

ENGAGING AT WORK

OVERVIEW

This engaging workshop is designed to *strengthen* key *communication* and behavioral skills in all employees, with a primary focus on taking personal responsibility for actions that can have a productive, positive, and motivating effect for themselves and others. This 2-day workshop works with employees to *increase* the quantity and quality of everyday communications in the work place. Also, the workshop *enhances* each employee's ability to work successfully with all other employees, regardless of position or differences in work approaches. To encourage *maximum participation and partnership*, this series employs a mix of teaching methods including interactive group work, experiential activities, video and focused discussion.

OUTCOMES

Upon completing this two-day program, the participants will be able to:

- 💡 Take Responsibility
 - in any/all situations in which they participate
 - by understanding that behaviors of blaming, justifying or mental “quitting” have no productive place in a work environment

- 💡 Adapt to Different Work Styles
 - by understanding the different work styles and recognizing the power/benefits of each
 - when working with a person of a different work style to achieve maximum productivity with little to no personal resistance

- 💡 Take an Active Role in Communication
 - with active listening techniques
 - by controlling body language
 - with thorough questioning techniques

- 💡 Give Positive and Negative Feedback
 - in a productive, task-based framework
 - to all levels of the organization

- 💡 Motivate Themselves and Others
 - using the principles of FISH!, *a trademark of ChartHouse Learning*
 - Choose your attitude
 - Be there
 - Make their day
 - Play

TOPICS

The session outlines are as follows:

- I. Work Styles
 - Evaluation
 - Strengths and challenges
 - Successful cooperation between styles
- II. Motivating Yourself and Others
 - Sources of motivation
 - Ways to motivate
- III. Questioning and Listening Skills
 - Situations for questioning
 - Success through questioning
 - Gathering good information
 - Empathy
 - Active listening
- IV. Giving Feedback
 - Positive and constructive feedback
 - Balanced, specific feedback

GENERAL INFORMATION

This workshop is offered in two 7-hr sessions, with the two sessions separated by 1-4 weeks. Enrollment is *limited to 20 participants* per workshop. Participants must commit to working with the skills between sessions.

TARGET AUDIENCE

 All employees