

## KAIROS LEARNING COURSE CATALOG SAMPLER

### LEARNING & DEVELOPMENT COURSES FOR PROFESSIONALS

Kairos Learning specializes in engaging, interactive trainings for professionals in a variety of key competency areas. Most courses are taught as 2-hour webinars or 3-hour in-person classes. Optimal class size is 30 people.



This is a *sampling of topics and courses* that can be delivered by Kathleen Sexton and Kairos Learning Associates:

- Career Development
- Change Management
- Communication Skills
- Customer Service
- Innovation & Design
- Leadership & Managerial Skills
- Myers Briggs Type Indicator (MBTI)
- Team Effectiveness & Collaboration
- Technology/Computer Skills
- Wellness & Resiliency

*If you would like to talk about your training needs and review a full course catalog, please email Kathleen at [kathleen@kairoslearning.com](mailto:kathleen@kairoslearning.com)*

### CAREER DEVELOPMENT

#### **Discovering Your Strengths and Putting Them to Work**

- Participants will determine their top strengths and explore how they can use them more in their work with 7 strategies based on Marcus Buckingham's Go Put Your Strengths to Work and Love + Work and Job Crafting and Strengths Applied. We also explore how to have a development conversation with your supervisor and what to do if you have a "fatal flaw" in a skill area.

#### **Midlife Mastery: Unlocking Your Purpose**

- Are you at a point in life where you find yourself questioning your purpose, seeking deeper meaning, or feeling the need for a personal reinvention? Are you in a midlife transition, seeking clarity and direction? If so, this webinar is designed to kickstart your journey toward a more purposeful and fulfilling career. Join us for an engaging and thought-provoking exploration of "You & Your Purpose" specifically tailored to midlife adults. By the end of this webinar, you'll have a clearer sense of your purpose and a solid starting point for your journey of self-discovery. Join us and take the first step towards a more meaningful and purpose-driven midlife.

### CHANGE MANAGEMENT

#### **Advancing Your Leadership Skills in Change Management**

- In today's dynamic and ever-changing business landscape, the ability to lead and manage change is a crucial skill for managers. Effective change management is both an art and a science and can yield a multitude of benefits including improved productivity, enhanced decision-making, heightened employee morale and engagement, and much more. This webinar is designed to give you more tools to use as you are leading change in your department/division. Topics include:
  - Developing a change leadership mindset and approach.
  - Tips for leading change initiatives you may not fully agree with.
  - Learn ways for you to become change resilient and help your employees to do the same.

- Techniques for motivating employees and keeping momentum going in times of constant change
- Resistance revisited.

### **Harnessing the Power of Communication to Drive Change Initiatives**

- Effective communication is the cornerstone of virtually any change process, holding the power to engage employees and foster a deep understanding of the change's vision and goals. This webinar is designed to give managers and supervisors a robust framework for communicating about change in a highly impactful way. This webinar centers on change management communication best practices using the tried-and-true Prosci ADKAR methodology.

Topics include:

- ADKAR as a tool to manage communications and proactive resistance management
- Applying ADKAR to a change initiative your experiencing

### **Manager's/Supervisor's Role in Leading Change**

- Managers and supervisors play a vital role in making organizational change management efforts successful. How can you help employees manage through work changes while remaining engaged, productive, positive, and motivated? This 2-hour live webinar will discuss the manager/supervisor role including techniques for effectively communicating about change and managing employee resistance to change. You will come away from the training with tools and plans for managing current and upcoming organizational changes.

## **COMMUNICATION SKILLS**

### **Emotional Intelligence for Managers & Supervisors**

- Emotional Intelligence (EI) is critical for managers. We need to understand the impact of how well we know ourselves, our triggers, our ability to manage emotions (our own and others!), empathize with our direct reports and get work done. The latter happens with solid relationships and EI is key. Research shows that for jobs of all kinds, emotional intelligence is twice as important to achieve outstanding performance as ability and technical skill combined. What is your current EI skill level as a manager/supervisor and how you can improve for today and, perhaps, the upward mobility you seek for the future?

