

# Staff Development Classes

## **Bridging the Gender Communication Gap SD 07**

**Length:** 4 hours (.5 day)

**Course Format:** 90% ILT, 10% Lab, 0% Web

**Prerequisite(s):** None

**Instructor(s):** Cindy MacNaul

**Student Maximum:** 24

**Student Minimum:** 6

**Course Cost:** Internal - none, customers please refer to Pricing Policy on page 5

### **Course Description:**

People have different styles of communicating with other people. Communication style depends on a lot of things: where people are from, how they were raised, their educational background, their age, and it also can depend on their gender. There are varying degrees of masculine and feminine speech characteristics in everyone. Correctly interpreting those characteristics can often determine the success or failure of interpersonal relationships, work projects, personal goals, and even sales efforts.

This workshop provides a basis for lively discussion as it evaluates the “not so common” things between men and women. Informative tools are provided that allow both sexes the opportunity to be more effective in the workplace and at home.

### **Course Objectives:**

- Understand the primary reasons why men and women communicate differently
- Recognize how men and women use language differently
- Know the difference between grumbling and venting
- Understand why men are said to come from “Mars” and women from “Venus”
- Learn the effects of showing feelings in the workplace
- Understand why women don’t ask for help

## **Conflict Resolution SD 08**

**Length:** 4 hours (.5 day)

**Course Format:** 60% ILT, 40% Lab, 0% Web

**Prerequisite(s):** None

**Instructor(s):** Kathleen Gadd

**Student Maximum:** 24

**Student Minimum:** 6

**Course Cost:** Internal - none, customers please refer to Pricing Policy on page 5

### **Course Description:**

All relationships experience some kind of conflict. What matters most in conflict situations is that the conflict be resolved effectively. This workshop focuses on evaluating the causes of conflict and understanding the mental barriers that prevent us from addressing conflict. Participants perform an assessment to identify their own personal style of dealing with conflict and learn the most appropriate times to use each of the different styles. A basic feedback model will be introduced as a primary conflict resolution tool. Conflict within the organization and in people’s personal lives will be addressed and used in skill practice scenarios.

### **Course Objectives:**

- Identify and understand causes of conflict
- Recognize and overcome the mental barriers that get in the way of addressing the conflict
- Apply the various conflict resolution styles to appropriate conflict situations
- Use a basic feedback model to initiate a conversation about a conflict

# Staff Development Classes

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## Stress Management

SD 10

**Length:** 4 hours (.5 day)

**Course Format:** 60% ILT, 40% Lab, 0% Web

**Prerequisite(s):** None

**Instructor(s):** Kathleen Gadd

**Student Maximum:** 20

**Student Minimum:** 10

**Course Cost:** Internal - none, customers please refer to Pricing Policy on page 5

### Course Description:

This workshop provides tools to manage all forms of stress - both positive and negative stress and to understand both forms can be harmful or helpful in your life. Discussions include: work-life balance, physical reactions to stress, burnout, and motivational inspiration to manage the everyday stresses in life.

### Course Objectives:

Identify and understand the different stresses we all face  
Manage stress effectively

## Think Before Sending: Email Strategies & Etiquette

SD 15

**Length:** 4 hours (.5 day)

**Course Format:** 50% ILT, 50% Lab, 0% Web

**Prerequisite(s):** None

**Instructor(s):** Nichol Howell, Kathleen Gadd

**Student Maximum:** 24

**Student Minimum:** 6

**Course Cost:** Internal - none, customers please refer to Pricing Policy on page 5

### Course Description:

Without a doubt, the most potent application of the Internet is email. Both internal and external business transactions take place with amazing speed and efficiency by using email. However, the digital era makes communication skills quite different from those in the past and it is easy to inadvertently step on someone's cyber toes. Therefore, it is important for employees to develop skills and strategies that make email messages clear, effective, efficient, and appropriate. Students learn tips and tricks about email so they can avoid an email faux pas.

