



**TRAINING & CONSULTING SERVICES**

# DEVELOPING. GROWING. LEARNING.

Today's organizations face greater challenges than ever before. New technologies, increased demand for high quality and global competition interact with changing workforce needs, volatile workplaces and the need for employees to find a healthy balance between work and home lives. Many organizations find the added training and development resources they need in our helpful seminars, ranging from hour-long to half-day sessions.

## TAILORED TO YOU.

The goal of any training is to meet the needs of your organization. Our team works with you to tailor the topic session, adapting to meet your goals and objectives.

- Trainings can be delivered **in-person** or **online**.
- **Interactive sessions** often include a combination of lecture, discussion, participant exercises and various visual aids, including PowerPoint slides and handouts.
- If your organization would prefer other training topics, please contact the our office to consult with a trainer regarding a **custom topic**.

## START THE PROCESS.

Requesting a trainer is easy. Simply call **1-800-627-8220** and ask to speak to the Client Services Associate or email **VBITraining@TheVillageFamily.org**. You'll want to schedule a training at least four weeks in advance, since schedules often fill up quickly. You can also book months in advance for special organizational meetings, to ensure the date is held for your team.



# TRAINING & CONSULTING SERVICES

## CONTENTS

**TRAINING SERVICES ..... 2**

- Supervisor Training & Development .....2
- Leadership Training & Development.....3
- Team Training & Development.....4
- Employee Training & Development.....5
- Regulatory and Compliance Topics .....6
- Personal Wellness and Self-Care .....7
- Financial Wellness .....8

**CONSULTING SERVICES..... 9**

- Organization Development Consulting.....10
- Career Coaching & Transition Services .....11
- Mediation .....12
- Career & Leadership Development Services.....12
- Compliance Consulting - Transportation Industry .....13



# SUPERVISOR TRAINING AND DEVELOPMENT

Well-trained supervisors are essential to any organization's success. Helping keep the team focused on the mission and vision, interacting with integrity, and living out core values of leadership are all part of an accomplished supervisor's toolkit. All the sessions below are designed for supervisors or managers.

## SUPERVISOR BASICS

Whether a refresher course or new skill-builder, the topics are timely and helpful for any supervisor:

- How to hire and build a trusted team
- Delegating with accountability
- Methods of managing performance

## CREATE A CULTURE OF ACCOUNTABILITY

Do you understand and appreciate the link between results and the level of accountability of your team?

- Define expectations and eliminate barriers
- Explore ways to implement successful accountability habits

## MOTIVATE AND ENGAGE EMPLOYEES

What is the correlation between supervisors and motivated, engaged employees?

- Review the most powerful factor in employee motivation
- Discuss the techniques that can be used to create an engaging environment
- Understand the ways supervisors can support employee motivation

## CONSTRUCTIVE PERFORMANCE REVIEWS

One of the most challenging roles of any supervisor is conducting effective employee performance reviews:

- Consider the value of effective feedback as essential for employee growth and development
- Examine best practices for communicating professional feedback
- Review key attributes of setting goals and getting buy-in

*Custom options available for ongoing management or specific performance issue reviews*

## GOAL SETTING

Effective goal setting offers direction, motivation, and accountability, both personally and professionally:

- Examine what we can do to set effective goals
- Outline SMART Goals
- Consider some goal-setting techniques

## TRAUMA 101

Trauma can come from many experiences in our lives, such as abuse, a car accident, loss of a loved one, and combat:

- Learn about trauma's impact on individual and organizational effectiveness
- Explore the importance of processing the trauma
- Learn how resiliency and self-care can help navigate the processing of trauma

## HIRE THE RIGHT PEOPLE

The process of adding new staff to your team can be challenging:

- Examine methods to prepare for an effective interview
- Discuss question types and models for conducting the interview
- Consider methods of evaluating candidates for best organizational fit

## SUPPORT YOUR TEAM'S WELLBEING

In an ever-changing world it is key to be able to connect with your team and know how to support your team's well-being:

- Discuss common reactions to uncertainty
- Understand the effects of anxiety and stress on the workplace and your employees
- Learn tips and tools for supporting your team's well-being