### **Extraverts and Introverts: Applying It to Effective Communication & Meeting Management**

- We all have a natural preference, and we can all flex that preference depending on the setting. In this workshop, participants will self-determine their preference, and then learn effective communication techniques and tips for working with both extraverts and introverts. Also covered is how to effectively manage meetings (in-person or online) using knowledge of extraversion and introversion.

### **How to Deliver Powerful Feedback**

- This webinar is designed to increase your skills in giving feedback not only to direct reports but also to your peers, colleagues, and vendors. We'll also discuss giving feedback to your manager. Feedback should be given frequently to be most effective, not just at performance review times. And giving positive feedback is just as important as discussing issues that need improvement. In this webinar, we will:
  - discuss feedback preparatory steps
  - review a giving feedback model
  - discuss best practices in giving feedback

### **Work With Me! Enhancing Intergenerational Communication**

- Experiencing problems with generational communication challenges? You are not alone! This course shows how you can increase your generational quotient and reduce the misunderstandings that abound with

multiple generations in the workplace together. Discover solutions other organizations are implementing by leveraging their knowledge of generational thinking for better connection and communication. Learn proven tips on how to decrease misunderstandings and increase awareness, innovation, and productivity.

## **CUSTOMER SERVICE**

### **Managing Difficult Customer Scenarios in the Public Sector**

- Public sector customer service is unique. Unlike private businesses, public agencies often have no alternatives for customers, meaning customer frustration and dissatisfaction are common. Also, public sector facilities are primarily open to all visitors, so this presents challenging situations to manage particularly for the frontline worker. This course provides practical techniques to help employees navigate difficult conversations with customers, clients, or patrons while maintaining professionalism and well-being. 6 techniques covered in the courses:
  1. Empathy - Understanding customer frustration
  2. Reframing - Shifting perspectives for better communication
  3. Confirmation Bias - Recognizing and managing assumptions
  4. Boundary Setting - Knowing where to draw the line
  5. Self-Care - Maintaining composure under stress
  6. De-escalation - Bringing conversations back to a productive place

## **INNOVATION & DESIGN**

### **Design Thinking in Action: Boost Creativity and Innovation in the Workplace (Pierre)**

- Design Thinking is a powerful, user-centric approach to problem-solving. It emphasizes empathy, experimentation, and iteration and fosters an environment where creativity thrives, leading to more effective and impactful outcomes. It has emerged as a critical tool for staying ahead of the curve by fostering a culture of innovation and enabling leaders to address complex challenges with tailored, dynamic solutions. By the workshop's end, participants will have a robust understanding of Design Thinking, be able to harness their creativity and collaborate more effectively when addressing challenges.

## **LEADERSHIP & MANAGERIAL SKILLS**

### **Effective Strategies for Providing Performance Feedback**

- This two-hour webinar is designed to increase skills in giving feedback to direct reports. Participants will have an opportunity to practice providing feedback (using the SBI model) in a safe space and create action plans for providing feedback to direct reports. We also look at giving feedback virtually and “radical candor” model of giving feedback from Kim Scott.

### **Empower Your Team: Coaching for Managers**

- Positively impact your direct reports’ engagement and development by using coaching conversations. In this workshop, participants learn and practice four coaching techniques and a coaching conversation framework.

### **Essential Skills for Supervisors**

- Every organization wants to have the best and brightest employees, which can be achieved with Talent Management. Effective supervisory skills help leaders develop a more skilled workforce and attract better, more skilled talent. Participants will learn:
  - Understand components of talent and performance management and the merits of talent reviews (such as 360 feedback)
  - Techniques for executing succession and career planning, employee engagement, competency assessments, coaching, and employee retention.

- Evaluate new information using critical thinking skills and frameworks and apply them to several case studies.

### **Growth Mindset for Managers**

- Your mindset impacts how you make sense of the world, and how you make sense of you. What's a growth mindset? Do I have one already? How can I inspire my team to have one? These questions and more will be answered if you join us to learn more about Dr. Carol Dweck's work on growth and fixed mindsets, the benefits of having a growth mindset for your team and the tools you can use to maximize this mindset for yourself and your direct reports.

