



## Enhancing your role

- ❖ Representing yourself as competent, capable, and courteous
- ❖ Representing your organization in a professional manner

## Becoming the effective communicator

- ❖ Using the *Communication Wheel* to be assertive and decisive - but always courteous
- ❖ Practicing *Top Quadrant* behavior

## How to work with almost anybody

- ❖ How to analyze the payoffs for other people
- ❖ How to get what you want without attacking others

## Creative use of conflict

- ❖ Handling conflict and anger the professional way
- ❖ Applying the *Four Step Model* for conflict resolution

## Organizing and time management

- ❖ The best 10 minutes of every day - how to use them to make plans and avoid catastrophe
- ❖ Multiple managers (your biggest challenge) - how to balance their demands to everyone's satisfaction

## Stress management

- ❖ Increasing your resilience to better deal with stress
- ❖ Identifying and applying strategies for eliminating stressors

## Telephone challenges

- ❖ Using telephone manners that say the best things about your organization
- ❖ Three steps to stop telephone lag

## Supporting each other

- ❖ Developing your network
- ❖ Helping each other grow

*Two days preferred. This workshop is available in several formats.*