## SUPERVISOR'S GUIDE TO THE EAP

A valuable tool in a supervisor's toolkit, the Employee Assistance Program provides support for you and your team:

- Learn what resources are available through The Village EAP
- Discover ways the EAP can assist with concerns
- Explore how the EAP can serve when addressing employee performance concerns

*"We are extremely appreciative of the option to attend quarterly leadership training and develop customized training to our business needs through our partnership with The Village. The staff are responsive, friendly and provide a great training experience. We enjoy working with The Village and look forward to working with them for our future training needs!"*

# LEADERSHIP TRAINING AND DEVELOPMENT

Quality leadership is essential to an organization. The focus of these trainings is to prepare new leaders as well as strengthen existing leaders within your organization.

## DEVELOP THE LEADER IN YOU

Regardless of their role in the organization, anyone can lead. What style do you use? What characteristics are vital for effective leadership?

- Explore key characteristics of successful leaders
- Discuss principles of value-driven leadership

*Custom options: Can be developed to benefit supervisors or all employees*

## LEAD EFFECTIVE TEAMS

Building and leading effective teams takes leadership that is committed to helping the team succeed:

- Discuss keys to effective teamwork
- Learn methods for leading an effective team
- Explore how to lead with heart and values

## TRUST BUILDING

One of the most significant aspects of an influential leader is the need to establish a trusting relationship:

- Consider what trust is
- Examine what leading with trust looks like
- Consider the role of trust in building a successful organization

## ORGANIZATIONAL CULTURE

Organizational culture is more than just the holiday celebrations. It's the decision-making tool that we use, our hiring practices, and how we disseminate information:

- Look at what organizational culture is and how it can influence success
- Consider ways to develop culture
- Examine the role of leadership in shaping the culture

*"We trust The Village with our most important asset – our employees. Our supervisors and managers have developed better supervisory skills, and the supervisor referral program has become an important tool in coaching employees through conflict and difficult situations."*





## TEAM TRAINING AND DEVELOPMENT

Topics in this group are designed for all employees, to help everyone on your team grow and learn.

### CLIFTONSTRENGTHS® TRAINING

CliftonStrengths® is a unique tool that helps you identify your and your team's innate strengths and turn them into superpowers. It's backed by over 50 years of research and designed to help you achieve success by leveraging your distinct abilities.

### CONFLICT RESOLUTION

Although often viewed as negative, conflict can be very healthy for organizations:

- Explore how conflict can be useful to help teams and organizations change and grow
- Consider steps for effective conflict resolution

### INTERGENERATIONAL TEAMS

Interacting with people from multiple generations is an important skill set for any organization:

- Examine generational differences, strengths, and similarities
- Explore techniques to effectively work with each generation

*Custom options: Discuss all generations, or focus on millennials or other generational subsets*

### GENERATION Z

There is a new generation entering the workforce that has the potential to change the workplace:

- Who is Generation Z?
- How will Gen Z impact the workplace?
- How can an organization attract and retain the best of Generation Z?

### RESILIENCY

In difficult times, some people are better able to adapt and overcome and others are not. Why is that? How can we develop resiliency to better handle difficult situations?

- Define resiliency
- Learn the components of resiliency and how to put them into practice
- Build a culture of resiliency

### WORKPLACE DIVERSITY MATTERS

Want to propel your team or organization to be its best? Harness the power of diverse thought and ideas:

- Explore why diversity is an asset to the team or organization
- Discuss how to include and use the diverse strengths
- Consider how to effectively resolve differences

### EMPATHY IN THE WORKPLACE

One of the most valuable skills to have in the workplace is empathy, which can help you better relate to your coworkers and clients. Knowing how to be empathic can help you improve communication with others and create great relationships, making for a positive workplace:

- Define empathy and understand how it differs from sympathy
- Discuss importance of empathy in the workplace
- Learn how to become more empathetic

# EMPLOYEE TRAINING AND DEVELOPMENT

Helping employees grow and develop will enhance motivation, support retention and augment other efforts to develop healthy, strong organizations.

