

Melissa Kessler, MA, PCC
Professional Certified Coach, Trainer, Facilitator, Consultant
www.EvokePotential.com
Melissa.Kessler@EvokePotential.com
(586) 588-9815



Giving Effective Feedback (Full Day Training Session)

Have you ever struggled to find the right words to give someone feedback? Have you ever given feedback that fell on deaf ears? This course will teach you how to set the stage upfront for giving feedback in a way that the receiver not only hears it but acts on it. You will learn and practice several different feedback models and understand when each is most appropriate. You will also gain tools for giving very difficult and uncomfortable feedback. You will also learn how to redirect harsh or unhelpful feedback to make it more useful. By the end of this training session, you will be able to say just about anything that needs to be said to just about anyone.

Objectives:

- **Understand why feedback is important.**
- **Learn how to set expectations upfront with employees.**
- **Learn how to set the stage for giving candid feedback.**
- **Learn and practice using different types of feedback models: praise, constructive, disciplinary, and follow up.**
- **Be able to give someone very difficult and uncomfortable feedback.**
- **Learn how to redirect unhelpful feedback to make it more useful.**
- **Create an action plan for utilizing feedback models to give on-going feedback to employees.**

Melissa Kessler, MA, PCC
Professional Certified Coach, Trainer, Facilitator, Consultant
www.EvokePotential.com
Melissa.Kessler@EvokePotential.com
(586) 588-9815



Effective Conflict Management (Full Day Training Session)*

**Additional cost for TKI assessment. Assessment must be completed by participants two weeks prior to training session.*

Does conflict make you uncomfortable? Do you tend to shy away from it? This course will teach you the five different modes of handling conflict and which mode is your most preferred. You will also learn which mode is most appropriate in different situations and under different conditions. You will also learn strategies and techniques for effectively managing and resolving conflict. By the end of this training session, you will increase your confidence in your ability to effectively resolve conflict.

Objectives:

- **Understand the five modes of handling conflict and how different conflict-handling styles affect interpersonal and group dynamics.**
- **Learn your preferred conflict mode using the Thomas Kilmann Conflict Mode Instrument™ (TKI).**
- **Learn which conflict mode is most appropriate in different situations and under different conditions.**
- **Learn strategies and techniques for effectively managing and resolving conflict.**
- **Create an action plan for effectively managing conflict.**

Melissa Kessler, MA, PCC
Professional Certified Coach, Trainer, Facilitator, Consultant
www.EvokePotential.com
Melissa.Kessler@EvokePotential.com
(586) 588-9815



Effective Decision Making (Full Day Training Session)*

**Additional cost for Decision Style Profile (DSP) assessment. Assessment must be completed by participants two weeks prior to training session.*

Do you want to make better decisions? This course will teach you five different methods of decision making depending on the amount of information you have and level of commitment needed from others when implementing a decision. You will also learn about different biases that impair decision making and ways to mitigate them.

Objectives:

- **Explore different approaches to decision making and use the Decision Style Profile to understand the most effective decision-making style for different situations.**
- **Assess current effectiveness and confidence with decision making, focusing on clarity, Information, Commitment, Alignment, and Time.**
- **Understand how unconscious biases affect decision making and learn how to overcome them.**
- **Apply learning to a current work challenge that requires deliberate decision making.**
- **Create an action plan for making decisions more effectively.**

Melissa Kessler, MA, PCC
Professional Certified Coach, Trainer, Facilitator, Consultant
www.EvokePotential.com
Melissa.Kessler@EvokePotential.com
(586) 588-9815



Understanding Preferences to Leverage Teamwork **(Full Day Training Session)***

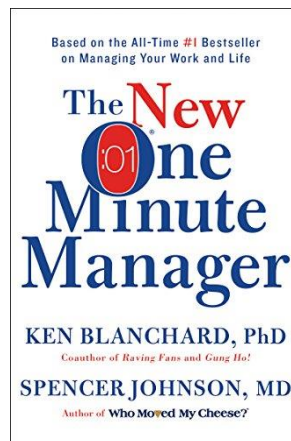
**Additional cost for MBTI Step II, FIRO-B and TKI assessments. Assessments must be completed by participants two weeks prior to training session.*

Do you want to better understand yourself and others? This course will teach you about different personality types and how they relate to performance, team dynamics, and communication. You will learn about your interpersonal needs as they related to inclusion, control, and support. You will also learn your preferred method of handing conflict and ways to increase your conflict management effectiveness.

Objectives:

- **Understand Myers-Briggs Type Indicator® (MBTI®) personality type and its relationship to performance, team dynamics, and communication.**
- **Understand Fundamental Interpersonal Relations Orientation–Behavior™ (FIRO-B®) interpersonal needs and how they impact other individuals and in team settings.**
- **Understand preferred conflict mode and how different conflict-handling styles affect interpersonal and group dynamics using the Thomas Kilmann Conflict Mode Instrument™ (TKI).**
- **Create an action plan for utilizing preferences to improve teamwork and communication.**

Melissa Kessler, MA, PCC
Professional Certified Coach, Trainer, Facilitator, Consultant
www.EvokePotential.com
Melissa.Kessler@EvokePotential.com
(586) 588-9815



Manager Essential Skills (Full Day Training Session)*

**Additional cost for participant workbook from the Ken Blanchard Companies.*

Are you transitioning from an individual contributor to manager? This course will teach you the new mind-set required for making this transition. You will learn the Four Core Conversations based on the secrets of The New One Minute Manager®: Goal Setting, Praising, Redirecting, and Wrapping Up and the time-tested coaching model: Listen to Learn, Inquire for Insight, Tell Your Truth, and Express Confidence (LITE). You will also practice the Essential Skills and the Four Core Conversations using real-work situations.