### Course Objectives:

- Apply practical strategies to strengthen electronic communication
- Understand email practices in business
- Write clear, effective, and appealing emails
- Avoid common email blunders by applying proper email etiquette
- Apply Lotus Notes email tips and tricks

### **Working with Difficult People SD 24**

**Length:** 4 hours (.5 day)

**Course Format:** 40% ILT, 60% Lab, 0% Web

**Prerequisite(s):** None

**Instructor(s):** Kathleen Gadd

**Student Maximum:** 24

**Student Minimum:** 6

**Course Cost:** Internal - none, customers please refer to Pricing Policy on page 5

**Course Description:**

This course focuses on the importance of interpersonal relationships with coworkers and how to lessen the impact of destructive patterns. Through individual and group activities, participants discover the types of toxic relationships that most often occur in the workplace and the patterns that can be fallen into. Using case studies, participants practice techniques to disengage from unhealthy work relationships that leave people feeling angry or taken advantage of. Participants also learn how to evaluate the advantages of taking action when they are in a toxic relationship and what their choices might be in such a situation.

**Course Objectives:**

- Identify the symptoms of negative workplace relationships
- Recognize the role each person plays in negative workplace situations
- Set boundaries and control reactions to coworkers who cross those boundaries
- Assess the benefits and drawbacks to taking some kind of action to correct a situation
- Identify techniques to take action, if so desired

### **The 7 Habits of Highly Effective People SD 26**

**Length:** 16 hours (2 days)

**Course Format:** 60% ILT, 40% Lab, 0% Web

**Prerequisite(s):** None

**Instructor(s):** Cindy MacNaul

**Student Maximum:** 24

**Student Minimum:** 6

**Course Cost:** Internal - \$345/supervisory and \$305/non-supervisory, customers - internal cost plus pricing policy on page 5

**Course Description:**

This course reviews all 7 Habits as explained in Stephen Covey's book. A Franklin day-planner and 360 review (benchmark) are two resources used to illustrate areas of focus for each individual. Powerful lessons in personal change are the emphasis of this workshop.

**Course Objectives:**

- Recognize and understand the value each habit has in achieving personal and professional success
- Identify and practice time management skills that contribute to personal effectiveness
- Use the integration process of incorporating the essential principles and habits into your life
- Develop improved interpersonal relationships

# Staff Development Classes

## Focus: Achieving Your Highest Priorities SD 27

**Length:** 8 hours (1 day)

**Course Format:** 70% ILT, 30% Lab, 0% Web

**Prerequisite(s):** None

**Instructor(s):** Nichol Howell

**Student Maximum:** 24

**Student Minimum:** 6

**Course Cost:** Internal - \$130, customers - internal cost, plus pricing policy on page 5

### Course Description:

Competing priorities... multiple deadlines... there are only 24 hours in every day, but the amount of things to do in that time has expanded exponentially. This FranklinCovey workshop focuses on personal effectiveness and productivity in today's fast-paced work environment. With the right tools, people can find time for the things they really want to accomplish and lead a happier, more productive life both at the office and outside of work. The workshop includes a FranklinCovey Planner Starter Kit to help participants maximize the learning experience and change the way they think about productivity.

### Course Objectives:

- Increase productivity by identifying and focusing on top priorities
- Enhance success by setting goals that align with the most important objectives
- Effectively manage all the incoming information
- Reduce stress by recognizing and eliminating low-priority activities and distractions

## Emotional Intelligence SD 28

**Length:** 4 hours (.5 day)

**Course Format:** 50% ILT, 50% Lab, 0% Web

**Prerequisite(s):** None

**Instructor(s):** Kathleen Gadd

**Student Maximum:** 24

**Student Minimum:** 6

**Course Cost:** Internal - none, customers please refer to Pricing Policy on page 5

### Course Description:

Research has identified 18 Emotional Intelligence competencies which are grouped into the four domains of self-awareness, self-management, social awareness, and relationship management. This workshop examines the concept of Emotional Intelligence by looking at each domain in detail.

Participants take an Emotional Intelligence assessment to help determine their strengths as well as the skills that will provide the greatest opportunity for improvement in each domain. The assessment results help increase self-awareness and open the door to change. When people build their emotional intelligence, they perform better, treat one another better and get more out of going to work. It helps create an environment in which everybody wins.

