Workshops for the “New Normal”

Covid-19 has presented numerous challenges for today’s workforce. How do you motivate virtual workers? How do you address the emotional needs of essential employees? How do you increase employee presentation skills confidence when dealing with a host of new virtual platforms? How do you effectively lead in uncertain times? NCCC is on the frontline, addressing these needs with motivational, interactive, and practical online training.

Thriving While Teleworking

Working in a virtual world has its challenges (no quick answers from the next cubicle, no impromptu work conversations), distractions (laundry piling up, kids climbing on laps), and joys (no commute, more flexibility). As working from our dining room tables becomes our new normal, many questions are being posed. How do I interact effectively with co-workers? How do I create a better work-life balance? How do I make sure that my presence and performance is not “out-of-sight-out-of-mind” when it comes to job growth? This workshop is an “IRL” field guide into the virtual world of teleworking. It addresses the emotional ways we need to adapt to new workplaces, best practices for increasing productivity and job satisfaction when working from home, strategies for establishing boundaries and avoiding burnout, and much more. We will look at ways to maintain a sense of routine and normalcy in work life, reduce urges to seek solutions in unhealthy ways, actively de-stress, and “rewire” your brain to develop productive at-home habits. You will learn from the latest research and tips for developing effective teleworking strategies, as well as share concerns and challenges in a nurturing environment. You will leave with a solid toolkit of best practices, insights, and resources on how to thrive while teleworking. 

A (WhatsApp) to Z (Zoom) Virtual Presentation Skills

When you tell a client or colleague you’re going to “see” or “meet” them, you most likely mean online. This workshop addresses virtual presentation skills in the “new normal” workplace where platforms like Microsoft Teams replace traditional conference room whiteboards and plush seating. In this new “neck up” world of presentation – where eye contact means staring into a webcam and working a room means staying in your seat – you will need new ways to present virtually in an effective and engaging way. Students will be provided with opportunity to prepare and provide virtual presentations in a nurturing environment. This workshop will help you power up your presentations, providing you tips on handling technology and talking at the same time. You will learn:

• Ten key ways to bring your virtual presentations to life
• The SPACES virtual communication method (Smile, Plan, Audience Needs, Content, Engagement, Social Interaction)
• Techniques and “icebreakers” to use to “amp” up the presentations
• “Early Adopter” tips and techniques for managing virtual platforms while presenting
• Ways to “channel” students to gain take-aways and STAR Moments (Something They Will Always Remember)

Coping with COVID-19 Stress for Essential Employees

For you, staying home is not an option. Working in a frontline environment where you have to interact with a quarantined public or other essential workers presents its own unique set of challenges — from defusing pent up public anger to dealing with unreasonable demands to responding to emergency situations while adhering to social distancing guidelines. This online workshop will help explore and address real-world concerns as you adjust to your new “normal.” We will share strategies for dealing with stress in times of uncertainty,
for handling heightened emotions (perhaps even your own), and moving between two “worlds”—that of the essential employee and those in quarantine at home. In this motivational, two session (7 hours total) e-learning WebEx workshop, we will take a look at how the brain acts in a crisis, how to separate thoughts from feelings from facts, how to handle stress in healthy ways (note: overeating or overindulging isn't one of them), how to adopt self-care practices, including mindfulness, meditation, and media management. We will look at ways to maintain a sense of routine and normalcy in work life, to reduce urges to seek solutions in unhealthy ways, to actively de-stress and rewire your mind, and to work on acceptance rather than resistance. As podcaster Marie Forleo says, “Everything is figureoutable,” and in this highly interactive session limited to 20 people, we will share and brainstorm best practices to accomplish our goals as we deal with the pandemic, the public, and the essential role we play. Participants will get practical take-aways and a list of resources that will help them in moving forward.

