



Popular

Soft Skills Courses

50+ Workshops to Elevate Skills and Transform Teams

Your Guide to Essential Soft Skills

In this catalog, you'll find our top ten most requested categories for soft skills training, featuring over 50 impactful workshops. These critical skills foster collaboration, unlock potential, and drive innovation. The sessions are designed and led by our expert facilitators, who bring decades of experience and a genuine passion for training. Each workshop showcases their extensive knowledge and enthusiasm, ensuring an engaging and memorable learning experience.

We also offer a comprehensive leadership development program, *Strategies for Sustaining Growth and Adaptability*, which provides tailored tracks for both new and mid-level leaders. This structured program helps managers refine leadership skills, navigate organizational dynamics, and drive impactful outcomes.

As you explore the options, we're here to support you. This catalog highlights our most popular topics and packages to help you get started. If you don't see a specific topic you're interested in, let us know. With over 15,000 topics delivered, we offer a wide range of training options to meet your needs.



Program and Pricing Packages



Explore our ready-to-deliver training packages designed to meet a variety of training needs. We also provide the option to fully customize and create courses tailored specifically to your requirements. Whether you select a ready-to-deliver workshop or a fully customized program, our team is dedicated to delivering meaningful learning experiences for your organization.

\$4,500

60-minute workshop
Virtual training
Up to 24 learners per session

\$5,500

90-minute workshop
Virtual training
Up to 24 learners per session

\$7,500

2 to 3 hour workshop
Virtual or on-site training
Up to 24 learners per session

\$9,500

Full day workshop
Virtual or on-site training
Up to 24 learners per session

Each training package includes:

- An experienced TTA qualified facilitator
- Up to 60-minute tailoring meeting with the facilitator to adapt the content for your learners
- Training content, including participant guide and standard job aids as needed
- Opportunities for group interactions and activities
- Session producer to manage virtual deliveries
- Access to TTA Connect to view training project details
- TTA project management support



WORKSHOP CATEGORIES

- 1 Emotional Intelligence
- 2 Difficult Conversations | Conflict Resolution
- 3 Leadership Development
- 4 Culture and Inclusion
- 5 Effective Presentations | Executive Presence
- 6 Giving and Receiving Feedback | Coaching
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Emotional Intelligence



Christina

Soft Skills Facilitator
Keynote Speaker
20+ years of experience

Emotional Intelligence



Phil

Soft Skills Facilitator
Leadership Coach
20+ years of experience

Emotional Intelligence
at Work



Holly

Soft Skills Facilitator
Keynote Speaker
20+ years of experience

Foundational Emotional
Intelligence

Emotional Intelligence

Overview

This workshop equips participants with essential skills to enhance emotional awareness, foster effective communication, and manage interactions with greater impact. Through practical strategies, attendees will learn to recognize and regulate their emotions, influence others positively, de-escalate challenging situations, and confidently deliver and receive feedback.



Delivery Method

- Virtual or on-site training



Duration & Class Size

- 60 & 90-minute workshops, half-day or full-day sessions
- 12 to 24 participants per class



Materials & Resources

- Pre-work: EQ Assessments (optional)
- Post-work: Action plan follow up email, recorded video recap, and article on the science of EQ (optional)

Course Outline

What is Emotional Intelligence (EQ)

- The power of EQ versus IQ
- The science behind EQ
- The Four Quadrants of EQ

EQ Self Assessment: Your Individual Scores

The First Quadrant: Self Awareness

- Identifying your own triggers and hot buttons
- Understanding the impact they have on others through your responses
- Activity: Emotional Vocabulary Race

The Second Quadrant: Self Regulation/Self Management

- Averting the Amygdala: responding versus reacting
- The 5 Power Questions
- Activity: Overreaction Identification

The Third Quadrant: Social Awareness

- Active Listening: Hearing more than words
- Video: It's Not About The Nail
- Activity: Don't Speak

The Final Quadrant: Social Regulation/Social Management

- Turning negative situations around: everyone wins
- Using EQ to maximize feedback
- Group discussion and chat: Where did it go right?

Putting It All Together: Action Plan for Increasing Your EQ



Meet Christina

Christina, a seasoned professional development trainer and speaker, draws on 20 years of experience as a television reporter to connect with audiences and deliver impactful messages. In her 10th year as a facilitator, she is certified in Emotional Intelligence and DiSC Behavioral Styles. Since joining TTA in 2023, Christina has enhanced organizations' leadership and team dynamics with her deep understanding of human behavior and communication strategies.



Emotional Intelligence at Work

Overview

In this course participants will develop an understanding of emotional intelligence (EI). They will learn how to increase their level of EI to maximize performance and develop greater relationships. Emotional intelligence is an essential indicator of success. When one develops a higher level of EI, they will not only become a better performer, but they will also have a positive attitude towards others and their work.



Delivery Method

- Virtual or on-site training



Duration & Class Size

- 60 & 90-minute workshops, half-day or full-day sessions
- 12 to 24 participants per class



Materials & Resources

- Digital workbook

Course Outline

After completing this course, employees at all levels will be able to manage their emotions and the emotions of those around them. This gives them a sense of control within their environment, where most feel that the environment is controlling them. Once in control, employees will be more productive, positive, engaged, and successful.

- Understand emotional intelligence
- Increase self-awareness and social awareness
- Develop a more positive outlook and attitude
- Develop relationships up and down the organization
- Learn behavioral control and emotional control
- Empathize with and understand others
- Increase and manage perceptions
- Understand what drives behavior and how to create lasting change
- Overcome challenges, defuse conflict, and relieve stress
- Learn the various communication styles and how to adapt to them
- Develop the skills to positively influence others
- Learn how to communicate with difficult people



Meet Phil

Phil is a personal growth and leadership expert with 20 years of experience and is a certified High Performance Coach. He has dedicated his career to helping individuals, teams, and organizations achieve greater performance and profitability through comprehensive personal growth and leadership training programs. Since joining TTA in 2019, he has transformed everyday business topics into compelling life lessons, helping organizations close the gap between where they are and where they want to be.



Foundational Emotional Intelligence

Overview

We are constantly communicating whether we know it or not. When situationally aware, we can catch the millisecond responses and tell signs for responses to communication. The way we position our bodies, tells a huge story about how receptive we are and what we think about the individual we are interacting with. Our posture, tone, eyes, volume, pitch, and gestures all contribute to communication.



Delivery Method

- Virtual or on-site training



Duration & Class Size

- 60 & 90-minute workshops, half-day or full-day sessions
- 12 to 24 participants per class



Materials & Resources

- Video

Course Outline

The objective of this course is to increase awareness of our reactions to various situations. It aims to enhance understanding of emotional intelligence and how developing this skill can improve our insights to foster and nurture effective communication.

- What is emotional intelligence?
- Build situational awareness
 - Moon walking bear video
- The four basic emotions
 - Anger, fear, gladness, and shame
- Tune into your emotions
 - Manage emotions and developing insights
 - Manage hot buttons
- Develop awareness of other emotions
- Tools for developing emotional intelligence
 - Breathing
 - Remaining objective
 - Creating space
 - Eliminating the knee jerk reaction
 - Eliminating retaliation



Meet Holly

Holly brings over 20 years of training and customer service expertise. As a DiSC Certified behavioral consultant, she excels in developing relationships, identifying operational challenges, and creating impactful solutions to enhance guest and client experiences. With a deep background in instructional design, content development, coaching, and facilitation, Holly has supported various industries, including the automotive sector. Since joining TTA in 2022, she has helped organizations elevate their teams through transformative training and consulting.

Difficult Conversations | Conflict Resolution



Jay

Soft Skills Facilitator
Leadership Coach
28+ years of experience

Building Conflict
Competency



Susan

Soft Skills Facilitator
Leadership Coach
30+ years of experience

Managing Differences
in the Workplace



Zakiya

Soft Skills Facilitator
Keynote Speaker
32+ years of experience

Managing Difficult
Conversations

Building Conflict Competency

Overview

Have you ever experienced an inconvenient, uncomfortable, and confusing interpersonal conflict that damaged the quality of a relationship? For most, the answer is obvious and holds true for both personal and professional relationships regardless of one's title, level of education, or years of experience. In the context of any long-term relationship conflict is inevitable. Yet it is a dynamic that most people think about in overtly negatively ways and therefore try to avoid, sometimes at all costs.



Delivery Method

- Virtual or on-site training



Duration & Class Size

- 60 & 90-minute workshops, half-day or full-day sessions
- 12 to 24 participants per class



Materials & Resources

- Reference guide

Course Outline

In this course, we explore all the various ways people find themselves caught up in situations that lead to and/or perpetuate interpersonal conflict. We will define conflict in a way that evokes a clearer understanding and appreciation for the human differences that are often a part of the varying underlying sources of conflict.

With this knowledge, you will be able to design better self-reflective questions to accurately determine which of the distinct Conflict Styles are most appropriate and effective for a variety of personal and professional situations. You will also gain clarity about applying the practical steps towards preventing or neutralizing conflict situations, thereby building better partnership-oriented relationships in ways that lead to greater collaboration and productivity.

What You'll Learn

- The 5 primary reasons why interpersonal conflict is valuable and necessary
- Human SPINTM ... the underlying sources of conflict
- The 5 distinct conflict styles and the key benefits & detriments of each
- The 2 criteria that determine which conflict style is best in any situation
- The 7 steps to neutralizing interpersonal conflict



Meet Jay

Jay is a Certified Coaches Alliance (CCA) 4D Certified Master Coach with over 28 years of experience in leadership training, curriculum design, and delivery for global Fortune 500 companies and government agencies, including Xerox, BCG, Prudential, USDA, Kimberly Clark, CDK Global, and the U.S. Marine Corps. He holds a Master's degree in Conflict Analysis and Resolution and is a Certified Radical Honesty® Trainer/Coach, as well as a former Certified District Court Mediator in the Washington D.C. region. Since joining TTA in 2011, Jay has brought his expertise to transform leadership and conflict resolution strategies within organizations.

