Self Confident Women

Your future is in great hands... Your Own

Emotional Intelligence and Your Career

Confidence and Communication eLearning for Support Staff

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Contrary to popular opinion – Knowledge is not Power.

You MUST self-manage and optimise your personal strengths to separate yourself from the crowd.

EQ (also referred to as Emotional Intelligence) refers to a measurement of emotional intelligence. The good news is that unlike IQ, which tends to be constant, EQ can be intentionally raised. You can increase your EQ, communication skills and confidence levels.

Your level of EQ (or EI) impacts your job the more you work with people. Studies reveal that only 35% of people have naturally high levels of Emotional Intelligence. Look around your company, it means 65% of your staff are not working at their optimum level.

Your level of EQ is measured by your understanding of five core areas.

Self Awareness: (The ability to recognize and understand your moods, emotions, and drives, as well as their effect on others)

Self Regulation: (The ability to control or redirect disruptive impulses and moods and the propensity to suspend judgement and think before acting)

Motivation: (A passion to work for reasons that go beyond money or status and a propensity to pursue goals with energy and persistence)

Empathy: (The ability to understand the emotional makeup of other people)

Social Skills: (A proficiency in managing relationships and building networks)

Businesses with employees with high emotional intelligence are happier, more productive and show results more than 10-fold of those companies who don't and the good news is – these are all skills which can be learned.

Choosing to be an "Employer of Choice"

Would you like to be perceived as a responsible and attractive employer with employees who are enthusiastic, well-trained and stay with your company long-term?

Save time, frustration and money by not having to constantly deal with employee issues and staff turnover?

Companies who have employees displaying a variety of low emotional intelligence traits are likely to be suffering from a toxic culture. And these poor behaviours impact on others - creating tension, unhappiness and when not dealt with quickly and appropriately, a loss of good employees follow.

By offering a range of soft and hard skills training, you will:

- Attract and retain the best talent
- Create and maintain a positive and productive work environment
- Develop and support people to reach their potential and
- Foster inspiring and engaging leadership at all levels

Help your employees optimise their strengths, increase their confidence and become an effective professional in your workplace.
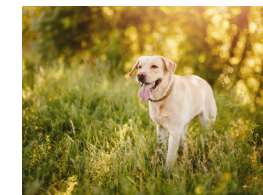
Low Emotional Intelligence		High Emotional Intelligence
Aggressive Demanding Egotistical Bossy Confrontational		Assertive Ambitious Driven Strong-Willed Decisive
Easily Distracted Glib Selfish Poor Listener Impulsive		Warm Enthusiastic Sociable Charming Persuasive
Resistant to Change Passive Un-Responsive Slow Stubborn		Patient Stable Predictable Consistent Good Listener
Critical Picky Fussy Hard to Please Perfectionistic		Detailed Careful Meticulous Systematic Neat

Introducing the Self Confident Women Corporate eLearning Program

Who is this eLearning Program for?

This training is aimed at developing the Confidence and Communication Skills of Support Staff.

No organisation can be successful without a strong foundation and yet often these wonderful employees who work in the front-line are overlooked for training.

They are doing their best to juggle their workload along with communicating well with internal and external clients but feel increasingly stressed without the skills to fulfil their roles as well as they could. They often can't be released from their positions to attend training sessions which only aggravates the situation more.

eLearning solves this problem. It can be done at any time that suits the individual or topics can be chosen for 'Lunch and Learn' team sessions.

Corporate Membership starts from as little as $4,000* for 12 months unlimited access and we work with your IT staff to get this up and running.

*depending on the number of support staff you would like to have access. Please contact us.

Soft skills can make or break a career. Knowing how to use them effectively will help your employees do their current roles better; be confident enough to apply for the promotion they dream about; help them to communicate clearly and be heard, and ultimately, these skills will make them happier.

They will feel more in control of their life; be able to maintain stability when the going gets tough and be more confident to take on challenges in business and life in general.

The Self Confident Women Membership provides unlimited access to our eLibrary which is jammed packed with topics to increase EQ, communication and confidence levels.

Confidence is built around mastery.

What's Included in the Corporate Membership

The Complete set of 12 Self Confidence eBooks
RRP $107

Transform for Personal Success. If more success and personal fulfillment is what you're seeking, these books can help get you from where you are, to where you want to be.

They will help you gain sharper focus, increase your confidence levels and give logical tips to streamline your everyday life.

- Self Confidence
- Want more Success and Happiness? Here's How
- The Key to work/life balance
- Take Control Of your Future Right Now!
- Plan, progress and achieve your dreams
- Managing Change Made Simple
- I'm Late, I'm Late. Time Management for Busy Women
- Lost? Find Your Life Purpose
- OMG Which voice in my head should I listen to?
- Starting Now be the Change you want to See
- What are Strengths & more importantly What are Mine?
- Walk the Talk of an Inspiring Leader

50+ eLearning Modules

We cover a variety of soft and hard skills training to assist women to be more confident at work and create a better life for themselves in and out of the workplace.

Each module runs for approximately 40 minutes, is easy to understand and accessible 24/7 from anywhere in the world.

Let them know the key to their success is to focus ONLY on their #1 problem. Focus on their biggest issue. The thing that is stopping them from moving forward TODAY.

Then... Find the topics related to that burning issue and study those.

Biggest issue first – there's 12 months unlimited access to complete as many topics you want. We don't want anyone stuck in overwhelm, focus on one thing at the time.

What's Included in the Corporate Membership?

Confidence (Soft skills)

Communication

Others who have used this online program

Click on the page number for the topic overview or click continue to find out more.

10 Soft Skills You Need

The meaning of Soft Skills can sometimes be difficult to describe. It can be that unique attribute or characteristic that facilitates great communication. It can be the special way that you show confidence in a challenging situation. These and other events can become more easily managed with this great module.

With our 10 Soft Skills You Need module your participants will begin to see how important it is to develop a core set of soft skills. By managing and looking at the way people interact and seeing things in a new light, your participants will improve on almost every aspect of their career.

