

# 2026

# HOSTED TRAINING SCHEDULE

**January 15**  
VIRTUAL WORKSHOP

## ANCHORING TEAMS THROUGH CHANGE: Leadership Communication for Stability & Trust

- Understand the importance of stability in maintaining employee confidence, engagement, and performance.
- Demonstrate communication behaviors that convey credibility, clarity, and steadiness during uncertainty.
- Design a leadership communication rhythm using structured message tiers to align and reinforce key priorities.

**January 27**  
VIRTUAL WORKSHOP

## THE EMPOWERED EMPLOYEE SERIES #1: Understanding the Unwritten Rules of Workplace Communication

- Recognize which communication channels are appropriate for different workplace situations.
- Use a professional tone and level of formality for your audience.
- Build confidence in contributing effectively during team meetings.

**February 05**  
VIRTUAL WORKSHOP

## BREAKING THE BURNOUT CYCLE

- Learn how to identify burnout in yourself and others.
- Understand the elements of the Burnout Cycle and how to escape it.
- Recognize toxic vs healthy behaviors, beliefs, and values that shape workplace culture.
- Develop 3 key skills for preventing burnout (self-awareness, self-care, self-advocacy).

**February 17**  
VIRTUAL WORKSHOP

## BUILDING RESILIENCE WITH EMOTIONAL INTELLIGENCE

- Recognize your emotional and behavioral responses to stressors and apply emotional intelligence skills to stay grounded and self-aware.
- Engage your thinking with practical techniques like reframing, perspective-taking, and focusing on what's controllable to maintain optimism and a problem-solving focus.
- Strengthen your resilience through supportive relationships, intentional renewal habits, and small actionable experiments to recover and refocus after challenges.

**March 10**  
VIRTUAL WORKSHOP

## THE EMPOWERED EMPLOYEE SERIES #2: Building Rapport & Credibility

- Learn how to make a positive impression.
- Identify verbal and non-verbal communication cues that contribute to credibility.
- Effectively build rapport and foster relationships.

**March 19**  
IN-PERSON WORKSHOP

## PRODUCTIVE FEEDBACK CONVERSATIONS

- Recognize the importance of feedback conversations in developing relationships and people.
- Apply a clear, structured model for feedback conversations that balance clarity and empathy.
- Practice communication skills that promote understanding, accountability, and actionable next steps through meaningful dialogue and agreements.

**April 09**  
VIRTUAL WORKSHOP

## THE STRENGTH OF NEURODIVERSITY: Leadership Strategies for Inclusive Workplaces

- Recognize common neurodivergent characteristics, including ADHD, and understand how these can influence workplace behavior, performance, and communication.
- Apply strategies to foster psychological safety, inclusion, and productivity for neurodivergent employees within their teams.
- Navigate the ADA interactive process confidently and evaluate reasonable accommodation requests in a compliant, collaborative, and compassionate manner.

**April 21**  
VIRTUAL WORKSHOP

## PRODUCTIVE FEEDBACK CONVERSATIONS

- Recognize the importance of feedback conversations in developing relationships and people.
- Apply a clear, structured model for feedback conversations that balance clarity and empathy.
- Practice communication skills that promote understanding, accountability, and actionable next steps through meaningful dialogue and agreements.

**May  
07**

VIRTUAL  
WORKSHOP

## **FROM BOOMERS TO ZOOMERS: Leading Across Generations**

- Recognize the key characteristics, values, and motivators often associated with different generations in the workplace (e.g., Baby Boomers, Gen X, Millennials, Gen Z).
  - Reflect on your own generational lens and how it shapes your communication, expectations, and leadership approach.
  - Apply inclusive strategies to build trust, communicate effectively, and engage employees across generational lines, without stereotyping or assumptions.
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**May  
26**

IN-PERSON  
WORKSHOP

## **COACHING SKILLS & PROCESS**

- Understand when coaching is the right approach.
  - Examine the competencies and behaviors that contribute to effective coaching.
  - Practice and implement a coaching process that facilitates engagement and agreements.
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**Jun  
02**

VIRTUAL  
WORKSHOP

## **THE EMPOWERED EMPLOYEE SERIES #3: Clarifying Expectations & Requesting Support**

- Communicate with clarity and ask clear, effective questions to confirm shared understanding.
  - Prepare for and participate in productive and meaningful 1:1 meetings.
  - Gain confidence in making requests and asking for support when navigating challenges or changes.
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**Jun  
18**

VIRTUAL  
WORKSHOP

## **COACHING SKILLS & PROCESS**

- Understand when coaching is the right approach.
  - Examine the competencies and behaviors that contribute to effective coaching.
  - Practice and implement a coaching process that facilitates engagement and agreements.
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**July  
09**

VIRTUAL  
WORKSHOP

## **INCLUSIVE BY DESIGN: Everyday Practices for a Stronger Workplace**

- Explore and reflect on key concepts of inclusion and belonging and their impact on team performance and retention.
- Identify everyday barriers to inclusion and practice language and behaviors that foster psychological safety.
- Apply actionable strategies to embed inclusion into hiring, communication, and leadership practices.

