MYgroup 2023 Training and Development Catalog

Training & Development Catalog

Leadership Development

Foundational Leadership Series

Understanding Your Role as a Leader

Building an Effective Team

Growing and Developing Your Team

Becoming a Trusted Leader

Leading through Trust Series

How Well Do I Know Myself?

How Well Do I Know the People I Lead?

What Entitles Me to Be a Trusted Leader?

Do I Have the Will to Lead?

Manager and Team Development

Manager Training

Becoming a Trusted Leader

Building an Effective Team

Leading for Optimal Performance

Creating an Emotionally Intelligent
Workplace

Keeping Your Teams Engaged &
Productive

Leveraging Generational Diversity

Motivating and Recognizing Employees

Navigating Conflict

Recognizing a Troubled Employee

Team Development

Team Training

The Emotionally Intelligent Team

Building a Team that Works

Employee Development (EAP Core Trainings)

Foundational Skills

Constructing a Healthy Relationship

Dealing with Difficult People

Keys to Better Communication

Managing Your Time Effectively

Recognizing and Resolving Conflict

Customer Service Essentials

Resiliency

Adapting and Thriving through Change

Building Your Resiliency Muscles

Creating a Fulfilling Life

Creating the Resilient Child

Making Stress Work for You

Recognizing and Overcoming Burnout

Emotional and Mental Health

Building Better Mental Health

Combating Negative Thinking

Decreasing Financial Stress

Handling Grief and Loss

Making the Holidays Less Stressful

Mindfulness in the Workplace

Overcoming Compassion Fatigue

Compliance Training

Diversity in the Workplace

DOT Training

Preventing Harassment in the
Workplace

Substance Abuse in the Workplace

Leadership Development

Foundational Leadership Series: Developing the Fundamentals of Trusted and Effective Leadership

Our Foundational Leadership program guides participants through the core ideas, models, and experiences needed to begin their journey toward becoming a trusted and effective leader.

Session One: Understanding Your Role as a Leader

- Building Foundational Trust
- Knowing Yourself

Learning Objectives

- Explore the importance of building trust as a leader
- Get to "Know Yourself" and your default behaviors through the DiSC and EQ-i (Emotional Intelligence)
- Uncover inherent strengths that can be leveraged to grow your leadership effectiveness
- Assess your current ability to build foundational trust with your team

---

Session Two: Building an Effective Team

- Providing Clear and Effective Communication
- Leveraging Team Diversity for Success

Learning Objectives

- Identify and practice the components of effective communication
- Explore the role of communication in building trust
- Review diversity trends in the workforce and the implications for leaders
- Discuss unconscious bias and ways to overcome blind spots
- Create a plan to leverage team diversity for optimal performance and success

---

Session Three: Growing and Developing Your Team

- Creating a Performance Culture
- Coaching for Optimal Performance

Learning Objectives

- Review the role of the leader in growing and developing the team
- Understand how to identify growth opportunities and set SMART goals
- Learn the power of effective feedback and how to use the SBI model
- Evaluate the key components of an effective performance conversation and practice strategies for success
- Explore the G.R.O.W. coaching model and how to leverage it for optimal performance

---

Session Four: Becoming a Trusted Leader

- Leading with Intention and Purpose
- Effectively Leading through Change and Uncertainty

Learning Objectives

- Explore what it means to be a trusted leader
- Define your leadership "brand" and articulate what you stand for as a leader
- Understand the leader's role in managing change and uncertainty
- Develop skills for leading through change and uncertainty with your team
- Create a plan for becoming an intentional and trusted leader

![MYgroup McLAUGHLIN YOUNG]

Leadership Development, continued

Leading through Trust Series: Becoming a Trusted and Effective Leader

Our Leading through Trust leadership program guides both new and experienced leaders through a process of learning and reflection as they uncover the essential leadership truths that will ensure their continued development as trusted and effective leaders.

Session One: How Well Do I Know Myself?

- Developing the Core Components of Trust
- Knowing Yourself and What You Value

Learning Objectives

- Explore and develop the foundational behaviors for establishing trust: Paradigm for Profitability©
- Gain a deeper knowledge of yourself and how others may experience you through EQ-i and the MBTI
- Begin building your personal leadership "Third Circle"

Session Two: How Well Do I know the People I Lead?

