

**We know you value your staff and want to retain key talent.
We also know you want them to grow and develop.
We can help.**

Our highly engaging learning sessions encourage participants to learn more about themselves as team members and as leaders. Participants also receive specific tools and strategies that can be applied immediately – helping to drive a greater sense of well-being and more confidence as leaders.

Sessions are led by Certified Coaches who establish a safe and highly supportive environment. Participants will connect with and learn from each other in meaningful ways.

The process is simple! **Select a minimum of 3-sessions** that address your most critical needs (either within a specific topic area, or take a ‘create your own’ approach). Work with us to **schedule at a time that’s convenient**.

We know you value your team. Show them that value by offering them the experience of TLS Learning Sessions!

All sessions can be delivered in either 3-hour or 2-hour timeframes, EXCEPT where indicated below:

Leadership Development

Emerging Leaders (p. 6)

- * Emotional Intelligence: Leading with Your Head and Your Heart
- * Leadership 101: Building Essential Leadership Skills
- * Navigating Healthy Boundaries with Staff
- * Whole Brain Thinking: Making Decisions Logically & Intuitively
(6-hours)

Presence (p. 7)

- * Being a ‘Coach-like’ Leader: Practice Asking More & Telling Less
- * Communicate Clearly Amidst Chaos & Crisis
- * Developing Leadership Presence through Mindfulness
- * Maintaining Composure in the Face of Hostility: For Managers
(6-hours)

Teams (pp. 8-9)

- * Creating a Culture of Accountability
- * Diversity, Equity, Inclusion & Belonging 101: Foundational Concepts
- * Diversity, Equity, Inclusion & Belonging 101: Unconscious Bias
- * Healthy Approaches to Managing Conflict
- * Leading a Multigenerational Team
- * Managing & Motivating Hybrid Teams
- * The Power of Strengthening Team Trust
- * The Role of Staff-Care in Effective Leadership

Special Programs (pp. 10-12)

- * Leadership Forum™ *(12-hours)*
- * Speaking as a Leader™
(12-hours over 6-months)
- * The Leadership Experience™
(22-hours over 6-months, includes 1:1 coaching)

Staff Wellbeing

Communicate Don’t Alienate (p. 1)

- * Communicate with Skill
- * Communicate with Confidence
- * Communicate to Drive Action

Confidence (p. 2)

- * Recognizing & Addressing Imposter Syndrome
- * Confidence Series #1 - Know Yourself
- * Confidence Series #2 - Learn & Collaborate
- * Confidence Series #3 - Believe in Yourself & Speak Up
- * Confidence Series #4 - Take Risks & Be Resilient

Staff-Care (pp. 3-4)

- * Balance is a Verb: The Real Truth About Self-Care
- * Create a High-Energy Life
- * Creating Healthy Boundaries at Work
- * Emotional Intelligence Foundations
- * Finding Calm in the Chaos: Decreasing Stress through Mindfulness
- * Multigenerational Competency in the Workplace
- * Navigating Change & Building Resilience
- * Restoration through Self-Compassion
- * Shifting from Crisis to Coping to Connection
- * Roadmap to Wellbeing: Strategies for Health & Success
(6-hours, Onsite Only)
- * The Power of Mindfulness *(6-hours, Onsite Only)*

Trauma Exposure (p. 5)

- * Addressing Compassion Fatigue & Burnout
- * Maintaining Composure in the Face of Hostility: For Staff
- * Reducing the Impact of Trauma Exposure & Cultivating Personal Resilience
- * Supporting Grief & Loss with Empathy & Compassion



Recognizing & Addressing Imposter Syndrome

Have you ever experienced uncertainty about starting something new - or stepping into a new role? Maybe you've heard of 'Imposter Syndrome' and wondered if that might be what you are experiencing? Join us as we explore Imposter Syndrome and normalize some of the 'not-so-sure' feelings you may experience! We'll share some signs and behavior patterns that might be getting in your way and also explore ways you can support yourself and others through an Equity and Inclusion lens.



Confidence Series #1 – Know Yourself

Confidence is one of those 'big' words that we know is essential for effective leadership. However, do you know how to actually increase your own sense of confidence? During this initial session in the Confidence Series, participants will have the opportunity to assess their own confidence level, looking at it through eight separate factors. They will explore the first two factors which are related to 'knowing yourself', looking specifically at Core Values and the ability to be 'present'.



Confidence Series #2 – Learn & Collaborate

Understanding what you need to know and what you already know (and even what you do not know!) is important to one's sense of Confidence. It's also important to understand how collaboration with others influences Confidence. Participants in this session will examine these factors and develop strategies for gaining essential knowledge and identifying those key individuals who may be critical for success.



