger, and anxiety. If handled well, kids also can emerge better able to cope with stress, and many become more flexible, thoughtful adults. In this workshop, we will explore strategies for best managing this challenging situation.

Social Media: How it Affects Your Family

Texts, emails, FaceBook posts, Tweets...these can all be convenient and, in some cases, entertaining, but they can also affect how a family interacts. Do your family members text during dinner? What is the tone of your electronic communication? Do you hear about your things going with your children on Facebook? Join this session to explore the positive and negative influences of social media on family communications and develop some strategies to harness the power of social media, while eliminating the negative influences.

Minimizing Worry to Maximize your Life

Are you a worrywart? Nineteen million Americans are chronic worriers and 38 percent report worrying every day. We all worry at times, but if you constantly stress over everything in your life you may be developing a chronic worry habit that can lead to physical and mental health difficulties including stress-related

illnesses, generalized anxiety disorder and depression. In this session we will assist you in analyzing the root cause of worry, and strategies to break the cycle of worry.

Drug and Alcohol Awareness

There are many tell-tale signs that an employee might be abusing drugs or alcohol, and the potential consequences to business include lost productivity, susceptibility for workplace accidents, presenteeism and marginalized client relationships. Having a drug and alcohol awareness training session is of vital importance to all businesses, but especially to organizations that do business with the federal government, as government contractors are required to have an awareness program in place. Join us for this informative session where we will discuss recognizing signs of drug and alcohol abuse, how to report concerns to management, correct procedures for documenting associated work-related performance issues, and the Reasonable Suspicion standard, as well as making referrals to your Employee Assistance Program.

Mental Illness - A Manager's Primer

As a manager it is important to know when an employee may need help with a mental health or stress-related issue, but if we don't have mental health background, it may be hard to know when there may be an issue of concern. In this informative session, we will explore the signs and symptoms of common dimensions of mental illness and appropriate steps to take if you may suspect that an employee requires assistance.

Basic Facts of Mental Health - A Primer

The Centers for Disease Control and Prevention state that approximately 25 percent of all U.S. adults will experience mental health issues at some point; thus, mental illness in the workplace is more prevalent than is assumed. In this session, we will explore common mental health issues, how to recognize them in employees and co-workers, and appropriate strategies for assisting with these issues.

Living Single/Single Again

Life can often feel like Noah's Ark - everyone seems to be paired up. If you are single or divorced in a world of couples it's important to define what makes you happy and fulfilled, find ways to discover and nurture your gifts and passions, and meet new people. We will explore these dimensions and more in this session.

Celebrating Peaceful, Harmonious Holidays

So often, unrealistic expectations of the "perfect holiday" mar the joyous peace of the season. In this session, we will discuss those expectations and learn to create new traditions that bring joy to all, while reducing stress, overspending, and exhaustion. We will also explore the many emotional issues (grief, loneliness, isolation, and stress) that can make the holidays a very difficult time. The goal of this session is to help you to reduce stress, and experience peace and joy.

It's the Little Things that Count: Maximize your Health and Fitness

Ever embark on an ambitious fitness regime only to quit because it's too hard to keep up? Often the most enduring and beneficial endeavors are the small gradual changes in your fitness and diet. Join us to discuss great "little" strategies that work!

Personal Fitness for Life

Appreciate the physical and mental health advantages of consistent exercise and healthy eating. Learn to make them a constant in your daily routine by acknowledging the obstacles to success and developing realistic, customized strategies to overcome them.

Nutrition Know How: Eating for Health

There is so much advice available regarding healthy eating that it can seem overwhelming, and you don't know what to believe. In this session we will explore myths and realities of nutrition, learn some great, economical strategies for healthy eating and share some useful apps.

Grocery Store Strategy

Have you ever thought about what time of day you grocery shop? Where you shop? Do you order online or pre-packaged meals? Balancing budget and beneficial nutrition when grocery shopping can be a substantial challenge; not to mention navigating the grocery store in an efficient manner! This session will offer tips, tools and tactics to make grocery shopping a pleasant exercise in good fiscal and physical health.