Objectives:
- Discuss how soft skills are important to success in the workplace
- Understand the 10 key soft skills everyone should have
- Use soft skills to relate more effectively to others in the workplace
- Understand how to use soft skills to communicate, problem-solve, and resolve conflict
- Apply soft skills to specific situations

Assertiveness & Self Confidence

Self-confident and assertiveness are two skills that are crucial for success in life. If you don't feel worthy, and/or you don't know how to express your self-worth when communicating with others, life can be very painful.

This module will give participants an understanding of what assertiveness and self-confidence mean and how to develop those feelings in their day-to-day lives. These skills will encompass many aspects of your participant's lives and have a positive effect on all of them.

Objectives:
- Define assertiveness and self-confidence, and list the four styles of communication
- Describe the types of negative thinking, and how one can overcome negative thoughts
- Explain the difference between listening and hearing.
- Define the importance of goal setting, and practice setting SMART goals for assertive behavior
- Utilize methodologies for understanding your worth and the use of positive self-talk
- List reasons why a pleasing appearance and body language are critical for creating a strong first impression
- Practice sending positive communications phrased as "I-Messages"
- Practice strategies for gaining positive outcomes in difficult interpersonal situations.

Appreciative Inquiry

Organizations can be thought of as living beings made up of the individuals working within it. Appreciative Inquiry has the ability to change the whole organization by changing the people. Through positive questioning people will be directed to move in a positive direction. Recognizing the strengths and values of what works as opposed to what's wrong will transform the individuals and thus transform the organization.

Appreciative Inquiry is a shift from looking at problems and deficiencies and instead focusing on strengths and successes. It is a tool for organizational change and it will strengthen relationships. Who doesn't like to share good positive stories and events? Think about it.

Objectives:
- Know the meaning of appreciative inquiry
- Think in positive terms and avoid thinking negatively
- Encourage others to think positively
- Recognize positive attributes in people
- Create positive imagery
- Manage and guide employees in a positive environment

Attention Management Skills

A distracted employee is a less effective employee. Employees who do not pay attention to their work can waste valuable time and make careless mistakes. Your participants will be more efficient at their job, make fewer mistakes, and overall be more productive.

Attention Management is a useful skill that allows managers to connect with their employees on an emotional level and motivate them to focus on their work and how to reach their personal and company goals. Your participants will gain valuable insight and strategies into what it takes to be more attentive and vigilant.

Objectives:
- Define and understand attention management.
- Identify different types of attention.
- Create strategies for goals and SMART goals.
- Be familiar with methods that focus attention.
- Put an end to procrastination.
- Learn how to prioritize time.
- Increased productivity
- Increased job satisfaction

Creative Problem Solving

In the past few decades, psychologists and business people alike have discovered that successful problem solvers tend to use the same type of process to identify and implement the solutions to their problems. This process works for any kind of problem, large or small.

This module will give participants an overview of the entire creative problem solving process, as well as key problem solving tools that they can use every day. Skills such as brainstorming, information gathering, analyzing data, and identifying resources will be covered throughout the module.

Objectives:
- Understand problems and the creative problem solving process
- Indentify types of information to gather and key questions to ask in problem solving
- Identify the importance of defining a problem correctly
- Identify and use 4 different problem definition tools
- Use basic brainstorming tools to generate ideas for solutions
- Evaluate potential solutions against criteria, including cost/benefit analysis and group voting
- Perform a final analysis to select a solution
- Understand how to identify the tasks and resources necessary to implement solutions
- Evaluate and adapt solutions to reality

Body Language Basics Skills

Can you tell if someone is telling the truth just by looking at them? It is a skill that a lot of people do not have. Through Body Language Basics you will be given a set of tools to use to your advantage. Understanding Body Language will provide you a great advantage to adjust and improve the way you communicate through non-verbal communications.

This module will provide you with a great set of skills to understand that what is not said is just as important than what is said. It will also give you the ability to see and understand how your own Body Language is being seen.

Objectives:
- Define body language.
- Understand the benefits and purpose of interpreting body language.
- Learn to interpret basic body language movements.
- Recognize common mistakes when interpreting body language.
- Understand your own body language and what you are communicating.
- Practice your body language skills.

Critical Thinking Skills

We live in a knowledge based society, and the more critical you think the better your knowledge will be. Critical Thinking provides you with the skills to analyze and evaluate information so that you are able to obtain the greatest amount of knowledge from it. It provides the best chance of making the correct decision, and minimizes damages if a mistake does occur.

Critical Thinking will lead to being a more rational and disciplined thinker. It will reduce your prejudice and bias which will provide you a better understanding of your environment. This module will provide you the skills to evaluate, identify, and distinguish between relevant and irrelevant information. It will lead you to be more productive in your career, and provide a great skill in your everyday life.

Objectives:
- Understand the components of critical thinking
- Utilize non-linear thinking
- Use logical thinking
- Recognize what it means to be a critical thinker
- Evaluate information using critical thinking skills
- Identify the benefits of critical thinking
- Revise perspective, when necessary
- Comprehend problem solving abilities

Emotional Intelligence

Emotional intelligence describes the ability to understand one's own feelings, and that of groups, and how these emotions can influence motivation and behavior. The concepts of Emotional Intelligence have been around since at least the 1900's, but the term was first introduced by Wayne Payne in 1985.

As a result of the growing acknowledgement by professionals of the importance and relevance of emotions to work outcomes, the research on the topic continued to gain momentum, but it wasn't until the publication of Daniel Goleman's best seller Emotional Intelligence: Why It Can Matter More Than IQ that the term became widely accepted by mainstream media.

Objectives:
- Define and practice self-management, self-awareness, self-regulation, self-motivation, and empathy.
- Understand, use and manage your emotions.
- Verbally communicate with others.
- Successfully communicate with others in a non-verbal manner.
- Identify the benefits of emotional intelligence.
- Relate emotional intelligence to the workplace.
- Balance optimism and pessimism.
- Effectively impact others.

Confidence Topics

Developing Creativity

Children have an innate creative ability when they are born, but for some reason adults can lose it along the way. Your participants will move out of the mundane, be more curious, engage, and explore new ideas. Recognize creativity and be ready when it happens.