### Course Objectives:

- Understand emotions and personal tendencies with different situations and people
- Move adeptly through current challenges and prevent future ones
- Accurately pick up on emotions in others and get what is really going on
- Use awareness of emotions and the emotions of others to manage interactions successfully
- Communicate clearly and effectively handle conflict



## Explore Wagner SD 30

**Length:** 4 hours (.5 day)

**Course Format:** 70% ILT, 30% Lab, 0% Web

**Prerequisite(s):** None

**Instructor(s):** Kathleen Gadd

**Student Maximum:** 24

**Student Minimum:** 6

**Course Cost:** Internal - none, customers please refer to Pricing Policy on page 5

### Course Description:

This course is for students who want to learn more about Wagner, whether to be a more effective employee or to explore career options within the company. This workshop introduces individuals to the different divisions and departments within Wagner. Students learn the organizational structure of the company, the primary functions of each division and department, and how these business units interact.

### Course Objectives:

- Understand the organizational structure of Wagner
- Understand the primary functions of the various divisions and departments
- Identify how their present and developing skills can transfer to various jobs within the organization

## To Lead or Not to Lead? SD 34

**Length:** 4 hours (.5 day)

**Course Format:** 50% ILT, 50% Lab, 0% Web

**Prerequisite(s):** None

**Instructor(s):** Kathleen Gadd

**Student Maximum:** 24

**Student Minimum:** 8

**Course Cost:** Internal - none, customers please refer to Pricing Policy on page 5

### Course Description:

Contemplating moving into a leadership role? Not sure if that would be a good fit for you? This class helps you answer these questions by exploring the responsibilities of a management position and the skills necessary to be successful in such a role. A self-assessment is used to discover your existing leadership attributes and an action plan is then developed for those that decide management is an option for them. Either way, participants leave with a clearer idea of what it takes to be a successful leader at Wagner.

### Course Objectives:

- Identify the key roles and responsibilities of those in a management position
- Identify the critical skills that are needed to be successful in a leadership role
- Assess their own potential for a management position
- Decide if a management position is a good fit for them
- Pursue an action plan designed to help move them into a management position

# Staff Development Classes

## Assert Yourself!

SD 43

**Length:** 4 hours (.5 day)

**Course Format:** 50% ILT, 50% Lab, 0% Web

**Prerequisite(s):** None

**Instructor(s):** Kathleen Gadd

**Student Maximum:** 24

**Student Minimum:** 6

**Course Cost:** Internal - none, customers please refer to Pricing Policy on page 5

### Course Description:

Phrases like “speak your mind” or “confront the situation” can have an unduly negative connotation in our society. Yet if people are unwilling or unable to assert themselves, they rarely get what they want or need. This class explores the differences between assertiveness, passiveness, and aggression; and clarifies what being assertive really means. Participants take an assessment of their present level of influence on people and learn methods to appropriately assert themselves in order to ask for what they want from others or to say “No.”

### Course Objectives:

- Differentiate between passive, assertive, and aggressive behaviors
- Clarify present level of assertiveness
- Apply methods of asserting oneself to personal situations

## Business Writing for Professionals

SD 44

**Length:** 16 hours (2 days)

**Course Format:** 50% ILT, 50% Lab, 0% Web

**Instructor(s):** Nichol Howell

**Student Maximum:** 24

**Student Minimum:** 6

**Course Cost:** Internal - none, customers please refer to Pricing Policy on page 5

### Course Description:

Clear and informative written communication is a vital component of today’s fast-paced business environment and it is essential to career success. At the most basic level, business writing seeks to convince the reader that what is being communicated is true. More often than not, it also attempts to persuade the reader to take action or to think about something a certain way.

In order to achieve the objective of getting the message across clearly and effectively, it is imperative to know the audience, organize the content, get to the point, and state it credibly. This workshop helps participants do that by addressing basic grammar, sentence structure, word choice, and spelling. Topics also covered are choosing the appropriate medium, the five rules of letter writing, memo writing, and email etiquette. Learn to write grammatically-correct, professional documents that provide clear, accurate and thorough information.