**July  
28**

VIRTUAL  
WORKSHOP

## **SUPPORTING SUCCESS: How to Implement an Effective Performance Improvement Plan**

- Design a clear and collaborative Performance Improvement Plan that defines expectations, measurable actions, and timelines.
  - Communicate the plan constructively so employees feel supported, respected, and motivated to take ownership of their progress.
  - Maintain accountability through consistent check-ins, feedback, and clear next steps.
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**August  
13**

VIRTUAL  
WORKSHOP

## **THE EMPOWERED EMPLOYEE SERIES #4: Leveraging Feedback & Support for Professional Development**

- Develop a growth-oriented mindset for receiving and responding to feedback.
  - Learn techniques for processing constructive criticism with professionalism.
  - Explore ways to grow your network of support and seek feedback for your development.
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**August  
25**

VIRTUAL  
WORKSHOP

## **NAVIGATING DEFENSIVENESS IN CONVERSATIONS: Turning Tension into Understanding**

- Understand common verbal and nonverbal signs of defensiveness and emotions that may trigger these reactions.
  - Apply techniques to reduce tension, foster psychological safety, and support productive, respectful dialogue.
  - Gain strategies for responding to defensiveness with curiosity and composure, fostering understanding and preserving the relationship.
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**September  
10**

VIRTUAL  
WORKSHOP

## **ADA & DISABILITY ACCOMMODATION**

- Understand the key provisions of the ADA and related disability laws, including the employer's obligations to provide reasonable accommodations and prevent discrimination.
- Recognize when an employee may be making or signaling a need for accommodation, and respond appropriately by engaging in the interactive process in collaboration with HR.
- Apply best practices for managing accommodation requests, maintaining confidentiality, and supporting an inclusive work environment that balances compliance with compassion.

**September 22**  
VIRTUAL WORKSHOP

## MANAGING EMPLOYEE LEAVES OF ABSENCE

- Review employee eligibility under Oregon Paid Leave, Oregon Family Medical Leave Act (OFLA) and the federal Family Medical Leave (FMLA)
- Understand when employees may qualify for one or more protected leaves and the process for designating and tracking leaves
- Understand employer obligations for returning employees to work including the process for evaluating any need/request for accommodation

**October 08**  
VIRTUAL WORKSHOP

## THE EMPOWERED EMPLOYEE SERIES #5: Working through Problems & Challenges

- Learn a step-by-step approach to address issues and solve problems collaboratively.
- Practice communicating with professionalism and personal accountability during challenges.
- Build confidence in resolving misunderstandings or disagreements to maintain strong, productive work relationships.

**October 20**  
VIRTUAL WORKSHOP

## CONFLICT MANAGEMENT SKILLS FOR SUPERVISORS

- Understand how conflicts evolve so you can prevent them from spiraling out of control.
- Build competency in methods for managing workplace conflict.
- Acquire and practice professional conflict resolution techniques.

**November 03**  
IN-PERSON WORKSHOP

## LEADING WITH COMPASSION & ACCOUNTABILITY

- Examine your personal barriers to balancing compassion and accountability with your team members.
- Build trust and demonstrate empathy without compromising expectations or performance.
- Learn how to give supportive yet direct feedback that motivates others while maintaining accountability.

**November 17**  
VIRTUAL WORKSHOP

## SHARPENING SERVICE SKILLS: Communicating with Clarity and Care

- Cultivate a service-oriented mindset that promotes positive, respectful interactions with colleagues and customers.
- Demonstrate professionalism and credibility through clear, courteous, and solution-focused communication.
- Respond to challenging situations with composure and problem-solving strategies that preserve trust and strengthen relationships.

**December 01**  
VIRTUAL WORKSHOP

## CONVERSATIONAL INTELLIGENCE

- Review how the Conversational Intelligence model connects neuroscience, trust, and communication effectiveness in the workplace.
- Use the Conversation Dashboard and Ladder of Inference to recognize conversational patterns, manage reactions, and create space for understanding and collaboration.
- Implement conversational behaviors that build trust such as listening to connect, being open to influence, asking discovery questions, and co-creating shared meaning.

### • JANUARY 15

Anchoring Teams Through Change: Leadership Communication for Stability & Trust

### • JANUARY 27

The Empowered Employee Series #1: Understanding the Unwritten Rules of Workplace Communication

### • FEBRUARY 5

Breaking the Burnout Cycle

### • FEBRUARY 17

Building Resilience with Emotional Intelligence

### • MARCH 10

The Empowered Employee Series #2: Building Rapport & Credibility

### • MARCH 19

Productive Feedback Conversations

### • APRIL 9

The Strength of Neurodiversity: Leadership Strategies for Inclusive Workplaces

### • APRIL 21

Productive Feedback Conversations

### • MAY 7

From Boomers to Zoomers: Leading Across Generations

### • MAY 26

Coaching Skills & Process

### • JUNE 2

The Empowered Employee Series #3: Clarifying Expectations & Requesting Support

### • JUNE 18

Coaching Skills & Process

### • JULY 9

Inclusive by Design: Everyday Practices for a Stronger Workplace

### • JULY 28

Supporting Success: How to Implement an Effective Performance Improvement Plan

### • AUGUST 13

The Empowered Employee Series #4: Leveraging Feedback & Support for Professional Development

### • AUGUST 25

Navigating Defensiveness in Conversations: Turning Tension into Understanding

### • SEPTEMBER 10

ADA & Disability Accommodation

### • SEPTEMBER 22

Managing Employee Leaves of Absence

### • OCTOBER 8

The Empowered Employee Series #5: Working through Problems & Challenges

### • OCTOBER 20

Conflict Management Skills for Supervisors

### • NOVEMBER 3

Leading with Compassion & Accountability

### • NOVEMBER 17

Sharpening Service Skills: Communicating with Clarity and Care

### • DECEMBER 1

Conversational Intelligence