- Creating an Environment of Safety and Trust
- Understanding What Attracts Others to Follow You
- Envisioning Your Leadership Purpose, "Third Circle"

Learning Objectives

- Evaluate your ability to know, respect, listen, communicate, and build relationships with those on your team
- Determine how to recognize and appreciate differences in others and leverage the diversity of your team
- Define what attracts others to follow you
- Envision your personal leadership "Third Circle" next steps

---

Session Three: What Entitles Me to Be a Trusted Leader?

- Mastering the Paradigm – Sustaining Trust
- Creating a Culture of Growth, Creativity, and Engagement
- Leading through Change
- Building Your "Third Circle" Plan

Learning Objectives

- Learn to sustain a culture of trust – Master the Paradigm
- Explore the concepts of growth mindset, creativity, and engagement
- Develop your skills as a change leader
- Build the plan for creating your leadership "Third Circle"

Session Four: Do I Have the Will to Lead?

- Understanding What Drives You
- Unlocking Your Team's Innovation Capabilities
- Articulating Your Third Circle

Learning Objectives

- Develop a foundational understanding of motivation
- Explore your personal motivations and what drives you to lead
- Learn how to tap into the motivations of your team and create a culture of innovation
- Finalize your personal leadership "Third Circle"
- Reflect on the journey and answer the essential questions

Manager Development

Becoming a Trusted Leader This interactive session will engage participants in an exploration of the leaders' role and the foundational importance building trust plays in team and organizational success. Managers will learn how to create and deepen trust with their teams. They will explore "what they stand for" as a leader and create their individual leadership "brand." Session is two hours in length.	**Learning Objectives** • Explore the importance of building trust • Review leadership actions and practices that increase trust • Identify ways to build additional trust with your team • Define what you stand for as a trusted leader
Building an Effective Team Today's leaders are required to perform in a challenging environment and, although each leader faces their own challenges and issues, they all must align their teams around basic teamwork components in order to ensure team effectiveness and continued success. Leveraging the DiSC, participants will explore the personality traits and their links to team performance. They will also develop specific strategies for creating a productive work environment and team. Session is two hours in length and includes the DiSC assessment.	**Learning Objectives** • Develop the ability to "know yourself" and "know others," a first step to improving teamwork • Leverage the DiSC assessment to better understand your work style and how to improve communication with others • Explore and develop strategies for fostering a healthy, productive work environment and team
Leading for Optimal Performance Performance reviews are an opportunity to provide employees with the feedback they need to further develop in their roles. In this program, participants will receive the tools and resources needed to effectively conduct a review, learn how to set clear objectives and plan for delivering feedback, and practice how to communicate effectively and respectfully. Through role playing, participants will gain the insight and confidence they need to conduct performance reviews more effectively within their organizations. Session is two hours in length.	**Learning Objectives** • Identify the purpose and uses of feedback and best practices for delivering feedback • Participate in learning best practices for delivering feedback • Create a plan for an effective performance conversation • Identify ways to leverage the performance review conversation
Creating an Emotionally Intelligent Workplace Emotional intelligence is considered by many to be more important than IQ and a greater predictor of success. Creating an emotionally intelligent workplace requires effective communication, a method for resolving conflicts, and an exchange of feedback, optimism, and civility. Participants will learn strategies for improving their own emotional intelligence and how to model and build it with their teams. Session is two hours in length and includes the EQ-i assessment.	**Learning Objectives** • Develop a deeper understanding of emotional intelligence and the characteristics of an emotionally intelligent leader • Assess and debrief your personal emotional intelligence profile • Develop methods for increasing your personal emotional intelligence • Commit to actions that will help you create an emotionally intelligent workplace

