Managing Up: Working Successfully with Any Type of Boss

Whether we like it or not, our bosses have enormous influence over our ability to succeed, thrive, and advance in our organizations, in our careers and in our own leadership journey. Establishing strong, productive working relationships with those above us (and below us!) is the single most effective way to accelerate success in any organization. Whether you are reporting to a supervisor, middle manager, VP, top executive, or a board of directors, managing up is a skill that we all need. This lively and interactive presentation provides proven strategies and techniques to increase cooperation and collaboration between those who have different power levels, perspectives, and personalities. Learning to effectively manage up–and helping those *manage up to you*–is good for you, good for your boss, and good for your organization. This high-spirited session is designed to help participants:

- Understand what managers REALLY want from their staff
- Understand and manage personality differences that impact manager/staff relationships
- Recognize different leadership styles and explore adaptive strategies for communicating and collaborating with each style
- Understand their own and their supervisors "hot buttons"
- Increase organizational trust among their supervisors and peers
- Manage own professional success

Collaborating Up, Down, & Across: Working Successfully with Others

Personality preferences and communication styles play a significant role in our interactions with coworkers, team members, supervisors, and staff members. Working successfully with others requires developing self-awareness and an understanding of how we, as individuals, impact others—both positively and negatively. In this high-spirited presentation, participants will gain heightened awareness of their own distinctive personality type, communication style and preferred ways of working with others. This highly interactive and eye-opening presentation helps participants understand their own personalities, personal strengths and potential areas for improvement. Participants learn to:

- Raise awareness around preferred work style and behaviors—of self and others.
- Increase understanding about how they communicate, receive information and make decisions.
- Develop insight into their own style and the style of others.
- Develop flexibility during workplace interaction in order to interact effectively with people who have different personalities and communication styles.
- Understand how personality type impacts conflict.
- Understand how personality type impacts leadership and teamwork.

Leading A 21st Century Workforce--Are You Ready?

21st Century public sector leaders face a daunting and ever-changing landscape. In addition to rapidly changing technology, political uncertainty, increased competition, shrinking budgets, shifting demographics and a rapidly aging, multigenerational workforce, leaders must learn to attract and retain the best and brightest talent. In this engaging and interactive presentation, workplace expert Mary Abbajay will discuss future workforce trends and the specific skill sets required for successful 21st Century Leadership. This presentation will explore the **ADAPT**© Model of 21st Century Leadership—the five skills and sensibilities that all leaders and managers must have to be successful in the 21st Century. This presentation will help participants:

- Understand the challenges of 21st Century leadership
- Learn 5 key success factors to be an effective 21st Century leadership
- Explore strategies to lead a multi-generational workforce
- Gain insight on how to utilize young talent in change efforts—including technology changes
- Avoid the 6 biggest change mistakes that leaders make
- Acquire simple tools to increase leadership effectiveness and employee engagement

The Cultural Imperative: The Bedrock of High Performing Organizations

Research and organizational scholarship consistently point to organizational culture as a major factor in the success or failure of businesses and organizations. While organizational culture is a major influence in both the financial and emotional health of any organization, all too often organizational culture is left to chance—or worse, shrugged off as an impossible hurdle to overcome. High performing organizations do not leave their culture to chance. High performing organizations take a thoughtful, pro-active, enterprise wide approach to ensuring the cultivation and maintenance of a culture that can support long term organizational vision, purpose, and goals. In this engaging and enlightening presentation, Organizational culture expert Mary Abbajay will share practical, real world strategies, practical tips, and paradigms for creating a high-performance culture. Topics covered include:

- The critical role of leaders in the development and cultivation of organizational culture
- Culture as a differentiator for organizational success
- Diagnosing current organizational cultural realities
- Understanding the essential levers of a high-performance culture
- Strategies for articulating, developing, transforming, and aligning organizational culture to organizational success

Generation Matters: Managing a Multi-Generational Workplace

Developing, motivating and retaining the best and brightest talent from all generations is the key to any organization's success. *Generation Matters* raises awareness of the distinctive perspectives, motivations and expectations of each generation employed in your organization. This highly informative and eye-opening program provides substantive information and a base of useful knowledge from which your organization can develop appropriate and effective strategies and techniques for managing, motivating and retaining all of your talent. Participants learn to:

- Understand and respect generational differences and commonalities.
- Anticipate common generational clash points and develop strategies to navigate them.
- Identify how generational differences may affect communication and teamwork.
- Increase awareness for different generational needs and motivations.
- Build relationships and cohorts across generational divides.
- Turn negative stereotypes into positive working relationships.

Make Your Meetings Matter: Lead Better Meetings!