### **Mindful Leadership**

- In this webinar participants will learn about the linkages and benefits between mindfulness and leadership as well as experience and select mindfulness practices that will help them develop both professionally and personally.

### **Strategic Planning for Managers**

- What does the future look like for your department? What road map do you take to get there? This two-hour webinar defines the complete strategic planning process, explores different models, components, and tools of the strategic planning process, and explains how to create and execute a strategic plan in the public sector. Participants will receive templates to draft their own strategic plan that will align with the organization's plans and goals. Consider registering with another colleague from your department to co-design a strategic plan.
  - Clearly define the complete strategic planning process.
  - Understand different models, components, and tools of the strategic planning process.
  - Practice creating elements of a strategic plan.

### **MYERS BRIGGS TYPE INDICATOR (MBTI)**

#### **What Makes Us Tick: Understanding Our Personal and Professional Relationships Through Myers-Briggs**

- Do you wonder why you immediately click with certain people and not so much with others? Do you and your spouse or partner agree on big-picture plans but argue about day-to-day living? Are you unhappy in your chosen career path and would like insight into how to find one that better "fits" who you are as a person? The principal objective of this course is to generate a better awareness of yourself and others through Myers-Briggs Type Indicator® (MBTI) typing, so that you can improve how you relate to your family, friends, and the people you work with.
- In addition, self-awareness can help you evaluate whether your current career path is tailor-made for you or not. In this course, we will do this exploration using the MBTI Step II personality assessment. This course will start with MBTI theory, then move on to MBTI's many real-life applications. It includes lectures, group exercises, video presentations, directed individual research, and creating a developmental action plan to increase your personal growth.
- Note: this course requires pre-work of taking the MBTI assessment. And there are additional costs for the assessments, reports, and booklets.

#### **MBTI & Leadership Styles**

- Participants will receive their own Myers Briggs Type Indicator (MBTI) report in this course. They will learn a basic understanding of the MBTI and how their type impacts their leadership style. We will examine three different techniques that apply type knowledge to their management style. They will also complete a developmental action plan.

- Duration: Typically, a full day course
- Note: This course requires pre-work of taking the MBTI assessment. And there are additional costs for the assessments, reports, and booklets.

## **PRESENTATION SKILLS**

### **Impactful Storytelling for Professionals - Make Your Presentations Captivating**

- Master storytelling as a strategic communication tool to convey compelling narratives that resonate with diverse audiences, including colleagues, stakeholders, and clients. Through interactive exercises, practical application, and expert guidance, discover how to effectively use storytelling to clarify your vision, motivate teams, and drive organizational objectives. The program highlights the critical role of understanding your audience, crafting engaging narratives, and applying storytelling principles to articulate strategic visions and insights.
- Attendees will learn to navigate the intricacies of emotional engagement and the psychological impact of storytelling on their listeners, transforming abstract ideas into stories that inspire and lead to action.

#### **Takeaways:**

- Effective narrative crafting techniques for a broad organizational audience.
- Utilization of psychological principles to deepen audience engagement and message retention.
- Customization of storytelling to align with audience needs and organizational goals.
- Hands-on experience in refining and presenting stories for maximum impact.
- Integration of storytelling into regular business communication and strategic presentations.

## **PRODUCTIVITY MANAGEMENT**

### **Accomplishing More with Less Stress: Practical Strategies to Work Smarter**

- This transformational workshop equips busy professionals with practical strategies to work smarter, reduce stress, and achieve results that matter. Participants consistently describe it as a breakthrough in how they approach their time, priorities, and energy. Through engaging exercises and proven frameworks, you'll learn how to cut through digital overload, skillfully manage the constant flow of email, manage competing priorities with clarity, and focus on the work that drives meaningful results. The workshop also explores techniques for staying in the "Accomplishment Zone," organizing your day with intention, and bringing more balance between focus, collaboration, and renewal. You'll leave with a practical toolkit to regain control of your workload, sustain momentum, and accomplish more with less effort and less stress.