Confidence Series #3 – Believe in Yourself & Speak Up

Believing in one's self is foundational to one's sense of Confidence. Equally critical is the ability to speak up – especially when you feel there is something important to share. In this session, participants will learn how to identify and reframe negative self-talk. They will also develop strategies to empower them in sharing their thoughts in a timely way.



Confidence Series #4 – Take Risks & Be Resilient

Effective leadership calls on leaders to take calculated risks. It also requires leaders to navigate stressful and even disappointing moments with an ability to continue to focus on the future. During the final session of the Confidence Series, participants will learn strategies for assessing risks and managing internal discomfort during these challenging moments. They will also consider their own ability to demonstrate resilience and how to develop this key skill.

**Balance is a 'Verb': The Real Truth about Self-Care**

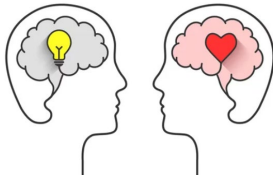
The experience of 'balance' in life can feel very elusive. We often believe that it is a state to achieve versus the practice of choosing where and how we place our attention and energy. In this session, participants will explore the role that mindset, boundaries, guilt, and self-compassion play in creating an experience of balance in life.

**Create a High-Energy Life**

Participants will have the opportunity to explore strategies for increasing energy, focus, and satisfaction in life by discovering (or rediscovering) their Core Values and Core Needs. Intentional decision making will also be explored as a strategy for creating a more fulfilling and engaged life.

**Creating Healthy Boundaries at Work**

Boundaries are necessary for people to feel safe, create healthy relationships with others, increase effectiveness and support success. Boundaries can take many forms – including creating 'personal space', saying 'no', and managing your 'inner critic'. In this session, participants will have an opportunity to develop greater insight into the application of healthy boundaries in the workplace. Scenarios discussed will include setting boundaries with clients, peers and balancing personal issues at work.

**Emotional Intelligence Foundations**

Emotions drive our behavior and can either energize us or deplete us. In this session, participants learn how to identify their emotional states and explore how to not let their emotions 'control them'. Strategies for responding versus reacting to strong emotions will be shared. Self-management techniques and interpersonal skills will be explored to strengthen one's ability to cultivate meaningful relationships and decrease conflict with others.

**Finding Calm in the Chaos: Decreasing Stress Through Mindfulness**

Participants will explore the connection between how worry creates a feeling of anxiety in the body and how to begin to shift negative thinking patterns through mindful attention and intention. They will also practice various centering and breathing exercises to deepen their awareness of how to create a sense of calm and peacefulness in their body, mind and heart. No prior experience in mindfulness practice is required.

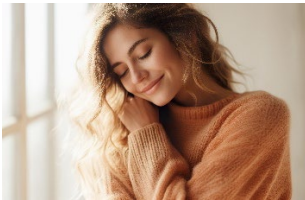
**Multigenerational Competency in the Workplace**

Workplace teams are now composed of four generations of people who all work in different ways. In this session, participants will review the attitudes, behaviors and skills that each generation exhibits. Participants will also discuss generational stereotypes that exist. Additionally, they will identify key characteristics of how they tend to work best. Finally, skills for effectively communicating and working across generations will be explored.



Navigating Change & Building Resilience

Participants will explore ways to practice self-care during times of change and learn strategies for creating habits of resilience. Building mental and emotional reserves of energy to utilize during times of transition will also be discussed.



Restoration through Self-Compassion

The impact of ongoing high levels of stress, trauma, and burnout can be absolutely depleting. In this session, participants will have an opportunity to self-reflect on how the work they do may affect emotional and mental health. They will explore how mindful approaches like setting boundaries, managing guilt and practicing self-compassion can have a deep and lasting restorative effect on their body, mind and heart.



Shifting from Crisis to Coping to Connection

Participants will self-identify physiological, emotional and mental states that occur when they experience a crisis. They will explore how to shift from reactive to more responsive states of being, while also discussing how connection to self and others can support healthy and creative outcomes. Included in the experience will be strategies for finding peace and calm in one's self, as well as exploring ways that active listening and empathy can help one powerfully connect to self and others.



Roadmap to Wellbeing: Strategies for Health & Success *(6-hours, onsite only)*

In this session, participants will be facilitated through a proprietary coaching process called the Results Roadmap™. They will create a personalized roadmap which identifies key outcomes, goals and a critical path of steps for success in improving their overall health and wellbeing. They will also create a 90-day action plan for implementing wellbeing practices into their work and life. Participants also have an opportunity to reflect on their Core Values and explore making healthy decisions based on what's important to them.