Boosting Your Brain Power

The brain, like the rest of the body, improves with exercise. Learn simple strategies and techniques for boosting your brain power!

Basics of Investing: "101"

From the time someone begins their working career, a key to long-term accumulation of wealth (and ultimately one's financial security) is a regular, disciplined approach to saving and investing. One integral and time-tested component of an investing plan is the employer-sponsored 401k, which shields a portion of current income from taxes, with your employer frequently matching a percentage of your payroll contributions, permitting a surprisingly meaningful accumulation of savings in just a matter of a few years. The choice of investment vehicles can be numerous: money market funds, common and preferred stocks, bonds, and bond funds, all depending upon the investor's risk tolerance and time horizon. Join us for "Investing 101", with an introductory look at the best way to get started building wealth for yourself and your family.

Budgeting Basics

We often have the best intention of budgeting and saving, but bills and spending opportunities come out of nowhere, derailing our best objectives. In this engaging session we will examine strategies of budgeting that may align with your individual circumstances and money philosophy with tricks and tips to budget successfully.

Considering Retirement – It's More than Just Money

Retirement is a major change in life requiring a concrete plan for much more than simply your finances. In this session an investment professional will speak about the financial planning strategy required, and a social worker will discuss the life planning strategy required for happiness in the golden years.

***Conquer your Money Anxiety**

We all have distinct relationships with money and our finances, and often, especially during challenging financial times, this can cause us anxiety. With a better understanding of our finances and improved organization, we can control these anxieties and enjoy a more peaceful relationship with our money and finance.

***Managing Home Renovations**

Challenges in the real estate markets have led to many more people renovating current homes or buying “fixer-uppers”, but renovations can be stressful. Join an amateur home renovator, and a representative from a building company to explore compelling tips on renovating.

The Mysteries of Middle Age

On both physical and psychological levels, middle age can make you feel like you have a stranger living in your body. In this seminar, we will discuss normal feelings and issues of this period of life, strategies to alleviate symptoms, and a plan to enjoy the positive aspects of middle age.

One Couple, Two Careers: Thriving as a Dual Career Family

When both members of a couple have successful, high-profile careers there are many advantages, but there are many sacrifices as well. Travel, busy schedules, deadlines, and long hours can lead to stress in the family. In this session, we will discuss strategies to help dual career couples balance their work and home life and maximize their family's happiness.

The Real Secrets of Marital Bliss

Communication, compromise, companionship and more. We will discuss the stages of marriage, learn to minimize conflict and maximize the enjoyment of your relationship.

When Your Marriage is in Trouble

So often, marriages are in trouble for a considerable amount of time before spouses even realize it. On average, a marriage experiences duress for six years before couples are cognizant of it; often that is too late. This seminar will assist participants in discovering the signs of trouble in a marriage and will offer practical strategies to mitigate difficulty before divorce is considered.

Getting the Most from Your Doctor's Visit

When you visit your doctor, do you ever feel so rushed or anxious that you forget your questions? Do you get home and think “I should have mentioned ___?” Often, even if we are great consumers in other transactions, we become deferential in our visits to physicians. In this session, we will discuss steps to take prior to your consultation to maximize the effectiveness of your visit for improved health.

The Influence of Positive Self Talk

So often we talk ourselves out of things – “I can't possibly do that”, “I know that person doesn't believe me (like me, etc.)” – in this session we will explore research related to the power of positive thinking and we will learn to take negative thoughts and turn them to the positive for a healthier more productive life!

Protecting Your Family from Cyber Bullies

The internet and social media have taken bullying to new lengths; now our family members can be bullied virtually, while in the comfort of our homes. This session helps participants to understand the issues of bullying via social media (Facebook, Instagram, Snap Chat, Twitter and others) and offers practical suggestions for protecting your family from this harmful invasion.