Studies show that poorly run meetings are multi-billion dollar problem in U.S. organizations. It's time to make the most of meetings and make them truly impactful. Meetings are meant to keep people in the loop, involved in the conversation and overall useful for people attending them…so let's make them positive, engaging and efficient. In this high energy, interactive session participants learn:

- Tips for making a meeting more efficient as a meeting leader.
- Real-time advice on how to improve your approach to meetings.
- Techniques for managing meeting participants and keeping meetings on track!
- How to boost energy and engagement for meeting attendees.
- Meeting management strategies that can be employed by all attendees
- Strategies for virtual meeting management and participation

Can You Hear Me Now? Communication Matters!

Being successful in the workplace requires positive personal impact. Positive personal impact is dependent on developing and utilizing strong communication skills, effective team skills, and personal management skills. This fun and interactive session provides proven communication tips, strategies and skills to help all participants become excellent and effective communicators. The simple tools and models offered in this session will help participants develop robust working relationships, communicate effectively and align their skills and talents to the realities of the workplace. In this highly interactive session participants learn to:

- Develop and incorporate generative communication tools and strategies
- Differentiate between intent and impact
- Enhance listening skills
- Improve interpersonal communication tools
- Use body language to increase effectiveness
- Explore and appreciate different perspectives
- Practice removing common "listening blocks" that prevent us from hearing new ideas

The Feedback Imperative

Giving and receiving effective feedback is a critical skill for supervisors, managers and team members. Providing feedback that can be "heard" and utilized by the receiver requires the development and cultivation of very specific communication skills. When done effectively, feedback is a powerful force that improves performance, bolsters productivity, and helps individuals develop their talents, build confidence, and become world-class performers. In this session, participants will:

- Learn and practice a proven framework for delivering feedback
- Be able to disentangle "intent" from "impact"
- Will learn the importance of identifying and focusing on behaviors, not personalities
- Explore how word choice and body language and help or hinder effective feedback
- Increase their ability to give honest and constructive feedback
- Appreciate common "feedback triggers" that may impact the conversation
- Adopt proven strategies and mindsets to effectively receive feedback
- Learn strategies to increase accountability after feedback conversation

Time Management Matters

Getting the most out of a 24-hour day is a constant challenge in the modern world—a bottomless inbox, endless emails, and millions of meetings. Our everyday demands and shifting priorities can make time management difficult and stressful as it is easy to feel overwhelmed by the all the demands, distractions and interruptions of the working day. This high-energy, back-to-basics presentation provides practical and immediately applicable tools and techniques that will help participants gain more control over how they spend their time. Participants will become aware of their time management behaviors, preferences and needs and then develop a plan to change unproductive habits and develop new skills needed to be more effective time managers. They'll also find out how to deal with time-control issues like procrastination, workplace interruptions and distractions, effective delegation, and email. Topics covered include:

- Recognize benefits of time management
- Understand the value of your time
- Explore the myth of multi-tasking
- Assess personal time management style
- Learn to use one's natural energy rhythm to increase productivity
- Identify the top ten time wasters in the modern workplace—and how to manage them
- Learn to use a prioritization matrix for daily goal setting
- Practice the "4 D" approach for effective email management
- Explore the relationship between stress management and time management

Mindset Matters: Cultivate a Growth Mindset for Success

Creating a successful 'growth' mindset is essential for professional and personal growth and achievement. Foundationally, many people get stuck in a fixed mindset, which hinders the ability to learn, grow and perform new actions, which results in distress, frustration and often job dissatisfaction. Learning how to change your thoughts and beliefs, to develop a growth mindset is crucial to fostering an atmosphere of inspiration, creativity, innovation and productivity. In this interactive and eye-opening session, participants will explore techniques and strategies around mindset and semantics, brain science and habits, the benefits of mindfulness as well as developing a growth mindset to enhance resiliency. Session objectives include:

- Increase personal and organizational success by taking a proactive role in learning how to create a growth mindset
- Explore strategies to create and maintain a growth mindset

- Raise awareness on fixed mindset triggers
- Bring out the best thinking and new behaviors by shifting one's use of language, beliefs and thoughts in a healthy manner
- Develop a basic understanding about brain science and changing habits
- Learn practical mindfulness and resilience techniques to apply in the workplace

Perceptions Matter!

The 21st Century workforce faces an increasingly complex, challenging and changing world. Addressing these challenges requires leaders to open themselves up to new ideas, practices, and opportunities. Therefore, effective leaders and teams must be adept at examining their own perceptions and assumptions in order to remain open to valuable, alternative perspectives that others might offer.