Manager Development, continued

Keeping Teams Engaged and Productive In today's world, change is the new normal, and everyone is dealing with some level of uncertainty in either their personal or professional life. While it is always the role of the leader to set the tone and create a culture of safety and certainty, in uncertain times, this role becomes even more critical. In this course, participants will learn how to balance the need for employee flexibility while maintaining accountability. They will explore the importance of feedback and ways to keep the team engaged, creative and productive during changing times. Session is two hours in length.	**Learning Objectives** • Review the science behind human motivation and the impact of the current moment • Evaluate the leader's role in challenging times and key actions leaders must take to keep their teams engaged and productive • Discuss and apply best practices for setting agile goals, encouraging employee accountability, and providing meaningful feedback • Define opportunities for increasing accountability, motivation, and engagement through the next performance management cycle
Leveraging Generational Diversity For the first time in history, managers are dealing with diverse and multi-generational teams. Participants will uncover the characteristics, challenges, and opportunities of the multi-generational team and develop strategies to leverage the gifts of their specific teams for optimal performance and success. Session is two hours in length.	**Learning Objectives** • Define and explore characteristics of the four generations currently in the workplace • Uncover potential challenges present in a multigenerational workforce • Develop strategies to leverage the strengths of a multigenerational workforce and create an environment for optimal performance
Motivating and Recognizing Employees Effectively building relationships and truly knowing the members of your team is the key to success when managing others. Participants will learn the foundational science of motivation and how to personalize their approach for individuals on their team. They will also explore the role recognition can play in engaging team members and uncover opportunities for applying motivation and recognition strategies. Session is two hours in length.	**Learning Objectives** • Discuss and evaluate the science behind human motivation • Assess your personal motivators and uncover potential motivators for the individuals on your team • Evaluate recognition as a powerful motivator • Define opportunities to apply learning for increased motivation and recognition within the company
Navigating Conflict The successful manager must be able to effectively recognize and diffuse or redirect conflict for the overall success of their team. Participants will learn how to recognize the early signs of potential conflict, evaluate conflict styles, and develop conflict resolution skills based on their own distinct leadership strengths and approach. Session is two hours in length.	**Learning Objectives** • Explore the definition of conflict • Identify our stumbling blocks in the handling of conflict • Reflect on our responses to conflict • Uncover strategies to help diffuse and de-escalate conflict
Recognizing a Troubled Employee Suicide can be a scary and controversial topic, especially in the work environment. This program is designed to ease the anxiety around the topic as well as provide managers with guidance on the triggers to look for should an employee be considering self-harm. Session is two hours in length.	**Learning Objectives** • Recognize the signs of a troubled employee • Uncover the myths and facts regarding self-harm • Engage in effective questioning • Take appropriate action and leverage available resources

Team Development

The Emotionally Intelligent Team	Learning Objectives
Are you aware of how your thoughts and feelings impact your behavior? Are you able to contain intense emotions without losing your cool? Are you sensitive to the feelings of others on your team? These are many of the characteristics of emotionally intelligent people and will be discussed in detail in this engaging two-hour workshop. Leveraging the EQ-i assessment, participants will increase their knowledge of emotional intelligence, develop tactics for developing their own emotional intelligence, and learn how to leverage emotional intelligence as an effective team member.	• Define emotional intelligence • Explore the characteristics of emotional intelligence in people • Evaluate your emotional intelligence skills • Learn how to increase your personal emotional intelligence • Develop strategies for creating a more emotionally intelligent team
Building a Team that Works	**Learning Objectives**
Designed for intact teams, the customizable half-day workshop guides participants through interactive exercises, leveraging the DiSC assessment, that enable them to uncover their individual strengths and how they may be experienced by others. Using an actual team project or objective, participants will assess how to best leverage individuals on the team for success. They will then work together to define guiding principles for future team interaction and ongoing accountability.	• Uncover your individual strengths and how you are experienced by others on the team • Determine how to best leverage the strengths of the team to accomplish current goals and challenges • Create a set of agreed upon team norms, how the group will work together, to guide future success