The Pain of Family Estrangement

Sadly, at some point, more than 24% of families will encounter painful estrangement (often of adult children and parents). A distressing trend, this phenomenon can rob family members of happiness, security and hope. Join us as we discuss this challenge, some approaches for reconciliation, and strategies for leading a happy, productive life despite the pain.

Four Part Smoking Cessation Program – Change Your Mind to Change Your Life*

A dynamic and interactive four-week (one hour per week) series, based upon Smoke-Free.Gov's START process; to assist employees with smoking cessation, the series employs daily strategies and workbook exercises for the four-week period. Participants are awarded a certificate at the successful conclusion of the series. The series can be offered in-person or via webinar and is approved by most insurance carriers for wellness credits.

Seminars for Effective Families

Effectively balancing the demands of work with family life can be an arduous task. The following training offerings are designed to assist employees in better understanding the ever-changing challenges of family life and to offer practical solutions to assist in the goal of maximum enjoyment of family and life, balanced by achievement and consistent productivity in the workplace.

Topics for Effective Parenting

Selecting Optimal Childcare

Selecting an optimal care arrangement for one's child is, without doubt, one of the most stressful responsibilities of parenthood. Optimal care arrangements have great benefit to both the child and the family. First, one must determine the ideal mode of care for the particular child and household environment; family day care, center-based care, cares in one's own home (nanny), or live-in care. Once that has been determined, individual providers must be assessed, both for quality, and for chemistry. This seminar will help parents to sort through the specifics of childcare and will offer a "toolbox" of assessment strategies, as well as practical suggestions for adjustment to the new caregiver.

Attracting and Retaining Mary Poppins

Finding the perfect nanny can be challenging; as consistency of care has great impact upon a child's development, retaining that person is even more important. In this session we will explore a variety of in-home caregiving arrangements, will discuss search and assessment strategies, and we will explore tactics for long-term retention of the perfect caregiver.

Working with Support Staff at School

Fortunately, most schools today have numerous resources to meet the diverse needs of students, social workers, speech and language therapists, psychologists, and others. Parents often need to advocate for their children in partnership with these teams of professionals. Dr. Ginger Tilman, a school social worker, will discuss optimal strategies for aligning with these professionals.

An Explosion of Learning – The Developing 2 to 5-Year-Old

Between the ages of 2 and 5 children experience an incredible metamorphosis; they grow tremendously both physically and intellectually, and their individual talents and personalities begin to emerge. As children experience this ever-widening world, parents often wonder if they are doing enough, or, conversely pushing too hard to facilitate learning. In this seminar we will explore developmental highlights of this age group and will help parents to fully enjoy this magnificent stage of life.

Surviving and Enjoying the Six Stages of Parenthood

In this half-day session, we will examine, not child, but parental development from the pre-natal phase through the empty nest, or departure phase, combining the human development theories of Freud and Erikson with concrete, contemporary insights from the book, "The Six Stages of Parenting".

Being the Grandest of Grandparents

A number of years ago grandparents often lived in close proximity to their grandchildren and had the ability to interact frequently. Things have changed, today often grandchildren reside a great distance from their grandparents; we will discuss how to maintain that special closeness with those long-distance grandchildren. A number of grandparents these days are assuming custody of grandchildren; this presents more complex challenges. Grandparents living close to grandchildren may be spending more time with grandchildren as their children are employed outside the home. We will discuss the issue of discipline, while maintaining the parents' authority. Most importantly, we will discuss ways to enjoy those wonderful children while creating memories and traditions.

Grandparenting in the 21st Century

There are few joys in life greater than being a grandparent, but optimal grandparenting today has changed in many ways. Grandparents need to be

engaged and involved, but must respect boundaries, child raising trends may have changed substantially, and there are so many great things that one can do to engage and afford memories for grandchildren.

Join us for an introspective and fun session as we discover keys to consummate grandparenting!