Managing Differences in the Workplace

Overview

We all deal with differences every day—differences in opinions, ideals, values, needs, expectations, styles, behaviors, and interests. These differences can turn into conflict. This interactive workshop provides an opportunity to explore conflict management/resolution styles and to develop skills to effectively manage and resolve conflict in the workplace. Facilitator-guided discussion, self-assessment, and skill practice will allow participants to learn how to effectively work with others when differences emerge, resulting in resolutions that are satisfying and therefore sustainable for all parties involved.



Delivery Method

- Virtual or on-site training



Duration & Class Size

- 60 & 90-minute workshops, half-day or full-day sessions
- 12 to 24 participants per class



Materials & Resources

- Participant guide, articles, and videos

Course Outline

Opening Exercises

- “My worst nightmare....”

Module 1: Conflict—It’s Going to Happen!

- What is conflict?
- The conflict continuum
- From conflict management to conflict resolution

Module 2: Understanding Conflict Management Styles

- The management of differences inventory: What’s your conflict management style?
- Understanding the nine conflict management approaches
- Knowing when to use each approach

Module 3: Key Conflict Management Skills: You Gotta Have ‘Em!

- Controlling emotions
- Active listening
- Effective questioning
- Expressing ideas, needs/wants, and feelings
- Effectively giving and receiving feedback

Module 4: A Conflict Conversation Guide: Going Beyond “Win-Lose”

- From ‘positional’ to possibilities
- Finding a satisfying and sustainable resolution

Module 5: Putting It All Together: Skill Practice and Feedback

- If time, practice scenarios would be developed with input from client to reflect relevant situations for participants

Close: Questions, Comments, and Evaluation



Meet Susan

Susan is a seasoned learning professional with over 30 years of experience developing and facilitating soft skills training, including leadership, emotional intelligence, effective communication, team development, conflict management, and customer relations. She holds certifications in Social Styles, DiSC, and Covey’s Leadership and Time Management. Since joining TTA in 2015, Susan has conducted impactful learning sessions worldwide, using her conversational Spanish skills to engage diverse audiences and achieve meaningful results.



Managing Difficult Conversations

Overview

We have so many interactions in the run of a day, it's reasonable to expect that some of them are going to be difficult. Whether these are conversations that you have in person, or you manage a virtual team and need to speak with someone in another city, there are things that you can do to make these conversations go smoothly. This workshop will give you the tools to manage difficult conversations and get the best results possible out of them.



Delivery Method

- Virtual or on-site training



Duration & Class Size

- 60 & 90-minute workshops, half-day or full-day sessions
- 12 to 24 participants per class



Materials & Resources

- Pre-test, post-test, and reference guide

Course Outline

Participants will connect, review the workshop agenda, and define their personal learning objectives.

Choosing to Have the Conversation: This session will show participants ways to consider the consequences, as well as how to explore their frame of reference, establish positive intent, and identify what they want from the conversation.

Toolkit for Successful Conversations: This session will give participants tools for managing their body language, speaking persuasively, active listening, asking questions, and using probing techniques.

Choosing the Time and Place: This session will give participants tips on choosing a good meeting place and time for a difficult conversation (if they have that option).

Framework for Difficult Conversations: Participants will explore a seven-step framework for difficult conversations. They will also create a template to help them plan future conversations.

Staying Safe: In this session, participants will learn how to handle conversations which might be a threat to their safety.

Testing the Waters: To wrap up the course, participants will role-play a difficult conversation that they have recently encountered.

Workshop Wrap-Up: At the end of the day, students will have an opportunity to ask questions and fill out an action plan.



Meet Zakiya

Zakiya is a highly skilled consultant, facilitator, and trainer with over 32 years of experience in providing high-quality training and coaching across a diverse range of subjects. Her areas of expertise include Leadership, Critical Thinking, Conflict Resolution, and Communications. She is certified in "The Leadership Challenge" and "The Heart of Coaching," which bring knowledge and practical experience to every engagement. Since joining TTA in 2008, Zakiya has consistently delivered impactful results, empowering organizations and individuals to reach their full potential.



Leadership Development Offerings



Whether you are looking for a comprehensive leadership program spanning several weeks or a focused single training session for immediate skill development, we offer a range of leadership training options. Our workshops are designed to deliver results and foster growth at every stage of your team's leadership journey.



Leadership Development Series

Strategies for Sustaining Growth and Adaptability

New and Emerging Leadership Program

Mid-level Leadership Program

[Comprehensive Leadership Development Program](#)



Leadership Development Workshops

[Standalone Training Courses](#)



[Back to Courses](#)

Looking for a Comprehensive Leadership Development Program?

Strategies for Sustaining Growth and Adaptability

We offer a proven off-the-shelf program, *Strategies for Sustaining Growth and Adaptability*, with tailored tracks for new and mid-level leaders. This program helps managers refine leadership skills, navigate organizational dynamics, and drive impactful outcomes.

It is built on a foundation of real-world success and experience in cultivating leaders across a wide range of industries and organizational sizes.

We offer two tracks: one for new and emerging leaders and another for mid-level leaders, each structured in three progressive tiers, ensuring tailored development for leaders at different stages. Our programs focus on building essential skills, effective team management, and navigating organizational dynamics to help leaders transform and excel.



New & Emerging Leadership Program

This new and emerging leadership program equips new leaders with critical skills for navigating today's business landscapes. This program is structured into three progressive tiers—Foundational, Intermediate, and Advanced—designed to offer a comprehensive learning journey. Each tier builds upon the previous, enabling leaders to develop from mastering fundamental skills to addressing complex leadership challenges.

[Learn More](#)

Mid-Level Leadership Program

This mid-level leadership program focuses on enhancing leadership skills and preparing leaders for strategic roles. This program is structured into three progressive tiers—Foundational, Intermediate, and Advanced—and each tier offers required courses and electives. This program is designed for mid-level managers who are deepening their leadership capabilities and preparing for more advanced and strategic positions.

[Learn More](#)

Meet Phil

Phil is a personal growth and leadership expert with 20 years of experience and is a certified High Performance Coach. He has dedicated his career to helping individuals, teams, and organizations achieve greater performance and profitability through comprehensive personal growth and leadership training programs. Since joining TTA in 2019, he has transformed everyday business topics into compelling life lessons, helping organizations close the gap between where they are and where they want to be.



Leadership Development



Jay

Soft Skills Facilitator
Leadership Coach
28+ years of experience

Leader's Coaching
Academy



Anne

Soft Skills Facilitator
Keynote Speaker
20+ years of experience

Becoming a Confident,
Firm, and Team
Supporting
Manager/Supervisor

Leadership People Want
to Follow



Holly

Soft Skills Facilitator
Keynote Speaker
20+ years of experience

Effective Communication
Skills



Susan

Soft Skills Facilitator
Keynote Speaker
30+ years of experience

Negotiating to Win-Win

Leader's Coaching Academy

Overview

The Leader's Coaching Academy is an eye-opening and challenging learning experience that teaches organizational leaders and managers to bridge the divide between the theories of effective coaching and real-world applications. All the lessons are grounded in the internationally accepted Core Competencies of Coaching with a focus on workplace situations, professional relationships, and the unique opportunities that leaders and managers have to make when those in their care face the many, varied challenges and obstacles present today.



Delivery Method

- Virtual or on-site training



Duration & Class Size

- 60 & 90-minute workshops, half-day or full-day sessions
- 12 to 24 participants per class



Materials & Resources

- Reference guide

Course Outline

Coaching Fundamentals for Leaders

- Understand how to differentiate between coaching for development and managing performance
- Increase an IC's capacity to self-determine goals against recognized standards then self-assess and self-correct individual behaviors and performance level
- Models & Frameworks: The 4D Relationship Model™, The Coaching Formula, and The GROW Model for Coaching

Advanced Communication Skills

- Develop enhanced listening and asking skills to raise awareness and generate ownership of individual development
- Differentiate between the value of a question and its distinct qualities
- Enhance the quality of intentional coaching questions to support an IC's accountability and long-term success
- Models & Frameworks: The 5 Levels of Listening and The 6 Keys to Excellent Listening™, RASA / FEN (listening below the surface), and The 4 Qualities of Questions Model™

Delivering Continuous Feedback

- Learn the guidelines for effective versus ineffective feedback
- Present performance gaps using methods that reduce resistance and builds partnership
- Provide positive and constructive feedback in ways that are understood, appreciated, and usable
- Master getting buy-in to performance-based feedback
- Models & Frameworks: The SiBID Feedback Model™, LASER Focused Feedback, and The 5 Fatal Fears

Coaching Learning Lab: Practicing the Art of Coaching

- Practice creating and coaching IC's utilizing a measured methodology for goal setting, planning, and accountability
- Models & Frameworks: Professional Development Plan (PDP)



Meet Jay

Jay is a Certified Coaches Alliance (CCA) 4D Certified Master Coach with over 28 years of experience in leadership training, curriculum design, and delivery for global Fortune 500 companies and government agencies, including Xerox, BCG, Prudential, USDA, Kimberly Clark, CDK Global, and the U.S. Marine Corps. He holds a Master's degree in Conflict Analysis and Resolution and is a Certified Radical Honesty® Trainer/Coach, as well as a former Certified District Court Mediator. Since joining TTA in 2011, Jay has brought his expertise to transform leadership strategies within organizations.



Becoming a Confident, Firm, and Team Supporting Manager/Supervisor

Overview

Being a successful manager/supervisor is a unique balance of task management, firm goal focus, and team building. In order to achieve this trio of objectives, we need to be able to confidently communicate the good, the bad, and the ugly, even when it's uncomfortable. Doing this effectively doesn't necessarily come naturally, so in this session we will build the skills and confidence to take on that balancing trifecta. The result: a high functioning, motivated, and accountable team that gets results.