Employee Development

Foundational Skills	
Constructing a Healthy Relationship (EAP Core Training)	**Learning Objectives**
Being in relationship with others, whether at work, home or in our communities is a part of our daily life. Healthy relationships are a universal goal. Each of us has a deep yearning for closeness and connection with others but often those relationships are not as healthy as we would like them to be which can lead to unwanted stress and negativity. In this interactive program, we will explore the characteristics of healthy and unhealthy relationships and the barriers and tools to assist constructing those healthier relationships. Session is one hour in length.	• Define healthy vs unhealthy relationships • Recognize barriers to constructing a healthy relationship • Develop strategies for building healthier relationships
Dealing with Difficult People (EAP Core Training)	**Learning Objectives**
You cannot change people, but you can learn how to get along with them. Dealing with difficult people is imperative to doing business. Participants will explore why they may perceive people to be difficult and a sound method for dealing with difficult people. They will then learn strategies for managing their own response to difficult people. Session is one hour in length.	• Uncover what can make a person "difficult" • Review and evaluate the H.U.G. method for dealing with difficult people • Explore ways to manage your personal response to difficult people
Keys to Better Communication (EAP Core Training)	**Learning Objectives**
Transfer of information is critical in both business and personal relationships; however, we sometimes lack the skills to make our communication effective. In this session, participants will become aware of the unconscious assumptions they make when communicating with others and identify personal barriers to successful communication. They will then explore the keys to improving their communication skills and develop their own communication toolbox. Session is one hour in length.	• Recognize effectiveness versus ineffective workplace communication • Examine delivering and receiving effective communication • Understand the keys of effective communication
Managing Your Time Effectively (EAP Core Training)	**Learning Objectives**
Today our lives are fast-paced, and with the additional challenges of the past year, and the return to the workplace for some, employees are juggling more than ever. In this training, participants will increase their understanding of the importance of time management, identify their own unique time management style, and then create a time management plan that works for them. Session is one hour in length.	• Understand what time management is and isn't • Define your unique time management style • Create a time management plan that works for you • Effectively manage time when working remotely

Foundational Skills, continued

Recognizing and Resolving Conflict (EAP Core Training)

It is inevitable that there will be times that conflict exists in the workplace. This workshop will help participants explore the nature of conflict and why it occurs. They can develop some personal emotional awareness around their own triggers and develop strategies for not resolving conflict but also using it for personal growth and development. Session is one hour in length.

Learning Objectives

- Explore the origins of conflict and why we experience it
- Develop an understanding of emotional awareness and your emotional triggers
- Define strategies for resolving conflict and using conflict for personal growth

Customer Service Essentials (EAP Core Training)

Poor customer service can be very costly. In this session participants will explore the essentials of customer service. Focus will be on how they are experienced by the customer, the concept of customer loyalty, effective customer communication skills, and how they can detect and manage the stress that can arise when dealing with customers. Session is one hour in length.

Learning Objectives

- Understand the importance of how you are experienced by your customer
- Define customer loyalty
- Explore the importance of communication skills in customer service
- Discover how attitude, body language, and verbal response affect your communication
- Evaluate the impact of personal stress on customer experience

Resiliency

Adapting and Thriving Through Change (EAP Core Training)

The only constant in life is change. Participants will explore their feelings, thoughts, and actions as they relate to change. Strategies for coping with change will be discussed to ensure participants build personal resiliency to help cope with the uncertainties of life. Session is one hour in length.

Learning Objectives

- Understand the human response to change
- Explore and develop the skills needed to increase your readiness for change
- Create a personal vision for thriving through change

Building Your Resiliency Muscles (EAP Core Training)

Resiliency is a vital part of coping with stress and hardship. Dealing with change or loss is an inevitable part of life. Participants will learn the basic elements of resiliency and the benefits of building resiliency. Each participant will take away methods to evaluate their current resiliency, skills to build resiliency, and exercises to cope with stress and difficult situations. Session is one hour in length.

Learning Objectives

- Define the meaning of resiliency
- Uncover the benefits of developing resiliency
- Explore strategies for strengthening your resiliency muscles
- Review strategies for building resiliency through COVID and beyond

Creating a Fulfilling Life (EAP Core Training)

It is very stressful to balance the demands of work and life. Participants will explore the meaning of fulfillment and why fulfillment looks different to each of us. We will identify core strategies for creating and sustaining a fulfilling life such as embracing change, identifying our values, and learning the importance of prioritizing tasks. We will explore how we need to invest in ourselves on a regular basis in order to live our most fulfilling lives, both personally and professionally. Session is one hour in length.

