

Seminar Topics from Russell Consulting

The following seminar/workshop titles and descriptions represent possible workshop topics that Jeffrey Russell of Russell Consulting, Inc. (RCI) can present in person or virtually. Each of the following is typically custom designed around your specific desired learning outcomes. Contact RCI today at RCI@RussellConsultingInc.com or call 608.274.4482 for more information on how RCI can help you achieve your leadership and employee development goals through RCI training programs. You can visit us online at www.RussellConsultingInc.com to learn more about our work.

1. **Leadership in an Age of Permanent Whitewater** — What are leadership qualities in an age of permanent whitewater? What enables someone to become a resonant leader in a time of continuous change and uncertainty? This session explores leadership's foundations and the challenges of leading in uncertain times. Participants will leave with an understanding of their strengths and a plan for their self-development as resonant leaders.
2. **Transforming Leadership through 360° Feedback** — The best way for leaders to know if they are leading others is to ask those looking to them for leadership: "Am I providing you the kind of leadership that you require of me?" This program uses RCI's customized 360° leadership assessment tool as the foundation for providing powerful feedback on each leader's behaviors. Participating leaders will ask their boss, peers, direct reports, and other key stakeholders to give them feedback on their effectiveness via an online survey. The 360° feedback workshop guides each leader in interpreting the results and developing a detailed development plan. This is a workshop that transforms managers into effective leaders.
3. **Fearless Performance Coaching Conversations: An Employee-Centered Approach for Performance Management and Coaching** — *Anxiety. Fear. Stress. Dread.* Yes, it's performance review time! There is nothing like the performance review for creating stress and anxiety throughout your organization. But it doesn't have to be this way. Armed with a collaborative mindset, the right tools, and the right approach, managers and employees can begin to transform the traditional performance review into a performance coaching conversation that builds greater employee ownership for performance improvement. In this session, you will learn steps for creating an employee-centered approach to discussing performance on an ongoing vs. a once-a-year basis. Based on our book *Fearless Performance Reviews* (McGraw-Hill, 2014),
4. **Understanding and Managing Your Workplace Behaviors for Personal Effectiveness** — Over time, each of us develops a set of behaviors that enable us to be effective. There are times, however, when what usually works for us presents an obstacle to our success. In this seminar, you'll receive feedback on your workplace behaviors using the online **Everything DiSC Workplace Profile**. You'll leave this session with critical insights into your behaviors' strengths, potential liabilities, and an action plan to enhance your effectiveness at work. Note: This session requires participants to complete an online profile before the workshop. There is an additional per-person cost for this profile.

5. **Leading Change in an Age of Uncertainty** — This program introduces an innovative four-phase model for understanding and managing change that helps participants see how change affects people emotionally. The origins of resistance will be explored, and strategies will be developed to help people create healthy responses to the situations they face on the job and in their lives. Finally, this workshop introduces RCI's **Organizational Change Readiness Assessment™** — a tool to guide change leaders in preparing their organizations for future change.
6. **Developing Employee Resilience** — In the face of change, uncertainty, stress, and anxiety about the future, people depend upon resilience to pull them through tough times. This seminar explores the characteristics of resilient people, identifies the competencies that enable someone to become resilient, and guides participants in strengthening their resilience—and the resilience of others. Participants will also assess their resilience using RCI's **Resilience Quotient™**.
7. **Creating High-Performance Teams** — Everything we do in our work group or teams happens through people coming together to create value for the customer. This session focuses on understanding the true meaning of teamwork and how to create a high-performance team in each department or work area. Participants will leave with a plan of action for strengthening teamwork within their department/work area.
8. **Communication and Personal Effectiveness** — We become effective in our jobs because of our competence in the skills required to serve our customers and our ability to *create understanding* with others. Communication is at the core of personal and organizational effectiveness. This session introduces a communication model that enables participants to identify common barriers to their communication. Using a self-assessment instrument, this session also gives participants feedback on their communication strengths and areas for improvement. Participants will identify common obstacles to their communication effectiveness, practice active listening skills, and develop a personal plan for communication skills improvement.
9. **Understanding and Managing Conflict** — With ever-higher levels of teamwork and interdependence between departments now expected as part of our work, interpersonal and group conflict is inevitable. This seminar helps participants see the *benefits* and *challenges* of conflict and presents a model for managing conflict that strengthens working relationships and teams. Strategies for creating win/win outcomes will be explored, and participants will develop a plan to achieve positive results when the other side doesn't want to cooperate.
10. **Discovering Common Ground** — When people disagree, they focus on “winning,” not losing, and work to reassert control over their situation and sometimes control others. However, a “my way” mindset undermines what people say they want. This workshop explores the downsides of that my-way unilateralist mindset and introduces a powerful alternative: The *Collaborative Mindset*. By focusing on collaboration vs. my-way unilateralism, people are more likely to discover common ground and move closer to their personal goals while strengthening their relationships with others. Attend this seminar to learn a set of transformational tools to enhance your personal and professional relationships.
11. **Creating and Sustaining a Customer-Centered Service** — We all know that we're there to serve the customer, but creating a product or service that puts the

customer at the center is different. This program involves participants in identifying their customer service mission and guides them in developing a method for making customer service the key to their organization's success. Participants will identify customer expectations and develop strategies for measuring customer satisfaction.