Delivery Method

- Virtual or on-site training



Duration & Class Size

- 60 & 90-minute workshops, half-day or full-day sessions
- 12 to 24 participants per class



Materials & Resources

- Quick reference guide

Course Outline

- Supporting the firm, the decisions, and initiatives—the shift of front-line to being on the managerial team
- Balancing going to bat for the team with being a representative of the leadership of the firm, especially during these unique times
- Understanding the impact of our managerial decisions and behaviors on the rest of the team, and the firm
- Emotional bank account and building rapport
- Role modeling and building a culture of open communication: especially when not walking by each other in the hall every day
- Assertive communication/being honest as a representation of the firm leadership
- Coaching: How to primer
- Giving feedback/having tough conversations
- Prepping for the conversation: opening line, your, and their reaction
- Following up on that information
- The impact on the team when we don't have those conversations or continue to hold people accountable
- When to get HR involved



CERTIFIED

Meet Anne

Anne is an energetic international keynote speaker, emcee, and trainer specializing in change management and memorable learning experiences. A two-time author and the creator and host of the "Dancing in the Discomfort Zone" podcast, Anne draws from 20 years of experience in corporate and non-profit leadership to craft relatable and hilariously memorable stories that help concepts truly stick. She excels in facilitating interactive discussions, creating an inclusive environment for learning, and ensuring every participant is engaged. Since joining TTA in 2020, Anne has led and created unforgettable training events.



Leadership People Want to Follow

Overview

You need to be savvy to lead teams in today's workplace. You've got different generations with varying levels of experience, cultural assumptions and the never-ending change happening in your industry, organization and team. Your best bet for success is to be the kind of leader your people WANT to follow.



Delivery Method

- Virtual or on-site training



Duration & Class Size

- 60 & 90-minute workshops, half-day or full-day sessions
- 12 to 24 participants per class



Materials & Resources

- Quick reference guide

Course Outline

In this engaging (and fun!) presentation, participants will learn skills that will heat up their team's motivation and performance. Teaching connection, communication and delegation to get even better output from your team; this course will bring you rapid-fire content to reduce turnover, increase engagement and productivity directly impacting your culture so positivity and collaboration catch fire, and create an inferno of goal achievement and satisfied customers. Who doesn't want that?

Participants can expect to walk away with practical skills and strategies that will:

- Understand connection skills that immediately impact your culture with greater engagement, collaboration, and motivation, resulting in increased productivity
- Reduce "water cooler" talk that negatively influences attitudes within the workplace
- Improve individual performance and reduce unwanted behavior



Meet Anne

Anne is an energetic international keynote speaker, emcee, and trainer specializing in change management and memorable learning experiences. A two-time author and the creator and host of the "Dancing in the Discomfort Zone" podcast, Anne draws from 20 years of experience in corporate and non-profit leadership to craft relatable and hilariously memorable stories that help concepts truly stick. She excels in facilitating interactive discussions, creating an inclusive environment for learning, and ensuring every participant is engaged. Since joining TTA in 2020, Anne has led and created unforgettable training events.

Effective Communication Skills

Overview

Good communication is the bridge between confusion and clarity. In this interactive workshop, strengthen your communication skills by building awareness of how tone and body language impact our communications. Discover barriers to listening and obtain the ability to communicate with impact.



Delivery Method

- Virtual or on-site training



Duration & Class Size

- 60 & 90-minute workshops, half-day or full-day sessions
- 12 to 24 participants per class



Materials & Resources

- Listening assessment, videos, and handout

Course Outline

In this class, we will:

- Gain insights for coaching for higher performance
- Discover how curiosity and effective listening support communications
- Learn about Verbal and Non-Verbal Communications
- Learn about Effective Listening & barriers to Listening
- Discuss Coaching to Situation, Behavior & Impact
- Provide the feedback that enables team members to see and overcome their shortcomings in the shortest possible time frame
- Learn how to give criticism and negative feedback without provoking recipients
- Discuss Virtual vs. In Person Communication—important differences to note
- Approach with Confidence – How to ensure the message is received
- Learn positive techniques for delivering developmental insights



Meet Holly

Holly brings over 20 years of training and customer service expertise. As a DiSC Certified behavioral consultant, she excels in developing relationships, identifying operational challenges, and creating impactful solutions to enhance guest and client experiences. With a deep background in instructional design, content development, coaching, and facilitation, Holly has supported various industries, including the automotive sector. Since joining TTA in 2022, she has helped organizations elevate their teams through transformative training and consulting.

Negotiating to Win-Win

Overview

This course will provide specific concepts and skills to support leaders in their ability to negotiate in a way that builds and strengthens long-term productive relationships, where both sides achieve mutually satisfying outcomes.



Delivery Method

- Virtual or on-site training



Duration & Class Size

- 60 & 90-minute workshops, half-day or full-day sessions
- 12 to 24 participants per class



Materials & Resources

- Participant guide, articles, and videos

Course Outline

By the end of this course, participants will be able to:

- Prepare so that the likelihood of a productive negotiation is increased
- Apply the 5 steps of the Interest-Based Negotiation strategy to reach satisfying, sustainable agreements
- Uncover the interests behind a position held by self and others
- Identify and use independent standards to ensure a fair agreement
- Generate and select options aimed at meeting the interests of all parties
- Establish and use your best alternative to a negotiated agreement when necessary
- Detect negotiation “games” and address them to get things back on track

This workshop does not focus on hardline bargaining.



Meet Susan

Susan is a seasoned learning professional with over 30 years of experience developing and facilitating soft skills training, including leadership, emotional intelligence, effective communication, team development, conflict management, and customer relations. She holds certifications in Social Styles, DiSC, and Covey's Leadership and Time Management. Since joining TTA in 2015, Susan has conducted impactful learning sessions worldwide, using her conversational Spanish skills to engage diverse audiences and achieve meaningful results.



Culture and Inclusion



John

Soft Skills Facilitator
Keynote Speaker
16+ years of experience

The Role of Allyship in a
Fair and Equitable
Workplace



Lisa

Soft Skills Facilitator
Corporate Coach
20+ years of experience

Building An Inclusive
Neurodiverse Workforce

Diversity, Equity, Inclusion,
and Belonging in the
Workplace 2025

Leading and Managing
Diverse Teams



Zakiya

Soft Skills Facilitator
Keynote Speaker
32+ years of experience

Workplace Harassment
and Bullying

The Role of Allyship in a Fair and Equitable Workplace

Overview

An equitable workplace isn't just fair—it's smart business. Research consistently shows that fostering inclusivity leads to increased revenue, stronger employee engagement, improved retention, and greater innovation. This dynamic and thought-provoking session dives into what it truly means to think and act inclusively, exploring the concept far beyond traditional race and gender considerations. Participants will unpack unconscious biases, identify barriers to effective communication and collaboration, and gain practical strategies for fostering cultural competence. Special emphasis will be placed on understanding nuanced power dynamics and the role of upstanders and allies in championing inclusivity.



Delivery Method

- Virtual or on-site training



Duration & Class Size

- 60 & 90-minute workshops, half-day or full-day sessions
- 12 to 24 participants per class



Materials & Resources

- Custom handouts
- Reference guide

Course Outline

Participants will leave this course empowered to create meaningful change in their workplaces and beyond, one intentional interaction at a time. The course engages attendees through interactive discussions and real-world applications, promoting meaningful dialogue and experiential learning. It includes:

- Lecture and Discussion
- Self-Reflection
- Small, Breakout Group Discussions
- Small Group Activities
- Group Practice/Activities
- Case Studies
- Action Planning

After completing this course, participants will be able to:

- Examine their own beliefs, attitudes about allyship, and their commitment to a fair and equitable workplace
- Analyze behaviors essential to diversity and inclusion discourse, such as microaggression, spotlighting, virtue signaling, willful ignorance, by standing and access
- Understand subtle power dynamics and privilege in broad contexts beyond race and gender—and articulate the role allyship places in transforming them
- Employ key behaviors and influential actions of inclusiveness and allyship
- Identify and create opportunities to build bridges toward a fairer and more equitable workplace through an individual and targeted action plan



Meet John

John is a learning and development facilitator with over 16 years of experience in public and private sectors. He has worked with clients such as Grubhub, the San Francisco Federal Reserve Bank, the Utah Transit Authority, and the New York Presbyterian Hospital Network. Previously, he served as the Director of Curriculum and Professional Development (internal training consultant) for the New York City Transit Authority (MTA) and worked as a consultant for Cengage Learning, where he spoke at national conferences. Since joining TTA in 2017, he has assisted organizations in enhancing their team culture.



Building An Inclusive Neurodiverse Workforce

Overview

Through films and various activities, participants will learn about neurodiversity and how it encompasses cognitive, intellectual disabilities, as well as mental health. Key takeaways will give supervisors and coworkers the tools to create an inclusive workforce for all neuro-diverse employees.



Delivery Method

- Virtual or on-site training



Duration & Class Size

- 60 & 90-minute workshops, half-day or full-day sessions
- 12 to 24 participants per class



Materials & Resources

- Follow-up content, including articles and videos

Course Outline

By the end of the course, participants will be able to:

- **Identify Various Types of Neurodiversity:** Understand the broad spectrum of neurodiversity and its role in the workplace
- **Work Through Workplace Scenarios:** Analyze and respond to real-life situations involving neuro-diverse employees to ensure inclusivity
- **Understand the History of ADA Laws:** Learn how the Americans with Disabilities Act (ADA) has evolved to protect and support all employees
- **Uphold ADA Compliance:** Ensure adherence to ADA guidelines to promote equity and accessibility for all team members

Learning Outcomes

- **Improve Recruitment and Retention:** Develop strategies to attract and retain neuro-diverse talent
- **Learn About People-First Language:** Use respectful and inclusive language to support neuro-diverse employees effectively
- **Create a More Inclusive Workplace:** Build an environment where every employee feels valued and empowered
- **Implement ADA Laws:** Apply ADA guidelines to benefit both employees and customers, ensuring a supportive and compliant organization



Meet Lisa

Lisa is a consultant with over 20 years of experience in diversity, equity, and inclusion across public and private sectors. She specializes in in-person and virtual training, strategic planning, compliance with sexual harassment policies, and developing inclusive workforce programs. With a unique blend of diversity, management, and human resources experience, Lisa effectively drives organizational change through inclusive practices. Since joining TTA in 2020, she has been a trusted partner in delivering high-quality training and solutions to promote diverse and equitable environments.