With our Developing Creativity course your participants will learn how to remove barriers that block or limit their creativity. They will improve their imagination, divergent thinking, and mental flexibility. Participants will learn mind mapping, individual brainstorming, and when to recognize and look for what inspires them to be more creative.

Objectives:
- Define creativity
- Act with confidence
- Engage in curiosity
- Stop acting out of fear
- Learn from introspection
- Take risks

Goal Setting and Getting Things Done

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

Our Goal Setting and Getting Things Done module will cover strategies to help your participants overcome procrastination. These skills will translate into increased satisfaction in their professional and personal lives. Your participants will learn the Goal Setting characteristics of successful people and in turn will become happier and more productive individuals.

Objectives:
- Overcome procrastination
- Manage time effectively
- Accomplish important tasks
- Self-motivate
- Create SMART goals

Health and Wellness at Work

A healthy employee is a happy and productive employee, and that is a goal for every organization. Through our Health and Wellness at Work program your participants will experience the benefits of a healthier lifestyle and workplace.

Our Health and Wellness at Work course will be instrumental in creating a "Culture of Wellness" within your organization. Your participants will touch on common issues such as smoking cessation, nutrition & weight loss, and preventative care. Health and Wellness is the responsibility of everyone in an organization so take the positive step and create a program at your organization.

Objectives:
- Access Health and Wellness Program Needs
- Plan a Health and Wellness Program
- Implement a Health and Wellness Program
- Maintain a Health and Wellness Program

Improving Mindfulness

Mindfulness is a term that is frequently used but rarely defined. Practicing true mindfulness encourages living in the present while it addresses the danger of distorted thinking, Staying in tune both mentally and emotionally improves perspective to enhance personal a professional success.

With our Improving Mindfulness module, your participants will begin to identify their own patterns of thinking. As they learn to practice mindfulness, they will cultivate positive emotions that will have a dramatic effect on the work environment.

Objectives:
- Define mindfulness
- Develop techniques to make oneself more attuned to the present moment
- Understand the value and utility of one's emotions
- Learn how to identify and counter distorted thinking
- Learn how to cultivate genuine positive emotions
- Become more fully present in social interactions

Increasing Self Awareness

Self awareness is an important part of everyday life. It transfers over to your personal, social, physical and work life. It can help one gain a better understanding of themselves, and how to live a better, more fulfilling life. When working to deepen one's own self awareness, it is important to fully engage yourself. One should take the time and proper steps, to fully become self aware.

With the Deepening Self Awareness module, your participants will learn how beneficial becoming more self aware can be. A highly self aware person will become more equipped to deal with daily life and its challenges. Through this module, your participants will gain a new perspective on themselves and their emotions, and become a valuable member to society.

Objectives:
- Define the self and different aspects of the self
- Learn from introspection
- Understand the nature and value of emotions
- Appreciate themselves
- Appreciate others
- Improve effectiveness

Interpersonal Skills

We've all met that dynamic, charismatic person that just has a way with others, and has a way of being remembered. Your participants will identify ways of creating a powerful introduction, remembering names, and managing situations when you've forgotten someone's name.

This module will help participants work towards being an unforgettable person by providing communication skills, negotiation techniques, tips on making an impact, and advice on networking and starting conversations. They will also identify the skills needed in starting a conversation, moving a conversation along, and progressing to higher levels of conversation.

Objectives:
- Understand the difference between hearing and listening
- Know some ways to improve the verbal skills of asking questions and communicating with power.
- Understand what is 'non-verbal communication' and how it can enhance interpersonal relationships.
- Identify ways of creating a powerful introduction, remembering names, and managing situations when you've forgotten someone's name.
- Understand how seeing the other side can improve skills in influencing other people.
- Identify ways of sharing one's opinions constructively.
- Learn tips in preparing for a negotiation, opening a negotiation, bargaining, and closing a negotiation.

Increasing Your Happiness

Increasing ones happiness can be done through the power of positive thinking. That is one skill that this work shop will touch on to teach your participants how to be happier. Happiness will spread throughout your organization, and have a positive effect on everyone.

With our Increasing Your Happiness module your participants will engage in unique and helpful ways to increase their happiness. This will have a robust effect on their professional and personal lives. It will improve their communication skills, increase productivity, and lesson absenteeism.

Objectives:
- Discuss how planning ahead cultivates workplace happiness
- Create a nightly routine and daily plan
- Relate more effectively to others in the workplace
- Understand how the workspace environment impacts happiness
- Think more positively
- Take actions that will create greater workplace happiness

Job Search Skills

Searching for a job can be intimidating. How do you know what job you're best suited for? How do you build a winning resume and cover letter? Where can you find job leads? How do you network without feeling nervous? What happens when you land an interview? And most importantly, where do you find help when you need it?

The Job Search Skills module will give you the answers to all these questions, plus a plan to get you to a new job within a month. After completing this program, you'll be more than ready to start your search for your perfect job. Identifying the purpose for working and the assessment of skills can help determine the types of jobs your participants should apply for.

Objectives:
- Define your objectives and purpose in your search for employment.
- Help you establish SMART goals in the job-hunting process.
- Assist you in developing a first month plan of action for your job search.
- Craft an effective resume.
- Form an attractive cover letter.
- Develop and present a portfolio of your prior work.
- Learn networking skills in finding leads for jobs.
- Efficiently get interviews and thrive in the interview process.

Organizational Skills

Developing good Organizational Skill is an investment that will provide benefits for years. To be successful means to be organized. These skills will filter through all aspects of your participants professional and personal lives. Throughout this module your participants will be given the tools necessary in developing better Organizational Skills.

Through Organizational Skills your participants will encounter improved productivity, better management, and an overall increase in professional growth. Every day people waste numerous amounts of time looking for items. So stop looking for those important items, and start knowing where they are by getting organized.