### **Make Me a Mentor!**

- What is a mentor? How does it differ than being a coach, supervisor, or manager? Is it a behavior or a function? Come learn the differences, expectations, skills, behaviors, and boundaries of mentorship. You will assess your current skills and practice mentoring in a low-risk environment.

### **Project Management Practices and Tools**

- This workshop is designed for business professionals who want to enhance their project management skills and better manage projects of all kinds. While traditional project management concepts are covered, this session is focused on bringing innovative insights and practical techniques to revolutionize managing projects of all sizes.
- Participants will gain insights into task delineation, duration estimations, resource management, and applying the Critical Path Method. The program emphasizes practical skills in planning, issue tracking, communication, and collaboration, all aimed at aligning projects with stakeholder objectives and driving them to successful completion.

### **Solve It!**

- You can develop results with truly effective solutions as you enhance your critical thinking skills. Learn the components and practical approach for your personal growth and that of your team. In this class you will benefit by learning steps which provide a conceptual perspective and concrete approach for generating results in different situations. You will be shown guidelines for un-sticking yourself when stumped, offered parallel thinking tips for divergent scenarios, and a practical method for evaluating information to make even better decisions.

## **TEAM EFFECTIVENESS & COLLABORATION**

### **Building Accountability into your Teams**

- Accountability doesn't happen by chance—it's built through shared expectations, clear roles, and consistent follow-through. This course helps managers and supervisors strengthen accountability across their teams by focusing on both structure and daily practice.
- Participants will learn how to set up team agreements, clarify responsibilities with RACI charts, and hold meaningful accountability conversations. The session also explores the manager's role in modeling accountability and introduces simple technology tools that can support follow-up and transparency, whether teams work in person or remotely.

### **CliftonStrengths and Teams**

- By identifying the ways people excel, strengths-based development helps employees and managers maximize their contributions. Workshops allow teams to understand and appreciate each member's contributions and how to apply this knowledge to increase effectiveness.
- Note: This course requires pre-work for taking the CliftonStrengths assessment (formerly StrengthsFinder). There are additional costs for the assessments.

### **Excelling While Collaborating**

- How well are you collaborating already? How can you be an even better collaborative partner? We know that work is accomplished together.... whether we want it to happen that way or not! What is the sweet spot for collaboration? Let's explore the principles of a functional collaborative team, how to build better work relationships, when to collaborate and how to meet people where they are to accomplish our tasks.
- Collaboration requires knowing your skills, influencing without authority, and maintaining your emotional intelligence. You will receive tools and tips to build upon what you do well and optimize where you aren't excelling while collaborating...yet.

### **Psychological Safety and the Fear-less Team**

- What is psychological safety? How do you create it with your team? This course is for managers and supervisors seeking to create an environment where their team members will back each other up, be open-minded and ready with suggestions and to truly desire to work together to achieve results.

### **Successfully Resolving Work Conflicts**

- Conflicts are going to happen. Not everyone thinks the way you do — and that is not a bad thing. As long as conflict is resolved effectively, it can lead to growth. By resolving it successfully, you can solve many of the problems that it has brought to the surface, as well as getting benefits that you might not at first expect such as. You earn increased understanding, group cohesion, and self-knowledge.

## **TECHNOLOGY/COMPUTER SKILLS**

### **Excel Basic Techniques with Hands-On**

- Unlike others, this workshop uses scenario-based training and real-life situations. Each scenario highlights key concepts and a variety of tips and techniques. It offers insights and innovative ways to use Excel in alignment with organizational objectives. Excel features are presented intuitively, promoting retention and daily application.

### **Excel Advanced Techniques: PivotTables**

- Learn about the powerful capabilities of Excel PivotTables and how to use them for analyzing data and presenting conclusions. This workshop will help you harness their power. Concepts and techniques covered:
  - Preparing data for PivotTable reports and charts, including data organization and relationship establishment.
  - Using custom functions for advanced analysis and comparisons.
  - Filtering reports to uncover data insights.
  - Formatting, sorting, and grouping reports to reflect your business environment.
  - Adding custom formulas to your Pivot Tables and charts.
  - Integrating PivotTables reports and charts into Word and ensuring they're updated.