Diversity, Equity, Inclusion, and Belonging in the Workplace 2025

Overview

Learn how diversity impacts workplace equity and builds on inclusion. Gain skills on how to effectively and impactfully cultivate a sense of belonging for all employees. Follow along with Lisa's DEIB Roadmapping for Success model created 10 years ago and updated in 2025 to reflect the needs of the current day workforce. Through film, games, interactive activities, and visual aids, this diversity training uncovers new diversity laws and topics relevant to today's workforce. Understand the history of DEIB from 20 years ago to today. This training lays the groundwork for DEIB and understand how to implement these principles in everyday life. This is an updated look at relevant diversity trends and includes fresh new topics.



Delivery Method

- Virtual or on-site training



Duration & Class Size

- 60 & 90-minute workshops, half-day or full-day sessions
- 12 to 24 participants per class



Materials & Resources

- Follow-up content, including articles and videos

Course Outline

By the end of the course, participants will be able to:

- Look inward at a person's own diversity
- Define and differentiate between diversity, equity, equality, inclusion, belonging, and justice
- Comprehend how unconscious bias functions in the workplace
- Understand the laws that support diversity in businesses

Learning Outcomes

- **Gain Tools to Enhance DEIB Efforts:** Acquire practical tools and strategies to promote diversity, equity, inclusion, and belonging (DEIB) in the workplace and beyond
- **Create a More Equitable Workplace:** Learn how to foster fairness and equality in organizational practices, policies, and culture, ensuring all employees feel valued and respected
- **Recognize the Importance of Inclusive Language:** Understand the power of language and how to use people-first, inclusive terminology to foster connection and understanding
- **Build an Action Plan for Practical Application:** Develop a personalized, actionable plan to implement the course's principles and strategies, driving meaningful change in the workplace and supporting ongoing progress



Meet Lisa

Lisa is a consultant with over 20 years of experience in diversity, equity, and inclusion across public and private sectors. She specializes in in-person and virtual training, strategic planning, compliance with sexual harassment policies, and developing inclusive workforce programs. With a unique blend of diversity, management, and human resources experience, Lisa effectively drives organizational change through inclusive practices. Since joining TTA in 2020, she has been a trusted partner in delivering high-quality training and solutions to promote diverse and equitable environments.



Leading and Managing Diverse Teams

Overview

Employees will learn how to leverage diversity in the workplace by creating a more inclusive environment and enhancing productivity. This course is crafted toward advancing diverse supervision for a uniquely diverse workforce. Creating diverse work teams whether it is with co-workers, vendors, or customers is critical to amplifying a talented workforce. Through the use of film, games, interactive activities, and visual aid, employees will learn tips on inclusivity, and belonging.



Delivery Method

- Virtual or on-site training



Duration & Class Size

- 60 & 90-minute workshops, half-day or full-day sessions
- 12 to 24 participants per class



Materials & Resources

- Follow-up content, including articles and videos

Course Outline

By the end of the course, participants will be able to:

- Leverage diverse talent to create a more productive workplace
- Help employees feel valued, appreciated, and included
- Take action to improve our practices to ensure everyone is included

Learning Outcomes

- **Understand the Importance of Inclusion in the Workforce:** Recognize how an inclusive workplace culture drives better decision-making, fosters innovation, and creates a more engaged and successful workforce
- **Appreciate and Honor Diversity:** Learn to acknowledge and celebrate differences in backgrounds, experiences, and perspectives, and understand how this diversity strengthens the organization
- **Develop and Execute a Diversity Leadership Action Plan:** Create a tailored action plan to apply diversity, equity, and inclusion principles to leadership practices. The plan will provide participants with clear steps for embedding these principles into policies, processes, and daily interactions to sustain an inclusive workplace environment.



Meet Lisa

Lisa is a consultant with over 20 years of experience in diversity, equity, and inclusion across public and private sectors. She specializes in in-person and virtual training, strategic planning, compliance with sexual harassment policies, and developing inclusive workforce programs. With a unique blend of diversity, management, and human resources experience, Lisa effectively drives organizational change through inclusive practices. Since joining TTA in 2020, she has been a trusted partner in delivering high-quality training and solutions to promote diverse and equitable environments.



Workplace Harassment and Bullying

Overview

Workplace harassment and bullying undermine trust, productivity, and morale, creating a toxic environment that affects everyone. This essential training equips participants with the knowledge and tools to recognize, prevent, and address inappropriate behaviors before they escalate. Through engaging scenarios and practical discussions, attendees will explore the legal and organizational definitions of harassment and bullying, understand their impact on individuals and teams, and learn strategies for fostering a culture of respect and inclusion. Special focus will be placed on identifying subtle warning signs, the role of bystanders, and actionable steps for intervention and resolution. This course empowers employees and leaders alike to create and maintain a safe, supportive, and respectful workplace for all.



Delivery Method

- Virtual or on-site training



Duration & Class Size

- 60 & 90-minute workshops, half-day or full-day sessions
- 12 to 24 participants per class



Materials & Resources

- Pre-test, post-test, and reference guide

Course Outline

Introduction

- Why this training is important
- Organization commitment statement
- Defining harassment
 - Definition
 - Legal definitions
- Reasonable Man/Reasonable Woman/Reasonable Person Statue

Defining Sexual Harassment

- Three elements of behavior
- Types of harassment
- Behavior categories
- Intent does not erase impact

The Business Case for Harassment and Bullying Prevention

- Individual costs
- Organizational costs

Key Strategies to Avoid Displaying Harassing Behaviors

- Often harassment is the result of unclear boundaries, mixed signals, and a lack of communication

Scenarios – Is this Harassment?

Bullying in the Workplace

- Defining bullying in the workplace
- Key characteristics of bullying

How to Respond to Bullying Behavior



Meet Zakiya

Zakiya is a highly skilled consultant, facilitator, and trainer with over 32 years of experience in providing high-quality training and coaching across a diverse range of subjects. Her areas of expertise include Leadership, Critical Thinking, Conflict Resolution, and Communications. She is certified in "The Leadership Challenge" and "The Heart of Coaching," which bring knowledge and practical experience to every engagement. Since joining TTA in 2008, Zakiya has consistently delivered impactful results, empowering organizations and individuals to reach their full potential.



Effective Presentations | Executive Presence



Christina

Soft Skills Facilitator
Keynote Speaker
20+ years of experience

Clear and Confident
Communication:
Connecting With Your
Audience and Mastering
Your Message



Michael

Soft Skills Facilitator
Keynote Speaker
30+ years of experience

Delivering Impactful,
Executive-Focused
Presentations

Strategic
Communication
Mastery: Building
Impactful Connections



Mike

Soft Skills Facilitator
Keynote Speaker
23+ years of experience

Effective Presentation
Skills

Mastering Executive-
Level Briefings and
Presentations



Phil

Soft Skills Facilitator
Leadership Coach
20+ years of experience

Executive Presence

Executive Presentation
Skills

Clear and Confident Communication: Connecting With Your Audience and Mastering Your Message

Overview

Packed with innovative ideas and a clear understanding of effective communication, this interactive and high-energy program guides audiences to the core principles of confident, concise, and credible communication. Emphasizing the importance of adapting to various audiences, Emmy-nominated TV Reporter Christina's engaging approach ensures that participants leave with valuable insights on how to effectively convey their message to leaders, colleagues, and customers.



Delivery Method

- Virtual or on-site training



Duration & Class Size

- 60 & 90-minute workshops, half-day or full-day sessions
- 12 to 24 participants per class



Materials & Resources

- Quick reference guide

Course Outline

Introduction

- Why the way you speak matters
- Program overview and goals

Connecting with Your Audience

- Identifying your audience
- Beyond their headlines: Motivators, triggers, behavioral styles
- *Breakout*: The 5 Most Important Questions
- Tailoring your message to establishing rapport and resonate with different listeners

Delivery Dynamics

- Speaking that launches credibility and confidence
- Activity: Sixty second record
- Um, let's talk about ums, ahs, and so's
- Vocal: Managing fillers, audible pauses, and catches
- Verbal: Eliminating qualifiers and power robbers

Conclusion

- Takeaways
- Pull-throughs (include framework and videos)



Meet Christina

Christina, a seasoned professional development trainer and speaker, draws on 20 years of experience as a television reporter to connect with audiences and deliver impactful messages. In her 10th year as a facilitator, she is certified in Emotional Intelligence and DiSC Behavioral Styles. Since joining TTA in 2023, Christina has enhanced organizations' leadership and team dynamics with her deep understanding of human behavior and communication strategies.



Delivering Impactful, Executive-Focused Presentations

Overview

Executive presentations are a regular occurrence in business. Effectively delivering them with authenticity, clarity, and credibility will inspire your audience to action. In this experiential workshop, you will gain a better understanding of executive audiences, explore executive presence techniques, and practice an efficient executive summary framework that will help strengthen the content and delivery of your messages. This interactive workshop, includes breakout discussions and activities, hands-on practice with the TOPPRA framework, and group presentations and feedback to refine delivery.



Delivery Method

- Virtual or on-site training



Duration & Class Size

- 60 & 90-minute workshops, half-day or full-day sessions
- 12 to 24 participants per class



Materials & Resources

- A proven framework (TOPPRA) and planner tool

Course Outline

Introduction: The High-Stakes World of Executive Communication

- Exploring the challenges of presenting to executives
- Understanding the costs of ineffective communication and the benefits of impactful presentations

Knowing Your Audience: The Foundation of Tailored Presentations

- Techniques for identifying executive audience characteristics
- Interactive exercises to analyze audience preferences and needs

TOPPRA Executive Communication Framework: Structuring Executive Presentations

- Introduction to the TOPPRA framework for clear, concise, and actionable communication
- Hands-on practice applying the framework to executive-level scenarios
- Refining and sharing presentations with peer and instructor feedback

Developing Executive Presence: Commanding the Room with Confidence

- Exploring the components of executive presence: gravitas, communication, and appearance
- Techniques to enhance body language, vocal delivery, and emotional intelligence
- Strategies to manage nervousness and project confidence

Putting It All Together: Delivering Polished Executive Presentations

- Refining presentations using executive presence techniques
- Group presentations with peer review and insights

Wrap-Up: From Skills to Action

- Consolidating key takeaways and learnings
- Setting actionable goals for applying new skills



Meet Michael

Michael is a master facilitator with over 30 years of experience in corporate environments and entrepreneurship. Renowned for his energy and positivity, he specializes in communication skills, helping individuals and organizations worldwide become clear and confident communicators. He has worked with clients across the United States, Singapore, China, Thailand, Switzerland, France, Germany, Sweden, Israel, Romania, Poland, Brazil, and Canada. Since joining TTA in 2020, Michael has been dedicated to helping clients at all organizational levels develop the crucial skill of effective communication.

