

## The Professional Growth Series: Webinars & Workshops

Whether it's learning how to lead a team through change, honing business communication skills, or discovering ways to advance career goals, the topics in the Professional Growth Series focus on helping employees learn to meet critical challenges in today's workplace.

Choose to offer convenient webinars for attendees online to bring content to multiple locations at once, or onsite delivery at your location so you and your team can join together in person.

Webinar attendees can participate on their own schedule with a laptop or mobile device, and workshop attendees can join at their desks or gathered in a meeting room—flexible options designed to meet the needs of working adult learners.



### **RESOLVING WORKPLACE CONFLICT: TRANSFORM CONFLICT INTO COLLABORATION**

Want to move past differences and get the job done? We'll explore the foundations of conflict, and learn steps you can take to navigate toward a positive transformation during collaboration.

#### **Key Topics:**

- The nature of conflict and common reasons why it begins
- How positive transformation can result from negative experiences with conflict
- Specific steps you can take to address conflict and help avoid its negative impact

### **TIME MANAGEMENT STRATEGIES: THE POWER OF FOCUS IN A DIGITAL WORLD**

Learn a strategic approach to overcoming the challenges of time management. Walk away focused and ready to take action.

#### **Key Topics:**

- Methods for prioritizing tasks, projects and long-term goals
- The benefits and drawbacks of multitasking as a habit
- Setting goals that support your business and career growth

### **EMPOWERING COLLABORATION: A GUIDE TO ENGAGING ACROSS GENERATIONS**

How can generations collide less and connect more? We'll explore the differences between generations, and how this diversity can foster a connection and drive performance.

#### **Key topics:**

- The benefits of intergenerational diversity in the workplace
- The challenges of communicating across generations
- Ways to prepare for the next generation of talent and its potential influence on your organization

### **BUILDING A CAREER FRAMEWORK: PLAN. EXECUTE. ACHIEVE. OWN YOUR GOALS!**

Learn how to create your career vision and acquire skills to help you execute your goals in your personal and professional life.

#### **Key topics:**

- The importance of exploring possibilities, building a plan and showcasing your value internally
- Discovering individual paths to professional achievement and defining your own measures of success



## Employees can learn skills they need

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### **THE POWER OF SERVICE: CREATING POSITIVE INTERACTION**

Learn communication strategies and review ways to deliver individual messages that can help you enhance customer service.

#### **Key Topics:**

- The power of words: customer service as a language
- How to gather important information to guide interactions
- Developing a skill set to help you make an impact with service

### **MANAGE THROUGH CHANGE: LEAD YOUR TEAM WITH CONFIDENCE**

Leading a team through transition can be difficult. Learn skills that can help organizational leaders motivate, support and move teams forward while managing the business challenges of change.

#### **Key topics:**

- The types of transitions teams may face in the workplace
- Steps for breaking through barriers to understanding and accepting change
- How to lead your team through the phases of change with positivity

### **EFFECTIVE COMMUNICATION: ENHANCE OUTCOMES WITH STRONG COMMUNICATIONS**

Discover the difference effective written and verbal communication can make in the workplace. Explore practical exercises to help you enhance your skills and become a better listener, too.

#### **Key topics:**

- How the quality of communication can have an impact on your organization
- Ways to foster good communication and improve day-to-day interactions with colleagues and clients

### **UPSKILLING FOR YOUR CAREER: BRIDGE KNOWLEDGE GAPS FOR TOMORROW**

As the business climate evolves, so can your career vision... are you prepared for the future? Lifelong learning and targeted training can help you acquire new skills to pursue your goals in both your personal and professional life.

#### **Key topics:**

- The importance of upskilling as a working adult and exploring possibilities with your employer's education benefits
- Finding programs that fit your career goals and your lifestyle needs
- Levels of education available at DeVry University and Keller Graduate School of Management

*Note: Several versions of this workshop are available, and may be customized to dive deeper into particular program areas.*

### **PROJECT MANAGEMENT SKILLS: NAVIGATING PROJECTS AND TASKS**

Daily operations may require non-project managers to work in roles that require project management skills. Discover how to refine your approach to managing tasks so you can enhance the outcomes of projects at work.

#### **Key topics:**

- The value of project management to the team and the company
- SCORE- A 5-step guide to project planning and implementation
- The benefits of communication throughout the project lifecycle