

Seminar Topics from RCI for 2012

The following seminar/workshop titles and descriptions represent a sampling of possible workshop topics that Jeffrey Russell of Russell Consulting, Inc. (RCI) can present. Each of the following is typically custom-designed around the client's specific learning objectives. Contact RCI today at RCI@RussellConsultingInc.com or call 608.274.4482 for more information on how RCI can help you achieve your leadership and employee development goals through RCI training programs. You can visit us online at www.RussellConsultingInc.com to learn more about our work.

1. **The ABCs of Leadership** — What are the qualities of leadership that our organization requires today and for the future? What enables someone to become a leader? This session explores the foundations of leadership and guides participants in assessing their own leadership effectiveness. Participants will leave with an understanding of their personal strengths and a plan for their self-development as a leader.
2. **Leading Change in an Age of Uncertainty** — This program introduces an innovative four-phase model for understanding and managing change that helps participants see how change affects people emotionally. The origins of resistance will be explored — as will strategies to help people create healthy responses to the situations they face on the job and in their life. Finally, this workshop introduces an **Organizational Change Readiness Assessment™** tool to guide change leaders in preparing their organizations for the change to come.
3. **Developing Employee Resilience** — In the face of change, uncertainty, stress, and anxiety about the future, people depend upon resilience to pull them through the tough times. This seminar explores the characteristics of resilient people, identifies the competencies that enable someone to become resilient, and guides participants in strengthening their own resilience—and the resilience of others. Participants will also assess their own resilience using the **Resilience Quotient™**.
4. **Working Together Effectively** — Everything we do in our work group or teams happens through people coming together to create something of value for the customer. Understanding the true meaning of *teamwork* and how to create it in each department or work area are the focus of this session. Participants will leave with a plan of action for strengthening teamwork within their department/work area.
5. **Communication and Personal Effectiveness** — We become effective in our jobs as result of both our *competence* in the skills required to serve our customers and in our ability to *create understanding* with others. Communication is at the core of personal and organizational effectiveness. This session introduces a communication model that enables participants to identify common barriers to their communication. Using a self-assessment instrument, this session also gives participants feedback on their communication strengths and areas for improvement. Participants will identify common obstacles to their communication effectiveness, practice active listening skills, and develop a personal plan for communication skills improvement.

6. **Understanding and Managing Conflict** — With ever-higher levels of teamwork and interdependence between departments now expected as part of our work, interpersonal and group conflict is inevitable. This seminar helps participants see both the *benefits* and *challenges* of conflict and presents a model for managing conflict that strengthens working relationships and teams. Strategies for creating win/win outcomes will be explored and participants will develop a plan for achieving positive results when the other side doesn't want to cooperate.
7. **Discovering Common Ground** — When people disagree they tend to focus on "winning," not losing, and work to reassert control over their situation and sometimes control over others. This *Unilateral Control Mindset*, however, actually undermines what people say they want. This workshop explores the downsides of the *Unilateral Control Mindset* and introduces a powerful alternative: the *Mutual Learning Mindset*. By focusing on mutual learning vs. unilateral control, people are more likely to discover common ground and move closer to their personal goals all while strengthening their relationships with others. Attend this seminar to learn a set of transformational tools that will enhance all of your personal and professional relationships.
8. **Creating and Sustaining a Customer-Centered Service** — We all know that we're there to serve the customer, but creating a product or service that puts the customer at the *center* is different. This program involves participants in identifying their customer service mission and guides them in developing a method for making customer service the key to their organization's success. Participants will identify customer expectations and develop methods for measuring customer satisfaction.
9. **Problem Solving and Decision Making** — Taking the right course of action in the face of any challenge or improving the level of quality we provide to our customers requires the development of a core set of skills. This program introduces models for problem solving and decision-making that enable participants to identify their best course of action. This seminar involves participants in identifying and tackling real challenges that they face in their team, work group, department, or organization.
10. **Surviving Difficult Conversations** — How do you conduct a "difficult" conversation? How do you talk to others about their performance or when their actions have hurt your feelings or those of others? This innovative session offers you actionable insights and powerful tools for communicating effectively with co-workers, bosses, customers, suppliers, and even our significant others in stressful situations. You'll learn a step-by-step process for using the *Mutual Learning Mindset* while navigating this difficult terrain at the intersection of misunderstanding and fear!
11. **Understanding and Developing Your Emotional Intelligence** — The research is in: it's not how *smart* you are that determines your success in life, it's how *emotionally intelligent* you are. This workshop introduces the concept of emotional intelligence, identifies the competencies of emotional intelligence, and guides you in developing a plan for growing your own emotional intelligence.
12. **The Art of Delegation** — Effective leaders, managers, supervisors, and project leaders become effective through the energy and results that those on their team bring to their work. This workshop explores strategies for establishing a positive environment that supports the delegation of important work — and then

introduces a model for guiding others toward a successful conclusion of a delegated task.