Strategic Communication Mastery: Building Impactful Connections

Overview

Communication is the cornerstone of professional success. This workshop equips participants with the skills, frameworks, and confidence to communicate effectively, tailor their messages to different audiences, and present with personal presence. Through interactive discussions, hands-on activities, and real-world applications, participants will learn how to overcome communication challenges, deliver impactful messages, and strengthen their professional presence.



Delivery Method

- Virtual or on-site training



Duration & Class Size

- 60 & 90-minute workshops, half-day or full-day sessions
- 12 to 24 participants per class



Materials & Resources

- A proven framework (TOPPRA) and planner tool

Course Outline

Opening: Setting the Stage for Communication Excellence

- Exploring common communication challenges and their impact on business
- Benefits of effective communication

Knowing Your Audience: The Key to Tailored Messaging

- Identifying audience characteristics and values
- Practical tools for audience discovery and analysis

TOPPRA Communication Framework: Structuring Clear, Impactful Messages

- Introduction to the TOPPRA framework for professional communication
- Hands-on practice applying TOPPRA to real-world scenarios
- Crafting, refining, and sharing communications for feedback

Developing Personal Presence: Communicating with Confidence

- Exploring the key elements of personal presence
- Strategies to build confidence and emotional intelligence
- Techniques to improve voice, body language, and manage nerves

Putting It All Together: From Insights to Application

- Refining and sharing your communication in individual and group settings
- Peer feedback and reflections to solidify learning

Workshop Wrap-Up: Action Planning for Continued Growth

- Key takeaways and lessons learned
- Setting actionable goals for applying skills in the workplace



Meet Michael

Michael is a master facilitator with over 30 years of experience in corporate environments and entrepreneurship. Renowned for his energy and positivity, he specializes in communication skills, helping individuals and organizations worldwide become clear and confident communicators. He has worked with clients across the United States, Singapore, China, Thailand, Switzerland, France, Germany, Sweden, Israel, Romania, Poland, Brazil, and Canada. Since joining TTA in 2020, Michael has been dedicated to helping clients at all organizational levels develop the crucial skill of effective communication.



Effective Presentation Skills

Overview

Increasingly, your ability to speak and present your ideas effectively can distinguish you from every other colleague and make the difference between career success, mediocrity, or even failure. While effective speaking has always been considered a key leadership quality, this is even truer today. Presentations and public speaking are continuously growing part of every manager's day-to-day functions. By learning to master the key principles and techniques of public speaking and presenting, you'll lead, persuade, coordinate, and manage at a higher level. Your self-confidence will also improve as well as your image and credibility within the organization.



Delivery Method

- Virtual or on-site training



Duration & Class Size

- 60 & 90-minute workshops, half-day or full-day sessions
- 12 to 24 participants per class



Materials & Resources

- Reference guide

Course Outline

The program comprises lectures, video presentations, feedback evaluations, and many exercises and learning activities to make a truly practical and rewarding learning experience.

Section 1

- The four components of public speaking
- Powerful ways to eliminate presentation fear
- Effective introductions
- Backing your message with examples
- The secrets of persuading your audience
- A simple formula for preparing, practicing, and delivering presentations

Section 2

- Understanding your audience and purpose
- The roles of appearance and body language
- Adding energy and enthusiasm
- Using powerful examples to add credibility
- Preparing effective visuals and props
- Program review



Meet Mike

Mike is a senior training consultant with a diverse background in management, sales, marketing, and human resource development. Renowned for his exceptional communication skills, he excels as a trainer, speaker, and learning facilitator. His expertise in performance improvement and organizational development helps organizations enhance operations and leadership. Since joining TTA in 2019, Mike has delivered impactful training solutions that drive growth and support professional development across multiple industries.



Mastering Executive-Level Briefings & Presentations

Overview

Senior executives are one of the toughest crowds you'll face as a presenter. They're incredibly impatient because their schedules are extremely busy and they have to make many high-stakes decisions, often with little time to weigh options. They will not sit still for long presentations. They'll just interrupt you and challenge you for the relevant information...and you better be ready. This training course will build upon your general communication and presentation skills, and specifically prepare you to quickly and clearly present information that is important to high-level leaders, answer their questions, and walk away with support and a stronger reputation.



Delivery Method

- Virtual or on-site training



Duration & Class Size

- 60 & 90-minute workshops, half-day or full-day sessions
- 12 to 24 participants per class



Materials & Resources

- Reference guide

Course Outline

The training will consist of lecturettes, video demonstrations, and templates for planning and delivering practice presentations. The participants will receive feedback from each other, as well as from the facilitator. After discovery interviews, the following topics will be tailored to the organization's situational requirements.

Understanding the Basics of Communication

- Learn the fundamentals of public speaking
- General presentations vs. the unique characteristic of executive presentations and briefings
- Presentation formats
- Preparation elements
 - Identifying the purpose
 - Audience
 - Structure
 - Information and data
 - Environment
 - Rehearsing
- Delivery
 - Getting their attention
 - Hitting the point fast
 - Building credibility
 - Anticipating responses
 - Thinking your feet
 - Relaxing with focus and confidence
- Designing appropriate and relevant visuals
- Role-plays, simulations, and feedback
- Action planning



Meet Mike

Mike is a senior training consultant with a diverse background in management, sales, marketing, and human resource development. Renowned for his exceptional communication skills, he excels as a trainer, speaker, and learning facilitator. His expertise in performance improvement and organizational development helps organizations enhance operations and leadership. Since joining TTA in 2019, Mike has delivered impactful training solutions that drive growth and support professional development across multiple industries.



Executive Presence

Overview

Executive presence is the cornerstone of impactful leadership, blending confidence, credibility, and authority to command respect in any professional setting. This course explores the essential skills and behaviors that enable individuals to communicate with clarity, inspire teams, and lead with authenticity. Participants will learn how to project poise under pressure, build trust, and navigate challenging situations with composure and influence. Through practical strategies and interactive exercises, this session will help you refine your leadership style, enhance interpersonal interactions, and elevate your ability to lead with purpose and conviction.



Delivery Method

- Virtual or on-site training



Duration & Class Size

- 60 & 90-minute workshops, half-day or full-day sessions
- 12 to 24 participants per class



Materials & Resources

- Digital workbook

Course Outline

Executive Presence helps you express confidence, poise, and authenticity that convinces the rest of us, we're in the presence of someone who's the real deal.

- **Professional Communication Skills:** Master clear and effective expression of ideas in conversations and presentations to connect with your audience
- **Developing a Professional Self-Image:** Improve your self-image by identifying strengths, seeking feedback, and consistently presenting yourself in line with your professional goals
- **Learning the Importance of "Gravitas":** Recognize how to project confidence and thoughtfulness, earning respect and authority in professional settings
- **Being "Intentional" Before Entering the "Room":** Prepare mentally and emotionally to set clear intentions, ensuring a positive impression upon entering any environment
- **Appearance - Dressing for the Occasion:** Select attire that reflects the event's formality and aligns with your professional identity, boosting your confidence
- **Developing Executive Body Language:** Use body language effectively—maintaining good posture, eye contact, and appropriate gestures—to enhance engagement and communication
- **Increasing Your Emotional Intelligence:** Enhance your ability to recognize and manage your own emotions and those of others to improve interactions and leadership effectiveness
- **Expressing Credibility:** Build trust by demonstrating expertise, integrity, and reliability, thereby reinforcing your professional reputation



Meet Phil

Phil is a personal growth and leadership expert with 20 years of experience and is a certified High Performance Coach. He has dedicated his career to helping individuals, teams, and organizations achieve greater performance and profitability through comprehensive personal growth and leadership training programs. Since joining TTA in 2019, he has transformed everyday business topics into compelling life lessons, helping organizations close the gap between where they are and where they want to be.



Executive Presentation Skills

Overview

Mastering executive presentation skills is a critical step toward establishing credibility, building influence, and standing out in your organization. In today's fast-paced professional environment, only a small percentage of individuals truly excel at delivering impactful and persuasive presentations. This course is designed to equip participants with the advanced tools and techniques needed to craft clear, compelling messages and captivate their audience with confidence. Participants will learn strategies for structuring their presentations, engaging diverse audiences, and delivering with executive presence. Whether persuading stakeholders, leading teams, or communicating complex ideas, this course will empower you to connect authentically, influence effectively, and leave a lasting impression.



Delivery Method

- Virtual or on-site training



Duration & Class Size

- 60 & 90-minute workshops, half-day or full-day sessions
- 12 to 24 participants per class



Materials & Resources

- Digital workbook

Course Outline

After completing this class, you will have the tools and understanding of how to deliver effective and engaging presentations.

- Learn how to own the room with your presence
- Learn how to read and adapt to your audience
- Develop the skills of influence
- Learn how to present “change” that people will embrace
- Understand the 3 Keys to successful presentations
- Learn the preparation steps to a successful presentation
- Presentation best practices
- Learn how to reduce presentation anxiety
- Learn how to engage your audience

Presenting with poise and confidence increases your personal and professional stock value.

• Presentation Creation

- Break down your presentation into the proper stages
- Power openers
- Organizing your thought process

• Your Compelling Message

- Get your audience to “lean in”
- What’s in it for them?
- Ensure you have made your point

• Influence

- Understand the psychology of influence
- Build trust
- Increase your credibility



Meet Phil

Phil is a personal growth and leadership expert with 20 years of experience and is a certified High Performance Coach. He has dedicated his career to helping individuals, teams, and organizations achieve greater performance and profitability through comprehensive personal growth and leadership training programs. Since joining TTA in 2019, he has transformed everyday business topics into compelling life lessons, helping organizations close the gap between where they are and where they want to be.



