

Core Courses

Leadership Effectiveness– 4 hours

Workshop begins with a self assessment that helps the participant understand more about their relative skills in the area of leadership based upon eight competencies: emotional intelligence, direction clarity, change orchestration, reciprocal communication, contextual thinking, creative assimilation, people enablement, and driving persistence.

Effective Communication – 4 hours

Administration of the Communication Effectiveness Profile - The Communication Effectiveness Profile looks at the large and often complex subject of communicating with others. Getting your message across in a way that is clear and coherent is a critical skill in both organizational and personal life. In this workshop participants will learn how to orchestrate communication to create a mutual experience of high value. Training enables participants to understand the many ways that clear communication can take place, and learn personal skills and behaviors to communicate more effectively.



Core Courses

Getting Things Done (Time Management) – 4 hours
Program is based on David Allen's *Getting Things Done* book. The program will be the introduction of tools for creating a system for getting things done. Participants will learn how to create a system will help them reduce their stress and become more productive.

Team Building – 4 hours

This workshop will focus on building collaboration between work groups and help participants realize the importance of working together to accomplish the greater goals of the organization.

Customer Service Effectiveness– 4 hours

Participants will take a self-assessment to help them understand how effective they are at providing excellent customer service. Participants will learn skills to improve their customer service and the importance and impact effective customer service has on the campus.





Elective Courses

Adapting to Change – 3 hours

This workshop focuses on the individual as the point of power when organizations must respond to change or implement change efforts internally. Participants will learn how to recognize four phases of change, determine which phase they're in, and incorporate the change into their routine. Participants will learn a set of skills that include reflecting on the change, examining feelings, seeking information, and taking action. The workshop uses performance tools and other activities to build specific skills that can be used in class, back on the job, and in team meetings.

Business Writing to Achieve Results – 4 hours

Course Description: If you need to write more effective e-mails, memos, letters, and proposals, this course is designed for you. The session will cover techniques to strengthen your writing and enhance your professional image while improving the overall readability of your documents.



Elective Courses

Conflict Resolution – 4 hours

Course Description: To optimize performance, we must be able to effectively resolve issues, settle differences, and implement solutions on every level. The Thomas-Kilmann Conflict Mode Instrument (TKI) helps people discover how they handle conflict – their conflict styles – affect performance. Everyone uses a range of conflict styles based on skills and on the demands of the situation at hand. By understanding and expanding these styles, we can improve the way we accomplish goals individually and within work groups. Participants are introduced to five basic conflict-handling modes. All modes are effective if applied to the appropriate situation and if used in a balanced way.

Cultural Awareness – 3 hours - *NEW*

What is considered an appropriate behavior in one cultural environment may be inappropriate in another. Misinterpretations primarily occur when we project the behavioral norms of our own culture onto those of other cultures. Through interactive role play we will try to define our own cultural values and look at different cultural behavior and values through another person's lens.



Elective Courses

Creative Thinking – 4 hours - *NEW*

Critical thinking and creative thinking go hand in hand. Creative thinking means generating ideas and processes; critical thinking evaluates those thoughts, allowing for rational decision. So how do you think critically to think more creatively? This workshop is designed to go beyond “traditional” brainstorming by helping individuals develop an innovative mind-set which can be transferred to your office and/or department.

Creative Problem Solving – 4 hours - *NEW*

This highly practical workshop revolutionizes the way people think. Participants learn the basic process, skills, and tools of applied creativity by utilizing them to address real work-related problems submitted by the class. It provides a structured approach that participants find easy to follow conceptually. The outcomes of this workshop include: practice applying the creative thinking skills of diverging, converging, and deferral of judgment; awareness of a straight-forward creative problem solving model; awareness and understanding of different problem solving styles via the Basadur CPS profile; and how these styles impact working with others.



Elective Courses

Any Outreach & Engagement Public Computer classes

<http://www.usi.edu/extserv/career/computers.asp>



University of Southern Indiana
Division of Outreach and Engagement