(2.35-hour sessions, 7 hours)

Coping with COVID-19 Stress At (Tele-) Work

Whether working on the front line as an essential worker or in the front room your house as a teleworker, you are undoubtedly dealing with real-world concerns as you adjust to your new normal. You might ask, “How do I deal with all the uncertainty? How do I handle the up-and-down emotions, the isolation, the fear? How do I maintain productivity?” In this specially designed e-learning WebEx workshop by motivational speaker Margaret DeMarino, we will take a look at how the brain acts in a crisis, how to separate thoughts from feelings from facts, how to handle stress in healthy ways (note: overeating or overindulging isn’t one of them), how to adopt self-care practices, including mindfulness, meditation, and media management. We will look at ways to maintain a sense of routine and normalcy in work life, to reduce urges to seek solutions in unhealthy ways, to actively de-stress and rewire your mind, and to work on acceptance rather than resistance. As podcaster Marie Forleo says, “Everything is figureoutable,” and in this highly interactive session limited to 20 people, we will share and brainstorm best practices to accomplish our goals as we deal with the pandemic. Participants will get practical take-aways and a list of resources that will help them in moving forward.

(2.35-hour sessions, 7 hours)

A Mindful Approach to Work: From Pandemic Panic to Pivot to Peace

Want to find more meaning in work? Mindful working helps increase effectiveness, decrease mistakes, and enhance creativity. Mindful working means applying focus and presence to everything you do from the moment you enter the building (and before!) Research shows that people spend almost 47 percent of their waking hours thinking about something other than what they are doing. This workshop will help you switch off the anxiety and the “autopilot” and turn on your ability to be connected and mindful. You will be guided in developing mindfulness and attention practices that will show you how to focus on the task at hand, as well as release internal and external distractions at work. You will learn simple but significant mindfulness exercises to help you throughout your day, such as a “mindful morning” routine, a breathwork repertoire, an I.C.E. (In Case of Emergency) toolkit, a post work decompression routine, and a nighttime release. You’ll also learn: how to be a mono-tasker rather than a multitasker, how to use “Mindfulness Reminders,” how to slow down to speed up, how to become an “Appreciation Addict,” and how to use self-acupressure points to release anxiety and increase concentration. We will also explore the role of meditation and guided visualization in the class, including at-work practices such as waking meditation, doorway meditation, the three-breath-per meditation, and much more!

(Three days, 6 hours each, total 18 hours)

Mental Wellness and Stress Relief

“Stay well” is fast replacing “have a nice day” as the standing business closing. This wish for wellness is not only a hope that goes someone doesn’t contract Covid-19, but that they thrive in today’s challenging environment. Wellness is a state of synchronicity between mind and body, where you feel a sense of fulfillment both at and after work. When the last email is answered and the computer shut down, the techniques and insights you will gain from this interactive online workshop will help you be able to enjoy a quality of life that is renewing and positive. It will help you switch off the anxiety and the “autopilot” and turn on your ability to be connected, mindful—and well! You will learn:

• Simple but significant mindfulness exercises to help you throughout your day
• A “mindful morning” routine
• A breathwork repertoire of stress relieving and energizing practices
• A post work decompression routine, including habit stacking
• Guided visualizations for stress and anxiety release, better sleep, and peace of mind
• Practices to increase your appreciation aptitude
• Ways to “rewire your brain” to address self-sabotage
• A four-step process to increase energy
• An “ICE” (In Case of Emergency) Toolkit of practices
• 50 strategies that will provide you “On the Spot Stress Relief”

The Leadership Challenge: Leading in Virtual and In-Office Workplaces

In this exciting and uber-interactive workshop, you will learn to be a more effective leader with whatever life throws at you! John F. Kennedy once said, “Leadership and learning are indispensable to each other.” And learn you will—in a highly engaging format, where you will have ample opportunity nurture and enhance your leadership skills to increase job fulfillment and productivity in both virtual and conventional workplaces. You will gain a better understanding of the strengths and weaknesses of your leadership style, as well as acquire an abundance of “take-aways” that you can immediately put into practice. There will be five points of emphasis: self-growth, workplace ethics, virtual and conventional communication, team building for at work and remote teams, and change management and mentorship. You will learn how to develop five key habits of successful leaders: challenge the existing process, change management and mentorship. You will learn how to develop five key habits of successful leaders: challenge the existing process, create a collective vision, motivate others toward action, become a role model, and encourage the energy flow. This program will empower you to become a leader who can inspire yourself, acquire solid leadership skills, and fire up your staff through challenging times!