Objectives:
- Examine current habits and routines that are not organized
- Learn to prioritize your time schedule and daily tasks
- Determine ways of storing information and supplies
- Learn to organize personal and work space
- Learn to resist procrastination
- Make plans to stay organized in the future

Personal Branding

Personal Branding is identifying your assets, characteristics, strengths, and skills as an individual. Understanding Personal Branding will provide advantages in your participant's personal and professional lives. Branding is a mix of how you present yourself and how others see you. It is important to be aware of how you are viewed.

With our Personal Branding course your participants will be able to share their vision and passions with others in your company. Utilize this knowledge through Social Media to define and influence how others see you. You are your brand so protect it. Live it.

Objectives:
- Define your image.
- Control your image.
- Understand how to sharpen your brand.
- Use social media appropriately.
- Manage your brand in a crisis.
- Develop a professional appearance.

Confidence Topics

Personal Productivity

Most people find that they wish they had more time in a day. This module will show participants how to organize their lives and find those hidden moments. Participants will learn how to establish routines, set goals, create an efficient environment, and use time-honored planning and organizational tools to maximize their personal productivity.

Personal Productivity is a goal most of us have. Through this module your participants will be on the right track in achieving that goal. Some people blame everything that goes wrong in their life on something or someone else, but through this module your participants will take ownership and begin to lead a more productive life.

Objectives:
- Set and evaluate SMART goals
- Use routines to maximize their productivity
- Use scheduling tools to make the most of their time
- Stay on top of their to-do list
- Start new tasks and projects on the right foot
- Use basic project management techniques
- Organize their physical and virtual workspaces for maximum efficiency
- Take back time from e-mail and handheld devices
- Beat procrastination

Social Intelligence

Social Intelligence is about understanding your environment and having a positive influence. Your participants will become more confident in their social situations by learning how to express and interrupt social cues. They will create positive connections and increase their influence during social situations.

Increasing Social Intelligence will provide benefits throughout their professional and personal lives. It is a fantastic tool for coaching and development as people will learn "people skills". Improving social skills through active listening, understanding body language, and being more empathic will give your participants the advantage in their interactions. Social interactions are a two way street, know the rules of the road!

Objectives:
- Be aware of our own behaviors
- Learn to be empathetic with others
- Know tools for active listening
- Effectively communicate interpersonally
- Recognize various social cues
- Determine appropriate conversation topics
- Know various forms of body language

Confidence Topics

Self-Leadership

As we grow, we learn to become leaders. Being a leader is natural for some, and learned for others. No matter how we have become a leader, it is important to remember we must lead ourselves before we lead others. Take the time to motivate yourself and realize that you can do it.

With our "Self-Leadership" module, your participants will discover the specifics of how to be a better leader for themselves and for others. Your participants will be able to guide themselves in positives ways, which equals success!

Objectives:
- Understand what self-leadership is
- Motivate yourself
- Set goals
- Reward yourself when positive things happen
- Think positively

Time Management

Personal time management skills are essential for professional success in any workplace. Those able to successfully implement time management strategies are able to control their workload rather than spend each day in a frenzy of activity reacting to crisis after crisis - stress declines and personal productivity soars! These highly effective individuals are able to focus on the tasks with the greatest impact to them and their organization.

The Time Management module will cover strategies to help participants learn these crucial strategies. Your participants will be given a skill set that include personal motivation, delegation skills, organization tools, and crisis management. We'll cover all this and more during this module.

Objectives:
- Plan and prioritize each day's activities in a more efficient, productive manner
- Overcome procrastination quickly and easily
- Handle crises effectively and quickly
- Organize your workspace and workflow to make better use of time
- Delegate more efficiently
- Use rituals to make your life run smoother
- Plan meetings more appropriately and effectively

Social Learning

Social Learning is an effective way to train your employees through modeling positive behaviors. It is a great way to promote cohesion and involvement as it builds a culture of learning. Your participants will learn the best way to conduct role plays, share best practices, and provide constant and immediate feedback.

With our Social Learning course your participants will be creating learning communities that benefit every aspect of your organization. They will learn new behaviors through observation and modeling and be instilled with a passion for learning.

Objectives:
- Define and use social learning.
- Identify social learning tools.
- Manipulate group dynamics and culture.
- Craft and lead role play scenarios.
- Practice being a role model.
- Understand modeling and observation.

Stress Management

Positive and negative stress is a constant influence on all of our lives. The trick is to maximize the positive stress and to minimize the negative stress. Your participants will be shown how stress can be positive and negative, and we'll look at the Triple A approach that will form the basis of this module.

The Stress Management module will give participants a three-option method for addressing any stressful situation, as well as a toolbox of personal skills, including using routines, relaxation techniques, and a stress log system. They will also understand what lifestyle elements they can change to reduce stress.

Objectives:
- Identify the best approach to a stressful situation (Alter, Avoid, or Accept)
- Understand what lifestyle elements you can change to reduce stress
- Use routines to reduce stress
- Use environmental and physical relaxation techniques
- Better cope with major events
- Use a stress log to identify stressors and create a plan to reduce or eliminate them

Work-Life Balance

Having a balance between work and home life can be a challenge. With this challenge come great rewards when it is done successfully. By balancing a career with home life it will provide benefits in each environment. You will become healthier, mentally and physically, and you will be able to produce more career wise.

With a Work-Life Balance you will be managing your time better. Better time management will benefit all aspects of life; you will be working less and producing more. This module will show how to focus on the important things, set accurate and achievable goals, and communicate better with your peers at work and your family at home.

Objectives:
- Explain the benefits of work life balance.
- Recognize the signs of an unbalanced life.
- Identify employer resources for a balanced lifestyle.
- Improve time management and goal setting.
- Use the most effective work methods for you.
- Create balance at work and at home.
- Manage stress.

The art of living well begins when we discover our best selves and find the courage to Step IN.

Anger Management Skills

Benjamin Franklin once said, 'In this world nothing can be said to be certain, except death and taxes.' We would add a third item to his list: anger. 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.

Anger can be an incredibly damaging force, costing people their jobs, personal relationships, and even their lives when it gets out of hand. However, since everyone experiences anger, it is important to have constructive approaches to manage it effectively. The Anger Management module will help teach participants how to identify their anger triggers and what to do when they get angry.