Effective and Rewarding Single Parenting

Close to 14 million U.S. households are headed by single parents; these parents are true heroes, shouldering a multitude of roles including mother, father and employee. In this session we will explore the stresses they encounter as they juggle roles and we will discuss practical solutions to multiple challenges, as well as ways for single parents to enjoy their own lives as they fulfill these numerous roles.

Learning Disabilities and Your Child

Being told your child has a learning disability can be daunting for a parent; however, learning disabilities don't have to be an impediment, just a detour. This session will educate parents regarding optimal resources to help their children, will assist parents in learning to celebrate their children's capabilities and gifts, will help parents to understand what is entitled to their children by law, and will empower parents to demand the best support and services for their kids.

Children and the Internet – How much is too much?

Do children ever pick up the phone and call their friends anymore? Texting, instant messaging, Facebook, Twitter; this is how kids communicate these days, but how much of this is too much? What will the impact be on the child's ability to communicate, and is all of this a distraction from schoolwork or other tasks at hand? Join us as we explore the nuances of the internet, its effect on the development of children and adolescents, and strategies for helping your child to keep its use in perspective.

Parenting Teens – The Parental Merry-Go-Round

Parenting adolescents is one of the more challenging tasks of parenthood, but, at the same time, one of the most rewarding. Moods, motivations, friendships and attitudes can change on a dime; yet, at the same time, you can share interests and appreciate them on a more sociable level. In this seminar we will explore the characteristic behaviors of adolescence, and discuss strategies to harmoniously share time together, and begin to build an adult relationship with your child.

Separating – The Bittersweet Task of Parenting

From the day they're born we hold our children close to our hearts and protect them. Whether they are leaving for preschool or college; separating is a parent's biggest challenge, and at times can be an equally difficult challenge for the child. This session will help parents to appreciate their children's successes while encouraging their independence.

Protect Your Child from Bullying

More and more school districts are becoming aware of bullying yet often children who are being bullied are ashamed, and fearfully hide this fact until it is too late. Learn to recognize the signs that your child might be the object of bullying, learn strategies to communicate effectively with your child's school administrator, and explore strategies to assist your child in standing up to the bullies.

Assessing the Mental Health of Adolescents and Young Adults

Life can be challenging, with so many choices, challenges, and stresses as one is attempting to discern identity and life's path. Join us for a discussion on key indicators of mental health challenges and suggestions for improving mental health and reducing stress and isolation.

Maximizing Your Child's Gifts and Talents

Every child has special gifts and talents and helping your child to explore a wide variety of activities can help them to discover their talents. Some children are identified as "gifted" as a result of testing in their school environment. In this seminar we will discuss the challenges of being "gifted" and ways to maximize gifts and talents without placing undue pressure on the child.

The Challenge of College Selection and Admission

What Do Colleges Really Look For?

The college admissions process has become fiercely competitive, both parents and students are facing significant anxiety regarding admission to college. In this session we will discuss how a student's distinct background will be assessed by an admissions committee, dialogue regarding such issues as AP courses, SAT and ACT scores, Early Decision vs. Early Action admission, what extra-curricular activities are most impressive, athletic considerations, and some basic information about financial aid. We will also explore the presentation of an appealing resume and application.

Assisting Your Child in the College Selection Process

Choosing a school that's optimal for your individual student is critical to your child's college experience. In this session we will offer practical suggestions for maximizing campus visits, creating a personal assessment document, and evaluating various details of environment, programs offered, culture and academic/career capabilities.

Paying for College

College is a tremendously expensive proposition! In this session we will discuss strategies for affordability including grant opportunities, student loans, navigating the FAFSA, work study opportunities and a number of other practical strategies.

Making it Work – Fulltime Work and College at the Same Time

Basically, there are two ways to get ahead – doing well at your job and advancing your education. For adults who are pursuing college or graduate education, and, at the same time are working full-time, this can seem like an impossible task. In this session strategies for managing, it all, as well as managing the accompanying stress will be discussed.