(Three days, 6 hours each, total 18 hours)

A Positive Work Environment: Leading in Virtual and In-Office Work Worlds

This workshop is for supervisors, managers, and anyone who hears the call to leadership (whether they have the title or not) who want
to influence their work environment for the positive. We will take a holistic look at your work environment (whether it’s an in-office or virtual) and come up with a game plan filled with practice pointers, action items, and strategies to help you transform your work environment. You’ll learn ways to deal with Negative Nellies and Neds, shut down the office rumor mill, create exciting virtual (or in-office) meetings to encourage dialogue, and foster team building. This workshop addresses issue specific to working for state government, such as how to lead through challenging times and periods of change. You’ll leave with a toolkit of strategies and best practices that really work.

(Three days, 6 hours each, total 18 hours)

Train the Brain! Increase Productivity through Neuroplasticity during the Pandemic and Beyond...

Neuroplasticity is the concept that the brain is plastic and changeable. Your brain is designed to learn, grow, and rewire itself throughout life. The key: using your brain’s neuroplasticity to create new habits that will enhance the quality of your professional and personal life. You can activate your brain’s “delete button” to change your unwanted behavior, thinking, and emotions when riding the “Corona Coaster.” In this highly interactive workshop, you will learn the ten fundamentals of neuroplasticity as you “lay down new wiring” for the brain that will help you throughout your career. You will learn about “The Seven Minute Solution” and how to develop micro-habits, discover how to stop “picking fights” with your mind, and practice ways to use tools such as mindfulness and focus to decrease worry and anxiety. Participants will develop a Neuroplasticity Plan with action and “non-action” steps to create a more meaningful and productive life.

(Three days, 6 hours each, total 18 hours)

Communication Skills a Must! Pandemic-Proof Your Communication Skills

Ever think of the perfect thing to say—when it’s too late? Or perhaps you’re becoming frustrated with the amount of explaining it takes for others just to get the job done. This certificate program will help you build essential and effective communication skills—whether you’re interacting with clients or co-workers virtually, reporting upward, or working as part of an actual or virtual team. You’ll learn to manage emotional responses, develop intuition (internal wisdom), create “default language,” and enhance your critical thinking skills under stress to position yourself as a true professional. You will learn:

- The five keys to creating effective communications
- Strategies for identifying and overcoming listening blocks.
- Ways to “read” a person through observing body language “clusters,” including gestures—even when socially distances or on a virtual platform
- The Four Basic Communication Personality/Behavioral Styles and how to adapt to each
- Eight critical assertive communication practices
- Ways to identify and shift ten major “hidden agendas” of others
- Methods to adjust to how group dynamics and group roles influence behavior
- Proven techniques for handling conflict
- Techniques for dealing with communication stress during the pandemic

(Three days, 6 hours each, total 18 hours)

The Upward Mobility & Supervisory Skills Toolkit

Frontline Virtual and In-Office Supervision

Whether you’re a supervisor, want to become one, or just want to move ahead in your career, this workshop will position you as a valued team player in your department. You will develop expertise that will be critical to your career success—tips, techniques, and practices that you can immediately bring back to the virtual or actual workplace! You’ll leave with a toolkit of insights, tips and practices, including key communication practices for getting along with co-workers, bosses, and those you supervise. Attendees will learn how to avoid the 30 top supervisory missteps, adopt 7 key steps to get respect, discover the top 15 best practices of supervisors, adopt stellar supervisory strategies from corporations such as Disney, use 4 key practices when providing feedback to employees, deal with stress, frustration, and burnout in the workplace, and deal with real-life tricky supervisory situations. BONUS INFO: How to supervise in a virtual workplace.

(Three days, 6 hours each, total 18 hours)

Business Writing in a Socially Distanced Era

In these socially distanced times—or for the virtual worker—, there’s no more popping over to the next cubicle for a quick answer. Emails and virtual meeting chat features are becoming increasingly important communication tools. This interactive workshop will not only give you the tips to improve your writing but provide you with group guidance and one-on-one sessions with a professional writer about what you need to do to improve your writing. You will also have the opportunity to learn about writing career-enhancing emails, letters, and other documents with ease. BONUS: Writing in a virtual world.