Giving & Receiving Feedback | Coaching



Jay

Soft Skills Facilitator
Leadership Coach
28+ years of experience

Developing Transformative
Coaching Skills



Anne

Soft Skills Facilitator
Keynote Speaker
20+ years of experience

Coaching for Leaders

Mastering the Art of Giving
Feedback

Receiving Feedback



Zakiya

Soft Skills Facilitator
Keynote Speaker
32+ years of experience

Giving Effective Feedback

Developing Transformative Coaching Skills

Overview

Anyone who serves in any leadership capacity also possesses a significant responsibility to evoke the best out of others in ways that are generated from within and not overly prescriptive or controlled. This requires advanced social and emotional intelligence, trust in one's intuitive insights, and a unique capacity to listen deeply, ask transformative questions, and provide valuable feedback. In this course, we explore and practice the unique territory of *Transformative Coaching* as a range of distinct competencies that are essential for clients and students to experience their own transformation towards their most important goals and aspirations, empowering them to be the source of their sustained growth and accomplishment.



Delivery Method

- Virtual or on-site training



Duration & Class Size

- 60 & 90-minute workshops, half-day or full-day sessions
- 12 to 24 participants per class



Materials & Resources

- Reference guide

Course Outline

- Introduction and context setting (what to expect and how to create value)
- **Sharing:** Personal inventory...needs, goals, and aspirations
- **Activity:** Coach Me Exercise
- **Lesson:** Understanding the Coaching Formula and unique social science models that support the Coaching Process for a wide range of coaches
- **Video:** Coaching demonstrated; Debrief: What do you notice?
- **Lesson:** Developing advanced listening skills
- **Lesson:** Developing the skill of asking powerful/transformative questions
- **Situational Development:** Experience/witness being coached while playing the role of a client within relevant organizational situations
- **Breakout Session:** Practice your coaching skills and giving and receiving feedback
- Reflections and closing

What You'll Learn

- The 4D Relationship Model™
- The Support/Challenge Model
- The GROW Model for Coaching
- SMART Goal Setting and Action Planning
- The 5 Levels of Listening & 6 Keys to Ultimate Listening™
- The 4 Qualities of Questions Model™

Meet Jay

Jay is a Certified Coaches Alliance (CCA) 4D Certified Master Coach with over 28 years of experience in leadership training, curriculum design, and delivery for global Fortune 500 companies and government agencies, including Xerox, BCG, Prudential, USDA, Kimberly Clark, CDK Global, and the U.S. Marine Corps. He holds a Master's degree in Conflict Analysis and Resolution and is a Certified Radical Honesty® Trainer/Coach, as well as a former Certified District Court Mediator in the Washington D.C. region. Since joining TTA in 2011, Jay has brought his expertise to transform leadership and conflict resolution strategies within organizations.



Coaching for Leaders

Overview

Great leadership is about more than just managing tasks and making decisions. It's about empowering your team, helping them grow, and providing them with the tools and support they need to reach their full potential. This course focuses on equipping leaders with the necessary skills and strategies to effectively coach and develop their team members. In this interactive and practical session, participants will learn how to offer constructive feedback, ask powerful coaching questions, and guide team members through personal development plans, while building trust and rapport.



Delivery Method

- Virtual or on-site training



Duration & Class Size

- 60 & 90-minute workshops, half-day or full-day sessions
- 12 to 24 participants per class



Materials & Resources

- Quick reference guide

Course Outline

The Role of Coaching in Leadership

- Defining coaching, coaching as a leadership skill, coaching vs. traditional leadership, leadership styles and coaching
- Group discussion

The Power of Constructive Feedback in Coaching

- Understanding feedback, feedback principles, turning criticism into opportunity, key techniques for giving feedback
- Practical exercise

Building Trust and Rapport for Effective Coaching

- The foundation of trust, building rapport, the role of empathy, recognizing individual needs
- Role play

Coaching Conversations: Asking Powerful Questions

- The art of questioning, coaching question frameworks, avoiding "advice-giving", powerful question examples
- Interactive practice

Effective Listening Skills for Coaching

- Active listening, reflective listening techniques, listening for key insights, overcoming common listening barriers
- Group exercise

Creating and Tracking Development Plans

- Setting clear development goals, action plans and accountability
- Tracking progress and adapting the plan
- Case study discussion

Handling Difficult Coaching Situations

- Addressing resistance, coaching in high-stakes situations, dealing with defensive behavior, conflict resolution
- Role play

Creating a Coaching Culture in Your Organization

- Coaching as an organizational value, coaching for long-term success, empowering others, coaching effectiveness
- Group activity



Meet Anne

Anne is an energetic international keynote speaker, emcee, and trainer specializing in change management and memorable learning experiences. A two-time author and the creator and host of the "Dancing in the Discomfort Zone" podcast, Anne draws from 20 years of experience in corporate and non-profit leadership to craft relatable and hilariously memorable stories that help concepts truly stick. She excels in facilitating interactive discussions, creating an inclusive environment for learning, and ensuring every participant is engaged. Since joining TTA in 2020, Anne has led and created unforgettable training events.



Mastering the Art of Giving Feedback

Overview

Providing negative feedback is one of the most difficult yet essential tasks for leaders. It's also one of the most frequently avoided responsibilities, often because leaders feel ill-prepared or lack the right skills to engage in productive performance conversations. This course empowers leaders to approach these challenging situations with confidence, empathy, and clarity, ultimately improving team engagement, productivity, and retention. By learning and practicing effective feedback strategies, participants will develop the ability to turn difficult conversations into opportunities for growth, build trust with their team members, and drive better results.



Delivery Method

- Virtual or on-site training



Duration & Class Size

- 60 & 90-minute workshops, half-day or full-day sessions
- 12 to 24 participants per class



Materials & Resources

- Quick reference guide

Course Outline

The Importance of Feedback and the Challenges of Delivering It

- Understanding the impact of feedback
- Identifying the common barriers when giving negative feedback
- Overview of feedback models and application in real-world
- Group discussion

The Core Principles of Respectful and Tactful Communication

- Key principles of communication
- Understanding the role of body language and tone
- Practical techniques and case study analysis

Structuring the Feedback Conversation

- The "SBI Model" (Situation-Behavior-Impact)
- Creating a feedback framework that encourages dialogue
- Role-play exercise

Starting the Conversation on the Right Foot

- Conversation starters that set a positive, open tone from the outset
- Creating a safe space for feedback
- Handling defensive reactions
- Group activity

Moving from Problem to Solution: Constructive Conversation Flow

- Transitioning from identifying the problem to collaborating
- Asking open-ended questions to guide the conversation
- Best practices for maintaining empathy and accountability
- Collaborative exercise

Managing High-Stakes Conversations

- Identifying when a conversation is becoming emotionally charged
- Techniques for rescuing difficult feedback moments
- Strategies for de-escalation and role-play

Feedback Follow-Up and Building Long-Term Change

- The importance of follow-up: Setting clear action steps
- How to check in with employees to ensure progress after feedback
- Turning feedback into ongoing development



Meet Anne

Anne is an energetic international keynote speaker, emcee, and trainer specializing in change management and memorable learning experiences. A two-time author and the creator and host of the "Dancing in the Discomfort Zone" podcast, Anne draws from 20 years of experience in corporate and non-profit leadership to craft relatable and hilariously memorable stories that help concepts truly stick. She excels in facilitating interactive discussions, creating an inclusive environment for learning, and ensuring every participant is engaged. Since joining TTA in 2020, Anne has led and created unforgettable training events.



Receiving Feedback

Overview

Continuous improvement is essential for every employee, but receiving feedback can often be challenging. Whether it's positive or constructive, feedback can sometimes feel personal or uncomfortable. This course will equip participants with powerful strategies to embrace feedback, shift their mindset, and use feedback to enhance performance. By learning how to receive and even seek out feedback, employees can contribute to a culture of open communication, trust, and continuous improvement, leading to stronger accountability and initiative. Ultimately, these skills will improve individual performance, team dynamics, and the overall success of the organization.



Delivery Method

- Virtual or on-site training



Duration & Class Size

- 60 & 90-minute workshops, half-day or full-day sessions
- 12 to 24 participants per class



Materials & Resources

- Quick reference guide

Course Outline

The Importance of Receiving Feedback

- Why feedback is crucial and understanding the benefits
- Key differences between feedback and criticism
- Group discussion

Shifting Your Mindset

- How to reframe feedback to a valuable growth tool
- Overcoming emotional reactions to feedback
- The concept of "growth mindset" and its application
- Practical exercises

Creating a Culture of Open Communication and Trust

- How open communication and transparency promote trust
- Ways to foster a feedback-friendly culture
- Setting clear expectations and case study discussion

Actively Seeking Feedback

- Why seeking feedback is just as important as receiving it
- How to request feedback in a way that promotes openness
- Building feedback loops and group activity

Effective Listening in Receiving Feedback

- The importance of active listening when receiving feedback
- Key techniques for listening with empathy and understanding
- Avoiding common listening barriers and role-play exercise

Responding to Feedback

- How to acknowledge and express gratitude for feedback
- The "Pause, Process, and Act" strategy for digesting feedback
- Identifying actionable steps and group activity

Managing Difficult Feedback

- How to handle feedback in emotionally charged situations
- The importance of not taking feedback personally
- Strategies for maintaining composure and role-play

Follow-Up and Accountability

- How to create a feedback action plan
- Setting SMART goals to track progress and improvement
- How to ask for feedback and celebrate milestones achieved



Meet Anne

Anne is an energetic international keynote speaker, emcee, and trainer specializing in change management and memorable learning experiences. A two-time author and the creator and host of the "Dancing in the Discomfort Zone" podcast, Anne draws from 20 years of experience in corporate and non-profit leadership to craft relatable and hilariously memorable stories that help concepts truly stick. She excels in facilitating interactive discussions, creating an inclusive environment for learning, and ensuring every participant is engaged. Since joining TTA in 2020, Anne has led and created unforgettable training events.