This fun and interactive session explores how human perceptions are shaped and raises your awareness about your own mental models, filters, and blocks (yes, we all have them). You will be able to use the simple tools and models offered in this session to enhance your professional relationships and your leadership development. This interactive session provides participants:

- Insight into how human beings form "mental models" and how these mental models filter what we see in the world
- A common framework to explore different perspectives and perceptions
- Tools and strategies to allow new data and different perspectives into our consideration
- Ideas to communicate more effectively with diverse colleagues—especially colleagues of different generations!

Networking and Relationship Building Matters

An important element in achieving career and organizational success is being well connected both within and outside your organization. This means building a robust network of peers and colleagues who can support your success and the success of your organization. Successful networkers understand that networking isn't just schmoozing; it's essential relationship building for organizational and career development. This interactive, fast-paced (and fun) *Networking Matters* session will give participants the skills and sensibilities to develop a highly effective network and build robust workplace relationships. This presentation helps participants:

- Understand the major Do's and Don'ts of effective networking
- Learn how to build positive and professional relationships within and outside your organization
- Develop and practice effective skills for engaging others
- Understand and practice essential networking etiquette skills and tips
- Develop mutually beneficial relationships before you need them
- Practice effective and authentic networking

Engagement Matters: Creating a Culture of Workplace Engagement

The research is clear–an engaged workforce is a productive workforce. Organizations with high levels of engagement report higher productivity, higher employee morale, superior customer service and higher talent retention. Employee Engagement is the voluntary dedication and commitment to doing our very best work—all day, every day. This presentation identifies key dimensions of engagement, and provides tips and strategies for staying engaged at work—even when the going gets rough. This presentation explores:

- The bottom line value of employee engagement
- Strategies to created engaged and empowered employees
- Techniques for building effective workplace relationships, motivating employees, and supporting employee development
- Strategies for modeling and embedding professional and personal excellence
- Leadership styles and how to apply each style appropriately
- How to empower employees while still ensuring high quality results

Change **Matters**: Managing Organizational Change & Transition

21st Century organizational life is full of change and transition. In fact, change might be the only constant we can rely on in today's fast-paced business world. Leading and managing change has become an essential skill in today's workplace—for both leaders and employees alike—and this high energy presentation offers the right tools for success. While leaders may enthusiastically lead the charge for change, they often find themselves looking over their shoulders to discover that no one is following their lead or doing the work necessary to make the change a success. Creating effective organizational change requires specific change management skills and sensibilities. This eye-opening presentation builds awareness around the need for strong change leadership and offers best practices for managing and leading organizational change. Topics in this presentation include:

- Six most common (and devastating) change leadership mistakes
- Stages of change and transition
- Connection between organizational change and organizational culture
- Strategies for overcoming resistance to change
- Organizational change success strategies and tools

The Gender Imperative: Why Female Leadership Matters Now

Women have made tremendous strides in the 21st Century work world. There are more women in the workforce than ever before in American history. In fact, women make up half of the active workforce and more than half the graduates of higher education. Women are moving into significant leadership roles in business, government and the military with increasing stature, influence and salaries. Global studies have repeatedly shown that companies employing women in large numbers outperform their competitors on every measure of profitability. Additionally, sociologists who closely follow society's shifting values see the world moving in a decidedly female direction. Female competence and value has never been more obvious. **And yet**, women's upward movement is not matching that of their male counterparts. Women are still paid less, promoted less, and elected less. In short—it is still a "man's world." In this lively interactive presentation, workplace expert, Mary Abbajay, will discuss the data, research, and trends that impact women's ability to succeed in the workplace—both positively and negatively. This presentation explores:

- Current state of women in the workforce
- Business case for change: the bottom line value of female leadership in the Workplace, aka the "Gender Dividend"
- Barriers to female leadership
- Difference between male and female leadership
- Female "Confidence gap"
- Role of unconscious bias and the "double bind" in organizational life
- Essential strategies to overcome social, organizational and cultural barriers

Coaching & Mentoring Work!

Today, more and more businesses are embracing the concept of coaching and mentoring as a professional development tool. Through coaching, organizations are seeing dramatic improvements in efficiency, productivity and the passing of institutional knowledge and leadership skills from one generation to the next. This engaging, interactive presentation teaches participants the key techniques and skills that will enable them to inspire, energize and motivate their staffs and colleagues. And, deal with performance management issues in a more effective and productive way. Workshop objectives include:

- Learn and practice effective coaching techniques
- Apply and practice the six fundamental coaching skills
- Implement coaching best practices
- Conduct direct, truthful and productive conversations
- Create commitment and accountability
- Discover what is important to your colleagues
- Turn conflict into cooperation
- Become a positive force for change by helping others overcome their challenges and reach their goals