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PEOPLE PROGRAMS

VIRTUAL & FACE-TO-FACE LEARNING SURROUND ACTIVITIES

Each online virtual and face-to-face instructor led session is accompanied by pre and post work that is completed by each participant

PRE-SESSION WORK

DIGITAL COMMONS

POST-SESSION WORK

Every participant is sent a small introduction to the concepts of the session. The idea is to get them thinking about their individual situations and how the course content relates

Extra articles, materials, videos and information is supplied through a digital online resource. In addition, participants are presented with guided questions that they have to answer in an open online forum

In order to embed the learning from each session (and get participants prepared for the next session during multi-session courses), post course work and guided discussion introduced through the digital access platform

PEOPLE PROGRAMS

ACCOUNTABILITY ACTIONS

*1 session vILT or
1/2-day face-to-face*

OBJECTIVE

Learning to apply accountability in the achievement of business results and the improvement of both individual and organizational performance.

TAKING RESPONSIBILITY OF ACTIONS

- Understand what accountability is

- Learn the difference between "above the line and below the line" thinking and behavior

- Explore the steps required to create an accountability mindset

- Examine how to build accountable leadership while creating a climate of accountability up, down, and across the organization

BUILDING RELATIONSHIPS

*1 session vILT or
½-day face-to-face*

OBJECTIVE

Creating a workplace that is collaborative and collegiate

CREATING THE COLLABORATIVE WORKPLACE

- Identify how barriers to building relationships can be overcome by recognizing attitude and behaviors in themselves and others

- Explain the importance of trust in a relationship and identify methods of developing trust

- Recognize the difference between assertive, aggressive and passive behaviors and how these impact on relationships

- Learn about different communication styles and how they can affect relationship building

PEOPLE PROGRAMS

BUILDING TRUST

*1 vILT session or
½-day face-to-face program*

OBJECTIVE

The anatomy of trust: what creates it and what destroys it

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BUILDING AND MAINTAINING TRUST

▪ Understanding why trust is important

▪ Examining the "trust quotient" and learning what builds and destroys trust

▪ Learning tools to help rebuild trust once it has been lost

▪ Understanding how to maintain trust, specifically in remote team situations

PEOPLE PROGRAMS

BUSINESS PRESENTATIONS

2 session vILT or
1-day face-to-face

OBJECTIVE

Gaining the skills to engage and persuade an audience and make a change in their thinking, behavior or attitude

GETTING YOUR MESSAGE ACROSS THAT INFLUENCES

▪ Design and deliver a persuasive presentation that gets results

▪ Benchmark and structure presentations with real examples and tips

▪ Explain how audiences listen and respond to presentations

▪ Follow prompts that help audiences reflect, evaluate and learn from experience

▪ Practice preparing and presenting in real time with immediate feedback from peers and facilitator

PEOPLE PROGRAMS

COACHING FOR PERFORMANCE

*2 vILT sessions or
1-day face-to-face program*

OBJECTIVE

Understand the role of coaching and how it differs from mentoring, advising and teaching. Learn how to use a coaching process that involves the coachee and motivates them into action

THE WHAT AND WHY OF COACHING

- Discover what coaching actually is

- Learn the quality and traits required of a good coach

- Uncover key skills required to coach and tools available to help

- Understand the application of a coaching model to drive the conversation

COACHING SKILLS AND TOOLS

- Adapting your learning style

- Dealing with resistance to coaching

- Understand how to use and deploy a coaching template

- Discover how to ask great coaching questions and truly listen to the answers

- Explore how to make coaching collaborative

COLLABORATING ACROSS BOUNDARIES

1 vILT sessions or
½-day face-to-face program

OBJECTIVE

Learning how to collaborate across organizational boundaries by exploring how to communicate effectively and understand differences that lead to effective collaboration

WORKING COLLABORATIVELY WITH OTHERS

- Learn, why collaboration is beneficial to productivity

- Explore way to work in a collaborative climate and how to build trust across boundaries

- Assess your own collaborative style and how this helps or hinders you in collaborative working

- Recognize how to use emotional intelligence to collaborate with others and build stronger relationships