(Three days, 6 hours each, total 18 hours)

Be Your Own Coach, Cheerleader, and Change Agent

Coach yourself to your next breakthrough. By the end of this course, you will: 1) Learn how to actively coach yourself through change and challenge, including working remotely 2) Understand how to develop a more powerful, realistic approach to work-life balance 3) Learn how to make better choices about work, self-improvement, and overall well-being 4) Understand how to align your goals and objectives with who you really are 5) Learn how to use self-coaching techniques to manage through chaos and persevere through uncertainty. Self-help guru Tony Robbins said, “Change is inevitable. Progress is optional.” This workshop will show you how to coach yourself toward progress and success by delivering powerful insights and techniques to make self-coaching a way of life. You will learn how to employ “power questions” and the process of inquiry to clarify thinking and help in your decision-making process. You will also learn to better understand emotional intelligence in your journey toward improving both professional and personal relationships. This class will provide you with techniques for initiating and managing change, and help you develop a mindset that guarantees the progress you’re looking for.

(Three days, 6 hours each, total 18 hours)
Dump the Drama! Managing Workplace Emotions

Drama is great for reality shows, but workers with a flair for the dramatic can take up mental bandwidth that impacts productivity and employee morale. Whether you’re a supervisor or just someone who wants to better understand and influence the reduction of workplace drama—no matter if it’s being created by the person at the next cubicle or an employee working remotely—this course will give you insight and practical pointers. You’ll learn better understand the five major types of “dramatic roles”: whiners, “primos,” complexers, chargers, and energy vampires. You’ll discover how to create healthy boundaries for you and your staff, as well as to coach employees through personal drama to reduce on-the-job impact. This program will also guide you to greater understanding about dealing with negative emotions, about what you can do to protect yourself in a potentially hostile workplace, as well as about how you can support your staff or co-workers in a challenging environment. You’ll gain tools to increase your “emotional intelligence,” learn your “anger system” and discover concrete tools and strategies for transforming anger and other strong emotions into productive “fuel.” You’ll also learn mediation tools for everyday work life, including the three key strategies for strategic management of conflict, the two cardinal rules of conflict resolution (no “walk aways” or “power plays”), and five essential “re-framing practices.” This program is designed to help you maintain or recover a positive, energetic attitude that can foster change for the better!

(Three days, 6 hours each, total 18 hours)

All About Grammar And Punctuation

Are you semicolon savvy? Comma confident? A grammatical guru? If not, this workshop can help you gain a working knowledge of grammar and punctuation that will increase your writing and editing skills. More than a mere recitation of rules, this workshop is painless and practical—and maybe even a little fun! It’s focused on providing you with the grammar and punctuation tools you need. You will learn the 20 percent of the rules writers use 80 percent of the time—and where to easily find the rest of them. Led by a professional writer, this workshop will also reveal your recurring errors and show you how to eliminate them forever! You will leave with a mastery of everyday grammar and punctuation rules, a list of resources and websites to help you at work, and a new confidence when it comes to writing and editing.

(Two days, 6 hours each, total 12 hours)

Emotional Intelligence on the “Corona Coaster”

There is a wide range of emotions at play in the workplace—from “boohoo” to “bah humbug” to “happy-as-a-camper.” Managing emotions effectively is a critical skill that will produce positive outcomes, particularly during times of extraordinary stress. “Runaway” emotions, on the other hand, can influence our behavior, reputation, and even our career path. By developing a higher level of Emotional Intelligence Quotient, commonly referred to as EQ, you will gain the ability to recognize your own patterns, including behaviors, moods, and impulses, and manage them in a productive way. Understanding EQ will help you stop the pattern of over-reacting and over-compensating when things don’t go as planned. Instead, you will learn how to plan your reaction and approach for optimum results. This dynamic workshop will allow you to foster your self-awareness and improve your ability to interact with co-workers, direct reports, and management in a thoughtful, effective way that is truly satisfying.

(Three days, 6 hours each, total 18 hours)

Maximize your downtime, furloughs, tele-work and more with safe, online Workforce Development solutions from NCCC. Contact Jane Williams at jwilliams@nwcc.edu or Gary Carra at gcarra@asuntuck.edu today!