Objectives:
- Understand anger dynamics in terms of the anger cycle and the fight and flight theory.
- Know common anger myths and their factual refutations.
- Know the helpful and unhelpful ways of dealing with anger.
- Understand the difference between objective and subjective language.
- Know tips in identifying the problem.
- Express a feeling or position using I-messages.
- Negotiation and solution-building.
- Reflect on one's hot buttons and personal anger dynamics.
- Learn and practice de-escalation techniques.

Business Etiquette

This course examines the basics, most importantly to be considerate of others, dress/appearance, the workplace versus social situations, business meetings, proper introductions and 'the handshake', conversation skills/small talk, cultural differences affecting international business opportunities, dealing with interruptions, and proper business email and telephone etiquette. Have you ever been in a situation where:
- You met someone important and had no idea what to say or do?
- You spilled soup all over yourself at an important business event?
- You showed up at an important meeting under or overdressed?

Let's face it: we've all had those embarrassing etiquette gaffes. Our Business Etiquette module will help your participants look and sound their best no matter what the situation.

Objectives:
- Define etiquette and provide an example of how etiquette can be of value to a company or organization.
- Understand the guidelines on how to make effective introductions.
- Identify the 3 C's of a good impression.
- Understand how to use a business card effectively.
- Identify and practice at least one way to remember names.
- Identify the 3 steps in giving a handshake.
- Enumerate the four levels of conversation and provide an example for each.
- Understand the meaning of colors in dressing for success.
- Differentiate among the dressy casual, semi-formal, formal and black

Business Writing

Writing is a key method of communication and it's one that many people struggle with. Writing and communication skills have degraded with more and more people communicating through email and text messaging. Developing writing skills is still important is the business world as creating proper documents (such as proposals, reports, and agendas), giving you that extra edge in the workplace.

This module will give your participants a refresher on basic writing concepts (such as spelling, grammar, and punctuation), and an overview of the most common business documents. These basic skills will provide your participates with that extra benefit in the business world that a lot of people are losing.

Objectives:
- Gain better awareness of common spelling and grammar issues in business writing.
- Review basic concepts in sentence and paragraph construction.
- Know the basic structure of agendas, email messages, business letters, business proposals, and business reports.
- Know tips and techniques to use when deciding the most appropriate format to use for agendas, email messages, business letters, business proposals, and business reports.
- Know tips and techniques in writing agendas, email messages, business letters, business proposals, and business reports.
- Gain an overview of Request for Proposals, Projections, Executive Summaries, and Business Cases.
- Define proofreading and understand techniques in improving proofreading skills.

Civility In The Workplace

While a training program on workplace manners and courtesy may seem like overkill, the reality is: rudeness is an epidemic costing industry millions a year. Indeed, what society seems to be gaining in terms of both knowledge and technological advancement, it's losing out on basic social values that directly impact the bottom line.

To address the growing problem of incivility in the work setting, this module introduces the concept of civility, its importance to a company, as well as its typical causes and effects. Skills needed to effectively practice civil behavior, as well as different ways organizations can systematize civility in the workplace will also be discussed.

Objectives:
- Define civility, understand its causes, and enumerate at least three of its behavioral indicators.
- Understand the costs of incivility, as well as the rewards of civility, within the workplace.
- Learn practical ways of practicing workplace etiquette.
- Learn the basic styles of conflict resolution.
- Learn skills in diagnosing the causes of uncivil behavior.
- Understand the role of forgiveness and conflict resolution.
- Understand the different elements of effective communication.
- Learn facilitative communication skills such as listening and appreciative inquiry.
- Learn specific interventions that can be utilized when there's conflict within the workplace.

Coaching and Mentoring

You are in your office looking over your performance report and it happened again. Your low performing employee failed to meet quota this month even after you spoke with them about the importance of meeting goals. This employee has a great attitude and you know they can do better. You just do not know how to motivate them to reach the goal. Money used to work, but that has worn off. You are baffled and you know being frustrated makes matters worse. What do you do?

The Coaching And Mentoring course focuses on how to better coach your employees to higher performance. Coaching is a process of relationship building and setting goals. How well you coach is related directly to how well you are able to foster a great working relationship with your employees through understanding them and strategic goal setting.

Objectives:
- Define coaching, mentoring and the GROW model.
- Identify and set appropriate goals using the SMART technique of goal setting.
- Identify the steps necessary in defining the current state or reality of your employee's situation.
- Identify the steps in developing a finalized plan or wrapping it up and getting your employee motivated to accomplish those plans.
- Identify the benefits of building and fostering trust with your employee.
- Identify the steps in giving effective feedback while maintaining trust.
- Identify and overcoming common obstacles.
- Identify when the coaching is at an end and transitioning your employee to other growth opportunities.

Collaborative Business Writing

Writing and communication skills have degraded with more and more people communicating through email and instant messaging. Developing writing skills is still important in the business world as is creating proper documents (such as proposals, reports, and agendas) giving you that extra edge in the workplace.

The Collaborative Business Writing module will give your participants the knowledge and skills to collaborate with others and create that important document. Your participants will touch on the types of collaboration, and ways to improve them through certain tools and processes. These basic skills will provide your participants with that extra benefit in the business world that a lot of people are losing.

Objectives:
- Define collaborative business writing
- Know different types of collaborative writing
- Know how to collaborate with team members
- Learn methods of handling conflict in writing
- Build collaborative writing teams

Communication Topics

Communication Strategies

For the better part of every day, we are communicating to and with others. Whether it's the speech you deliver in the boardroom, the level of attention you give your spouse when they are talking to you, or the look you give the cat, it all means something.

The Communication Strategies module will help participants understand the different methods of communication and how to make the most of each of them. These strategies will provide a great benefit for any organization and its employees. They will trickle down throughout the organization and positively impact everyone involved.

