

# COMPASS SERIES WORKSHOPS OBJECTIVES



## ***Positive Impact: Attitude***

In this session, participants will learn:

- How attitude, behavior and job performance are related
- To treat customers and co-workers respectfully and professionally
- To prevent negative feelings from affecting performance
- To be a positive influence through words and actions

## ***High-Performance Teamwork***

In this session, participants will learn:

- The definition of a High-Performance team vs. traditional workgroups
- The three elements of High Performance teams
- Four types of teams
- The stages of team development

## ***Building Trust***

In this session, participants will learn:

- The consequences of win-lose and win-win strategies
- To achieve win-win relationships and help others to do so
- To improve trust throughout the organization
- To identify the biggest organizational trust issues
- To set goals for improving trust

## ***Communication***

In this session, participants will learn:

- How perceptions and viewpoints differ
- The essentials of face-to-face communication
- One-way vs. two-way communication
- To understand the skill of listening
- To improve active listening skills

## ***Managing Change***

In this session, participants will learn:

- To identify the impact change has on our lives
- To assess attitudes toward change
- To identify transitions during the change process
- Why we tend to resist change and what we can do about it
- To develop resilience to change and “roll with the punches”

## ***Supervisory Skills***

In this session, participants will learn:

- The top ten mistakes of supervisors and managers
- To identify competencies necessary for success as a supervisor/ manager
- To identify the role of vision in leadership
- To develop “win-win” situations in motivating others

## ***Conflict Management***

In this session, participants will learn to:

- The causes of conflict
- Five conflict management styles
- Ways to control nonverbal communication
- Fair vs. unfair fighting
- How to send a clear message

## COMPASS SERIES WORKSHOPS OBJECTIVES – continued

### ***Performance Expectations***

In this session, participants will learn to:

- Address behavior that fails to meet expectations
- Use discipline and conformity to build trust
- Develop a set of non-negotiables for those whom they lead
- Practice addressing harmful behavior

### ***Giving and Receiving Feedback***

In this session, participants will learn:

- How feedback can help them and their team to learn and grow
- How open or closed they are to feedback
- To give effective feedback to others to inspire changes in them
- To receive effective feedback from others to enable them to succeed

### ***Customer Focus***

In this session, participants will learn:

- Techniques to ascertain customer requirements
- To identify the customer orientation of their team and organization
- To analyze requirements from key customers, internal and external
- A system for measuring and tracking key customer requirements
- To examine their attitudes toward their customers (internal or external)

### ***Empowering Others for Success***

In this session, participants will learn:

- The difference between commitment and compliance
- How to create commitment
- The 4 principles of empowerment
- How to transfer power to others

### ***Keeping Score on Organizational Goals***

In this session, participants will learn to:

- Set goals and track performance
- Understand the building blocks of scorekeeping
- Identify and establish metrics in key result areas
- Assess current performance

### ***Time Management***

In this session, participants will learn:

- How they are currently using their time
- The difference between the important and the urgent
- How to make time for what is truly important
- A systematic approach to managing daily events

### ***Triumphing Over Emotional Challenges***

In this session, participants will learn to:

- Recognize how emotions affect our interactions with others
- Understand other perspectives
- Identify their strengths and limitations and those of their teammates
- Choose positive behaviors in response to challenges

### ***Team Dynamics***

In this session, participants will learn to:

- Define Team Dynamics and experience it in action
- Define team process and shared leadership
- Observe and determine ways to improve team process