13. **We Have to Start Meeting Like This!** — On an average day in the United States, there are 17 million meetings. How effective do you think these meetings are? How can we improve the effectiveness of the time we spend in meetings? This workshop explores a variety of tools and strategies for effectively managing your meetings. From deciding whether a meeting is necessary or not to setting a clear agenda to managing participation during a meeting, you'll leave this session with a new set of insights and tools for more productive meetings.
14. **Strategic Thinking and Planning** — The future belongs to those who have the capacity to think, plan, and act strategically. Unfortunately, in most organizations, only the top leaders are expected to develop strategic thinking skills. This workshop explores the competencies of the strategic thinker and identifies actions that individuals and the organization can take to build more strategic thinkers at every organizational level. This seminar will also introduce a model for strategic planning that individual teams and departments can use to prepare themselves for the uncertainty of tomorrow.
15. **Move Over Baby Boomers! Exploring the Synergy and Clash of Four Generations at Work** — Over the next five to ten years there will be a revolution in our workforce. As baby boomers retire and Generation Nexters move into the workplace in greater numbers, there will be wonderful innovations and tension-filled struggles for direction and control. Attend this workshop to learn how to facilitate a smooth transition of Gen Nexters into the workplace, how to reduce inter-generational conflict, and how to maximize the synergy that springs from these differences.
16. **Advanced Issues in Problem Solving and Decision Making** — In the basic leadership development curriculum, you learned a step-by-step process for solving problems and making decisions. You also learned a number of tools to help you find the best solutions. This advanced PSDM skills workshop explores additional tools that you can use to bring together the best ideas and insights from your team. We will also discuss consensus, the conditions that need to be in place to achieve it, how to recognize when you have consensus, and actions you can take to achieve consensus when you're at an impasse.
17. **Understanding and Managing Your Workplace Behaviors for Personal Effectiveness** — Over time, each of us develops a set of behaviors that, in general, enable us to be effective. There are times, however, when what usually works for us actually presents an obstacle to our success. In this seminar, you'll receive feedback on your workplace behaviors using the online **DiSC Personal Profile**. You'll leave this session with key insights into the strengths of your behaviors, your potential liabilities, and an action plan to enhance your effectiveness at work. Note: This session requires participants to complete an online profile in advance of the workshop. There is an additional per person cost for this profile.
18. **The Fundamentals of Project Management** — Much of the work performed in organizations today is done through project teams: groups of people from different departments coming together to solve an organization-wide problem or develop organization-wide solutions. Managing a project requires mastering a new set of competencies and skills that range from defining expectations through managing team dynamics. In this seminar, you'll learn the key steps for developing

and managing a project and practice tools to help keep your project team on track.

19. **Time and Self-Management** — These days, multi-tasking seems to be a necessity: so much to do in so little time with so few resources. In this workshop, you'll learn key insights into the art of self-management—which directly influences how you manage your time. You will leave this session with a set of tools and approaches for restoring a sanity and balance to your work and life and a plan for making this happen.
20. **The Skilled Facilitator** — A team facilitator brings objectivity and a toolkit of methods and approaches that enable the team to operate efficiently and effectively. While a team leader focuses on the "agenda," the facilitator focuses on the *process* — on how the group works together (or doesn't!). Attend this seminar to learn the tools and tricks that the skilled facilitator brings to a group to help manage its dynamics and enable it to achieve its goals.
21. **Systems Thinking and the Art of Seeing the Wholes** — Systems thinking is a way of looking at the world that enables you to see the connections and interrelationships of all things. Why does this matter? If you're trying to permanently solve a problem that keeps resurfacing . . . if you want to better understand why, too often, you get stuck in your efforts at making progress on a tough problem, systems thinking comes to your rescue. This workshop introduces the art of seeing "wholes" and leads you in practicing a number of tools to help you find your way out of tough problems.
22. **Innovation, Creativity and Freeing the Duck from the Bottle** — Successfully responding to the challenges of today requires new understandings and insights. And finding the best solutions requires embracing paradox and cultivating tangential thinking. In this fun and mind-altering workshop, you'll learn how to see "problems" in a different light, creative and energizing ways to brainstorm ideas, how to leverage the energy of a group towards breakthrough thinking, and how to channel negative energy toward constructive solutions.
23. **Fearless Reviews: An Employee-Centered Approach for Performance Management and Coaching** — *Anxiety. Fear. Stress. Dread.* Yes, it's performance review time! There is nothing like the performance review for creating stress and anxiety throughout your organization. But it doesn't have to be this way. Armed with the right mindset, the right tools, and the right approach, managers and employees can begin to transform the traditional review into one that builds greater employee ownership for performance improvement. In this session you will learn steps for creating an employee-centered approach for performance reviews.



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