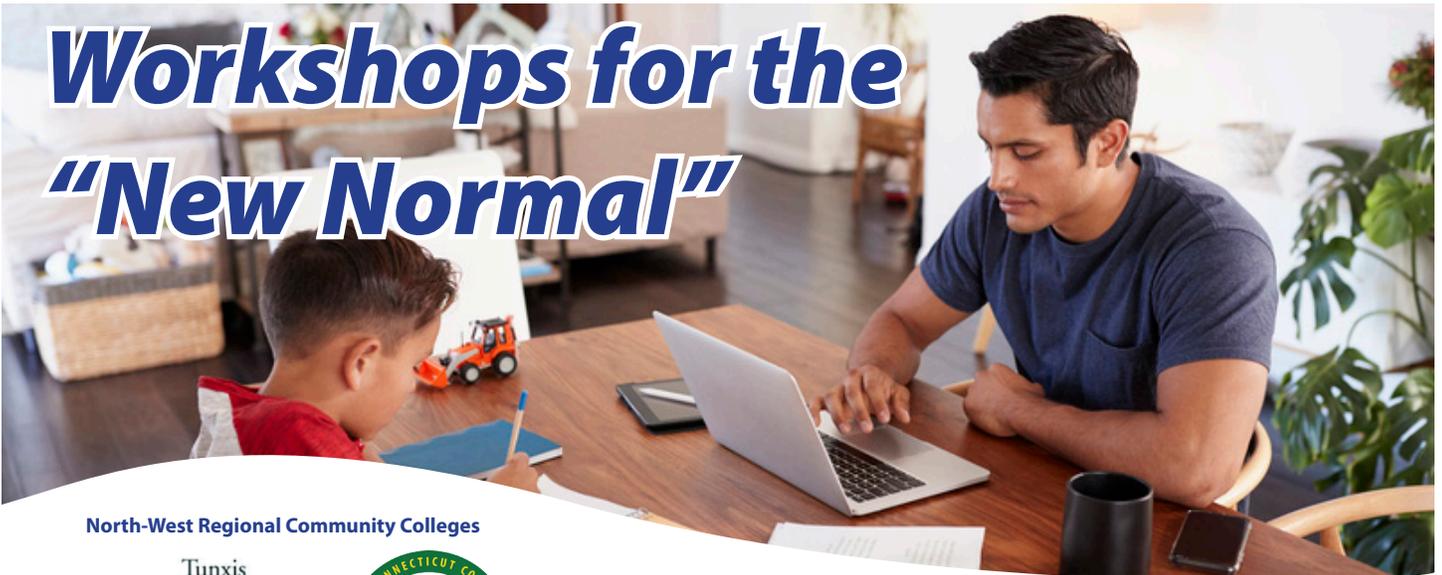


Workshops for the “New Normal”



North-West Regional Community Colleges



For more information or to talk about a customized program that exactly meets your companies needs, email:

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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? North-West regional CT Community College are on the frontline, addressing these needs with motivational, interactive, and practical online training. Maximize your downtime, furloughs, tele-work and more with safe, online Workforce Development solutions from North-West Regional Community Colleges.

Seats can be purchased for all workshops below, on the dates listed, for \$285 per seat.

Classes run from 9 a.m. - 4 p.m.

UPDATED! The Upward Mobility & Supervisory Skills Toolkit

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 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—whether remotely or in-office. Attendees will learn: 7 key steps to get respect, 15 best practices of supervisors, 4 key practices for providing feedback to employees, 10 keys to managing a virtual workplace, 3 keys for supervising hybrid workers, the 5-15 reporting structure, 30 top supervisory missteps to avoid, and a 7-step stress management plan. Each participant will leave with their own customized real-life transition plan, with a way to identify and supervise each employee by personality, working style, and work ethic.

Dates: Mondays, March 8, 15, and 22 .

A Mindful Approach to Work: From Pandemic Panic 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. We will explore the role of meditation and guided visualization, including at-work practices such as waking meditation, doorway meditation, the three-breath-per meditation, and much more! You will develop a Mindful Approach Plan, incorporating simple but significant mindfulness exercises to help you throughout your day, a “mindful morning” routine, a post-work decompression

routine, an I.C.E. (In Case of Emergency) toolkit, a breathwork repertoire, a nighttime release plan for better sleep and increased work productivity. You will also learn how to be a mono-tasker rather than a multitasker, how to become an "Appreciation Addict," and how to "slow down to speed up."

Dates: Tuesdays, March 9, 16, and 23

The Virtual (or Hybrid) Employee: 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.

Dates: Fridays, March 12, 19, and 26

A (WhatsApp) to Z (Zoom) Virtual Presentation Skills--10

When you tell someone 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)

Dates: Mondays, March 29, April 5 and 12

Communication Skills a Must!

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
- 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 workplace stress.

Dates: Tuesdays, March 30, April 6, and 13

All About Business Writing

Want a professional opinion and guidance about what you need to do to improve your writing? In this highly interactive workshop, each student will have multiple one-on-one sessions with a professional writer/instructor, who will provide areas of focus for improvement. You will also have the opportunity to work on current projects in real time. You will learn the tricks of the trade, including tips and techniques that will help "unblock" the writer within. You will discover how to "rethink" the way you write, by using new tools that will allow you to write more naturally and effectively. You will learn how to use "whole brain" techniques, targeted free writing, clustering, post-it-note outlining, and many other approaches that will allow you to increase your writing prowess and produce emails, reports, proposals, and other documents with ease. BONUS: Writing in a virtual world.

