



Professional Development Program for the City of Laredo

2023-2024

Course #1

Skills for High Performance Teamwork

Program Length: Full Day (6 hours)

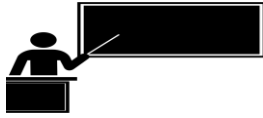
Module 1	Basic Communication: Face-to-Face Communication Key listening skill clusters Improve active listening skills
Module 2	Giving & Receiving Feedback: Feedback vs. Criticism Steps in giving effective feedback Steps in receiving feedback “I” Messages
Module 3	Managing Group Process Overcoming common group obstacles
Module 4	Team Decision Making: Barriers to team decision making Six methods of Team decision making Team Decision Making Model
Module 5	Team Problem Solving: Problem-Solving Model Creative Brainstorming Team Problem Solving Matrix
Module 6	Conflict Resolution: Conflict handling styles Identify your style and work effectively with other styles Conflict Management Model

Course #2

Emotional Intelligence

Program Length: Full Day (6 hours)

Module 1	<ul style="list-style-type: none">• Introduction to Emotional Intelligence (EQ)• Emotions, Behavior, and the Brain: Your personal awareness
Module 2	<ul style="list-style-type: none">• Identify and manage emotional behaviors that impact your work-based relationships and situations
Module 3	<ul style="list-style-type: none">• The Behavioral EQ Model• Integrate empathy to promote strong team player attributes and communication
Module 4	<ul style="list-style-type: none">• Behavioral EQ Self-Awareness
Module 5	<ul style="list-style-type: none">• How to Improve Your Behavioral Emotional Intelligence (EQ)• Applying Emotional Intelligence Skills to build relationships and improve performance
Module 6	<ul style="list-style-type: none">• Your Action Plan



Course #3

Effective Communication Skills

Program Length: 6 Hours

Module 1: The Communication Process	<ul style="list-style-type: none">• Choosing the message: Your language skills• Body Language: Non-verbal Communication
Module 2: The Listening Lab	<ul style="list-style-type: none">• The Active Listening Model• The Power of Questions• Achieving Deeper Communication
Module 3: Building Trust & Rapport	<ul style="list-style-type: none">• The Elements of Trust• Assertiveness: "I" messages• Giving & Receiving Feedback• Five Conflict Handling Styles
Module 4: Interpersonal Dialogue	<ul style="list-style-type: none">• The Steps of Dialogue• How to Communicate in Conflict
Module 5: Higher Level Communication Tools	<ul style="list-style-type: none">• Understanding Behavioral Styles• Tailoring Your Message & Approach

Course #4

Trust Factor: Creating Win-Win Relationships

Program Length: Full Day (6 hours)

Module 1	Exploring Trust Assessing My Trustworthiness Work on Me first
Module 2	A Pattern of Collusion Collusion Worksheet The price of Collusion Breaking Out
Module 3	Styles of Communication Native Tongue Consequences
Module 4	The Steps of Dialogue Steps To Establish Mutuality Steps To Create A Pool of Shared Understanding
Module 5	Steps To Arrive At Synergy Behaviors That Weaken The Steps of Valuing Strengthening Others
Module 6	Giving Helpful Feedback Receiving Feedback Effectively Responding To Feedback What Helps Groups Move Forward

Course #5

Conflict Resolution: A Peak Performance Strategy

Program Length: 6 Hours

Module 1	<ul style="list-style-type: none">• Understanding Conflict• Constructive Behavior
Module 2	<ul style="list-style-type: none">• Your Horse and Rider• Self-Assessment
Module 3	<ul style="list-style-type: none">• Understanding Your Conflict Style Scores
Module 4	<ul style="list-style-type: none">• Dealing with Choice Points• Making Conscious Choices
Module 5	<ul style="list-style-type: none">• Five Key Steps• The Steps to Minimize Conflict• Repairing the Relationship
Module 6	<ul style="list-style-type: none">• Why Problems are not solved• The Three Step Model

Course #6

How to Deliver Exceptional Customer Service

Program Length: Full Day (6 hours)

Module 1: Your Value Proposition	<ul style="list-style-type: none">• Link your value statement to your customer service strategy• The Power of the 7/11 Rule• Determine average customer worth
Module 2: Teamwork Gets Results	<ul style="list-style-type: none">• What every team member must know• The power of synergy and cohesion
Module 3: Successful Communication Skills	<ul style="list-style-type: none">• Verbal and non-verbal communication skills• Customer-centered focus that gets results• Telephone & email etiquette• 6 Active Listening Steps• Seven creative techniques to sharpen your listening skills
Module 4: Building trust and customer loyalty	<ul style="list-style-type: none">• The elements of trust• Key behaviors that build trust and customer loyalty
Module 5: Resolving conflicts, complaints, and creating long term customer value	<ul style="list-style-type: none">• H.E.A.R.D. Technique• LSCPA Model

Course #7

Managing Time, Tasks, and Multiple Priorities

Program Length: 6 Hours

Module 1	Planning for Success The Seven Habits
Module 2	Techniques for Prioritizing
Module 3	Four Quadrants of Time Management Effective Delegation
Module 4	Your Roadmap: Managing Interruptions, Conquering Procrastination, and Effective Communication Skills
Module 5	Handling Stress Dealing with Difficult People
Module 6	Your Action Plan

Course #8

How to Speak with Confidence and Clarity

Program Length: 6 Hours

Module 1	<ul style="list-style-type: none">• Root Causes of Fear• How to Conquer Your Fear• The Truth: Art vs. Science
Module 2	The 5 P's of Public Speaking
Module 3	Test Drive the 5 P's: Your Lab
Module 4	A Winning Presentation: 5 Tips
Module 5	Storytelling Secrets
Module 6	The Rehearsal Process

Course #9

Bootcamp for Managers and Supervisors

Program Length: Full Day (6 hours)

Module 1	Managing vs. Leading Qualities of Leadership Leadership Styles The Six Most Common Pitfalls
Module 2	Creating an Open Environment How to Increase Enthusiasm Analyzing Your Team Prioritizing for Results
Module 3	Building A Better Team: Increase employee engagement Dealing with the Problem Employee Performance Appraisals Counseling Sessions: Before, During, and After
Module 4	Effective Communication Model Non-Verbal Communication Skills Assertive Communication
Module 5	Interviewing & Hiring for Success
Module 6	The Empowered Relationship