COMMUNICATING WITH CLARITY

2 vILT sessions or
1-day face-to-face program

OBJECTIVE

Understanding individual communication styles and how to adapt your style to those you need to work with, manage and influence, specifically focused on communication via email

COMMUNICATION STYLES

- Discover barriers to effective communication

- Understand different communication styles and how the interplay works between them

- Learn how to adapt individual styles to meet the communication needs of others

COMMUNICATING VIA EMAIL

- Clarifying the role of email as a communication tool

- Examining the issues that use of email creates

- Learning effective communication tools to make email clear, unambiguous and practical

- Learning when to "pick up the phone"

PEOPLE PROGRAMS

COMMUNICATING ACROSS CULTURES

*2 vILT sessions or
1-day face-to-face program*

OBJECTIVE

Building awareness and insight into intercultural communications including exploring barriers to successful cross-cultural interactions while understanding differing cultural dynamics

DEFINING COMMUNCIATING ACROSS CULTURES

- Define what cross-cultural communication is

- Explore and recognize barriers to intercultural communication

- Understand differing cultural values and norms

EXPLORE CROSS-CULTURAL COMMUNCIATION

- Learn the differences and similarities in non-verbal communciation in various cultures

- Explore the fundamental components that influence intercultural conflict

- Understand what to consider when communicating with an international audience through a common language

DEALING WITH CONFLICT

2 vILT sessions or
1-day face-to-face program

OBJECTIVE

Learn how to deal with different approaches to conflict and how to prepare for and manage disagreement

WHERE CONFLICT ARISES

- Understand the definition of conflict

- Examining different types of conflict and their resultant traits

- Assess areas where conflict happens

- Examine affective vs cognitive conflict and how to recognize both

DEALING WITH CONFLICT

- Learn how to defuse anger

- Understand how to provide feedback that is constructive and inclusive

- Explore how to turn conflict situations into a collaborative discussion

- Strategies to manage "chronically difficult" individuals

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PEOPLE PROGRAMS

DECISION MAKING

*2 session vILT or
1-day face-to-face*

OBJECTIVE

Providing a set of tools to make decision making and solving issues less complex

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UTILIZE A CLEAR PROCESS TO MAKE EFFECTIVE DECISIONS

- Explore decision types and their difference from outcomes

- Evaluate decision making alternatives

- Understand how to make decisions as a team

- Overcome decision making traps

- Review decisions as part of self-development

PEOPLE PROGRAMS

EFFECTIVE COMMUNICATION SKILLS

*2-session vILT or
1-day face-to-face*

OBJECTIVE

Overcome communication barriers and improve working relationships while creating a positive work environment through proactive discussions.

ADAPTING FOR CLARITY

- Communicate clearly and get the message across

- Encourage others to open up and speak freely

- Communicate confidently with people at all levels

- Cope with difficult communication situations

- Understand different communication styles and how to adapt in the moment

PEOPLE PROGRAMS

EMOTIONAL INTELLIGENCE

1-session vILT or
½ day face-to-face

OBJECTIVE

To explore the components of empathy and emotional intelligence in order to understand how to create a caring workplace

UNDERSTANDING EQ

- Learn what empathy is and how it is perceived by others

- Understand the components of emotional intelligence (EQ) and the role it plays in the workplace

- Explore personal emotional intelligence and learn tactics to improve areas of deficiency

- Apply core concepts to current workplace situation and create action plans to become fore self and socially aware

PEOPLE PROGRAMS

EXPLORING REACTIONS TO CHANGE

1-session vILT or
½ day face-to-face

OBJECTIVE

Understand the emotional impact of change and how to manage self during times of uncertainty

MANAGING REACTIONS TO CHANGE

- Explore why change is sometimes difficult

- Examine own reaction to change and why emotions may vary between change initiatives

- Learn how to find change partners to help navigate uncertainty

- Explore methods to cope with constant change and manage unproductive emotions

LIVING THE COMPANY VALUES

*1-session vILT or
½ day face-to-face*

OBJECTIVE

To provide tools, ideas, and discussion opportunities to communicate and 'live' the values in every interaction and activity.