Dates: Wednesdays, March 31, April 7 and 14

Taking Minutes & More: Everything an Admin Needs to Know

Great admins are the 'glue' of the office. This course looks at key responsibilities of admins in in-office, hybrid, and virtual workplaces to help you 'climb the ladder' to success. Taking minutes CHECK. Writing clear and concise emails. CHECK. Editing for clarity, grammar, and punctuation. CHECK. Streamlining office procedures. CHECK. This course will give you practical tips and pointers for everything from organizing meetings to providing excellent customer service to developing

great team skills. You'll learn ways to enhance virtual workplace communication, best practices for conflict resolution, and dozens of "shortcuts for secretaries" that will help you manage the flow of a virtual, hybrid, or conventional office.

Dates: Thursdays, April 15, 22, and 29

NEW! "New Normal" Leadership

Leadership is being re-defined. Are you ready? Today's supervisors and managers need to lead in virtual, hybrid, and in-office environments, promoting growth and change in a positive way. We will take a holistic look at your work environment (whether it's an in-office, hybrid, or virtual) and come up with a game plan filled with practice pointers, action items, and strategies to help you transform your team. Whether it's taking advantage of best practices for Microsoft Teams, leading virtual meetings, or finding new ways to connect and do business via chat and email, this course will provide you with insight and techniques that work while leading through challenging times and periods of change

Dates: Fridays, April 23 and 30, May 7

NEW! Retirement—Getting Ready for What's Ahead.

Retirement is about what you leave behind and what's up ahead. This special three-session course will help you explore succession—how to prepare for those who follow—and what's next—the emotional side of retirement. Whether you're planning to retire next year or in five years, this course will help you make the adjustments while still at work and will paint a realistic picture of what retirement will look like, particularly in the area of COVID-19. The first part of the class will focus on succession planning and the legacy you leave behind, and help you make a concrete plan for how to make the transition. You'll learn how to coach and groom a successor, along with key succession strategies. You will learn how to make the transition into this special time of life by successfully anticipating and navigating the five stages of retirement. You will explore ten key questions for handling change in retirement, key time management techniques for post-work life, and come up with a pre-retirement checklist/plan. This workshop doesn't cover the financial aspects of retirement, but rather focuses on all you need to do to prepare for succession planning and the emotional entry into the retirement world.

Dates: Mondays, April 26, May 3 and 10

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Mondays, April 26, May 3 and 10

NEW! Time Management Tips, Tricks, and Take-Aways

It seems like we are all doing more these days. New technologies, new work environments, new challenges! It may seem like your to-do list can circle the globe and your schedule can make your head spin. Investing your time in this three-session workshop will help you increase your productivity, manage your "time stress," and enjoy your day. Think of this tip-filled program as a virtual work-makeover that will help you do more with less stress! Attendees will learn how to use storyboarding, SWEET objectives, and a SWOT analysis to set goals; how to conceive, prepare, organize, execute, and evaluate projects; how to understand the part personality plays into team management, and how to implement over 100 tips to become better organized, and how to do more in less time. You will develop and strengthen project management skills, address the human factor to motivate team members, and develop methods to work in new environments. You will learn how to meet the challenges of today's demanding workplace by better managing multiple priorities and multiple bosses, increasing your organization skills, and anticipating and preparing for road blocks.

Dates: Tuesdays, May 11, 18, and 25

Always Know What to Say When Handling Workplace Communication

Ever think of the right thing to say when it's too late? Or perhaps you say nothing at all, because you're worried it will come out wrong. This workshop will put the words on the tip of your tongue, showing you how to strategize and script solutions to the toughest workplace communication problems—whether in person, in a virtual meeting, or in an email. Loosely based on the book "Lifescrpts" by Stephen M. Pollen and Mark Levine, this workshop will provide plenty of insight on how to effectively communicate while dealing with difficult workplace situations—from asking for a deadline extension to attending to matters of hygiene with someone you supervise to interacting effectively with an angry client. You will learn key phrases, statements, and questions that will help open the doors to communication, as well as learn strategies to adopt and statements to avoid. This workshop will provide plenty of practice sessions so that "knowing what

to say and how to say it" will become an acquired skill you can rely on. You will learn: ten magical phrases, four sure-fire strategies to gain cooperation, four basic communication/ personality/behavioral styles and how to adapt to each, proven techniques for handling conflict, and much more.

Dates: Thursdays, May 6, 13, and 20

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. Note: This course will be held in a computer classroom.

Dates: Mondays, May 17 and 24

All About Emotional Intelligence!

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. "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.

Dates: Thursdays, June 3, 10, and 17

Train the Brain! Decrease Work Anxiety and Increase Productivity through Neuroplasticity

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. 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 and into retirement. 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.

Dates: Fridays, June 4, 11, and 18

Women in Leadership Certificate Program

Women face unique challenges in leadership roles. This highly participative online workshop provides an IRL (In Real Life) approach to leading in today's virtual, hybrid, and workplace-based environments. It takes an in-depth look at five basic areas: addressing the "double standard" dilemma; understanding your personal leadership style, factoring in gender and personality; communicating more effectively when providing and receiving feedback; strengthening leadership skills by increasing emotional intelligence; and navigating the work-life balance. You will learn how to outsmart gender bias and create better self-talk and habits to accomplish more! You will:

- Learn strategies for dealing with the three most common challenges faced by women leaders
- Explore how gender dimensions of communication and behavior, including microaggressions and affinity bias, affect perception and reality of leadership
- Define your own leadership styles and tendencies, focusing in on magnifying strengths and strengthening weaknesses
- Understand how to integrate emotional intelligence into leadership best practices
- Explore how gender impacts feedback and plays a role in coaching and mentoring
- Learn how to effectively seek mentors for your own professional development
- Identify and address work-life balance conflicts

Note: Course will be taught on WebEx and requires the use of computer audio and webcam.

**Dates: Wednesdays,
June 2, 9, and 16**



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