### Course Objectives:

- Use grammar correctly in all business writing
- Choose words to keep communication concise and informative
- Choose the appropriate medium
- Plan and identify content
- Write an effective letter, memo, and email

### **Taking Charge of Your Career SD 46**

**Length:** 4 hours (.5 day)

**Course Format:** 50% ILT, 50% Lab, 0% Web

**Prerequisite(s):** None

**Instructor(s):** Kathleen Gadd

**Student Maximum:** 24

**Student Minimum:** 6

**Course Cost:** Internal - none, customers please refer to Pricing Policy on page 5

**Course Description:**

Too often, people just “go with the flow” when it comes to their job, not actively planning for the future or taking steps to move ahead. This workshop starts with a basic assessment to see if the participant is in the right occupation, or if a career change is in order. Setting career goals, researching options, and putting together an action plan are all covered; and participants walk away with their own set of action items to better manage their job and career.

**Course Objectives:**

- Identify the right job “fit” for the participant
- Establish career goals and the action plan to reach them

### **Facilitating Effective Meetings SD 49**

**Length:** 4 hours (.5 day)

**Course Format:** 40% ILT, 60% Lab, 0% Web

**Prerequisite(s):** None

**Instructor(s):** Kathleen Gadd

**Student Maximum:** 24

**Student Minimum:** 6

**Course Cost:** Internal - none, customers please refer to Pricing Policy on page 5

**Course Description:**

Meetings can be extremely beneficial or an extreme waste of time, depending on how the chair person prepares for and conducts them. This class introduces the key elements of a successful meeting and provides participants with tools that can be used to conduct one.

**Course Objectives:**

- Prepare an agenda
- Effectively notify participants of meeting time, place, and expectations
- Define and maintain focus of a meeting
- Understand and utilize the various roles participants play in a meeting
- Facilitate the decision-making process in a group
- Take control of a meeting that has gotten off track

# Staff Development Classes

## Write for Work: Advanced Business Communications SD 54



**Length:** 8 hours (1 day)

**Course Format:** 50% ILT, 50% Lab, 0% Web

**Prerequisite(s):** None

**Instructor(s):** Nichol Howell

**Student Maximum:** 24

**Student Minimum:** 6

**Course Cost:** Internal - none, customers please refer to Pricing Policy on page 5

### Course Description:

No matter how brilliant an idea, if it isn't conveyed clearly, its value is never realized. This writing course is designed to provide participants with solid tools and techniques to improve their written work and set quality writing standards. This course helps participants get the words flowing freely, even if writing does not come naturally. The ultimate goal of the workshop is for participants to be able to express ideas and critical messages clearly; without leaving anything open to misinterpretation, misunderstanding, or without a specific call to action.

Participants learn to write faster and with more clarity using a simple writing process that helps to relieve pressure by breaking down the writing task into manageable steps. Participants also learn the seven traits of effective writing as these traits improve writing by guiding the writing process, diagnosing writing problems, and providing concrete solutions for those writing problems. Lastly, participants gain skills for revising and fine-tuning documents so that they can confidently turn draft documents into final editions of their work.

### Course Objectives:

- Understand and employ the seven traits to identify and fix writing problems
- Use the tools and techniques presented to master the writing process
- Create and produce an effective and professional document
- Proofread like a pro to keep embarrassing errors from slipping into finished documents

## Breaking Common Ground SD 56

**Length:** 4 hours (.5 day)

**Course Format:** 90% ILT, 10% Lab, 0% Web

**Prerequisite(s):** None

**Instructor(s):** Wagner Facilitators

**Student Maximum:** 24

**Student Minimum:** 6

**Course Cost:** Internal - none, customers please refer to Pricing Policy on page 5

### Course Description:

This class was developed internally by a group of employees to help others better understand the Wagner Equipment Co. philosophy of great customer service. The company's Statement of Purpose and Core Values are reviewed as a means to develop a true understanding customer loyalty. The Key Principles, as defined by DDI (Development Dimensions International) are also evaluated for their effectiveness in maintaining high customer service levels. The history of Wagner Equipment Co. is also discussed.

