



EMPLOYABILITY LINE

COMMUNICATIONS & PERSONAL DEVELOPMENT WORKSHOP CATALOG

The Employability Line of training centers on frontline workforce employees and those individuals requiring further growth of basic and common workplace capabilities. These courses feature quick and concise development sessions which outline only the core fundamentals of various subjects.

Exceptionally efficient on time and cost, the Employability Line of training provides a unique alternative to standard training sessions where subject relevance and time constraints are commonly an issue.

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ANGER MANAGEMENT

Code: BB-PD-001 Duration: 1 Day



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 workshop will teach participants how to identify their anger triggers and what to do when they get angry.

Workshop objectives

- Understand anger dynamics in terms of the anger cycle and the Fight or 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 anger causing problems
- Express feelings or positions using 'I-Messages'
- Negotiation and solution-building
- Reflect on one's hot buttons and personal anger dynamics
- Learn and practice de-escalation techniques

ASSERTIVENESS AND SELF-CONFIDENCE

Code: BB-PD-002 Duration: 1 Day



Assertiveness and Self-Confidence are two skills that are crucial for success in life. If you don't feel worthy, or if you don't know how to express your self-worth when communicating with others, life can be very painful. These skills will provide opportunities and benefits to participants in their professional and personal lives.

The Assertiveness and Self-Confidence workshop will give participants an understanding of what assertiveness and self-confidence each mean, both in general as well as to themselves personally and how to develop those mindsets in their day-to-day lives. These skills will encompass many aspects of their lives and have a positive effect on all of them.

Workshop objectives

- Define assertiveness and self-confidence
- List the four styles of communication
- Describe 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, including 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

ATTENTION MANAGEMENT

Code: BB-PD-003 Duration: 1 Day



It's common knowledge that 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. Participants with proper attention control will be more efficient at their job, make fewer mistakes and generally 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, resulting in the achievement of personal and company goals. Participants will gain valuable insight and strategies into what it takes to be more attentive and vigilant.

Workshop 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

BODY LANGUAGE BASICS

Code: BB-PD-004 Duration: 1 Day



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. These tools can be utilized in the office and at home. Understanding Body Language will provide you a great advantage in your daily communications.

Body Language Basics will provide you with a great set of skills to understand that what is not said is just as important as what is said. It will also give you the ability to see and understand how your own Body Language may be perceived by others. You will be able to adjust and improve the way you communicate through non-verbal communications.

Workshop 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

COMMUNICATION STRATEGIES

Code: BB-PD-005 Duration: 1 Day



For the better part of each day, we are communicating to and with others. Whether it is 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 workshop 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.

Workshop objectives

- Understand what communication is
- Identify ways that communication can happen
- Identify barriers to communication and how to overcome them
- Develop non-verbal and para-verbal 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

Code: BB-PD-006 Duration: 1 Day



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

In the Conflict Resolution workshop, 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 unresolved, it can lead to lost production, absences, attrition and even law suits.

Workshop 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
- Adapt a resolution process for all types of conflicts
- Isolate parts of a resolution process and use those tools to prevent conflict
- Use basic communication tools, such as the agreement frame and open questions
- Use basic anger and stress management techniques

CREATIVE PROBLEM SOLVING

Code: BB-PD-007 Duration: 1 Day



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.

The Creative Problem Solving workshop 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, data analysis and resource identification will be covered throughout the course of the workshop.

Workshop objectives

- Understand problems and the creative problem solving process
- Identify types of information to gather and key questions to ask in problem solving
- Identify the importance of defining a problem correctly
- Identify and use four different problem definition tools
- Write concrete problem statements
- 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 the roles that fact and intuition play in selecting a solution
- Refine and redefine shortlists
- Identify the tasks and resources necessary to implement solutions
- Evaluate and adapt solutions to reality

CRITICAL THINKING

Code: BB-PD-008 Duration: 1 Day



We live in a knowledge-based society where 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 and retain the greatest amount of knowledge. 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 with a better understanding of your environment. This workshop will provide you with 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.

Workshop 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

DELIVERING CONSTRUCTIVE CRITICISM

Code: BB-PD-009 Duration: 1 Day



Delivering Constructive Criticism is one of the most challenging things for most people, regardless of their job role or industry. Through this workshop, 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 behaviours 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.

Workshop objectives

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

DEVELOPING CREATIVITY

Code: BB-PD-010 Duration: 1 Day



Children have an innate creative ability when they are born. Most adults, for some reason, see this ability deteriorate with maturity. Participants in this workshop will move out of the mundane, be more curious, engage and explore new ideas. They'll learn to recognize creativity opportunities and be ready when they occur.

With our Developing Creativity workshop, 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 situations that inspire them to be more creative.

Workshop objectives

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

EMOTIONAL INTELLIGENCE

Code: BB-PD-011 Duration: 1 Day



Emotional intelligence describes the ability to understand one's own feelings and that of groups, as well as how these emotions can influence motivation and behaviour. 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 toward work outcomes, the research on the topic continued to gain momentum. However, 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 processes.

