



Cultivating Your Culture

1-2 hours

It's been said that culture eats strategy for breakfast. Companies are starting to realize that culture is one of the most important elements of any organization. Learn ways to cultivate the culture you want.

The importance of a strong culture, best practices, signs of a troubled culture, ways to improve culture, individual plan for improvement



Bridging Generations

1-2 hours

Young people enter the workforce every day. Prepare your business for the challenges of bridging the generational gap by understanding age brackets and working together harmoniously.

Motivations & needs of different age groups, cross-generational communication and problem solving, perspective of Gen X, Y, Z, Baby Boomers, and Silent Generation, mentorship of young employees



Creating Customer Connections

2-3 hours

This course is about creating a connection between what the customer (or citizen) wants and what you can provide. 'Creating Customer Connections' is ideal for anyone who works with people.

Customer service basics, communicating with customers, customer expectations, working as a team and solving customer problems



Manager's Toolkit

Give your managers and supervisors the tools to become their personal and professional best. Courses are based on evidence-based curricula by Stephen R. Covey, Patrick Lencioni, and others.

Dynamic leadership, mentoring & coaching, communication and feedback, building & maintaining the team, productivity & time management, conflict resolution, organizational change & resilience and self-care

- 1. Build your training:** Select a topic for a 1-2-hour training or schedule the entire training for full impact
- 2. Choose your delivery:** This course can be delivered in a retreat setting or spread out over a series of weeks



Emotional Intelligence...The Secret Edge

2-3 hours

Emotional Intelligence (EI) used to be considered a fad. It's now known that EI accounts for 58% of job performance and that the top performers have high EI. In "Emotional Intelligence...The Secret Edge" participants will learn what EI is and how to leverage it to give them an advantage both professionally and personally.

Why do I react the way I do? Attributes of individuals with high EI, EI and communication, EI and conflict resolution, EI self-assessment and Improving EI for the individual, and ultimately the organization



Individual/Team Assessment

Nsight offers several options for you to evaluate the individual or the team.

"What's My ___ Style?" or a DISC Personality Assessment

Both options are proven assessments that identify an individual/team's dominant style and share how to work with it and others' style. too. "What's My Style?" topic choices are: communication, personality, leadership, coaching, selling, negotiation, and teambuilding.

Contact Nsight for details on scheduling a DISC or "What's My Style?" assessment



Get the Best From Your Team: Continuous Performance Management

2 hours

For many organizations and businesses, the primary (and sometimes only) way employees learn how they're doing is through the traditional annual review. In this session, participants will gain a fresh perspective on ways to manage and encourage improved work performance.

Continuous performance management model, performance management best practices, rewarding, working with poor performance and an individualized performance management plan



Train-the-Trainer 101

1-2 hours

Train-the-Trainer 101 is a primer in conducting training. It's appropriate for those who facilitate training for individuals or groups of any size. Participants will learn the basics of powerful, effective training including:

Fundamentals of good presentations, awareness of learning styles - using variety in instruction, student engagements & utilizing personal stories, audience involvement

Training that engages and inspires.

All courses are delivered in a fun, hands-on environment focused on getting results.



Ignite Team Spirit

1-2 hours

Every successful team has several things in common. These commonalities combine to create amazing results. This course will help answer the question, "How can I get the most out of my team?"

Alignment, communication, team effectiveness, conflict resolution, empowerment, motivation, results and commitment



Communication Essentials for the Workplace

2 hours

One of the most powerful ways to improve the workplace is to learn to communicate more effectively. In "Communication Essentials for the Workplace" participants will learn powerful personal and team communication pointers. In this seminar, participants will learn:

Communication basics (it's the most powerful tool you have), effects of poor communication, barriers, techniques for powerful listening and speaking, feedback and difficult conversations, communication and technology and communicating as a team



Pathways to Wellness

1-2 hours

Wellness is more than a trend. It is at the center of your ability to do your job successfully and thrive in your personal life. In this seminar, we will introduce you to the 7 pathways to wellness and help you connect the dots between stress, health and wellness. Subtopics include:

The case for wellness, healthy stress, balance, a personalized wellness plan and tools, tips and techniques to promote wellness and reduce stress

Why not base your training on a theme or book?!

Popular titles include:

- *Crucial Conversations*
- *The 5 Dysfunctions of a Team*
- *Great at Work*
- *Start with Why*
- *The Culture Code*

Need to do a major overhaul or plan for next year? We do strategic planning, too!



Don't see a topic you need? Ask! We can design a course for most core skills. Some call them 'soft skills'...we call them core!