## MAINTAIN HEALTHY BOUNDARIES

Knowing where to establish healthy boundaries is key for today's highly connected world:

- Discuss healthy and unhealthy boundaries
- Explore how to set boundary limits at work
- Consider methods of feedback for times when boundaries are crossed

## EFFECTIVE COMMUNICATION

Effective communication is essential to the growth and success of your team or organization:

- Investigate critical components to successful communication
- Discuss the variables that impact the effectiveness of communication strategy
- Explore positive ways to enhance your communication
- Discover participant preferred communication styles

## EXCEPTIONAL CUSTOMER SERVICE

Superb customer service keeps your customers happy and returning, so how does it work in your organization?

- Review the standards of excellent customer service models
- Examine how to overcome common barriers to excellence
- Consider how to build processes that ensure quality customer care every time

*Custom options: How to serve difficult customers, including how to defuse tension and avoid mistakes, and how to maintain self-confidence and control in difficult situations*

## EMOTIONAL INTELLIGENCE

The emotional and social skill set of an individual can shape relationships, ability to cope and daily life:

- Assess personal ability to understand individual emotions and organizational climate
- Consider how to recognize and constructively address problems that have their source in emotional intelligence

## UNCONSCIOUS BIAS

Discover the reality of how we make automatic choices and the impact of these biases on our organizations:

- Explore the definition of unconscious bias and its impact on daily choices
- Consider ways to increase personal and organizational awareness of unconscious bias
- Embrace tools that can help individuals and teams combat unconscious biases

## CIVILITY IN THE WORKPLACE

In the past two decades, rates of incivility in the workplace have risen significantly, leading to an increase in harassment:

- Consider the slippery slope from incivility to harassment
- Examine the impact on the organization
- Identify your role in creating a civil work environment

## SELF-CARE FOR THE REMOTE WORKER

For many people, working from home may be a new practice and may, therefore, require an adjustment in schedules, workflows and how they use their home space. Taking care of your wellbeing while working from home is going to be crucial to your productivity and balance:

- Learn about the importance of setting boundaries
- Discuss components of wellness
- Tips and tools for practicing self-care while working remotely

## WORK-LIFE BLEND

The concept of work-life balance is being replaced with a more flexible and attractive approach to self-care known as work-life blend:

- Compare the idea of work-life blend and work-life balance
- Examine the challenges and the benefits of work-life blend on the employee and the organization
- Outline ways to encourage this blend

## TRANSPARENT COMMUNICATION

Did you know that 50% of employees have issues with trusting leadership? It is imperative to understand the importance of communicating with transparency. Not only does it build trust, using transparent communication can assist in creating a happier and more engaged working environment.

- Learn the importance of transparent communication in the workplace
- Discuss how to create a transparent working environment

***“Our employees’ favorite workshops are from The Village. Why? The trainers provide instruction on things that matter in our workplace. They create a fun and entertaining learning experience and are respectful of our employees – patient, listening well and answering questions clearly. Don’t hesitate to book workplace training!”***

# REGULATORY AND COMPLIANCE TOPICS

Helping your team comply with various federal and state regulations is an important part of ensuring their success in your organization, and helping the organization be successful as well.

## DRUG-FREE WORKPLACE

Every employee has a responsibility to maintain a safe workplace that is free from drugs and alcohol:

- How to recognize and respond to drug or alcohol abuse among coworkers
- Review their organization's Drug-Free Workplace policy
- Useful for all employees

## WORKPLACE VIOLENCE

Conflict at work sites is a national challenge, and employees need to be prepared:

- Identify the warning "red flags" that could signal violence
- Review what to do when behaviors are observed
- Consider methods of safely reducing conflict triggers
- Understand the impact of domestic violence on the workplace
- Useful for all employees

## REASONABLE SUSPICION

Supervisors are the key to enforcing an organization's Drug-Free Workplace policies:

- Review the organization's Drug-Free Workplace policy and their responsibility
- Discuss how to recognize an employee who is struggling with drugs or alcohol
- Consider how to intervene appropriately, following established procedures and documenting performance patterns
- Useful for supervisors and managers