The Power of Mindfulness *(6-hours, onsite only)*

Participants will explore their understanding of how to practice 'being' versus 'doing' in their life. We will discuss how to more intentionally 'observe' your thoughts and feelings in a steadying manner as opposed to getting 'caught up' in reactive states of mind. Participants will also explore mindfulness approaches that address a variety of internal experiences including - managing uncertainty, handling triggers, procrastination and perfectionism, and deepening self-compassion.



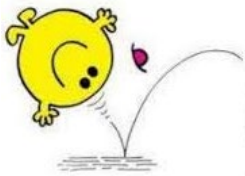
Addressing Compassion Fatigue & Burnout

Compassion Fatigue and Burnout are states of emotional, physical, and mental exhaustion caused by excessive and prolonged stress. They occur when you feel overwhelmed, emotionally drained, and unable to meet constant demands ... and can leave you feeling devoid of motivation and beyond caring. In this session, participants will identify specific signs of Compassion Fatigue and Burnout and explore the role that connection (to self, to others, and to something greater) can make in recharging their energy reserves.



Maintaining Composure in the Face of Hostility: For Staff

Participants will learn how to recognize and regulate their emotional reactions when faced with emotionally charged (anger, rage, rudeness) situations and people. They will explore the role their nervous system plays, identify specific triggers, and learn to respond instead of reacting in these situations. They will also practice simple, yet powerful, de-escalation skills to use in situations of conflict and aggression. Skills utilized will include centering, grounding and calming techniques based in mindfulness and emotional intelligence principles.



Reducing the Impact of Trauma Exposure & Cultivating Resilience

Participants in this session will learn to identify the signs/symptoms of Compassion Fatigue and Vicarious Trauma and will assess how they may be impacted by the nature of the care they provide. They will utilize a Caregiver Wellbeing Assessment to identify holistic practices for self-care and long-term resilience.



Supporting Grief & Loss with Empathy & Compassion

Participants will explore how to support themselves and others when experiences of loss and grief occur, regardless of the reason. The group will discuss how increasing one's sense of empathy and compassion can provide important balance during these challenging times in work and life.



Emotional Intelligence: Leading with Your Head and Your Heart

Emotional Intelligence (EI) is one of the key skills that leaders need to demonstrate to build strong teams. In this session, participants will explore a range of EI tools that can support them in developing healthy and empathetic professional relationships. They will practice self-awareness, self-regulation and relationship building skills.



Leadership 101: Building Essential Leadership Skills

Participants will be given the opportunity to explore what 'Authentic Leadership' means for their own leadership style. They will have the opportunity to take the TLS Leadership Excellence in Skills Assessment and will explore elements of leadership that come naturally as well as those that may present challenges. One or two areas of focus will be identified and specific developmental actions will be explored.



Navigating Healthy Boundaries with Staff

Establishing healthy boundaries can be among the most challenging aspects of leadership. During this session, participants will have an opportunity to define healthy boundaries in their current role. They will focus on aspects of boundary setting like managing former peers and supporting staff in setting their own boundaries. Areas of challenge will be identified. Action plans will be created to support new learning and approaches.



Whole Brain Thinking: Making Decisions Logically & Intuitively (6-hours)

Have you ever made a decision and realized you hadn't quite thought it through completely or you didn't have a good feeling about it? Whole brain thinking is an approach to decision making that incorporates the logical, deductive and rational side of your brain with the creative, intuitive and sensing part of your brain. By looking at situations from this more holistic perspective, you will become a better problem solver, critical thinker and empathetic leader. Come strengthen your 'thinking muscles' in this highly experiential session.



Being a 'Coach-like' Leader: Practice Asking More & Telling Less

Many leaders can easily fall into the trap of attempting to answer every question and solve every problem. This cycle can create staff who are overdependent and excessively reliant on their leader. It can also result in leaders who become overwhelmed trying to manage and prioritize the work to be done. In this session, leaders learn how to become more 'coach-like' in their approach to leadership which includes cultivating an attitude of curiosity, asking impactful questions, engaging in meaningful dialogue, giving constructive feedback, and empowering staff by supporting them in ongoing learning and development.



Communicate Clearly Amidst Chaos & Crisis

Experiencing chaos and crisis are to be expected when managing a team or an organization. During these times, clear communication is critical to keep staff calm and focused. However, our natural instincts may cause us to withdraw and protect ourselves. In this session, participants will discuss a crisis communication formula based on human needs where leaders explore how to meet staff's needs for security, connection and contribution during times of upheaval.