Objectives:
- Understand what communication is
- Identify ways that communication can happen
- Identify barriers to communication and how to overcome them
- Develop their non-verbal and paraverbal communication skills
- Use the STAR method to speak on the spot
- Listen actively and effectively
- Ask good questions
- Use appreciative inquiry as a communication tool
- Adeptly converse and network with others
- Identify and mitigate precipitating factors
- Establish common ground with others
- Use "I" messages

Conflict Resolution

Wherever two or more people come together, there is bound to be conflict. This course will give participants a seven-step conflict resolution process that they can use and modify to resolve conflict disputes of any size. Your participants will also be provided a set of skills in solution building and finding common ground.

In the Conflict Resolution module, participants will learn crucial conflict management skills, including dealing with anger and using the Agreement Frame. Dealing with conflict is important for every organization no matter what the size. If it is left unchecked or not resolved it can lead to lost production, absences, attrition, and even law suits.

Objectives:
- Understand what conflict and conflict resolution mean
- Understand all six phases of the conflict resolution process
- Understand the five main styles of conflict resolution
- Be able to adapt the process for all types of conflicts
- Be able to break out parts of the process and use those tools to prevent conflict
- Be able to use basic communication tools, such as the agreement frame and open questions
- Be able to use basic anger and stress management techniques

Customer Service

Each and every one of us serves customers, whether we realize it or not. Maybe you're on the front lines of a company, serving the people who buy your products. Perhaps you're an accountant, serving the employees by producing their pay checks and keeping the company running. Or maybe you're a company owner, serving your staff and your customers.
The Customer Service module will look at all types of customers and how we can serve them better and improve ourselves in the process.

Participants will be provided a strong skillset including in-person and over the phone techniques, dealing with difficult customers, and generating return business.

Objectives:
• State what customer service means in relation to all your customers, both internal and external
• Recognize how your attitude affects customer service
• Identify your customers' needs
• Use outstanding customer service to generate return business
• Build good will through in-person customer service
• Provide outstanding customer service over the phone
• Connect with customers through online tools
• Deal with difficult customers

Delivering Constructive Criticism

Delivering Constructive Criticism is one of the most challenging things for anyone. Through this module your participants will gain valuable knowledge and skills that will assist them with this challenging task. When an employee commits an action that requires feedback or criticism it needs to be handled in a very specific way.

Constructive Criticism if done correctly will provide great benefits to your organization. It provides the ability for management to nullify problematic behaviors and develop well rounded and productive employees. Constructive feedback shows an employee that management cares about them and will invest time and effort into their careers.

Objectives:
• Understand when feedback should take place
• Learn how to prepare and plan to deliver constructive criticism
• Determine the appropriate atmosphere in which it should take place
• Identify the proper steps to be taken during the session
• Know how emotions and certain actions can negatively impact the effects of the session
• Recognize the importance of setting goals and the method used to set them
• Uncover the best techniques for following up with the employee after the session

Digital Citizenship

Our Digital Citizenship course will give your participants the guidance needed in the ever changing digital world. As our lives are lived more and more online we all need to translate our social skills into the virtual world.

Digital Citizenship allows us to connect, collaborate, and share by using technology appropriately. In person meetings are on the decline which makes it necessary to engage people digitally. Being a good digital citizen means you have a set of skills to work in the digital world.

Objectives:
• Define digital citizenship.
• Use technology appropriately.
• Use social networking to create your brand.
• Protect your reputation online.
• Practice safe use of technology.
• Understand digital etiquette.

Handling a Challenging Customer

Customer service is a necessary position in the job world today. It helps companies give customers what they want and what they need. Although many customers can be difficult, with the right training, skills, and knowledge, any difficult customer can be handled properly and effectively. With a positive attitude, your employee can effectively deal with the most difficult customers and both parties can end the conversation satisfied.

With the Handling A Challenging Customer module, your participants will learn how engaging customers properly can benefit both the employee and customer. Effective customer service can change a company's reputation for the better. Through this module, your participants will gain a new perspective on how to react to negative customers and leave the customer satisfied and as a returning customer.

Objectives:
• Cultivate a positive attitude
• Manage internal and external stress
• Develop abilities to listen actively and empathize
• Build a rapport with customers in person and over the phone
• Understand the diverse challenges posed by customers
• Develop strategies to adapt to challenging circumstances

Managing Workplace Anxiety

The workplace is one of the leading locations where people experience stress and anxiety. Every employee will encounter it sometime during their career. Everyone should be aware of the signs of anxiety and the tools needed to cope and deal with it.

Our Managing Workplace Anxiety module will provide your participants the important skills and resources to recognize and manage workplace anxiety. By identifying these symptoms and coping skills employees and managers will be better suited in dealing with these common situations. Through this module your participants will be better suited to the challenges that the workplace can bring.

Objectives:
• Explore different types of workplace anxieties
• Learn to recognize symptoms and warning signs
• Determine ways of coping and managing problems
• Recognize common trigger and accelerants
• Learn the difference between anxiety and common nervousness

Media And Public Relations

In this module, your participants will get knowledge they need to manage effectively their image and value by forming solid networks through strategic communication planning. Effective networking is essential for day-to-day business or for those times when you are actively pursuing job opportunities. This module is designed to provide practical and hands-on tools that will give your participants a skillset in dealing with the media and the public.

Media and Public Relations is the most successful method of communicating your value to those around you. Furthermore, good networking skills enable you to tap into those relationships you already have and increase the scope of your network. The larger the scope the more people knows you and offers you opportunities.

Objectives:
• Network for success
• Manage "Meet and Great" opportunities
• Dress for success
• Write effectively
• Set goals
• Manage media relations
• Plan issue and crisis communication
• Use social media
• Deliver effective employee communication

Meeting Management

This module is designed to give your participants the basic tools you need to initiate and manage their meetings. They will learn planning and leading techniques that will give then the confidence to run a meeting that will engage the attendees and leave a positive and lasting impression. Through this module your participants will learn the needed skills in planning and implementing a successful meeting.

The Meeting Management module will explore how to reduce waste and make meetings more efficient. This is a hands-on module and your participation will help make it a valuable experience. Use this time to begin the process of developing your skills along with other participants who share the same desire to improve their meeting management skills.