***Helping College Students to Thrive During the “New Normal”**

The pandemic, as well as other national events, have left college students with numerous challenges, and not living the carefree life they may have expected. We will discuss how you can help your student to get the most out of their educational and social experience, despite the challenges.

Caring for the Seniors in Your Life

Surviving the Stresses of Caregiving

Caring for an elder can be an ambitious and exhausting task; not only physically demanding, but emotionally draining. In this session we will explore typical sentiments and frustrations of the caregiver and will discuss tactics and resources to make this task manageable, while still enjoying a relationship with your loved one.

Evaluating Care Requirements

It's often difficult to tell when your elder may require an increased level of care; particularly if you live at a distance, you may not be aware of loss of capabilities, declining memory and other changes requiring changes in the care plan. In this session we will explore the various “markers” of the need for increased care and creative solutions for meeting such needs.

Caring for Elders at Home

Surprisingly only 4% of our nation's elders are cared for in institutional settings (nursing homes, etc.); most elders are cared for either in their own homes or in the homes of relatives or close friends. Caring for an elder at home presents unique challenges, modifications and skills, as well as family cooperation; this session will assist caregivers in planning for effective caregiving in the elder's home, or in their own home.

Caring for a Loved One with Dementia

Dementia is a heartbreaking disease where loved ones grieve the loss of the individual's competencies and personality on a daily basis, while requiring an ever-escalating need for care.

In this session we will discuss the myriad challenges of caring for a loved one with dementia while maintaining personal peace and fulfillment.

***The Mysteries of Medicare**

Understanding the many dimensions of the Medicare program can be challenging, whether you are assisting elder relatives, or navigating it for yourself. Join us for an in-depth discussion of Medicare benefits and supplements.

Working Through Grief and Loss

The death of a family member or close friend is, undoubtedly, one of the most difficult experiences in life. In this session we will discuss the process and stages of grief and learn to move toward resolution of this emotionally trying time.

Legal and Financial Resources for Caregivers

The legal and financial implications of caring for elders are enormously complex and subject to continuous modification. In this session we will discuss the basic legal and financial issues of caregiving and will offer resources for further information.

Resources for Long-Distance Caregiving

Caring for an elder who lives a significant distance from you can present distinct challenges. In this seminar will discuss strategies for efficiently assessing resources from a distance, for negotiating with family members and friends who live close to the loved one, and we will share approaches for connecting and collaborating with long-distance physicians and caregivers.

The Sandwich Generation; the Ultimate Balancing Act

Caring for an elder is an enormous challenge in itself; combining elder care with care of children or adolescents and attempting to balance the demands of a career can seem overwhelming to even the most organized individual. In this session we will focus on establishing balance, recognizing negative emotions, adhering to priorities and reducing stress.

Excellere's Mini-Course Series

Series:

The following topics can also be offered in 30-minute discussion style workshops. Participants will be encouraged to read and explore specific topics and resources between each session, leading to deeper engagement, and better learning outcomes:

- **Challenges of Neurodiversity:**
 - o Session One – Neurodiversity's Challenges – At Work and at home
 - o Session Two – The Challenges of ADHD

- o Session Three – Flourishing on the spectrum
- o Session Four – Parenting a neurodiverse child
- The Anti-Anxiety Toolkit:
 - o Session One – Defining anxiety and fear
 - o Session Two – The cycle of anxiety – strategies for breaking through
 - o Session Three – Anxiety and our relationships
 - o Session Four – The complete toolkit; strategies to relieve anxiety and break the cycle of negativity
- Enhancing your Emotional Intelligence Habits (based on the book “Emotional Intelligence Habits” by Dr. Travis Bradberry)
 - o Session One - Beat stress and stay calm
 - o Session Two – Neutralize toxic people and read body language like a pro

Suggest a session; we love to innovate!

Productive...Energized...People