## TITLE VI AND YOU

Any agency that receives federal funding should be aware of these regulations:

- Become aware of the policies and what they mean for your organization
- Discuss how your organization can comply with the federal mandates
- Useful for supervisors and managers

## PREVENT HARASSMENT OR BULLYING

Using the organization's policies, the training focuses on critical elements dealing with harassment or bullying:

- Help employees identify types of harassment (hostile work environment, sexual harassment, etc.)
- Discuss how to prevent harassment in the workplace
- Prevent bullying by identifying types of bullies and techniques to deter them
- Review methods to address harassment complaints, according to organizational policies
- Custom option: Useful for all employees or can be tailored for supervisors



# PERSONAL WELLNESS AND SELF-CARE

Supporting healthy lifestyles and encouraging employees to be more proactive in caring for themselves results in a more productive and healthier workplace.

## MENTAL HEALTH AWARENESS

The need to understand mental health and mental wellbeing are crucial to our personal and professional lives:

- Learn about warning signs and symptoms of mental illness
- Identify how we can support friends and family dealing with mental illness
- Consider how we can fight the stigma of mental illness and examine the benefits of counseling

## STRESS MANAGEMENT

With individuals feeling overworked, over-extended, overwhelmed, and overloaded, it may be time to pause:

- Explore common causes of stress
- Discuss strategies for reducing stress in our lives

## NAVIGATING AND COPING WITH CHANGE

Change is the only guaranteed constant in life. Whether the change is personal or professional, people will feel its impact in their lives:

- Consider the realities of change and the stages for accepting change
- Outline some techniques for embracing change
- Discuss the role a positive attitude can play in creating effective change

## TIME MASTERY

When your “to-do” list is longer than your time frame, how do you deal with the challenges?

- Address some common time management myths
- Explore strategies to help master your schedule
- Learn tips for dealing with procrastination

## COMPASSION FATIGUE AND EMPLOYEE BURNOUT

Understanding the challenges and stressors we face can feel overwhelming. The care and energy we give to others can play a role in feeling fatigued and burnout:

- Learn what compassion fatigue and burnout is and how it affects you
- Discuss how to manage stressors
- Tips and tools for practicing self-care

## MINDFULNESS

Living every moment, aware and present, is an important component to enjoying life:

- Explore how to pay focused attention on purpose to the experience of the present moment
- Discuss how to incorporate self-compassion into your workplace



## THE POWER OF GRATITUDE

Gratitude can be a valuable tool for strengthening and developing a team. Gratitude can offer someone a sense of value, help them feel accepted, and increase their motivation:

- Discuss what true gratitude is and how it can influence success
- Consider why we struggle to show and accept gratitude
- Consider how practicing gratitude can strengthen the culture of an organization

## MAKING POSITIVITY A HABIT

A positive attitude is contagious and can elevate the success of an individual and a team:

- Learn what influences our thoughts, beliefs, and attitudes
- Consider how to develop a positive mental attitude to decrease stress and improve our outlook
- Outline some ways that we can embody positivity to influence the success of an organization

## HOLIDAY STRESS MANAGEMENT

Life can be stressful, and the holiday season brings about even more stress. To effectively deal with holiday stress we need to start preparing in September:

- Consider what causes stress during the holidays
- Identify some of the effects of holiday stress
- Outline some techniques for preparing for and dealing with holiday stress



## FINANCIAL WELLNESS

Learn how to manage your money better and have a successful financial future.

### MONEY MANAGEMENT

When there is more month left at the end of the money, it can be stressful:

- Review financial situations and explore common pitfalls
- Explore your financial values
- Identify ways to take control of finances

#### **DEVELOP A TRAINING SERIES TO DIG DEEPER INTO A TOPIC**

*Are you looking to take your organization to the next level in Leadership, Diversity, or Culture? The Village staff can work with you to develop a training series based on the needs of your team or organization. We will work with you to understand opportunities for growth and how we can assist in the growth opportunities. Call 1-800-627-8220 or email [VBITraining@TheVillageFamily.org](mailto:VBITraining@TheVillageFamily.org) to get started.*