Learning Objectives

- Define and deconstruct the meaning of fulfillment
- Identify strategies to achieve fulfillment
- Develop a healthy support network
- Invest in your journey to fulfillment

Resiliency, continued

Creating the Resilient Child (EAP Core Training) As parents, caregivers and really anyone who touches the life of a child, our goal and greatest hope is to guide them to a place of good mental, intellectual, emotional, spiritual, and physical wellbeing. An important part of this growth for children is creating healthy resiliency skills. In this interactive program, we will explore the meaning of resiliency and how to foster, model and create it in our children and teens. Session is one hour in length.	**Learning Objectives** • Define resiliency and why it is important in children and teens • Explore the characteristics of resilient children and teens • Develop a plan for creating resiliency in children and teens
Making Stress Work for You (EAP Core Training) Stress permeates our lives and our vocabulary, but is all stress bad? In this interactive workshop, participants will analyze good versus bad stress and how to best cope in our busy, fast-paced demanding lives. Participants will learn strategies for managing stress to create their own stress management toolbox and uncover ways to leverage stress for positive personal change. Session is one hour in length.	**Learning Objectives** • Define stress and its physical impact • Mentally reframe how to address stress • Identify tools to successfully manage mental and physical stress • Create a stress management toolkit
Recognizing and Overcoming Burnout (EAP Core Training) In this informative program, we will explore the meaning of burnout and why it is so important to recognize the signs and symptoms for our well-being both at work and at home. We will discuss strategies for putting a plan of action in place to overcome and to cope with burnout in order to invest in ourselves and to live our most fulfilling lives, both personally and professionally. Session is one hour in length	**Learning Objectives** • Explore the meaning of burnout • Recognize signs and symptoms of burnout at work and home • Develop strategies for overcoming burnout to improve one's wellbeing

Emotional and Mental Health

Building Better Mental Health (EAP Core Training) Many of us spend a great deal of time and effort focusing on our physical health, but what about our mental wellness? With all that is happening in the world today, it is important to evaluate our wellness, which means taking a look at our mental and emotional wellbeing. This interactive program will allow individuals to take a positive approach to prioritizing their wellbeing as well as learning strategies for gaining better mental health both at work and play. Session is one hour in length.	**Learning Objectives** • Define and destigmatize mental health • Identify ways to regulate our emotions • Develop strategies for building better mental health • Explore ways to invest in your wellbeing

Emotional and Mental Health, continued

Combating Negative Thinking (EAP Core Training)

Negative thinking often impacts our wellbeing and the wellbeing of those around us in ways we do not always recognize particularly when we are stuck in a negative thought cycle. In this interactive program, we will explore the consequences of continued negative thinking and more importantly learn skills to counter negative thinking for better mental, physical, and emotional health leading to better wellness. Session is one hour in length.

Learning Objectives

- Recognize the signs of negative thinking
- Explore the effects of repetitive negative thinking
- Develop strategies to combat negative thinking

Decreasing Financial Stress (EAP Core Training)

Does talking about your finances cause you stress? According to the American Psychological Association, money is the number one source of stress in America. Financial stress impacts our work, relationships, and health. In this program, we take a look at our financial wellness and discuss practical tips for reducing stress by managing our finances. Session is one hour in length.

Learning Objectives

- Explore the physical and mental impacts of financial stress
- Assess your individual financial practices
- Develop strategies for overcoming financial stress

Handling Grief and Loss (EAP Core Training)

Grief is a natural response to loss. It is the emotional suffering you feel when something or someone you love is taken away. The more significant the loss, the more intense the grief will be. Loss can include the death of a loved one, death of a pet, loss of a job, loss of good health, etc. This program will assist those dealing with loss by building resiliency and coping techniques. Session is one hour in length.

Learning Objectives

- Define and identify the types of grief
- Explore the grieving process
- Evaluate popular misconceptions around grief
- Create specific strategies for handling grief

Making the Holidays Less Stressful (EAP Core Training)

The holidays can be very stressful. It is important to acknowledge the emotions associated with the holidays and prepare for them appropriately. Participants will learn stress reduction techniques in order to enjoy the holiday season instead of returning to the workplace more stressed than before. Session is one hour in length.

Learning Objectives

- Identify sources of holiday stress
- Identify coping strategies for demands during the holidays
- Acknowledge the ability to control holiday experience
- Share holiday tips

Mindfulness in the Workplace (EAP Core Training)

Mindfulness is fast becoming a well-established approach to improving personal and team performance in the workplace. Participants will learn the basic elements of mindfulness and the benefits of informal and formal mindful practices. Each participant will take away methods to maintain focused awareness and attention in their daily work tasks. Session is one hour in length.