Objectives:
- Planning and Preparing
- Identifying the Participants
- How to choose the time and place
- How to create the agenda
- How to set up the meeting space
- How to incorporate your electronic options
- Meeting Roles and Responsibilities
- Use an agenda
- Chairing a Meeting
- How to deal with disruptions
- How to professionally deal with personality conflicts
- How to take minutes
- How to make the most of your meeting using games, activities and prizes

Negotiation Skills

Although people often think of boardrooms, suits, and million dollar deals when they hear the word negotiation, the truth is that we negotiate all the time. Through this module participants will be able to understand the basic types of negotiations, the phases of negotiations, and the skills needed for successful negotiating.

The Negotiation Skills module will give your participants a sense of understanding their opponent and have the confidence to not settle for less than they feel is fair. Your participants will learn that an atmosphere of respect is essential, as uneven negations could lead to problems in the future.

Objectives:
- Understand the basic types of negotiations, the phases of negotiations, and the skills needed for successful negotiating
- Understand and apply basic negotiating concepts: WATNA, BATNA, WAP, and ZOPA
- Lay the groundwork for negotiation
- Identify what information to share and what to keep to yourself
- Understand basic bargaining techniques
- Apply strategies for identifying mutual gain
- Understand how to reach consensus and set the terms of agreement
- Deal with personal attacks and other difficult issues
- Use the negotiating process to solve everyday problems
- Negotiate on behalf of someone else

Networking (Outside the Company)

Networking – according to Merriam Webster is "the exchange of information or services among individuals, groups, or institutions; specifically: the cultivation of productive relationships for employment or business". These and other events can become more easily managed with this great module.

With our Power of Networking (Outside the Company) module, your participants will begin to see how important it is to develop a core set of networking skills. By managing and looking at the way people interact and seeing things in a new light, your participants will improve on almost every aspect of their networking strategy.

Objectives:
• Identify and avoid obstacles
• Implement networking principles
• Use online tools
• Prioritize contacts
• Manage networks effectively

The Power of Networking (Within the Company)

Networking has become a crucial part of the world today. Most people are aware of external networking and primarily focus on that. It is important to pay extra attention to internal networking, or networking within the company. To be truly effective, internal networking must be utilized throughout the company.

With The Power of Networking (Within the Company) module your participants will learn how internal networking is changing the workforce. Through this module, your participants will gain a new perspective networking, and what benefits can come from fully utilizing and making connections with internal networking.

Objectives:
• Define networking
• Understand networking principles
• Use networking tools
• Avoid common mistakes
• Understand how to build relationships
• Manage time successfully

Presentation Skills

Many studies have found that public speaking is the number one fear amongst most people, outranking flying, snakes, insects, and even death. Ironically, it is also one of the skills that can make or break a person's career. Your participants will be provided a strong set of skills that will complement their current presentation skill set.

The Presentation Skills module will give participants some presentation skills that will make speaking in public less terrifying and more enjoyable. This module includes topics that participants can look forward to including: creating a compelling program, using various types of visual aids, and engaging the audience.

Objectives:
- Perform a needs analysis and prepare an outline
- Select presentation delivery methods
- Practice verbal and non-verbal communication skills
- Knock down nervousness
- Develop and use flip charts with color
- Create targeted PowerPoint presentations
- Utilize white boarding for reinforcement
- Describe how video and audio enhance a presentation and list criteria for determining what types to use
- Enrich the learning experience with humor, questions, and discussion.

Proposal Writing

A good proposal doesn't just outline what product or service you would like to create or deliver. It does so in such a way that the reader feels it is the only logical choice. Your participants will explore the proposal writing process including the most common types of proposals.

The Proposal Writing module will take participants through each step of the proposal writing process, from understanding why they are writing a proposal; to gathering information; to writing and proofreading; through to creating the final, professional product.

Objectives:
- Identify the purpose of a proposal
- Identify different types of proposals
- Identify and perform the steps in the proposal writing process
- Perform a needs analysis and write a goal statement
- Prepare a proposal outline
- Improve their writing skills with a variety of techniques
- Use appropriate resources and ghosting to build a strong case
- Add illustrations to their proposal
- Proofread and edit their proposal
- Add the finishing touches to create a professional-looking final product

Public Speaking

According to a 1973 survey by the Sunday Times of London, 41% of people list public speaking as their biggest fear. Forget small spaces, darkness, and spiders, standing up in front of a crowd and talking is far more terrifying for most people. Through this module your participants will become more confident and relaxed in front of an audience which will translate into a successful speaking event.

However, mastering this fear and getting comfortable speaking in public can be a great ego booster, not to mention a huge benefit to your career. The Public Speaking module will give participants some basic public speaking skills, including in-depth information on developing an engaging program and delivering their presentation with power.

Objectives:
- Identify their audience
- Create a basic outline
- Organize their ideas
- Flesh out their presentation
- Find the right words
- Prepare all the details
- Overcome nervousness
- Deliver a polished, professional speech
- Handle questions and comments effectively

Social Media in the Workplace

We are being flooded with Social Media invitations and updates. Web-based communication icons like Twitter, Facebook, YouTube, and LinkedIn are dominating the way we interact with each other. People are feeling the need to be updated at all times. It has become a time eater, and businesses are quickly becoming aware of the drain it can have on productivity. People love to share, but they need to know what is alright to share and what should not be sent out.

Understanding Social Media is about communicating the right way. We are beginning to communicate more through electronic means than face to face. Talking on a phone has been replaced more and more with SMS (texting.) Social media channels are becoming the main form of communication and your participants will realize how Social media and the Workplace can work together.

Objectives:
- Learn the meaning of social media
- Learn different ways social media is used and altered
- Build and maintain a social media policy
- Keeping your social media secure
- Establishing rules for the social media the company posts
- Discover the benefits and pitfalls of using social media

Communication Topics

Supervising Others

Supervising others can be a tough job. Between managing your own time and projects, helping your team members solve problems and complete tasks, and helping other supervisors, your day can fill up before you know it.

The Supervising Others module will help supervisors become more efficient and proficient, with information on delegating, managing time, setting goals and expectations (for themselves and others), providing feedback, resolving conflict, and administering discipline.