### SPECIALTY MONEY MANAGEMENT TOPICS

Money management impacts all aspects of our lives. Topics can be tailored for your needs, but could include these important categories:

- Explore credit cards and how they work; credit reports and how to build credit
- Review money and your values and goals; money sense; being financially fit
- Discuss pre-marriage money conversations, financial communication for couples
- Deal with life events such as kids, college students, divorce, buying a vehicle or a home, holiday spending
- Organize financial records; basics of tax planning; cash management; planning for college or retirement; living on reduced income
- Get a grip on identity theft; gambling issues; the true cost of payday loans



## CONSULTING SERVICES

*“Employee engagement is the emotional commitment the employee has to the organization and its goals ... When employees care – when they are engaged – they use discretionary effort...In fact, according to Towers Perrin research companies with engaged workers have 6% higher net profit margins, and according to Kenexa research engaged companies have five times higher shareholder returns over five years.” — Kevin Kruse*

# ORGANIZATION DEVELOPMENT CONSULTING

The Village's Organization Development consultants bring a fresh, unbiased perspective to your projects and areas of concern that help your organization make fact-based decisions through the expert application of a wide variety of services and tools.

## ORGANIZATIONAL ASSESSMENTS

Our consultants assess organizational strengths and opportunities through interviews, surveys, assessments, focus groups, situational analysis and the review of policies and procedures. Following an assessment, a comprehensive report is provided that includes observations, findings, and actionable recommendations. In addition, we offer services that will help you:

- Develop strategies for capitalizing on organizational strengths
- Empower leaders and individuals in your organization
- Institute change more quickly and effectively
- Enhance the decision-making process
- Use conflict to your advantage
- Improve communication across all levels of the organization
- Develop reward systems that reinforce your organizational values and goals
- Promote risk-taking, innovation and creativity
- Develop processes that enhance rather than impede employee productivity
- Determine and prioritize customer needs

## EMPLOYEE ENGAGEMENT SURVEYS

Our consultants are ready to assist in surveying your employees through the design and implementation of employee engagement surveys by either electronic or hard copy means as best fits your organization. Our surveys are designed to be objective and anonymous so that participants can feel free and comfortable in sharing their own unique perspectives on their experience with your organization, allowing you to make better enterprise-wide decisions.

## STRATEGIC PLANNING

Effective strategic planning and implementation requires a continuing commitment by everyone in the organization. To be effective, strategic planning must be a process of constant vigilance and assessment of customer and stakeholder needs congruent with the organization's mission and culture. It must be a "living document," not a one-time "fix" that ends up gathering dust on the shelf. Our Organization Development consultants will assist your organization in developing an effective, practical, results-oriented strategic plan. Through an interactive process based on tried and true strategic planning principles, your strategic plan will incorporate both short- and long-term goals with specific measures and action item details for attaining each goal.

## LEADERSHIP TRANSITION FACILITATION

It generally takes a leader six months or more to become fully effective in their new position, even when moving up from within the organization. Systems, processes, programs, resources, and other personnel are all affected during times of transition, and they often experience loss or lack of effectiveness, resulting in a loss of productivity at the very least. The Leadership Transition Process is a facilitated process designed and proven to be effective in improving a department's or organization's leadership transition experience. That means there is less turmoil, less chaos, and higher levels of productivity, all of which go straight to "the bottom line."



# CAREER COACHING & TRANSITION SERVICES

Many companies, faced with the need to eliminate positions due to organizational restructuring or cost-saving measures, have found it beneficial to provide career transition services. Career transition services (often called “outplacement services”) are beneficial for several reasons:

- Preserve internal morale
- Maintain good public relations
- Manage your legal and financial liabilities
- Because it is the right thing to do

*“In working with my leadership coach on leadership styles and opportunities, he provided solid advice, thoughtful and intellectually challenging resources, as well as professional guidance. He constantly looked for ways to uncover my strengths and growth areas, inspired me to better understand my goals and provided feedback to achieve those goals.”*



## CAREER COACHING

Individualized career coaching will help you match your personality and interests with the job to benefit both you and your organization. The organization benefits from retaining good employees and their expertise, and you have the chance to structure your job and responsibilities in a way that fits your strengths and interests.