Giving Effective Feedback

Overview

As human beings, we often hunger for feedback. However, many people will tell you that when they do get feedback, it's often because of something they have done wrong. This one-day course is designed to help workplace leaders learn how to provide feedback any time that the message is due. Whether feedback is formal or informal, and whether it is provided to employees, peers, or someone else, there are ways that it can be structured to be effective and lasting. This course will help participants learn why the way we deliver feedback is important, how to deliver a message so that people accept it and make changes that may be needed, and how to accept feedback that we are offered.



Delivery Method

- Virtual or on-site training



Duration & Class Size

- 60 & 90-minute workshops, half-day or full-day sessions
- 12 to 24 participants per class



Materials & Resources

- Pre-test, post-test, and reference guide

Course Outline

The workshop will begin with introductions and discussions about the day's activities, allowing students to identify their personal learning objectives.

Definitions: Participants will learn some key terms about feedback and explore some situations where different kinds of feedback would be needed.

Speaking Clearly: This session will help participants make sure that the language that they use is descriptive and clear.

Communication Strategies: This session will help participants improve communication skills that are essential to giving good feedback, including questioning techniques, probing tools, and ways to manage their non-verbal messages.

Characteristics of Effective Feedback: Participants will learn about the six characteristics of effective feedback and get a framework for formal and informal feedback discussions. Participants will then apply their new skills to a case study.

Receiving Feedback Graciously: This session will give participants some ways to receive feedback in a gracious manner.

Testing the Waters: The final session will give participants some hands-on practice with giving and receiving feedback.

Workshop Wrap-Up: Students fill out an action plan.



Meet Zakiya

Zakiya is a highly skilled consultant, facilitator, and trainer with over 32 years of experience in providing high-quality training and coaching across a diverse range of subjects. Her areas of expertise include Leadership, Critical Thinking, Conflict Resolution, and Communications. She is certified in "The Leadership Challenge" and "The Heart of Coaching," which bring knowledge and practical experience to every engagement. Since joining TTA in 2008, Zakiya has consistently delivered impactful results, empowering organizations and individuals to reach their full potential.



Workplace Wellness | Stress Management



Annie

Soft Skills Facilitator
Keynote Speaker
22+ years of experience

Choose to Soar...
Navigating Disruption in
Business and Life

H3 Culture | Hope,
Health, and Happiness in
the Workplace



Jake

Soft Skills Facilitator
Leadership Expert
22+ years of experience

Mental Health & Stress
Management: Techniques to
Manage Workplace Stress

Work-Life Balance: Avoiding
Burnout Through Self-Care

Healthy Relationships &
Communication: Navigating
Workplace Conflicts with
Empathy

Healthy Habits for Remote
Workers: Staying Active and
Engaged While Working from
Home



Zakiya

Soft Skills Facilitator
Keynote Speaker
32+ years of experience

Creating a Workplace
Wellness Program



[Back to Courses](#)

Choose to Soar...Navigating Disruption in Business and Life

Overview

Devastating storms have been cycling through our economy, healthcare system, businesses, and our families over the past three years, disrupting everything we once thought we could count on. But the truth is, storms of this size weren't just created overnight... Many of us have been caught up in a whirlwind for a while now. Weathering the Storms is a presentation about personal and professional resilience and the steps you and your team can take to persevere through the eye of the storm with hope and a plan.



Delivery Method

- Virtual or on-site training



Duration & Class Size

- 60 & 90-minute workshops, half-day or full-day sessions
- 12 to 24 participants per class



Materials & Resources

- Pineapple package (optional for an additional fee): Includes a beach bag, cozy blanket, reusable water bottle, two inspiring books, and a meaningful bracelet—symbolizing hope, happiness, health, and commitment

Course Outline

Welcome to a transformative journey, where we will explore the powerful concepts of resilience and adaptability in the face of disruption, equipping you with the tools to thrive personally and professionally.

S: Stuck, Shock, Sadness, Stillness....When disruption hits it sometimes knocks us off our feet

T: When change happens we need to give ourselves grace as we find our footing to move forward again... we are on our own timetable

O: Keeping an open mind and heart to the lessons we can learn in disruptions at work and home

R: Relationships are always needed but especially when need to rely on other...knowing our reliable relationships before the challenge comes

M: A Motivated Mindset does not happen by chance but only with living intentionally daily in all we watch, hear, see and who we surround ourselves

S: Soaring above your circumstances is about not letting the disruptions define you and how you show up at work each day



Meet Annie

Annie is a dynamic speaker, author, and entrepreneur who has overcome numerous challenges in business. She inspires audiences with her unshakeable optimism, drive, and resiliency, teaching teams how life's storms can lead to breakthrough innovation, renewed vision, and unbreakable collaboration. As the author of over seven books, her keynotes and workshops provide practical strategies for growth. Annie has worked with organizations like 3M, Target, and various associations, providing strategies to navigate change and drive success.



H3 Culture | Hope, Health, and Happiness in the Workplace

Overview

Implementing an H3 Culture infuses Hope, Health, and Happiness into your work environment whether that's with a team or a solo venture. Instilling H3 helps those of us who struggle with the unknowns, feel disconnected after transitioning to working remotely, or are a siloed solopreneur with little to no external engagement. These are common challenges of a modern-day workplace that can make us feel depressed, lonely, anxious, or even like an imposter in our professional role. H3 teaches strategies to strengthen culture, maintain employee retention, cultivate engagement, and improve mental health.



Delivery Method

- Virtual or on-site training



Duration & Class Size

- 60 & 90-minute workshops, half-day or full-day sessions
- 12 to 24 participants per class



Materials & Resources

- Pineapple package (optional for an additional fee): Includes a beach bag, cozy blanket, reusable water bottle, two inspiring books, and a meaningful bracelet—symbolizing hope, happiness, health, and commitment

Course Outline

In this course, we will embark on a transformative journey that empowers you to shift from feelings of overwhelm and hopelessness to a place of hope and anticipation. Here are the key areas we will explore:

- Moving from feeling overwhelmed and hopeless to hopeful...anticipation is making me wait
- Accessing 7 areas of health and then choosing one to focus on the Wheel of Courage to take your first step forward and make some changes
- Laughter really is one of our best medicines, finding humor in the hard, learning to laugh with and at ourselves



Meet Annie

Annie is a dynamic speaker, author, and entrepreneur who has overcome numerous challenges in business. She inspires audiences with her unshakeable optimism, drive, and resiliency, teaching teams how life's storms can lead to breakthrough innovation, renewed vision, and unbreakable collaboration. As the author of over seven books, her keynotes and workshops provide practical strategies for growth. Annie has worked with organizations like 3M, Target, and various associations, providing strategies to navigate change and drive success.



Mental Health & Stress Management: Techniques to Manage Workplace Stress

Overview

This course provides participants with practical tools and strategies to effectively manage workplace stress, increase emotional resilience, and build long-lasting habits for reducing stress. Through engaging discussions and actionable techniques, participants will gain valuable insights into fostering a healthier and more productive work environment.



Delivery Method

- Virtual or on-site training



Duration & Class Size

- 60 & 90-minute workshops, half-day or full-day sessions
- 12 to 24 participants per class



Materials & Resources

- A personalized set of quick mindfulness techniques for immediate stress relief
- Strategies for recognizing and managing emotional triggers
- A digital *Stress-Buster Playbook* with tips for ongoing stress management and resilience building

Course Outline

Welcome & Warm-Up

- Fun, light-hearted introductions
- Overview of the "Stress-Buster Playbook" and session goals

The Stress Express

- Interactive quiz: "What's your stress style?"
- Debrief: Discuss how stress manifests mentally, physically, and emotionally, and its effect on workplace productivity and well-being

Mindfulness in Minutes

- Demonstration: Quick, accessible meditation and breathing practices that can be done anywhere
- Guided practice: Participants engage in a live mindfulness session, learning techniques
- Reflection: Discuss the impact of mindfulness on stress relief and its long-term benefits

Build Your Resilience Toolkit

- Workbook exercise: Each participant creates their own "resilience recipe" by identifying personal stressors and crafting a set of personalized coping strategies
- Discussion: Sharing strategies and tips to maintain resilience over time

Wrap-Up & Takeaways

- Participants share one new stress-management habit they will commit to
- Introduction of the digital *Stress-Buster Playbook*, containing mindfulness techniques, emotional regulation tips, and stress management strategies



Meet Jake

Jake is a leadership development expert with over two decades of experience empowering senior executives across global organizations. As the former Vice President and Head of Global Learning at Takeda Pharmaceuticals, he led award-winning programs that enhanced employee engagement and empowerment. His leadership development philosophy, "Celebrate the Pivot," fosters a culture of innovation and agility, helping organizations adapt and thrive in a fast-changing world. Jake has led workshops in over 50 countries with clients including Deloitte, Google, Coca-Cola, Merck, Starbucks, and IBM.



Work-Life Balance: Avoiding Burnout Through Self-Care

Overview

This course helps participants create effective boundaries and develop personalized self-care routines to achieve a sustainable work-life balance. Through practical strategies and actionable insights, participants will learn to reduce burnout, enhance well-being, and increase healthy productivity in both their personal and professional lives.



Delivery Method

- Virtual or on-site training



Duration & Class Size

- 60 & 90-minute workshops, half-day or full-day sessions
- 12 to 24 participants per class



Materials & Resources

- Techniques for setting clear and effective work-life boundaries
- Time management strategies to prioritize both work and self-care
- A personalized self-care plan, included in the digital *Work-Life Balance Playbook*

Course Outline

Kickoff & Icebreaker

- Fun poll: "Are you a workaholic or a chill master?"
- Reflection: Why work-life balance is essential for both personal well-being and workplace success

Boundary Bootcamp

- Interactive exercise: Learners engage in boundary-setting scenarios, practicing how to say "no" gracefully
- Debrief: Why setting clear boundaries protects your time and energy without harming relationships

Time-Taming Tips

- Practical demonstration: Explore strategies for prioritizing tasks and scheduling your day for maximum efficiency
- Playbook activity: Participants map out their "ideal week," creating a balanced schedule that includes both work and personal time

The Self-Care Shuffle

- Exercise: Participants brainstorm and share enjoyable self-care activities, focusing on what truly recharges them (physical, mental, and emotional)
- Group share: What is one self-care activity you do regularly, and how has it helped maintain your balance?

