



Employee / Self Development Workshop Descriptions

Please contact the SLS office for a customized leadership development consultation.

Conflict Management—is an **on-line** workshop that provides a skill set to successfully resolve conflict situations in the workplace. By gaining a better understanding of the roots of conflict, participants will then be able to better identify sources of conflict and identify the behavioral forces that drive it.

Upon completion of this workshop, participants will be able to:

- Identify potential sources of conflict in order to develop strategic responses.
- Recognize the causes and dynamics of conflict within their own situations.
- Develop skills for identifying and analyzing conflict indicators for planning and integrating strategic approaches to conflict resolution.



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Customer Focus—is a half-day workshop designed to highlight behaviors that promote and ensure excellent customer focus and service in the workplace.

Upon completion of this workshop, participants will be able to:

- Explain the three main principles of excellent customer service and how to apply them in the workplace.
- Recognize specific customer behaviors and match the most effective customer service response.
- Proactively prepare to communicate unwelcome news to a customer.
- Build relationships by listening and seeking feedback.
- Recognize behaviors that promote customer satisfaction.



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Decision-Making—is an **on-line** workshop that enables participants to implement a four-step process to rapidly and accurately resolve a wide-range of workplace issues by efficiently organizing and analyzing information and taking appropriate action.

Upon completion of this workshop, participants will be able to:

- Increase personal and professional results through effective decision-making strategies.
- Learn how to tap into the decision-making strengths of others.
- Apply the basic steps of decision-making.
- Use a fundamental problem-solving tool in reaching decisions.
- Define and evaluate decisions in order to implement effective decision-making strategies.

Note: *Decision-Making* may be taken with the on-line workshop *Effective Skills of Decision-Making* to create a blended learning workshop experience (consisting of both on-line and classroom workshops). This workshop design is highly interactive, fast paced, relevant for state agencies and is experiential in nature. The online workshop serves as the content foundation and the classroom workshop applies it to the workplace.



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Effective Skills of Decision-Making – is a half-day workshop that enables participants to gain the knowledge and skills needed to utilize a decision-making model to generate, evaluate and choose appropriate alternatives in various situations.

Upon completion of this workshop, participants will be able to:

- Explain the different types of decisions.
- Explain and utilize the four-step Decision-Making Model process chart in making a decision.
- Demonstrate how to generate, evaluate, appropriately choose and communicate alternatives in the decision-making process.

Note: *Effective Skills of Decision-Making* may be taken with the on-line workshop *Decision-Making* to create a blended learning workshop experience (consisting of both on-line and classroom workshops). This workshop design is highly interactive and relevant for state agencies and is experiential in nature. The online workshop serves as the content foundation and the classroom workshop applies it to the workplace.



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How to Navigate On-line Courses in Edison— is a short **on-line** tutorial offered at no cost on navigating the Edison website.

ADAAA Resource *This PDF Version is an ADAAA resource only.
It does not provide course completion capability.*



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LEAD Tennessee is a pipeline of current and emerging leaders moving through intense, high impact development targeting 12 leadership core competencies.

The pipeline features:

- Development distributed over 12 months: **Learn** ➡ **Apply** ➡ **LEAD**
- Two leadership alliances (up to 100 each) moving through six one-day Summits (3.6 CEU's)
- On-the-job learning in leadership between Summit experiences
- Summits sponsored by members of an Executive Leadership Council
- 360° Feedback linked to leadership core competencies at beginning and end of experience
- Individual Development Plan supported with one-on-one coaching
- Alliance networking

LEAD Tennessee creates a continuous pool of leaders across multiple agencies who:

- Share common language and mindset about great leadership
- Demonstrate 12 leadership core competencies
- Provide agency bench strength
- Are motivated and prepared to lead



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Project Management—is a full-day workshop designed to enable participants to utilize effective and practical skills to organize, implement and manage organizational projects in a highly developed and efficient manner.

Upon completion of this workshop, participants will be able to:

- Define basic project management terms and the role of today's project manager.
- Distinguish projects from ongoing operations and programs and explain how different organization structures support or hinder project management efforts.
- Examine the Project Life Cycle and the supporting project management process.



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The Respectful Workplace: A Staff Guide to Preventing Workplace Discrimination and Harassment

– is a half-day workshop that equips participants with the knowledge and skills to apply the state’s workplace discrimination and harassment policy to create and maintain a respectful workplace.

Upon completion of this workshop, participants will be able to:

- Identify the 10 protected classes.
- Define workplace discrimination and harassment as set forth in the state’s policy statement on workplace discrimination and harassment.
- Describe the responsibilities and liabilities under the state’s policy statement and state and federal law.
- Develop strategies for recognizing and preventing retaliation.
- Apply the state’s policy statement to the workplace.



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Time Management—is a half-day workshop that enables participants to gain the practical skills to develop and implement a framework for successful time management. The productivity of individuals and organizations hinges greatly on their ability to manage time efficiently. Harnessing this critical resource increases both employee output and organizational effectiveness.

Upon completion of this workshop, participants will be able to:

- Recognize how individual behavioral styles influence the way time is managed.
- Identify their own behavioral style management issues.
- Develop a strategy for aligning daily activities to support goals.
- Establish techniques on creating and prioritizing high-value goals.
- Explore best practice processes for leveraging time to achieve goals.
- Apply effective techniques for pursuing most important goals.



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Understanding the New ADAAA (Americans with Disabilities Act Amended Act)—

is a two-hour workshop offered quarterly for state employees on the Americans With Disabilities Act Amended Act of 2008 (ADAAA), which became effective January 1, 2009. This workshop will introduce participants to the ADAAA law and its impact in the workplace.

Upon completion of this workshop, participants will be able to:

- Explain the terminology of the ADAAA.
- Describe the impact of the ADAAA in the hiring process.
- Identify ways the ADAAA will impact management.

NOTE: The fee for this workshop is \$50 per participant



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Understanding Your Employee Benefits—is an **on-line** workshop that offers basic information regarding state-offered employee benefits, Deferred Compensation, Insurance options, State Retirement and Social Security.

Upon completion of this workshop, participants will be able to:

- Examine the specific state benefits offered to employees in order to capitalize on all available programs.
- Identify and utilize available resources to maximize opportunities for financial planning.