

The...

Hottest Column

TAKE THIS JOB & LOVE IT

George Bernard Shaw said, "A master in the art of living knows no sharp distinction between their work and their play, their labor and their leisure, their mind and their body, their education and their recreation . . . They simply pursue their vision of excellence through whatever they are doing and leave others to determine whether they are working or playing." Because we manufacture ourselves through our work, each time we make a choice on the job, we shape our identities, our inner feelings about who we are, our sense of self-worth, and our relationships with others. This program is about discovering the hidden truths about our life, and how we can move from simply surviving our work to mastering the art of living through our work.

OVERCOMING NEGATIVITY IN THE WORKPLACE

Got the Monday morning blues that don't disappear until Friday? Dread the drive to work? Dread the thought of the workday routine? Can't stand the office politics? Can't stand the negative coworkers? Can't stand the difficult customers? How can you combat these negative feelings and view work as more than the avenue to paying the lousy bills? When negativity goes unchecked, communication, teamwork, loyalty, morale, and productivity suffer. This program is about how to stop the negativity in yourself by putting more passion and meaning in your work — which in turn will help you understand and give you the tools for dealing effectively with the negativity in others.

SURVIVING & THRIVING DURING TIMES OF GREAT CHANGE . . . TAKES RIDING THE WAVES OF CHANGE

In the wake of unrelenting changes surging through the private, government, and not-for-profit sectors, today's most urgent challenge has shifted. If you aspire to grow in your organization, you shouldn't be spending your time convincing yourself and others why change should be happening or why it should not be happening. You should be spending your time specifically designing a plan to address the conditions and challenges of change itself. This program is about you and what you can do to make positive change happen for yourself and your organization. It focuses on the link between purpose and change, getting you in shape, enlisting people to support you, to perform, help facilitate change, and enjoy the process.

KEEPING COOL, CALM, COLLECTED, HEALTHY & PRODUCTIVE WHEN THE PRESSURE IS ON

Imagine what your life would be like if you could deal with all time pressures and stressful situations in a way that makes you healthier, happier and more effective? Would you be a better parent, boss, worker or friend? And, would you enjoy your family, work and friends more? The ability to control your time and your reaction to stressful situations is one of the most powerful skills you can develop. This program will identify the causes and effects of stress and assist in developing the skills required to manage stress in their own life.

HOT CONFERENCE TOPICS

CREATING EXCELLENCE FOR YOURSELF & YOUR ORGANIZATION

Individuals, not organizations, create excellence. All organization excellence starts with one or more individuals having a vision and perseverance to make things better for themselves and their organization. This program provides information on what it takes to be an effective leader of a high performing team and how to empower others for greater results.

MANAGING THE NEW WORKFORCE

Today's workplace is unique. Never before has there been a workplace so diverse in so many ways. The leadership skills that worked in "old story" organizations will not work with today's employees. This program is about changing the way we lead to harness the energies of a diverse group of individuals to produce high performance outcomes.

COMMUNICATION STRATEGIES FOR MANAGERS

Do your instructions really sink in? Are you proactive about bringing sensitive issues to the forefront? Are you comfortable mediating disputes? When you speak in meetings, do people pay attention? Ineffective communication skills can lead to misunderstandings and missed opportunities, and can damage your credibility. This program is for managers who want to maximize their positive impact on others, enrich the quality of their relationships and increase their effectiveness on the job.

LEADING HIGH PERFORMANCE TEAMS

How do you get team members to get along, improve, grow, and go the extra mile? This program is designed to develop the necessary skills to lead an effective team by clarifying roles and responsibilities, managing individual differences and conflicts collaboratively and overcome other barriers to high performance teamwork.

CREATIVE THINKING & PROBLEM SOLVING

Managers and employees must not only make critical decisions as individuals but also must rely heavily on group input to make decisions as well. Today's professionals need to apply various methods to their problem-analysis and decision-making. No one approach will be valid in every situation. This program offers a variety of creative problem analysis and decision - making methods to respond appropriately to many situations.

YOUR ROLE IN SERVICE EXCELLENCE

Ever wonder how an organization can get its entire work-force eating, sleeping and breathing customer service -- especially in an age when common courtesy, extra effort and empathy are in short supply? This program gets to the heart of the service mentality people must adopt if quality is to happen in their organization. It pinpoints how to meet the needs of your customers, and how to create customer satisfaction, manage interactions, and how to take the lead in building customer relationships.

IT'S ABOUT TIME

The ability to control your time is one of the most powerful skills you can develop. This program is designed on the premise that "it is not lack of time but lack of direction." The program emphasizes time as an important investment and how this investment can be made more efficient in small ways. This program also helps identify major time robbers, establish goals and priorities, and modify behavior patterns to improve time use.

COMMUNICATION! UP: DOWN: ACROSS: INSIDE: AND OUT

You communicate interpersonally every time you interact with others. How well you communicate can influence how others view your work and your chance of career success and mobility. This program offers practical strategies to inform and influence others no matter where they are on the organization chart.

ENHANCING COMMUNICATION THROUGH UNDERSTANDING STYLES

Individuals approach the world based upon their perceptions of reality, and since each of us is unique, our perceptions of reality may vary greatly. Responses vary greatly depending upon an individual's past successes and failures. This program is designed for participants to gain more understanding of your interaction style and more understanding of how others see them. Such insight should lead to less defensiveness in your interactions, more willingness to accept differences in personal styles, and more effective working relationships.

BRIDGING THE GENDER GAP

Men and women respond differently to issues, and in these differences lies the potential for great strengths for the organization. Understanding style differences and learning to appreciate what strengths and needs both men and women bring to the workplace, will help you more effectively work with bosses, peers and employees of the opposite sex. This program takes a look at the research regarding gender differences in the workplace, and will show you how to adjust your "natural style" for improved working relationships and increased productivity.

EMOTIONAL INTELLIGENCE IN TODAY'S WORKPLACE

Effective managers and employees not only have a high degree of self-awareness but they also know how to use their emotions and others' to help get the job done and improve the quality of their life. They have Emotional Intelligence. This program covers theory, knowledge, and practical skills needed to apply emotional intelligence to specific situations to gain success with others. The program will help increase self-awareness, and learn strategies to manage counterproductive tendencies in self and others.

TURNING CONFLICT INTO PRODUCTIVITY

Conflict is all around us, but most people try to avoid it. But left alone, conflict wreaks havoc on productivity, morale, motivation, and team effectiveness. This program focuses on how to manage disputes and disagreements as well as the more "challenging" people. These skills work whether you are dealing with bosses, co-workers, employees, or the public.

BRYAN & BRYAN ASSOCIATES

3521 - 105th Place South East
Everett, WA 98208 - 4625

Ph: 425 - 337 - 1838 *** Fax: 425 - 338 - 4509

E-mail: bandb@bryanandbryanassoc.com