Learning Objectives

- Understand the concept of mindfulness
- Review mindfulness tips for daily living
- Practice techniques for being fully present in the now
- Learn informal mindful practices to incorporate each day

Emotional and Mental Health, continued	
Overcoming Compassion Fatigue (EAP Core Training) This interactive workshop will help participants identify if they are at risk for the stress of compassion fatigue. Participants will learn strategies to practice self-care and how to maintain a sense of balance. Those in the workshop will become more resilient and empowered to continue in their role as care providers, whether at work or home. Session is one hour in length.	**Learning Objectives** • Understand the impact of compassion fatigue • Learn to apply a resiliency model • Identify strategies to increase resiliency • Discuss prevention and modification through self-care • Review how to create balance

Compliance Training

Diversity in the Workplace (Employee and Manager)	**Learning Objectives**
Recent events and protests against racism have reignited conversations around what leaders can do to address racism in the workplace and create a more diverse and inclusive culture. It has been proven that a lack of diversity in the workplace can have negative consequences increasing the risk of harassment and making it more difficult to recruit and retain talent. In this session, leaders will explore the role unintentional bias can play in how we perceive others and practice recognizing and managing behaviors that may exclude others. They will confirm the importance of working together with people from different backgrounds, cultures, and beliefs and learn the value of effectively embracing and managing diversity in their workforce so that everyone on their team can thrive. Employee sessions are one hour in length. Manager sessions are two hours in length.	Employees • Define diversity and inclusion • Review the changing makeup of the workforce and discuss opportunities and challenges • Understand the concept of bias and how to overcome it • Explore ways to develop cultural competence Additional Objectives for Managers • Review the changing makeup of the workforce and discuss opportunities and challenges for the team leader • Evaluate the role of the manager in creating a diverse and inclusive team culture
DOT Training (Employee and Manager)	**Learning Objectives**
This program will assist employees in understanding the Department of Transportation (DOT) guidelines for working in a drug-free workplace. They will learn about the effects of alcohol and commonly abused drugs and the consequences of a positive alcohol or drug test. DOT training programs are specific to applicable DOT agency regulations such as Federal Motor Carrier Safety Administration (FMCSA) and Federal Aviation Administration (FAA). Employee sessions are one hour in length. Manager sessions are two hours in length.	Employees • Increase understanding of DOT regulations • Learn the impact of substance use and abuse in the workplace • Understand reasonable suspicion • Review employer's policy regarding the use of drugs and alcohol Additional Objectives for Managers • Improve comfort level in addressing potential substance abuse in the workplace

Compliance Training, continued

Preventing Harassment in the Workplace (Employee and Manager) It is important for organizations to promote a safe working environment which includes having policies and practices in place that discourage and prevent harassment of any kind. These programs will guide participants through a fundamental understanding of the law and types of harassment. They will explore their role as either an employee or manager in preventing a harassment free workplace. Additionally, leaders will explore their role as a leader in acting as an example of appropriate behavior and creating a culture of safety to ensure a harassment free workplace where all employees can be engaged and productive. Employee sessions are one hour in length. Manager sessions are two hours in length.	**Learning Objectives** Employees • Define discrimination and protected class • Understand harassment and the law • Review the various forms of harassment • Explore how to protect yourself and colleagues Additional Objectives for Managers • Understand how to reduce liability • Recognize your role as a manager in preventing harassment
Substance Abuse in the Workplace (Employee and Manager) Companies want to provide a safe and productive work environment. To do so, it is important to promote a drug-free workplace. Employees will gain a better understanding of how substance abuse can affect job performance, resulting in significant measurable and hidden losses for a company. Employee sessions are one hour in length. Manager sessions are two hours in length.	**Learning Objectives** Employees • Learn the impact of substance use and abuse in the workplace • Increase understanding of commonly abused substances • Recognize signs of potential employee impairment • Know how to respond when substance abuse is suspected Additional Objectives for Managers • Define a supervisor's role in dealing with an employee who is suspected of substance abuse • Review common procedures for responding to suspected employees • Examine a model for handling suspected substance abuse