### **Outlook - Manage & Organize Your Email Inbox**

- This two-hour, instructor-led training is designed for Microsoft Outlook users who want to improve efficiency, reduce email overload, and gain control of their inbox. Participants learn practical, hands-on strategies to organize, track, and prioritize messages while leveraging Outlook's most powerful features. The session emphasizes time management, productivity habits, and daily techniques that make email communication more effective and less overwhelming. Upon completion of this training, participants will be able to:
  - Apply proven strategies to organize and streamline their inbox for greater efficiency.
  - Implement systems for tracking, archiving, and retrieving messages.
  - Apply time management and prioritization techniques to handle incoming messages more effectively.
  - Integrate Outlook shortcuts and productivity features into their daily workflow.

### **SmartSheet Essentials for Project Management**

- Smartsheet Essentials introduces participants to key project management concepts and demonstrates how to use Smartsheet to plan and execute projects efficiently. Participants will explore task design, dependencies, Gantt charts, resource assignment, basic automation, and templates, gaining hands-on exposure through a sample project.

## **WELLNESS & RESILIENCY**

### **Motivating Me**

- Are you as motivated as you want to be? What's the difference between motivation and inspiration? What are your motivators? We're living in a VUCA (volatile, uncertain, complex, and ambiguous) world. Learn strategies for staying motivated and keeping your eye on the prize, even in the most challenging of situations. Keeping a growth mindset and staying away from survival mode behaviors allows you to continue to be motivated.

### **Reignite, Reimagine, Reengage: Finding New Motivation in Your Role**

- Are you feeling like your current job isn't quite:
  - Sparking the same excitement it once did?



- Aligned with your life purpose—but you're unsure how to realign it?
  - Supporting your professional growth, but changing jobs doesn't feel like the right move?
- If so, this workshop is for you. Together, we'll explore ways to reignite your motivation, identify opportunities to align your work more closely with your personal values and goals, and make your day-to-day experience more meaningful and joyful.
- You'll also be introduced to a powerful technique called job crafting—a practical approach that helps you reshape aspects of your current role to better fit your strengths, passions, and aspirations. With small, intentional shifts, you can transform how you experience your job—without needing to change it entirely.

## **WRITING SKILLS**

### **Editing and Proofreading**

- This webinar explains the writing process from planning through proofreading and teaches best practices for organizational communications including:
  - Clarifying the roles editing and proofreading play in creating clear, concise, correct business documents
  - Editing strategically and thoroughly for readability and comprehension
  - Assessing and managing appropriate reading levels, style, and tone, based on audience and type of document
  - Identifying and correcting common proofreading errors

### **Effectively Write and Manage Professional Emails and Leverage AI Tools**

- Designed for the modern email user, this workshop offers cutting-edge techniques to elevate your email game. Dive into effective writing strategies, inbox management, and mastering email etiquette. Plus, discover how AI tools can revolutionize your messaging, especially when reaching broader or external audiences. Topics covered include:
  - Master the art of composing clear and impactful emails.
  - Harness AI tools to enhance email content.
  - Strategies for a clutter-free inbox and efficient message organization.
  - Techniques to track and manage pending emails.
  - Essential etiquette for effective email communication.

### **Write Right: Business Writing Essentials**

- Instructor-led interactive workshop designed to enhance participants' writing skills with a focus on clarity, structure, grammar, and punctuation. A crucial refresher on the "nuts and bolts" of writing, equipping attendees with practical skills that they can immediately apply in business communications.
- The workshop covers key writing fundamentals such as sentence structure, punctuation rules, readability strategies, active voice usage, parallelism, subject-verb agreement, and pronoun clarity. Emphasis is placed on making business writing clear, concise, and effective to ensure messages are more likely read and easily understood by readers. By the end of the Write Right workshop, participants will be able to:
  - Master Essential Grammar and Punctuation
  - Enhance Readability and Clarity
  - Write with Strong Verbs and Active Voice
  - Improve Sentence and Paragraph Structure
  - Ensure Correct Subject-Verb Agreement and Pronoun Usage
  - Apply Professional Business Writing Standards
  - Adopt Best Practices for Proofreading and Finalizing Documents