Objectives:
- Define requirements for particular tasks
- Set expectations for your staff
- Set SMART goals for yourself
- Help your staff set SMART goals
- Assign work and delegate appropriately
- Provide effective, appropriate feedback to your staff
- Manage your time more efficiently
- Help your team resolve conflicts
- Understand how to manage effectively in particular situations
- Understand what a new supervisor needs to do to get started on the right path

Teamwork & Team Building

For most of us, teamwork is a part of everyday life. Whether it's at home, in the community, or at work, we are often expected to be a functional part of a performing team. Having a strong team will benefit any organization and will lead to more successes than not.

The Teamwork And Team Building module will encourage participants to explore the different aspects of a team, as well as ways that they can become a top-notch team performer. Your participants will be given the details and concepts of what makes up a team, and what factors into being a successful team and team member.

Objectives:
- Describe the concept of a team, and its factors for success
- Explain the four phases of the Tuckman team development model and define their characteristics
- List the three types of teams
- Describe actions to take as a leader – and as a follower for each of the four phases (Forming, Storming, Norming and Performing)
- Discuss the uses, benefits and disadvantages of various team-building activities
- Describe several team-building activities that you can use, and in what settings
- Follow strategies for setting and leading team meetings
- Detail problem-solving strategies using the Six Thinking Hats model -- and one consensus-building approach to solving team problems
- List actions to do -- and those to avoid -- when encouraging teamwork

Telephone Etiquette

The meaning of Telephone Etiquette can sometimes be difficult to describe. It can be a unique attribute or characteristic that facilitates great communication, inside and outside the office. It can be the special way that you show confidence in any challenging situation. These and other events can become more easily managed with this great module.

With our Telephone Etiquette module, your participants will begin to see how important it is to develop better telephone communication skills. By improving how they communicate on the telephone and improve basic communication skills, your participants will improve on almost every aspect of their career.

Objectives:
- Recognize the different aspects of telephone language
- Properly handle inbound/outbound calls
- Know how to handle angry or rude callers
- Learn to receive and send phone messages
- Know different methods of employee training

Workplace Diversity

With the world becoming more mobile and diverse, diversity has taken on a new importance in the workplace. Your participants will be able to use strategies for removing barriers and stereotypes, and to encourage diversity in the workplace and even through their community.

The Workplace Diversity module will help participants understand what diversity is all about, and how they can help create a more diverse world at work and at home. They will be instructed to use skills such as active listening to receive messages in a diverse population, employ effective questioning techniques, and communicate with strength.

Objectives:
- Explain the definition, terms and history of diversity
- Describe the meaning of stereotypes and biases, how they develop, and the reasons for your own perspectives
- List strategies for removing barriers to encouraging diversity for yourself, in the workplace, and in the social community
- Use active listening skills to receive messages in a diverse population, employ effective questioning techniques, and communicate with strength
- Identify ways to encourage diversity in the workplace, and prevent and discourage discrimination
- Understand and respond to personal complaints, and develop a support system to manage the resolution process
- List the steps a manager should take to record a complaint, analyze the situation, and take appropriate resolution action

Keynote Speaking

Glenise uses her worldwide experience to show you how to Step IN to the challenges in your life. With the world in a constant state of change, individuals struggle with trying to keep up, which often causes Stress, Overwhelm, Lack of Productivity and Ill-health.

She lives and breathes her message teaching thousands to STEP IN. With a huge lack of confidence, particularly in women, Glenise's message will inspire action and transform behaviours to allow a new generation to be more confident, competent and charismatic.

A Transition and Confidence Expert with over 40 years experience in big and small business, Glenise focuses on the human side of life and shows you how to take up new behaviours and ways of thinking.

What Would Wonder Woman Do?

Glenise's presentation "What would Wonder Woman do?" reframes Confidence and Communication into exactly what it is, an opportunity for you to move to a better place.

Learn how to recognise your own and others behavioural styles and what to do to alleviate stress when the going gets tough.

Transitioning Change With Confidence

In today's constantly changing world we must have the tools and strategies to not just navigate change but be the change, and embrace it. Glenise's proven methodology will arm you with all the right ingredients to help you transition well. She has had over 50 years experience of transitioning and is the authority in this space.

A Sneak Peak into the power of the psychometric tool Extended DISC

C

Detailed | Perfectionist
Controlled | Exact | Distant
Systematic | Withdrawn
Indecisive | Logical | Steady

DC | CD

Decisive | Logical | Independent
Exact | Pedantic | Formal
Organised | Disciplined
Inflexible | Finds problems

D

Authoritarian | Competitive
Doesn't listen | Is right
Commanding | Strong | Direct
Dominating | Controlling

SC | CS

Helpful | Calm | Relaxed
Careful | Thinker | Quiet
Self-sacrificing | Stubborn
Submissive | Indecisive

DI | ID

Goal-oriented | Persuasive
Quick-witted | Active | Positive
Looks to Future | Result focused
Talkative | Uses Power | Friendly

S

Caring | Steady | Indecisive
Slow initiator | Stubborn
Accepting | Supportive | Careful
Emotional | Calm

IS | SI

Responsive | Trusting
Emotional | Independent
Participator | Informal | Telling
Irrational | Sympathetic
Gesturing

I

Spontaneous | Energetic
Emotional | Talkative
Inspiring | Impulsive | Careless
Doesn't listen | Competitive
Inconsiderate

Glenise is an Advanced Consultant in Extended DISC working with individuals and teams to increase their productivity, communication and confidence levels.

Extended DISC assessments recognise and report on 160 different styles, far more than any other DISC based tool and hence reports are more focused on the actual behavioural style of person. They can identify specific competencies such as an individual's learning style or receptiveness and reports are effective in improving communication levels and identifying possible challenges.

As the reports are more precisely focused, they are also able to identify emotional issues - a very important aspect in effective coaching, or learning and development processes.

These reports are excellent to increase Confidence and Communication levels in individuals and an excellent tool to improve functionality of team members.

Use the key words in the diagram on this page to help you identify yourself and those around you.

Self Confident Women
Your future is in great hands... Your Own

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