



## **LEAD to Succeed – Communication for Personal Impact Menu of Training Options**

### **Your Conflict Style Inventory (1 hour)**

Conflict is common in the workplace and is something many of us look to avoid but having the proper tools to deal with conflict can make all the difference when it eventually arises. This 1-hour training explores five different conflict management styles and how each is used to approach difficult conversations with coworkers and/or stakeholders. This training will provide participants with effective tools to approach conflict in the workplace to achieve more positive outcomes.

*Professional Standards code: 3410 Dealing with Difficult People and Personnel Management*

### **How are Your Listening Habits? (1 hour)**

Listening is a critical component to effective communication. This 1-hour training explores participants' listening habits and provides tools and techniques to help improve conversations in the workplace. Specifically, participants will learn about the four levels of communication and will explore the productive listening learning model to improve their personal listening habits.

*Professional Standards code: 4140 Interpersonal Skills*

### **How Do You Bring Value to the Workplace? (1 hour)**

Establishing who someone is and the value they bring to an organization are key components of communication in the workplace. In this 1-hour training, participants will explore frameworks and tools they can employ to be more effective at communicating who they are and the value they bring to their organization. Participants will take a “deep dive” into the skills they need to assess and understand their audience, and how to develop an effective introduction for a specific audience.

*Professional Standards code: 3210 Professional Development and Leadership Principles*

### **Getting Your Ideas Adopted (2 hour)**

There are many steps between the initial proposal of an idea and getting organizational buy-in. This 2-hour training will guide participants through the “diffusion of innovations” framework. This framework is designed to help participants learn how to effectively give and receive ideas and feedback from their network, and to show how and whom participants should communicate with to get their ideas adopted.

*Professional Standards code: 4140 Communication Skills*

**You and Your Network (2 hour)**

Networking and understanding the value someone brings to an organization are essential to advancing one's professionalism. In this 2-hour training, participants will receive a tour of frameworks and tools to help them more effectively communicate who they are and the value they bring to their organizations. Topics such as nonverbal communication, defining "your personal brand," and networking are just some of the tools that will help participants communicate the unique value they bring to their school nutrition organization.

*Professional Standards code: 4140 Maintaining a Professional Image*

**Navigating Difficult Conversations (3 hour)**

Effective dialogue is one of the single most important skills for today's leaders. Whether confronting a team member who is not keeping commitments, critiquing a colleague's work, or simply telling someone "no," critical conversations are often avoided or handled in clumsy ways. The role of communication is to provide the right type of communication at the right time to the right audience. This 3-hour training details the key communications skills, approaches, and tools needed to inform, educate, and drive relevant opinions and behaviors. Participants will learn about the theory underpinning these conversations, diagram their structure, and learn specific strategies to successfully approach difficult conversations.

*Professional Standards code: 3410 Dealing with Difficult People and Personnel Management*

**Personal Development (4 hour)**

All leaders need to know how to build a cohesive and compelling narrative that is persuasive, as well as one that allows for feedback and innovation—both of which are critical to any collaborative process. In this 4-hour training, participants will explore tools to help them more effectively communicate and collaborate. They will learn how to sharpen their skills of persuasion by employing evidence and strategies on moving an audience from one point to the next, gaining trust and buy-in through the presentation of a cohesive narrative.

*Professional Standards code: 4140 Communication Skills*