Developing Leadership Presence through Mindfulness

Presence is an energy. Presence is a state of mind. Presence is powerful. As a leader, it takes focus and intention to become fully present to the experience of each moment. Vulnerability and authenticity are key aspects of becoming more present for yourself and with others. In this session, participants learn foundational mindfulness principles and skills to train their minds to more fully focus and their emotions to become steadier. Developing these skills enhances a leader's ability to connect deeply within and develop meaningful and transformative relationships with others.



Maintaining Composure in the Face of Hostility: For Managers (6-hours)

Participants will learn how to recognize and regulate their emotional reactions when faced with emotionally charged (anger, rage, rudeness) situations and people. They will explore the role their nervous system plays, identify specific triggers, and learn to respond instead of reacting in these situations. They will practice simple, yet powerful, de-escalation skills to use in situations of conflict and aggression. Participants will also discuss how to support staff that are faced with highly charged situations.



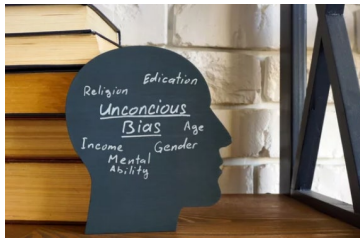
Creating a Culture of Accountability

This session will explore how to effectively establish and promote accountability as part of an organization's culture. Participants will have a focused discussion on the meaning and implementation of accountability – for themselves as well as members of their teams. Each person will be encouraged to identify 1-2 specific strategies to assist them in their own accountability, as well as establishing clear expectations within their team.



Diversity, Equity, Inclusion & Belonging 101: Foundational Concepts

For organizations to attract and retain high quality employees in a competitive marketplace, they must proactively address issues that include Diversity, Equity, Inclusion and Belonging (DEIB). In this session, participants will explore the importance of self-awareness, intention and impact when discussing DEIB. Additionally, they will define the DEIB terms and discuss how to bring more professional awareness about these concepts to their teams.



Diversity, Equity, Inclusion & Belonging 101: Unconscious Bias

Unconscious biases are social stereotypes about certain groups of people that individuals form outside their own conscious awareness. Everyone holds unconscious beliefs about various social and identity groups, and these biases have an impact in the workplace. In this session, participants will explore the component of Unconscious Bias and identify ways to recognize their own bias. Strategies to decrease bias in the workplace will also be discussed.



Healthy Approaches to Managing Conflict

This session is designed to bring a broader perspective to the concept of conflict and conflict resolution. Using a model that provides various modes of conflict, each participant will be encouraged to consider an actual conflict-based situation during the session to allow opportunity to explore various approaches for handling the situation.



Leading a Multigenerational Team

Workplace teams are now composed of four generations of people who all work in different ways. In this session, participants will review the attitudes, behaviors and skills that each generation exhibits. Participants will also identify skills for improving communication, motivation and engagement among diverse teams. Finally, coaching and managing across different generations will be discussed.



Managing & Motivating Hybrid Teams

Post pandemic, the world of the workplace has changed. Many work environments provide staff with the flexibility to work virtually (either full- or part-time). This dynamic is new for supervisors to manage, especially if there are also staff who are working onsite. In this session, participants will explore the challenges and opportunities this hybrid workplace provides. They will also review key approaches to effectively manage and motivate staff on hybrid teams.



The Power of Strengthening Team Trust

Participants will explore the fundamental role that trust plays in creating an effective team. They will discuss ways to identify when trust has been damaged and/or broken and will review specific strategies for building trust. Participants will also brainstorm how empathy and compassion matter when building trust. The session will conclude with participants having identified specific behaviors to support their own 'trust-worthiness' as a leader as well as strategies and approaches to build trust within the team.



The Role of Staff-Care in Effective Leadership

Participants will examine the role of staff-care within their organizations and teams, beginning with a focus on self-care and an examination of their own core values. They will then explore the ways that 'staff-care' supports healthy and effective teams and identify ways to assess how the team prioritizes 'self/staff-care'. Finally, they will brainstorm strategies for incorporating this important element into the culture of their organization as well as their teams.



The **Leadership Forum™** supports managers/supervisors in exploring the essence of ‘who they are’ and ‘how they are being’ as a leader. Participants then take this insight and explore ‘what they are doing’ as a leader in terms of building relationships and communicating with others effectively. In the forum, we discuss a broad overview of leadership qualities and skills, while taking a deeper look at some of the key aspects of successful leadership. Participants are guided by certified coach trainers, and supported by peer learners, in a highly interactive learning environment.