MANAGING REACTIONS TO CHANGE

- Understand individual roles in bringing the values to life

- Learn how to lead-by-example by deploying the values at every opportunity

- Explore how to remove barriers to intentional application, including encompassing a one team 'Dyne Family' approach

PEOPLE PROGRAMS

MANAGING UPWARDS

1-session vILT or
½-day face-to-face

OBJECTIVE

Develop communication skills to help influence and persuade effectively and understand their manager's work style and how this might affect their thinking

INFLUENCING SENIOR LEADERS

- Explain what managing upwards is; and what it is not

- Identify the key challenges to managing upwards

- Understand the needs and expectations of your manager

- Use influencing and persuasion techniques

PRESENTATION SKILLS

*2 vILT sessions or
1-day face-to-face program*

OBJECTIVE

Presenting with impact both in a face-to-face and virtual environment

CORE PRESENTATION SKILLS

- Defining your audience

- Tailoring your content

- Telling your story: planning the Intro, Throughtro, Outtro

- Getting beyond 'Death by PowerPoint'

- Anticipating reactions and planning for questions

DIFFERING ENVIRONMENTS

- Skills for presenting face-to-face

- Setting yourself up to present virtually

- Differences in planning your presentation depending upon the presentation environment

- Engaging your audience in you content

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PEOPLE PROGRAMS

SUSTAINABLE RESILIENCE

*1 vILT session or
½-day face-to-face program*

OBJECTIVE

Understand sources of stress and manage reactions to adverse events leading to greater workplace performance

DEALING WITH ADVERSITY

- Recognize personal stress and the effect it has on behavior

- Describe common reactions to adversity, and recognize how this impacts different individuals

- Identify current and new strengths in terms of personal resilience

- Enhance resilience in self and others using key strategies and tools

PEOPLE PROGRAMS

TAMING UNCONSCIOUS BIAS

*1 vILT session or
½-day face-to-face program*

OBJECTIVE

Understanding what unconscious bias is; why we, as humans, are prone to it; identify institutional unconscious bias and the vicious circle of prejudice; and learn why unconscious bias is so destructive in the workplace

TAME YOUR OWN UNCONSCIOUS BIAS

- What are my "hot buttons"?

- Why do I think certain things about certain people or situations?

- How do I recognize my own unconscious bias?

- What can I do to not act on unconscious bias?

- How can I reframe a situation so as to avoid jumping to erroneous conclusions?

PEOPLE PROGRAMS

USING TIME PROFITABLY

1 vILT session or
½-day face-to-face program

OBJECTIVE

An introduction to what time means to each individual and how to create a healthy approach to time management

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MAKE EVERY MOMENT COUNT

▪ Analyze individual responses to time, specifically monochronic and polychronic approaches to tasks

▪ Identify personality traits and how they relate to the management of time

▪ Uncover personal reactions to assigning time to tasks and incorporating prioritization techniques

▪ Learn how to use a few key tools to manage workload

PEOPLE PROGRAMS

WORKING WITH CHALLENGING PEOPLE

*1-session vILT or
½-day face-to-face*

OBJECTIVE

Give participants the skills to work with those people that may be considered a "challenging person"

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LEARNING HOW TO ACCEPT AND CONNECT

- Understand how different biases will color our judgement of people

- Explore the elements of trust and explore how we can build this

- Demonstrate the skill of empathy and explain why it is important

- Identify what happens when we are in conflict with others, and how we can ensure both parties win

- Use techniques to keep balanced when overwhelmed by a challenging situation

WORKING IN A HYBRID TEAM

1-session vILT or
½-day face-to-face

OBJECTIVE

Understanding the trust building, relationship, and communciation requirements of working within a hybrid team

BEING PRODUCTIVE WHEN REMOTE

- Defining what a hybrid team is

- Exploring the challenges associated with working in a hybrid team

- Learning how to build trust remotely

- Examining tools available to maintain connection and build relationship within a hybrid structure

PEOPLE PROGRAMS

WRITING PROFESSIONAL EMAILS

2 session vILT or
1-day face-to-face

OBJECTIVE

Applying specific standards to ensure that e-mails are professional and effective

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WRITING PROFESSIONAL EMAILS

- Eliminate simple errors when writing and sending e-mails

- Write e-mails that comply with the professional standards of your organization

- Follow accepted protocol when writing and sending business e-mails

- Understanding how to craft email messages using a defined system

- Exploring grammar and common errors