## INDIVIDUAL CAREER TRANSITION

The Village customizes outplacement services for your senior professionals, managers, and executives. Services include:

- In-depth assessment using the 16PF Career Development Report
- Identification of target job markets and market needs
- Job search campaign management assistance
- Resume and cover letter development
- Networking training and resources
- Customized research
- Interviewing and negotiation training

## GROUP CAREER TRANSITION

Group workshops may be appropriate for some outgoing employees. The Village offers one- or two-day workshops that include:

- Fundamentals of career search, self-assessment, job market dynamics and networking
- Resume design and review
- Interviewing and negotiating practice

## SUCCESSION PLANNING

Your successful business is now ready to be turned over to new owners or managers. How is that transition handled?

- Consider how to ensure core values and mission are not lost in the transition
- Discuss methods of successful transition to a new team

# CAREER & LEADERSHIP DEVELOPMENT SERVICES

“Everything rises and falls on leadership” (John C. Maxwell) and developing leadership skills is a priority for every organization seeking to leverage the skills, talents and abilities of supervisors, managers, and leaders throughout the organization. Our professional Organization Development consultants will challenge and prepare you and your organization’s leaders for greater levels of success as leaders by taking an individualized approach with each coaching client to maximize their personal leadership effectiveness. Coaching is the process of bringing the best out in yourself or your employees. The Village provides high quality coaching services through a professional staff dedicated to assisting working people in leading healthy, productive lives.

## INDIVIDUAL LEADERSHIP SKILLS AND PERSONALITY ASSESSMENTS

Our consultants are certified practitioners in the use of a variety of proven personality and skill development assessments. These are designed to encourage personal development and lay the groundwork for more successful team interaction. The assessment tools are commonly used by consultants during individual coaching situations. Some are equally applicable in group and team environments as well.

## EXECUTIVE COACHING

Whether you are a CEO, a C-suite level executive or department director, executive coaching will help you build a more effective and profitable organization. The Village will complete a comprehensive assessment of your leadership strengths and challenges, help you remove obstacles to reaching your full potential, and expand your insight on making the most of power and personality dynamics. We will also find creative and effective ways to help you deal with the people-related issues that can arise in a growing organization.

## MANAGEMENT COACHING

Management coaching increases a manager’s insight into how they impact employee trust, empowerment, and their willingness to collaborate. We work with managers to build the people and organizational skills they need to be most effective – freeing them to spend time on improving their own performance and the performance of their team.



# MEDIATION

The Village's Qualified Neutral mediators help resolve conflicts that negatively affect employee productivity, saving your organization time, expense, and possible litigation fees. Services are available for conflicts involving individuals and small groups. (Mediators are registered under ADR Rule 114 with the state of Minnesota Court System.) Typical mediation disputes involve work unit conflicts, supervisor/employee relationship conflicts and disputes between coworkers.



## COMPLIANCE CONSULTING — TRANSPORTATION INDUSTRY

The Village assists companies in the transportation industry with a variety of services. We recognize the transportation industry has unique needs, particularly in complying with the federal regulations regarding drug and alcohol testing. No matter where your employees are in the United States, we can help. Nationwide services available from The Village include:

- Nationwide Employee Assistance Programs
- Locating and providing referrals to Substance Abuse Professionals (SAPs) that meet the requirements of federal regulations
- Drug-Free Workplace training for both employees and supervisors
- "Reasonable Suspicion" training for supervisors to assist them in recognizing and appropriately responding to signs and indications of drug and alcohol abuse
- Critical Incident Stress Management services for employees nationwide
- Policy development and consultation

# WHO WE ARE AND WHAT WE DO

**The Village Family Service Center works with employers to address the issues that affect their employees. Our unique team of professionals improves individual and organizational performance through business and organizational solutions. Solutions include an employee assistance program, coaching, organization development and strategic planning, workplace mediation, crisis management services, leadership and employee training, career transition and outplacement services, and specialized services.**



**TheVillageFamily.org | 1.800.627.8220**