Key topics included in **The Leadership Forum**:

Day 1 – (explore ‘how you are being’)	Day 2 – (explore ‘what you are doing’)
<ul style="list-style-type: none"> • Explore Confidence • Define Core Values • Lead Authentically • Create Balance 	<ul style="list-style-type: none"> • Build Trust • Manage Conflict • Become a ‘Coach-like’ Leader • Create an Action Plan

TLS can customize these sessions based on an organization’s leadership needs. For example, cohorts can be comprised of individuals who are new to management as well as being women-only or co-ed.

Additionally, material can be delivered in full-day, half-day or 90-min timeframes.

Feedback from ‘Leadership Forum’ Participants

“I feel like a stronger employee and supervisor!”

“Hands down the best webinar I have been to in years. Great content and great interaction. I would highly recommend to my leadership.”

“Excellent training - loved the focus on who we are as individuals versus just giving us one size fits all advice and tasks.”

Public speaking is often cited as people's #1 fear, no matter their title or experience level.



In **Speaking as a Leader**, participants are guided to improve their ability and strengthen their confidence when speaking with or presenting to others. They begin by taking a self-assessment to identify areas of strengths and opportunities for improvement. Specific skills involved in high-performance communication are taught including: developing engaging content, delivering with powerful presence, and tailoring messages for a specific audience.

In a safe and supportive environment, participants have the opportunity to practice speaking and presenting at each session while also receiving peer and coach constructive feedback.

Key skills covered in **Speaking as a Leader** include:

- Effective warm-up techniques for body, face and voice
- Recognizing and addressing ineffective habits such as use of 'filler words' or excessive hand/body movement
- Creating a compelling 'story' which engages the audience and delivers a powerful message
- Strategically using a podium and stage (even when seated) or video screen to provide optimal connection with an audience
- Addressing limiting beliefs that may negatively impact delivery
- Cultivating a powerful presence which captivates audience attention and encourages engagement

Feedback from 'Speaking as a Leader' Participants

"My confidence and ability to speak in front of a group of my peers and Executive leadership has greatly improved. My voice no longer shakes when I talk!

"I got out of the habit of using 'um' and 'you know' and have learned to 'powerfully pause' instead."

"I used to speak really fast without looking at the audience very much. I now remember to slow down, breathe and connect with the people in the room."

Special Programs

The Leadership Experience™

(22-hours over 6-months, includes 1:1 coaching)



The Leadership Experience™ (TLE) is a dynamic professional development program designed to support managers / supervisors in exploring the essence of ‘being’ and ‘doing’ as a leader by expanding self-awareness and teaching practical, immediately applicable skills.

The program provides opportunities to explore key leadership topics such as: confidence, healthy boundaries, decision making and building trust. It is designed for new or more experienced leaders who are interested in continuing to develop their leadership skills for both current and future roles. Participants are guided by certified coach trainers and supported by peer learners in a highly interactive and experiential learning environment.

TLE Curriculum:

<p style="text-align: center;">Module 1</p> <p style="text-align: center;"><i>Explore Confidence</i></p> <p><i>Begin your journey by diving into the topic of Confidence. Learn 8-factors of confidence and how Core Values can provide key supports.</i></p>	<p style="text-align: center;">Module 2</p> <p style="text-align: center;"><i>Lead Authentically</i></p> <p><i>Create your definition of Authentic Leadership. Celebrate your strengths and identify areas for growth as a leader. Explore what it means to be more ‘Coach-like’.</i></p>	<p style="text-align: center;">Module 3</p> <p style="text-align: center;"><i>Build Trust & Manage Conflict</i></p> <p><i>Explore the importance of building trust within a team and how trust matters when navigating conflict</i></p>
<p style="text-align: center;">Module 4</p> <p style="text-align: center;"><i>Make Effective Decisions & Set Healthy Boundaries</i></p> <p><i>Explore key leadership skills related to setting healthy boundaries, making decisions and solving problems</i></p>	<p style="text-align: center;">Module 5</p> <p style="text-align: center;"><i>Create Balance & Assess Time</i></p> <p><i>Explore ‘your’ meaning of Balance. Discover approaches and techniques that can support a greater sense of Balance.</i></p>	<p style="text-align: center;">Module 6</p> <p style="text-align: center;"><i>Leadership Presence & Celebrate the Journey!</i></p> <p><i>Reflect on insights. Create your Personal Leadership Statement and your Personal Action Plan for continued growth.</i></p>

Feedback from ‘TLE’ Participants

“Enlightening, empowering, uplifting!”

“I feel as if I’ve been woven together; really getting clearer on my ‘WHY’.”

“I am now more aware of my leadership style and how that style impacts my ability to connect with my staff to support them in their work.”