

- **Understanding Your Leadership Roles and Responsibilities:** Today more than ever, it's important that our organization's leaders are well equipped with the skills and tools they need to guide their teams effectively.
 - **Working Better Together, With DISC:** At work, many times, people ask *"Why did they do that, say that, or act like that?!"* Using an individual assessment, DISC helps supervisors and team members understand the communication and motivational styles of others, which leads to clear understanding of other's objectives, intentions and goals (and thus decreasing drama and conflict). *Easy to understand and immediately applicable*, DISC helps eliminate "communication waste" and builds efficiencies to get the results everyone wants.
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A large circular image featuring a snowman wearing a black top hat and a yellow scarf, standing in a snowy field under a blue sky with light clouds. The text "Warm up to On-Site Learning!" is overlaid on the image.

**Warm up to
On-Site Learning!**

The days may be getting shorter, but the need for ongoing training and development remains ever present. With learning opportunities from the EA, that can *sharpen and enhance key skills* for you and your team!

Check out these topics:

- **Behavioral Interviewing:** Great cultures are built by hiring great people. Done well, the process of interviewing and hiring new employees can lead to improved morale, increased customer satisfaction, heightened leadership development, and improves the overall results of the organization. This session, delivered by content experts, gives practical, up to date content, and a chance to practice critical skills.
- **Building Civility and Respect in the Workplace:** This session covers what *all* employees need to know about *Harassment*, plus the importance of building and maintaining respect and civility (and why that matters). Diversity, unconscious bias, trust, and simply expecting respect at work can be included in this customizable and interactive session.
- **Building and Maintaining Trust on a Team for Leaders:** This content-rich training unpacks an acronym that gives dysfunctional teams new tools for success, and healthy teams a needed shot in the arm.
- **Diversity, Equity & Inclusion:** According to the Office of Personnel Management, there are at least 3 tangible benefits for diversity and inclusion in the workplace. Having a diverse workforce helps companies better serve their communities that are represented by diverse peoples. People from different backgrounds and experiences bring more ideas, aiding in creativity and innovation. When employees feel like there are people like them they can go to for open, honest conversations, there is an increase in engagement and productivity.
- **Effective Communication for Leaders:** The Effective Communication for Leaders course will help leaders develop communication skills in a work environment. As a leader, effectively communicating with your staff by listening first is vital. How a leader communicates with their employees is the difference between an engaged and inspired team and one that is unengaged and resentful. This course will teach you about how you can improve your people skills, and how you can grow the confidence you need to conduct your work professionally and productively.
- **Extraordinary Customer Experience:** Wait, did we say 'experience' instead of 'service'? Yes, indeed. Customer service is one thing, but a great customer *experience* brings them back time and time again. Our training is applicable to the new or seasoned professional.
- **The Five Languages of Appreciation at Work:** Using an effective assessment tool, participants learn how to show specific appreciation that is truly valued by the recipient, leading to stronger engagement, higher retention and improved morale.
- **Harassment Awareness and Prevention:** Be proactive - have us come to your place of business and present no-nonsense, straightforward information and advice to any audience, from manufacturing to the professional office, and everyone in between. Up-to-date, professionally taught with an engaging training style.
- **Performance Management:** Bringing out the best in your employees can be a challenge. With this workshop, leaders will learn how to proactively drive their teams to continuous improvement.
- **Recognizing and Dealing With Substance Use in the Workplace:** The statistics are staggering: more than 70% of employers are impacted by prescription drug abuse, at a cost of almost \$42 billion annually due to lost productivity. This workshop will help employers explore ways to help to combat the issue of substance use in the workplace.
- **Resolving Workplace Conflict:** With human interaction will most certainly come some form of conflict. This workshop will help leaders learn proven techniques to respond to conflict in a manner that maintains interpersonal relationships and results in positive outcomes.
- **Supervisory/Leader Academy:** We offer a series of eight, two hour sessions, delivered on-site. Companies can pick and choose from the nine sessions offered, or can implement all of them. Certificates of Completion are offered at the end of the sessions. Content can also be customized. Core Class Topics include: Building Civility and Respect in the Workplace, Building and Maintaining Trust on a Team for Leaders, Hiring Smart, Performance Management, Recognizing and Dealing With Substance Use in the Workplace, Resolving Workplace Conflict, The ABC's of Employment Compliance for Supervisors, and Understanding Your Leadership Roles and Responsibilities. Optional Classes include: Effective Communication for Leaders, Getting R.E.S.U.L.T.S. for the big and small issues, Inspiration and Recognition, Managing through Change, Problem Solving and Decision Making, and Time Management Tune Up.
- **The ABC's of Employment Compliance for Supervisors:** Armed with the latest in best practices and years of front line, practical experience, our trainers equip participants with knowledge and tools they can use in the workplace right away.
- **Train the Trainer: Building Effective Facilitation Skills To Make Learning Last:** Participants learn key elements in adult learning, tools that work (body language, active listening, paraphrasing, eye contact, paying attention to verbal's, pacing), resolving common problem situations, and demonstrating best practices by creating and presenting a short company-specific session that can be videotaped for effective evaluation.

(more class descriptions and offerings are on the back!)

