LEADERSHIP TRAINING CATALOG

BEHAVIORAL HEALTHCARE OPTIONS, INC.

LEADERSHIP TRAINING

Supervisory Training

This is a 1 ½ hour training, available for managers and supervisors, that offers a practical five-step approach for addressing problem behaviors that directly impact job performance. Managers are provided skills to identify, document and refer troubled employees to the EAP.

Department of Transportation-Mandated Alcohol and Drug Training for Supervisors

This two-hour training is in compliance with Federal guidelines and includes a review of the Federal regulations, signs and symptoms of

drug and alcohol use at the work site, information about the specific drugs for which employees are tested, and their effects on physical, cognitive and emotional functioning.

True Colors Training

This is a minimum half-day training designed for teambuilding with individual work groups. Based on the Myers-Briggs Type Indicator (MBTI), the True Colors Assessment System identifies personality styles by sorting into four basic color groups. It enhances relationships by creating an understanding of how we gather information and make decisions, and identifies core values, motivators, and communication styles. It is an excellent tool for bridging the communication gap among varying personality styles. *Additional materials fees apply.*

One-Hour Workshops for Supervisors

- ❖ A Downsizing Manual for Managers
- ❖ Coaching Skills for a Winning Team
- ❖ Communicating Effectively with your Employees
- ❖ How to Deal with Difficult People
- ❖ Management Techniques During Times of Organizational Change
- ❖ Managing Across Four Generations: Can We All Get Along?
- ❖ Recognizing and Diffusing the Potentially Violent Employee
- ❖ Sexual Harassment – What Every Manager Should Know
- ❖ Time Management for Managers

A Downsizing Manual for Managers

Sadly, one of a manager's tasks is that of laying people off. Most layoffs are poorly executed and devastating not only to the employees who are laid off, but to those managers performing the layoffs as well. In this workshop, managers will learn:

❖ Pre-planning guidelines
❖ Steps in implementing the layoff
❖ Management tips for dealing with those employees who are remaining

Coaching Skills for a Winning Team

We all seem to be able to agree that managers must be good at building, maintaining and reinforcing teamwork. Many managers, however, rise to their positions by working relatively independently with little direction or reinforcement and do not know how to create great teams. Even though team work and team building can offer many challenges, the payoff from a high performance team is well worth it. In this workshop, managers will learn:

❖ Strengths and weaknesses of using teams
❖ Traits of effective teams
❖ The five dysfunctions of a team
❖ Questions all teams should answer

Communicating Effectively with your Employees

A fundamental component of leadership is the ability to communicate effectively with others. Employees need to know what you are thinking and you need to know what they are thinking. Effective communication is one of the best ways to demonstrate that you value the employees in your organization. In this workshop, managers will learn:

❖ Three skills necessary for good communication
❖ Ways to increase listening skills
❖ How to give good feedback

How to Deal with Difficult People

We have all encountered a difficult person at some time or another in our management careers.   Difficult people come in every conceivable variety but they all have one thing in common. You must address the behaviors. No matter the type of difficult situation in which you find yourself, dealing with difficult people or situations is a must because left unaddressed, the situation inevitably gets worse. In this workshop, managers will learn:

❖ The definition of a difficult person
❖ Specific steps to address difficult people
❖ Types of difficult people
❖ Techniques to deal with difficult people

Management Techniques During Times of Organizational Change

Managing change means managing fear. Even though nothing is as important to the survival of your organization as change, nothing has greater potential to cause failures, loss of production, or falling quality. In this workshop, managers will learn:

❖ Typical reactions to change
❖ How to help employees understand what is and what is not changing
❖ Overcoming resistance to change
❖ Top ten techniques for coping with organizational change

Managing Across Four Generations: Can We All Get Along?

Managers are increasingly grappling with generational differences in their work forces. Problems can arise from differing mindsets and communication styles of workers born in different eras. The frictions may be aggravated by new technology and work patterns that mix workers of different ages in ever-changing teams. In this workshop managers will learn:

❖ Characteristics of the four generations
❖ Communication strategies that bridge the gaps
❖ How to take advantage of the differences in values and expectations of the four groups
❖ How to avoid stereotyping

Recognizing and Diffusing the Potentially Violent Employee

Workplace violence is a very real concern for employers and employees alike. And in times of layoffs and economic downturn, that concern is heightened. There is no sure way to predict human behavior, however there are warning signs that managers can learn. The best prevention comes from identifying any problems early and dealing with them. In this workshop, managers will learn:

❖ Definitions of workplace violence
❖ Profile of potentially violent employee
❖ Early warning signs for supervisors
❖ Worksite based prevention strategies

Sexual Harassment – What Every Manager Should Know

Managers are encouraged to take steps necessary to prevent sexual harassment from occurring, yet they often do not have the training or knowledge to do so. Prevention is the best tool to eliminate sexual harassment in the workplace. In this workshop, managers will learn:

❖ Definition of harassment
❖ Forms of harassment
❖ Intent vs. impact
❖ Establishing a respectful workplace

Time Management for Managers

Is your current way of doing things generating the results you want and need from your team? Spread thin and find it challenging to balance your personal production goals with the time needed to coach and develop your people? Feeling buried in tasks, deadlines and expectations?

In this workshop, managers will learn:
- ❖ Most common time-wasters for managers
- ❖ Time saving ideas for every worksite
- ❖ Tips for avoiding procrastination