



JUNE – AUGUST 2013

Professional Development

Communication | Interpersonal Skills | Effectiveness | Management

Communication

Active Listening | July 9, 1:30-3:30pm

Do you find yourself preparing your response while your boss or colleague is still speaking? If so, you're not listening *actively*. Take this opportunity to understand and develop one of the most important communication skills we have: the ability to hear what another person is really saying.

Conflict Management | July 17, 9-11am

Downtown Phoenix Campus, Cronkite 125

How do you handle conflict? Does your approach get the results you desire? During this workshop, you will explore your conflict style and practice different skills to help you effectively address and reduce conflict *before* it occurs.

Crucial Conversations, Part 1 | July 16, 1:30-3:30pm

When viewpoints differ, emotions run strong and the stakes are high, it's time to initiate a crucial conversation. Based on the bestselling book, *Crucial Conversations*, this two-hour workshop will help you assess your style under stress and learn about the seven principles that keep the dialogue open.

Crucial Conversations, Part 2 | July 30, 10am-12pm

Armed with the concepts introduced in Part 1, learn to confidently address problems in the workplace and hold people accountable in a way that solves problems and preserves working relationships. Deepen your understanding of crucial conversations as you apply your new skills to several scenarios.

(Prerequisite: *Crucial Conversations, Part 1* or prior *Crucial Conversations* course)

Communication Skills LAB | August 27, 9:00-11:30am

Learning how to communicate is useful, but how do you transform that new awareness into action? During this lab, participants will work in small groups to solve their own current communication challenges using the approaches taught in our LWD courses. Come prepared to engage in crucial conversations, manage conflict and listen actively.

Interpersonal Skills

Managing Up | July 9, 10am-12pm

Maximizing your relationship with your supervisor is a great way to increase your effectiveness at work. Learn about the tools and techniques you can use to manage up the chain of command.

Trust | June 25, 9-11am

Trust is hard to build and easy to lose. Learn more about what it really looks like and the steps to take to increase trust in your professional relationships with managers, peers and customers.

True Colors* | July 16, 9:00-11:30am

This interactive workshop will introduce you to the four *True Colors* to help you determine your dominant communication style and learn how to recognize and respond effectively to the *True Colors* of others.

*Your department will be billed a \$20 fee after you participate in this workshop.

Working Effectively with Four Generations | June 18, 1:30-3:30pm

With four generations in our workplace, some misunderstandings and differences in values, styles and perspectives are likely. How can you reconcile these differences while ensuring an inclusive, respectful environment? Don't miss your opportunity to answer that question and learn strategies to effectively bridge the gaps in our diverse, intergenerational workplace.

REGISTER NOW

asu.gosignmeup.com

LOCATION: USB 1302 unless noted

COST: **Free** unless noted

TIME: Most classes are two hours

NOTE: *Most workshops require a minimum of 15 participants. If the minimum is not reached at least 24 hours before a workshop begins, it may be canceled.*

STUCK AT YOUR DESK?

Check out (*pun intended*)

The LWD Library

cfo.asu.edu/hr-development

Professional Development 24/7

We also offer self-guided courses such as *Managing Your Career* and *Know Thyself* through Blackboard.

cfo.asu.edu/hr-blackboard



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Effectiveness

Effective Meeting Management, Part 1 | June 25, 1:30-3:30pm

Develop and practice the skills of an effective meeting facilitator through practical hands-on exercises. Participants will learn how to set meeting goals, develop a clear agenda and identify strategies to manage difficult situations.

Effective Meeting Management, Part 2 | July 23, 10am-12pm

Take your meeting facilitation skills to the next level in Part 2 of this effective meeting management series. Discuss and practice proven techniques to engage meeting participants from start to finish.

(Prerequisite: [Effective Meeting Management, Part 1](#))

Practicing Mindfulness & Compassion (Webcast recording) | July 2, 8:30-10am & 10:30am-12pm

In March, the LWD group hosted a live webinar conference presented by the Greater Good Science Center – UC Berkeley. For those who may have missed our daylong event, we are rerunning two of the segments:

- **Keynote and mindfulness practice**
led by Jon Kabat-Zinn (8:30am).
- **Scientific and clinical perspectives on mindfulness and compassion**
by Kristin Neff, Paul Gilbert, Shauna Shapiro and Dacher Keltner (10:30am).

Presenting with Credibility, Part 1 | June 26, 9-11am

Downtown Phoenix Campus, Cronkite 121

Adapted from a new book by Bruna Martinuzzi, this workshop will prepare you to deliver dynamic, effective presentations to any audience in any setting. You will learn what it takes to establish your credibility, capture and keep the attention of your audience, and increase your confidence, even when you are nervous.

Presenting with Credibility, Part 2 | July 23, 1:30-3:30pm

This workshop expands upon the three components of credibility presented in Part 1 and further prepares you to deliver dynamic, effective presentations. Participants will have an opportunity to practice different techniques in small and large groups to overcome presentation anxiety.

(Prerequisite: [Presenting with Credibility, Part 1](#))

Presentation Skills LAB | August 6, 1:00-3:30pm

Presenting in front of a supportive audience is one of the best ways to improve your presentation skills. During this lab, as many as 15 participants will deliver five-minute presentations and each will receive immediate feedback on the three components of credibility. A video camera will be available if any presenter would like to have a recording to review later.

(Prerequisite: [Presenting with Credibility, Part 1](#))

Time Management for Busy Professionals | August 7, 9-11am

Downtown Phoenix Campus, Cronkite 125

Work smarter, not harder! Learn strategies to increase your productivity, eliminate time-wasters, reduce procrastination and focus on high-payoff activities.

Management

Coaching Conversations | July 30, 1:30-3:30pm

If you are looking for new ways to help your staff reach higher levels of performance while also recognizing their successes, this workshop can help. You will learn the concepts and practice the skills a manager needs to coach employees effectively.

Motivating and Engaging Staff | August 6, 10am-12pm

Want to keep employees productive and calm during tough times? Learn how to motivate and engage them in this workshop that teaches basic motivation theory.