

Navigating Challenges with Emotional Strength

Skills for Success



9072



In-Class



8 hours

Course Description:

In today's fast-paced and ever-evolving workplace, trust and resilience are essential for both individual and team success. This training program equips participants with practical tools to build trust, boost resilience, and foster a positive team culture. Through engaging activities, meaningful discussions, and real-world scenarios, participants will develop the confidence and skills to navigate challenges and strengthen team dynamics.

Target Audience:

- Team Leaders and Managers, Supervisors, HR Professionals
- New Leaders: Emerging leaders seeking to build essential skills in communication and relationship management.

Course Objectives:

By the end of the course, participants will be able to:

- Foster an inclusive environment by encouraging input & feedback from all staff.
- Maintain a systematic approach to tracking responsibilities, positions, opinions, time, and individual strengths/weaknesses.
- Recognize and adapt to different personality types within the workplace & promote a no-gossip environment to strengthen team cohesion.
- Engage in activities to get to know colleagues and strengthen interpersonal connections.

Course Outline

Module 1: Empower Staff through

- Set Expectations
- Accept Input
- Delegate
- Supply Resources

Module 2: Keep Promises & Respect

- Be Organized
- Stay Motivated
- Don't Overcommit and Underdeliver
- Keep Track

- Position
- Opinion
- Time
- Strengths/Weaknesses

Module 3: Personality Types & Transparent Communication

- The Leader
- The Analytical
- The Amiable
- The Expressive
- Verbal
- Non-Verbal
- Honest Feedback
- No Gossip

Module 4: Develop Positive Relationships

- Get-to-Know Colleagues
- Manage Boundaries
- Collaborate with Others
- Show Appreciation
- Recognize Mistakes
- Fix Mistakes
- Evaluate Your Improvements
- Avoid the Same Mistakes in the Future

Assessment Strategy:

Participants will be informally assessed based on their interaction during sessions and their participation in group exercises.

Upon Successful Completion of this Course, participants will obtain:

0.6 CEUs

Course Language:

English Material
Bilingual Explanation

Prerequisites:

N/A