### Course Objectives:

- Recognize the importance of our Statement of Purpose and understand why this common focus is so vital to our success
- Discover ways to implement our Key Principles into our daily customer interactions
- Self-identify tools to enhance our personal levels of customer service
- Share a common customer service goal with all Wagner employees

### Listen Up: Cultivating Your Listening Skills

#### SD 60

**Length:** 4 hours (.5 day)

**Course Format:** 60% ILT, 40% Lab, 0% Web

**Prerequisite(s):** None

**Instructor(s):** Nichol Howell

**Student Maximum:** 24

**Student Minimum:** 6

**Course Cost:** Internal - none, customers please refer to Pricing Policy on page 5

#### **Course Description:**

The average person only listens at about 25% of their potential, which means 75% of oral communication is either ignored, forgotten, distorted or misunderstood. Such lazy listening habits can be costly and are a significant problem in business today. This course is intended for anyone that desires to improve their listening skills. Each student completes a listening assessment to identify their current listening strengths and weaknesses. This information, along with a series of listening exercises, is used to help students learn how to improve their listening skills. At the end of the session, students complete an action plan so that they may apply the tips and tricks learned in class to their daily lives.

#### **Course Objectives:**

- Define and understand the importance of effective listening
- Understand barriers to effective listening
- Assess their listening skills and improve performance on the three Dimensions of Listening
- Use visible and invisible behaviors to stay focused, capture the message, and help the speaker
- Discuss the ten tips for effective listening
- Create a listening action plan

### Presentation Skills

#### SD 61

**Length:** 8 hours (1 day)

**Course Format:** 25% ILT, 75% Lab, 0% Web

**Prerequisite(s):** None

**Instructor(s):** TBD

**Student Maximum:** 16

**Student Minimum:** 6

**Course Cost:** Internal - none, customers please refer to Pricing Policy on page 5

#### **Course Description:**

Participants learn to control their fears and nerves while engaging their audience when speaking. Participants practice using indicators of power and confidence for body language in mock presentations with personalized instructor critique. Guidelines for verbal, vocal, and visual communications are covered and participants map out and script presentations in minutes using a presentation planner.

#### **Course Objectives:**

- Learn the secrets of engaging an audience
- Map out a presentation using a presentation planner
- Apply verbal, vocal, and visual guidelines to all presentations
- Spot indicators of power and weakness utilizing speaker's guides for body language
- Script presentations in minutes using industry best practices
- Control fears, nerves, and audience

# Staff Development Classes

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## Surviving Workplace Change

SD 66

**Length:** 4 hours (.5 day)

**Course Format:** 50% ILT, 50% Lab, 0% Web

**Prerequisite(s):** None

**Instructor(s):** Kathleen Gadd

**Student Maximum:** 24

**Student Minimum:** 6

**Course Cost:** Internal - none, customers please refer to Pricing Policy on page 5

### Course Description:

This class provides participants with an understanding of the dynamics of change and how people manage the transitions that come with change. Strategies to manage personal change are covered and individuals have the opportunity to develop a change action plan.

### Course Objectives:

- Identify the transition phases of change
- Apply transition management strategies to real life situations
- Write a change management action plan

## Right Side of the Line

SD 76

**Length:** 4 hours (.5 day)

**Course Format:** 75% ILT, 25% Lab, 0% Web

**Prerequisite(s):** None

**Instructor(s):** Kathleen Gadd, Dan Price

**Student Maximum:** 24

**Student Minimum:** 6

**Course Cost:** Internal - none, customers please refer to Pricing Policy on page 5

### Course Description:

Now more than ever, employees at all levels need to know exactly where the boundaries of acceptable and legal workplace behavior are drawn. The Right Side of the Line outlines Wagner's expectations of its employees in regard to unprofessional, prohibited, and illegal behaviors. The class addresses workplace violence, diversity, and harassment in all its forms. Employees receive the knowledge and tools to resolve situations before they escalate. This program meets federal compliance standards for harassment prevention training.

### Course Objectives:

- Recognize unacceptable and illegal workplace behavior
- Identify and understand the types of harassment
- Recognize the signs and behaviors of workplace violence
- Understand the need to respect and appreciate diversity in the workplace
- Apply the tools given to resolve or report workplace situations appropriately

### Telephone Skills

#### SD 78

**Length:** 2 hours (.25 day)

**Course Format:** 80% ILT, 20% Lab, 0% Web

**Prerequisite(s):** None

**Instructor(s):** Bev Wagner, Kathleen Gadd, Frank Ibarra

**Student Maximum:** 24

**Student Minimum:** 6

**Course Cost:** Internal - none, customers please refer to Pricing Policy on page 5

**Course Description:**

This course covers the basics of telephone etiquette such as greeting, voice tone and speed, listening, calming complaints, placing people on hold, message and time management, and common telephone courtesies. Also included is a section on the Wagner phone system and how to's regarding transferring calls, setting up conference calls, creating personal greetings, accessing voicemail, and using auto-redial.

