

NEXT-LEVEL LEARNING: PROFESSIONAL AND LEADERSHIP COURSES

Add *skills*.
Develop *capabilities*.
Grow *confidence*.



Next-Level Learning is a broad selection of live, professional and leadership development courses for building and enhancing your organization's capabilities and culture. Each learning module was created and is presented by skilled human resources and coaching professionals to elevate individual performance and business growth.

Choose from more than 50 customizable learning modules of various lengths, offered in person or virtually to fit your team's schedule needs.

See the complete current course module listing on the back of this handout.

Contact us to build your custom curriculum.

Reach out to us at info@TheResource.com to develop the curriculum your people need most. Be sure to ask about ongoing coaching and follow-up sessions to ensure understanding and implementation.

**THE
RESOURCE**

Find Your Next

Basics

- Decision Making – Style and Strategy
- Delegating For Success
- How To Be a Great Boss
- I'm a New Manager, Now What?
- Leadership vs. Management
- Preparing For Leadership
- Red Carpet Onboarding
- Time Management

Communication

- Essential Communication Skills for Leaders: Feedback, Listening and Coaching
- High Impact Feedback
- Listening to Hear What People are Really Saying
- Speaking and Listening Well for Leaders
- Speaking So Others Will Listen – Dos and Don'ts
- What's Trust Got to do With It?

Conflict Management

- Dealing with Difficult Personalities
- Facilitating Fairness in The Workplace
- Managing Conflict in the Workplace
- T.O.U.G.H Conversations

Empathy

- Empathy In the Workplace

Self-Awareness

- What is Emotional Intelligence and Why Is It So Important?
- Understanding the 5 Key Components of Emotional Intelligence

Workplace Culture

- Conducting Stay Interviews to Enhance Engagement and Retention
- Creating a Positive Work Culture
- Cultivating a Culture of Accountability
- Elevating Engagement Within Your Organization
- Leading Others and Employee Engagement
- Leading Through Change

Customer Service

- Customer Service 101
- The Customer Service Experience for Sales Reps

Diversity, Inclusion, Equity

- Creating a Workplace of Inclusion and Respect
- Dealing with Dismissing and Discrimination. What's The Difference?
- Generations in The Workplace
- Here Comes Gen Z
- Overcoming Implicit Bias
- The Millennial Mindset

Employment Law

- Americans With Disabilities Act
- Employment Law Fundamentals 2023
- Harassment Awareness and Prevention in the Workplace
- The Family and Medical Leave Act

Health and Wellness

- Increasing Employee Wellbeing
- Managing Workplace Stress
- Mastering Mindfulness
- Providing Support for Emotional/Mental Health Challenges
- Work-Life Balance: Restoring Harmony in Your Life

Performance Management

- Coaching to Elevate Performance
- Elevating Performance within your Organization
- Fundamentals of Performance Management
- Leading Others for Performance Improvement – Trust, Feedback, Coaching
- Recognition that Packs a Punch
- When to Coach and How

Recruitment

- Interviewing for Leaders
- Measuring Turnover and Retention and Strategies to Retain Talent

Team Leadership

- Developing and Leading a High- Performance Team
- Developing a Strong Team