Workshop objectives

- Define and practice self-management, self-awareness, self-regulation, self-motivation, and empathy
- Understand, use and manage 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

GOAL SETTING

Code: BB-PD-012 Duration: 1 Day



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, to-do lists, and what to do when setbacks occur. This workshop will provide the knowledge and skills needed by participants to complete more tasks at a higher performance level.

Our Goal Setting workshop will cover strategies to help participants overcome procrastination. These skills will translate into increased satisfaction in their professional and personal lives. Participants will also learn the goal setting characteristics of successful people, and in turn will become happier and more productive individuals.

Workshop objectives

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

IMPROVING MINDFULNESS

Code: BB-PD-013 Duration: 1 Day



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. It also promotes the concept of staying in tune both mentally and emotionally, thus improving one's perspective to enhance personal and professional success.

With our Improving Mindfulness workshop, 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 both their work performance and personal lives.

Workshop 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

IMPROVING SELF-AWARENESS

Code: BB-PD-014 Duration: 1 Day



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

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

Workshop objectives

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

INTERPERSONAL SKILLS

Code: BB-PD-015 Duration: 1 Day



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

The Interpersonal Skills workshop will help participants work towards being that 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.

Workshop objectives

- Understand the difference between hearing and listening
- Identify ways to improve the verbal skills of asking questions and communicating with power
- Understand what 'non-verbal communication' is and how it can enhance interpersonal relationships
- Identify the skills needed in starting a conversation
- 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
- Understand how the use of facts and emotions can help bring people to your side
- Identify ways of sharing one's opinions constructively
- Learn tips in preparing for a negotiation, opening a negotiation, bargaining and closing a negotiation
- Learn tips in making an impact through powerful first impressions

JOB SEARCH SKILLS

Code: BB-PD-016 Duration: 1 Day



Searching for a job can be intimidating. How can you identify what job it is that 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 workshop will give you the answers to all of these questions, plus a plan to get you to a new job as soon as possible. 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 participants should apply for.

Workshop objectives

- Define your objectives and purpose in your search for employment
- Establish SMART goals in the job-hunting process
- 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

Code: BB-PD-017 Duration: 1 Day



Developing good organizational skills 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 professional and personal lives. Throughout this workshop, participants will be given the tools necessary to develop better organizational skills.

Through enhanced organizational skills, participants will encounter improved productivity, better management and an overall increase in professional growth. Every day people waste immeasurable amounts of time simply looking for items. So stop looking for those important items and start knowing exactly where they are by getting organized.

Workshop 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 between personal space and work space
- Learn to resist procrastination
- Make plans to stay organized in the future

PERSONAL BRANDING

Code: BB-PD-018 Duration: 1 Day



Personal Branding is the process of identifying your assets, characteristics, strengths and skills as an individual. Understanding personal branding will provide advantages in the personal and professional lives of each individual. 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 workshop, participants will be able to share their vision and passions with others in their companies and in their lives. Utilize this knowledge through Social Media to define and influence how others see you. You are your brand so protect it. Live it.

Workshop 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

PERSONAL PRODUCTIVITY

Code: BB-PD-019 Duration: 1 Day



Most people find that they wish they had more time in a day. This workshop 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-honoured planning and organizational tools to maximize their personal productivity.

Personal Productivity is a goal most of us have. Through this workshop, participants will be on the right track in achieving that goal to take ownership and begin to lead a more productive life.

Workshop objectives

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

PRESENTATION SKILLS

Code: BB-PD-020 Duration: 1 Day



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. We aim to provide participants with a strong set of skills that will complement their current presentation skill set.

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

Workshop 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 humour, questions and discussion

PUBLIC SPEAKING

Code: BB-PD-021 Duration: 1 Day



According to a 2013 survey by the US National Institute of Mental Health, 74% people suffer from some form of public speech anxiety. Forget small spaces, darkness and spiders, because standing up in front of a crowd and talking is far more terrifying for most people. Through this workshop, participants will become more confident and relaxed in front of an audience which will translate into a successful speaking event.

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

Workshop objectives

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

SOCIAL INTELLIGENCE

Code: BB-PD-022 Duration: 1 Day



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

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

Workshop objectives

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

STRESS MANAGEMENT

Code: BB-PD-023 Duration: 1 Day



Positive and negative stress is a constant influence on all of our lives. Obviously, the trick is to maximize the positive stress and to minimize the negative stress. 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 workshop.

The Stress Management workshop 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.

Workshop objectives

- Identify the best Triple A approach to a stressful situation
- 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 stress events
- Use a stress log to identify stressors
- Create plans to reduce or eliminate stressors

TELEPHONE ETIQUETTE

Code: BB-PD-024 Duration: 1 Day



The meaning of Telephone Etiquette can sometimes be difficult to describe. It can be a unique attribute or characteristic that facilitates great telephone 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 workshop.

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

Workshop 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 for telephone etiquette

TIME MANAGEMENT

Code: BB-PD-025 Duration: 1 Day



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. The outcome - 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 workshop will cover strategies to help participants learn these crucial strategies. Participants will be given a skill set that include personal motivation, delegation skills, organization tools and crisis management. We'll cover all of this and more during this workshop.

Workshop objectives

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

WORK-LIFE BALANCE

Code: BB-PD-026 Duration: 1 Day



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 in terms of your career goals.

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

Workshop 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