Objectives:

- **Compare and contrast the workplace roles of an individual contributor and a manager, and identify the new mind-set required for making the transition.**
- **Learn the Four Core Conversations based on the secrets of The New One Minute Manager®: Goal Setting, Praising, Redirecting, and Wrapping Up.**
- **Gain skills needed to boost relationships and work well with others based on the time-tested coaching model: Listen to Learn, Inquire for Insight, Tell Your Truth, and Express Confidence (LITE).**
- **Practice the Essential Skills and the Four Core Conversations using real-work situations.**

Melissa Kessler, MA, PCC
Professional Certified Coach, Trainer, Facilitator, Consultant
www.EvokePotential.com
Melissa.Kessler@EvokePotential.com
(586) 588-9815



Coaching Essentials® (Full Day Training Session)*

**Additional cost for participant workbook from the Ken Blanchard Companies.*

Do you want to coach team members to become more self-reliant? This course will teach you how to identify when a coaching style will be most helpful and how to coach effectively. You will learn and practice the four-step coaching process (Connect, Focus, Activate and Review) and essential coaching skills (Listen to Learn, Inquire for Insight, Tell Your Truth, and Express Confidence) to develop others. You will also learn how to integrate these coaching behaviors into your leadership style.

Objectives:

- **Learn how to identify when a coaching style will be most helpful and how to coach effectively.**
- **Understand how to integrate coaching behaviors into your leadership style and learn the four-step coaching process (Connect, Focus, Activate and Review).**
- **Develop essential coaching skills (Listen to Learn, Inquire for Insight, Tell Your Truth, and Express Confidence) to develop others.**
- **Practice the four-step coaching process and essential coaching skills.**

Melissa Kessler, MA, PCC
Professional Certified Coach, Trainer, Facilitator, Consultant
www.EvokePotential.com
Melissa.Kessler@EvokePotential.com
(586) 588-9815



Leading for Optimal Motivation (Full Day Training Session)*

**Additional cost for participant workbook from the Ken Blanchard Companies.*

Do you want to increase your team’s motivation and engagement? The key to engagement is the quality of an individual’s day-to-day motivation. Motivation is a skill that can be taught, learned, nurtured, and sustained. This course will teach you how to help employees make a shift toward an optimal motivational outlook. You will learn the Spectrum of Motivation and its six Motivational Outlooks, along with how to apply proven best practices, based on the science of motivation.

Objectives:

- **Identify and distinguish the six Motivational Outlooks in the Spectrum of Motivation.**
- **Understand how the qualities of autonomy, relatedness, and competence impact a person’s sense of well-being, energy, and vitality.**
- **Gain three skills for activating Optimal Motivation: identify a current motivational outlook, shift or maintain an optimal motivational outlook, and reflect on the shift.**
- **Learn how to apply the three skills to activate Optimal Motivation with others.**

Melissa Kessler, MA, PCC
Professional Certified Coach, Trainer, Facilitator, Consultant
www.EvokePotential.com
Melissa.Kessler@EvokePotential.com
(586) 588-9815



Self-Leadership (Full Day Training Session)*

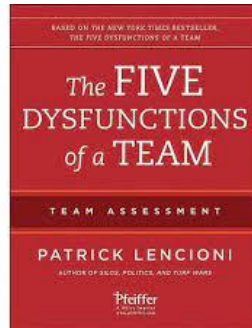
**Additional cost for participant workbook from the Ken Blanchard Companies.*

Do you want your employees to become more proactive self-starters who are in control of their own success? This course will teach them the mindset and skillset to ask for direction and support, solicit feedback, and sell solutions. They will learn how to challenge assumed constraints, set effective goals, activate their points of power, and proactively seek the direction and support they need. They will learn the key concepts of SLII® taught from the perspective of the self-leader. They will also learn a shared language for diagnosing their own development level and identifying which leadership style they need from their manager.

Objectives:

- Learn how to challenge assumed constraints that limit growth and productivity.
- Understand how to activate the power to accept responsibility.
- Be able to take initiative for achieving goals.
- Learn how to be proactive to get the direction and support needed by:
 - Setting goals collaboratively.
 - Diagnosing development level.
 - Matching proactive conversations with needs for direction and support.

Melissa Kessler, MA, PCC
Professional Certified Coach, Trainer, Facilitator, Consultant
www.EvokePotential.com
Melissa.Kessler@EvokePotential.com
(586) 588-9815



The Five Dysfunctions of a Team: A Workshop for Team Leaders **(Full Day Training Session)***

**Additional cost for participant workbook from the Table Group.*

Do you want your team to be more effective and perform at a higher level? Highly functional teams make higher quality decisions and accomplish more in less time and with less distraction and frustration. Members of highly functional teams overcome the natural tendencies that make teamwork so elusive. This course will teach you the Five Dysfunctions of a Team: Absence of Trust, Fear of Conflict, Lack of Commitment, Avoidance of Accountability, and Inattention to Results and how to overcome them.

Objectives:

- Debrief the Team Assessment which looks at your team's functioning in 5 areas: building trust, mastering conflict, achieving commitment, embracing accountability, and focusing on results.
- Understand the leader's role in establishing and maintaining trust and the factors that influence the way people behave in certain situations.
- Understand your own comfort level with conflict and how it impacts the team.
- Learn Lencioni's conflict resolution model and strategies for handling conflict within your team.
- Understand the leader's role in helping team members achieve commitment.
- Learn how to effectively clarify and communicate team decisions and establish thematic goals.
- Understand the leader's role in accountability on a team and why team members often have difficulty holding one another accountable.
- Understand the four distractions that can keep teams from focusing on their collective results.
- Understand the leader's role in helping the team focus on results and how to establish and use a scoreboard to track team progress.