

## **Turning Conflict to Collaboration**

### **Course Overview:**

Turning Conflict to Collaboration: Tools for Constructive Communication in County Government is an engaging 2.5-hour training designed to help county employees turn everyday workplace conflicts into opportunities for connection and problem-solving. Through realistic scenarios, interactive exercises, and reflective activities, participants will build practical skills in active listening, emotional regulation, and respectful communication. This course empowers attendees to navigate tensions, whether between departments, with the public, or in high-pressure conversations, with professionalism, empathy, and confidence, ultimately fostering a more collaborative and productive work environment.

## **Practical Problem-Solving Skills**

### **Course Overview:**

Practical Problem-Solving Skills is a 2.5-hour interactive course designed to provide supervisors and professional-level employees with effective, real-world strategies for tackling workplace challenges. Participants will learn a structured approach to identifying root causes, generating and evaluating solutions, and making sound decisions under pressure. Through hands-on exercises, group discussions, and public service-specific scenarios, attendees will strengthen their critical thinking, collaboration, and decision-making skills, enabling them to resolve problems efficiently while fostering innovation and accountability within their work groups.

## **Practical Ways to Keep People Engaged**

### **Course Overview:**

*Practical Ways to Keep People Engaged* is a results-driven training designed to help leaders and managers cultivate a motivated, high-performing workforce. Participants will gain a clear understanding of the essential elements of employee engagement and the core drivers that influence motivation and retention. Through real-world examples and actionable strategies, this course equips leaders with tools to empower their teams, foster a culture of ownership, and create an environment where employees feel valued and inspired. Attendees will leave with practical leadership habits that sustain engagement and boost team performance.

## **Team Dynamics that Deliver: How to Lead a Successful**

### **Course Overview:**

*Team Dynamics that Deliver: How to Lead a Successful Team* is an interactive class designed to equip public sector leaders with the insight and tools needed to build and sustain high-performing teams. Participants will explore the underlying dynamics that influence team effectiveness, distinguish between productive and dysfunctional team behaviors, and learn how to foster a collaborative, trust-based team culture. Through practical exercises and proven strategies, including the Six Keys to Team Success, leaders will gain hands-on experience applying team development techniques tailored to the challenges and opportunities of public service environments.

## **Leading With Influence in Meetings**

### **Course Overview:**

*Leading With Influence in Meetings* is a practical and empowering course designed to help professionals lead meetings with clarity, confidence, and impact. Participants will learn how to determine when a meeting is truly necessary, define its purpose, and apply a proven six-step framework to ensure effectiveness. From building outcome-driven agendas to selecting the right participants, this course emphasizes intentional planning and execution. Attendees will also develop facilitation skills that promote focus, inclusivity, and engagement, while enhancing their leadership presence and ability to influence outcomes in any meeting setting.

## **Bridging Generational Gaps At Work**

### **Course Overview:**

*Bridging Generational Gaps At Work* is a 2.5-hour interactive training course designed to help county employees collaborate more effectively across generational lines. Through engaging activities and real-world public sector examples, participants will explore how differing values, communication styles, and workplace expectations can impact teamwork, sometimes creating tension, but also opening the door to innovation. The course fosters empathy, mutual respect, and inclusive communication, equipping attendees with practical strategies to reduce misunderstandings, appreciate diverse perspectives, and build stronger, more connected teams across all age groups.

## **Coaching for Performance and Growth**

### **Course Overview:**

This 2.5-hour class is designed to help leaders and supervisors develop impactful coaching skills that drive individual and team success. Participants will learn how to foster a growth mindset, set clear expectations, and provide meaningful feedback that motivates and empowers employees. Through interactive discussions and real-life scenarios, the course emphasizes practical techniques for guiding performance conversations, unlocking potential, and cultivating a culture of continuous learning and accountability. Attendees will leave with tools to inspire growth, strengthen relationships, and elevate results across their teams.