**Course Objectives:**

- Properly sell Wagner's image through courteous handling of phone calls
- Use basic telephone techniques to handle calls professionally
- Listen thoughtfully and respectfully to others
- Handle complaints in a pleasant and firm manner
- Effectively handle calls/messages for others
- Manage voice mail
- Use the Wagner telephone system to its full potential

### Communication Skills

#### SD 84

**Length:** 4 hours (.5 day)

**Course Format:** 60% ILT, 40% Lab, 0% Web

**Prerequisite(s):** None

**Instructor(s):** TBD

**Student Maximum:** 24

**Student Minimum:** 6

**Course Cost:** Internal - none, customers please refer to Pricing Policy on page 5

**Course Description:**

How well people communicate affects everyone with whom they interact; other employees, their boss, their customers, and their families; and binds their connections to other people. Research indicates that effective communication skills positively influence people's work and relationships. Those who effectively communicate are perceived to be more credible, better problem-solvers, and strong leaders. This is a basic communication class that will help fine-tune communication skills.

**Course Objectives:**

- Practice core communication skills
- Practice effective listening behaviors
- Eliminate miscommunication
- Communicate clearly and precisely

# Staff Development Classes

## Personalysis Basic Workshop

SD 90

**Length:** 4 hours (.5 day)

**Course Format:** 80% ILT, 15% Lab, 5% Web

**Prerequisite(s):** None

**Instructor(s):** Cindy MacNaul, Nichol Howell

**Student Maximum:** 24

**Student Minimum:** 6

**Course Cost:** Internal - \$215 for the online assessment, customers - \$215 for the assessment, plus pricing policy on page 5

### Course Description:

Personalysis is a scientific tool that provides a unique assessment of personality by providing insights into how people think, how they solve problems, how they deal with others, and how they cope under stress. The Personalysis experience begins with a simple, 15-minute online questionnaire.

This workshop introduces participants to Personalysis and teaches them to interpret the Colorgraph through the framework and language of Personalysis. The data depicted as colors, shapes, and numbers enables people to be more self-aware and use that awareness to better manage themselves and their interactions with others. Personalysis clearly defines how each individual can reach and maintain peak performance by recognizing areas of their personality on which they can capitalize and those that stymie their growth potential.

Note: Personalysis provides an online version of this workshop for an additional \$150 that students may elect to complete if they are unable to attend a session at WTI. Please contact Nichol Howell for access.

### Course Objectives:

- Identify personal strengths and develop ways to maximize those strengths
- Identify limitations and develop ways to remove or deal with those limitations
- Create strategies for handling stress to prevent distress and negativity
- Recognize how personal style affects others
- Develop strategies to communicate and work effectively with people who have different styles

## Building Teams through Personalysis

SD 91

**Length:** 4 hours (.5 day)

**Course Format:** 10% ILT, 90% Lab, 0% Web

**Prerequisite(s):** SD 90, LP 23, or Online Personalysis Orientation

**Instructor(s):** Nichol Howell

**Student Maximum:** 24

**Student Minimum:** 6

**Course Cost:** Internal - none, customers please refer to Pricing Policy on page 5

### Course Description:

Personalysis provides an objective framework to inventory the characteristics of work groups and teams. By providing a common, objective language in which to discuss differences, coworkers are better able to build and maintain productive working relationships. This session is designed to take groups to a more advanced level of understanding and use of Personalysis, and provides a forum for members of a working group to discuss their personality styles within the context of work functions.

The first part of the session is focused on the Group Dynamic Profile which identifies strengths, anticipates team blindsides, and manages individual differences of the group as a whole. The session's second area of focus is an overall style interpretation of each team member to highlight similarities, differences, and areas where people bring added value to the group.

