



# PROFESSIONAL DEVELOPMENT WORKSHOPS

## Let Us Help You Train Your Team!

CareerSource Capital Region offers customized, quality training at little to no cost for local businesses to ensure their employees are prepared to meet the organization's challenges.



Training topics include critical thinking, customer service, diversity/equity/inclusion, emotional intelligence, becoming the ideal team player, multi-generational communication, time management, and workplace etiquette.

For Free  
Consultation Call:  
**850.414.6085**

Companies are eligible for two workshops per program year (July 1 – June 30, both must not be in the same quarter) at no cost.  
\$299 per additional training session (up to 40 attendees)

### BUNDLE AND SAVE!

- 2 for \$498 (a \$100 savings)
- 4 for \$998 (almost \$200 in savings)
- 6 for \$1,498 (almost \$300 in savings)



### Contact:

850.414.6085  
cbes@careersourcecapitalregion.com  
careersourcecapitalregion.com

# 1

## **Creating a Desirable, Engaging & Innovative Workplace through Diversity, Equity, & Inclusion**

Understand why diversity, equity and inclusion is important and how having a diverse, equitable and inclusive workplace increases moral, productivity and even the bottom line.

# 2

## **Critical Thinking for On the Job Success**

Learn the importance of making evidence-based decisions by using critical thinking for on-the job success.

# 3

## **How May I Help You? Delivering Excellent Customer Service**

Identifies attitudes and behaviors essential in providing excellent customer service. What is excellent customer service? How about the ability of your organization to constantly and consistently exceed you customers' expectations? A simple goal, yet only a few achieve it.

# 4

## **Professionalism on the Job: Etiquette is for Everyone**

Explore how employees interact and communicate with each other in dealing with a variety of situations in the workplace, such as proper cell phone etiquette, work ethic, email do's and don'ts, breakroom gossip, the top ten reasons people get fired and more.

# 5

## **The Ideal Team Player (based on the book by Patrick Lencioni)**

One of the most valuable qualities needed to thrive professionally is being a team player, but we rarely define what being a team player requires. This training defines the qualities of a great, aka IDEAL, team player.

# 6

## **Improving Multi-Generational Communication**

Communicating in the workplace can be hard enough without factoring in generational differences and perceived barriers. Learn tips and tricks that work for everyone when communicating with other generations.

# 7

## **Performing Under Pressure: Using Emotional Intelligence to Drive Excellence**

Learn how to improve communications, build stronger relationships, reduce conflict and stress, and improve leadership skills.

# 8

## **Staying Focused and Engaged: Tips on Time Management**

Discover the range of skills, tools, and techniques used to "manage" time when accomplishing specific tasks, projects, and goals, as well as how to deal with the "Thief of Time," procrastination.