12. **Problem Solving and Decision Making** — Taking the right course of action in the face of any challenge or improving the quality we provide to our customers requires developing a core set of skills. This program introduces models for problem-solving and decision-making that enable participants to identify their best course of action. This seminar involves participants identifying and tackling real challenges in their team, workgroup, department, or organization.
13. **Advanced Issues in Problem Solving and Decision Making** — In the basic leadership development curriculum, you learned a step-by-step process for solving problems and making decisions. You also learn several tools to help you find the best solutions. This advanced PSDM skills workshop explores additional tools that you can use to bring together the best ideas and insights from your team. We will also discuss consensus, the conditions needed to achieve it, how to recognize when you have consensus, and actions you can take to reach consensus when you're at an impasse.
14. **Navigating Difficult Conversations** — How do you conduct a “difficult” conversation? How do you talk to others about their performance or when their actions have hurt your feelings or those of others? This innovative session offers actionable insights and powerful tools for communicating effectively with co-workers, bosses, customers, suppliers, and even our significant others in stressful situations. You'll learn a step-by-step process for a more collaborative approach while navigating this rugged terrain at the intersection of misunderstanding and fear!
15. **Understanding and Developing Your Emotional Intelligence** — The research is in: it's not how smart you are that determines your success in life; it's how emotionally intelligent you are. This workshop introduces the concept of emotional intelligence, identifies its competencies, and guides you in developing a plan for growing your emotional intelligence.
16. **The Art of Delegation** — Effective leaders, managers, supervisors, and project leaders become effective through the energy and results that those on their team bring to their work. This workshop explores strategies for establishing a positive environment that supports the delegation of meaningful work — and then introduces a model for guiding others toward a successful conclusion of a delegated task.
17. **Time and Self-Management** — Multi-tasking seems necessary these days: there is so much to do in so little time with so few resources. In this workshop, you'll learn critical insights into the art of self-management—which directly influences how you manage your time. You will leave this session with tools and approaches for restoring sanity and balance to your work and life and a plan for making this happen.

18. **We Have to Start Meeting Like This!** — On an average day in the United States, there are 17 million meetings. How effective do you think these meetings are? How can we improve the effectiveness of the time we spend in meetings? This workshop explores a variety of tools and strategies for effectively managing your meetings. From deciding whether a meeting is necessary to set a clear agenda to managing participation during a meeting, you'll leave this session with a new set of insights and tools for more productive meetings.
19. **Strategic Thinking and Planning** — The future belongs to those who think, plan, and act strategically. Unfortunately, in most organizations, only the top leaders are expected to develop strategic thinking skills. This workshop explores the competencies of the strategic thinker and identifies actions that individuals and the organization can take to build more strategic thinkers at every organizational level. This seminar will also introduce a model for strategic planning that individual teams and departments can use to prepare themselves for the uncertainty of tomorrow.
20. **Facilitating Team Success** — A team facilitator brings objectivity and a toolkit of methods and approaches that enable the team to operate efficiently and effectively. While a team leader focuses on the "agenda," the facilitator focuses on the process —how the group works together (or doesn't!). Attend this seminar to learn the tools and tricks that the skilled facilitator brings to a group to help manage its dynamics and enable it to achieve its goals.
21. **Systems Thinking and the Art of Seeing the Wholes** — Systems thinking is a way of looking at the world that enables you to see the connections and interrelationships of all things. Why does this matter? If you're trying to permanently solve a problem that keeps resurfacing, and if you want to understand better why, too often, you get stuck in your efforts at making progress on a challenging situation, systems thinking comes to your rescue. This workshop introduces the art of seeing "wholes" and leads you in practicing several tools to help you find your way out of challenging problems.
22. **Strengthening Employee Performance through 270° Feedback** — Similar to a 360° leadership assessment, the 270° employee assessment strengthens employee performance through feedback from their boss, peers within their team, peers outside their team, customers, and other key stakeholders on their effectiveness via an online survey. The follow-along 270° feedback and development workshop guides employees in interpreting the results and creating a personal and professional development plan. This assessment and feedback workshop transforms employees into effective performers with a clear path toward their "ideal self."



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