Note: Prior to enrolling in this workshop, all participants must complete the online questionnaire and attend a Personalysis Basic Workshop either through WTI or Personalysis Online, so that they are familiar with the key concepts and Colorgraph interpretation.

Note: Because this course is for intact workgroups that work together on a day-to-day basis, it is available only by request by contacting Nichol Howell.

### Course Objectives:

- Alleviate misunderstandings caused by style differences
- Recognize stress behavior and know how to respond for positive outcomes
- Anticipate the effects of group trends on decision-making
- Identify areas of vulnerability and know how to manage them proactively
- Communicate effectively with team members to enlist their natural cooperation
- Plan and function together more productively
- Visualize the effect each member has on the productivity of the group
- Comprehend group norms which affect interaction and commitments

### **Business Ethics and Professionalism SD 152**

**Length:** 3 hours (.33 day)

**Course Format:** 60% ILT, 40% Lab, 0% Web

**Prerequisite(s):** None

**Instructor(s):** Kathleen Gadd

**Student Maximum:** 24

**Student Minimum:** 6

**Course Cost:** Internal - none, customers please refer to Pricing Policy on page 5

#### **Course Description:**

In order for any business to be truly successful, it must have professional and ethical employees. This class examines what that means for Wagner employees at any level. This class defines basic professional behavior in various business situations that results in lasting positive impressions and credibility with colleagues and customers. Along with a discussion of the concept of ethics, what it means, and why it's relevant to Wagner's success; participants have the opportunity to assess their own level of ethical behavior and how they respond to ethical dilemmas and scenarios encountered regularly in the workplace.

#### **Course Objectives:**

- Explain what "professionalism" and "ethics" mean and why they are critical to Wagner's and its employees' success
- Use the tools and guidelines provided to improve one's professionalism
- Identify and manage the influences and pressures that cause people to behave unethically
- Apply a decision-making test to guide ethical decision making
- Respond more confidently and make better choices when faced with ethical dilemmas

### **Getting to Yes: Successful Negotiations SD 153**

**Length:** 4 hours (.5 day)

**Course Format:** 45% ILT, 55% Lab, 0% Web

**Prerequisite(s):** None

**Instructor(s):** Kathleen Gadd

**Student Maximum:** 24

**Student Minimum:** 6

**Course Cost:** Internal - none, customers please refer to Pricing Policy on page 5

#### **Course Description:**

This class is ideal for those that sell or those who may have to negotiate with customers on a variety of issues such as price, delivery date, collections, or terms. While selling is the act of persuading, negotiation is the act of problem solving and developing creative solutions with the goal being a win-win solution. Participants learn their preferred negotiation style and how that style impacts negotiations. Also covered are preparing for negotiations, negotiation strategies, communication skills related to negotiations, and dealing with objections. Participants should bring real-life examples of negotiation situations with them to class to use in activities.

#### **Course Objectives:**

- Gain an understanding of the differences between selling and negotiating
- Identify their own and others' preferred negotiation style
- Understand overall guidelines for handling effective negotiations
- Identify various sales negotiating tactics and how to effectively deal with them
- Use the communication skills required to negotiate effectively – e.g. listening, questioning and clarifying
- Plan and conduct effective negotiations through skill building exercises and role play

# Staff Development Classes

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## 6 Sigma at Wagner

OD 04

**Length:** 3 hours (.25 day)

**Course Format:** 70% ILT, 30% Lab, 0% Web

**Prerequisite(s):** None

**Instructor(s):** Chris Porras

**Student Maximum:** 15

**Student Minimum:** 5

**Course Cost:** Internal - none, customers please refer to Pricing Policy on page 5

### Course Description:

This course allows participants to understand and use 6 Sigma and its related tools in their departments and in everyday tasks. Items covered are: using the customer-first approach (using our survey metrics and collecting the voice of the customer), identifying waste (eliminating non-valued added steps in our business), identifying current and desired states of process improvement, and the advantages of standard work. Plus, a combination of these techniques is explained by using examples from prior projects. Tools and white paper handouts are also provided during the session with a short exercise at the end of the workshop.

### Course Objectives:

- Understand the 6 Sigma tools available
- Use 6 Sigma tools when appropriate with or without assistance from the 6 Sigma department
- Identify process improvement projects
- Identify wastes within the organization or department