Burnout Beware

- Discussion: Identifying early warning signs of burnout and the importance of early intervention
- Commitment cards: Participants write down and share one self-care practice they will begin implementing



Meet Jake

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Healthy Relationships & Communication: Navigating Workplace Conflicts with Empathy

Overview

This course helps participants enhance communication skills by mastering empathetic listening and paraphrasing to build positive relationships and resolve conflicts effectively.



Delivery Method

- Virtual or on-site training



Duration & Class Size

- 60 & 90-minute workshops, half-day or full-day sessions
- 12 to 24 participants per class



Materials & Resources

- Conflict Resolution Tools: Participants will receive a digital *Healthy Relationships Playbook* on navigating conflicts and fostering positive workplace interactions

Course Outline

Welcome & Setting the Tone

- Fun introductions with a focus on setting a positive, open atmosphere
- Quick overview of the importance of empathy

The Art of Listening: Listening Sprints

- Exercise: Participants practice Listening Sprints at different levels: Level 1: Listening for the rational truth and Level 2: Listening for the emotional truth
- Debrief: Discuss the differences and how to transform workplace interactions

Empathetic Paraphrasing: Mastering the Skill

- Introduction to paraphrasing with empathy and perspective-taking
- Activity: Participants practice paraphrasing, focusing on demonstrating both understanding of the facts and the emotional content of what was said
- Reflection: Why paraphrasing with empathy builds trust and reduces conflict

Conflict Resolution: Empathy in Action

- Conflict resolution playbook: Steps to navigate disagreements with empathy and perspective-taking
- Activity: Participants role-play a real-world workplace conflict, practicing empathetic paraphrasing and listening techniques to resolve it

Final Thoughts & Actionable Takeaways

- Participants share one communication skill they plan to apply immediately
- Introduction of the digital *Healthy Relationships Playbook*, which includes steps for conflict resolution and empathetic listening practices



Meet Jake

Jake is a leadership development expert with over two decades of experience empowering senior executives across global organizations. As the former Vice President and Head of Global Learning at Takeda Pharmaceuticals, he led award-winning programs that enhanced employee engagement and empowerment. His leadership development philosophy, "Celebrate the Pivot," fosters a culture of innovation and agility, helping organizations adapt and thrive in a fast-changing world. Jake has led workshops in over 50 countries with clients including Deloitte, Google, Coca-Cola, Merck, Starbucks, and IBM.



Healthy Habits for Remote Workers: Staying Active and Engaged While Working from Home

Overview

This course provides remote workers with actionable strategies to create wellness-friendly home offices, stay physically active, and maintain social connections.



Delivery Method

- Virtual or on-site training



Duration & Class Size

- 60 & 90-minute workshops, half-day or full-day sessions
- 12 to 24 participants per class



Materials & Resources

- Practical tips for optimizing your workspace for wellness and productivity
- A set of desk-friendly exercises to incorporate movement into your day
- A *Remote Worker Playbook* with routines and strategies for staying connected and maintaining a healthy work-life balance

Course Outline

Virtual Hellos & Fun Facts

- Participants share one fun perk they enjoy about working remotely
- Poll: How often do you take breaks during the day?

Home Office Haven

- Show & tell: Participants share pictures or ideas from their workspace
- Mini-challenge: Identify one quick improvement you can make to your current workspace for better comfort and focus

Move It or Lose It

- Demonstration: Simple, desk-friendly exercises to integrate movement throughout the workday (stretches, posture, and micro-workouts)
- Group activity: Everyone participates in a short, guided movement break
- Reflection: Discuss the importance of staying physically active to prevent burnout and maintain energy levels

Avoiding Cabin Fever

- Brainstorm: How can you stay socially connected while working from home?
- Debrief: Why social connections are essential, even in a remote environment

Closing & Commitments

- Action step: Participants share one new habit they'll implement tomorrow to improve their remote work routine
- Introduction of the digital *Remote Worker Playbook*, containing tips for creating a balanced day, staying active, and staying connected



Meet Jake

Jake is a leadership development expert with over two decades of experience empowering senior executives across global organizations. As the former Vice President and Head of Global Learning at Takeda Pharmaceuticals, he led award-winning programs that enhanced employee engagement and empowerment. His leadership development philosophy, "Celebrate the Pivot," fosters a culture of innovation and agility, helping organizations adapt and thrive in a fast-changing world. Jake has led workshops in over 50 countries with clients including Deloitte, Google, Coca-Cola, Merck, Starbucks, and IBM.



Creating a Workplace Wellness Program

Overview

Whether you are creating a workplace wellness program from scratch, or enhancing what you already have, you're already on the right track! With increasing costs of health care, a shrinking workforce, and aging workers, a savvy workplace understands the value of supporting workers to improve their conditioning and to live a fitter lifestyle. This course includes all aspects of designing or upgrading a program, from concept through implementation, to review.



Delivery Method

- Virtual or on-site training



Duration & Class Size

- 60 & 90-minute workshops, half-day or full-day sessions
- 12 to 24 participants per class



Materials & Resources

- Pre-test, post-test, and reference guide

Course Outline

The Case for Wellness: This session will explore the benefits of workplace wellness programs.

Building the Foundation: Participants will look at the fundamental elements of a workplace wellness program, including a strong committee, resources, and a supporting culture.

Gathering Support: Participants will get ideas for getting executives and employees on board with their workplace wellness program.

Gathering Data: Participants will learn about metrics for workplace wellness programs and where to find program ideas, including how to perform research with GO-PARSE.

Performing a Needs Analysis: Participants will learn how to perform a needs analysis with the ICE method and ways to make a strong case for a wellness program.

Program Elements: Start with six in-depth case studies to help participants apply what they have learned and design a sample program.

Implementing a Workplace Wellness Program: Participants will get ways to implement their wellness program and get the workforce excited about it.

Reviewing the Plan: Participants will learn techniques and ideas for a successful program launch.

Evaluating and Reporting Results: The final session will detail some ways to evaluate a wellness program and present results.



Meet Zakiya

Zakiya is a highly skilled consultant, facilitator, and trainer with over 32 years of experience in providing high-quality training and coaching across a diverse range of subjects. Her areas of expertise include Leadership, Critical Thinking, Conflict Resolution, and Communications. She is certified in "The Leadership Challenge" and "The Heart of Coaching," which bring knowledge and practical experience to every engagement. Since joining TTA in 2008, Zakiya has consistently delivered impactful results, empowering organizations and individuals to reach their full potential.



Team Building | Managing Across Teams



Anne

Soft Skills Facilitator
Keynote Speaker
20+ years of experience

Team Building and
Collaboration



Zakiya

Soft Skills Facilitator
Keynote Speaker
32+ years of experience

Let's Get Motivated



Stacy

Soft Skills Facilitator
Corporate Coach
9+ years of experience

Team Synergy



Chris

Soft Skills Facilitator
Leadership Coach
23+ years of experience

Team Strengths at Work



Holly

Soft Skills Facilitator
Keynote Speaker
20+ years of experience

Inspiration and Recognition
for Your Teams

Team Building and Collaboration

Overview

Collaborative teams can be the driving force behind innovation, productivity, and morale in an organization. However, creating a truly effective team requires intentional effort, trust-building, and strong communication skills. Even teams struggling with dysfunction can transform into high-performing groups with the right strategies. This dynamic and hands-on workshop equips participants with actionable skills to foster trust, improve communication, and create a culture of collaboration. By the end of the session, participants will be equipped to enhance engagement, retention, and overall team effectiveness in their organizations.



Delivery Method

- Virtual or on-site training



Duration & Class Size

- 60 & 90-minute workshops, half-day or full-day sessions
- 12 to 24 participants per class



Materials & Resources

- Quick reference guide

Course Outline

Introduction to Team Dynamics

- Understanding the benefits of effective team collaboration
- Exploring the characteristics of high-performing teams
- Identifying common challenges that hinder team effectiveness

Building Trust Within Teams

- The role of trust in fostering collaboration and innovation
- Trust-building activities to strengthen team bonds
- Practical methods for establishing and maintaining trust

Personal Accountability and Team Productivity

- How individual responsibility impacts team outcomes
- Recognizing and addressing accountability gaps within a team
- Strategies to encourage ownership of tasks and goals

Communication for Collaboration

- Principles of effective communication in teams
- Techniques to promote open dialogue and active listening
- Group activity

Conflict Resolution and Managing Disagreements

- Identifying the root causes of team conflict
- Steps to resolve conflicts while maintaining relationships
- Interactive role-play

Creating a Culture of Collaboration

- Practical strategies for encouraging collaboration
- Tools and technologies to streamline teamwork
- Case studies

Sustaining Team Success

- Monitoring and measuring team effectiveness over time
- Recognizing and celebrating team achievements
- Developing an ongoing action plan



Meet Anne

Anne is an energetic international keynote speaker, emcee, and trainer specializing in change management and memorable learning experiences. A two-time author and the creator and host of the "Dancing in the Discomfort Zone" podcast, Anne draws from 20 years of experience in corporate and non-profit leadership to craft relatable and hilariously memorable stories that help concepts truly stick. She excels in facilitating interactive discussions, creating an inclusive environment for learning, and ensuring every participant is engaged. Since joining TTA in 2020, Anne has led and created unforgettable training events.



Let's Get Motivated!

Overview

Finding motivation is something everyone must deal with. Ambition wanes from time to time and picking the momentum back up is important. You'll thank yourself when you see that you've stayed disciplined and learned how to get motivated.



Delivery Method

- Virtual or on-site training



Duration & Class Size

- 60 & 90-minute workshops, half-day or full-day sessions
- 12 to 24 participants per class



Materials & Resources

- Pre-test, post-test, and reference guide

Course Outline

This session will take a deep dive into the complex concept of motivation, looking at its nature, and exploring practical methods to capture and harness positive motivation effectively. By the end of this interactive session, participants will walk away with a variety of actionable steps designed to help them not only achieve their personal goals but also maintain motivation over time.

Defining Motivation: What it is and How it Works

- Understanding what motivation is and the underlying psychological and emotional processes that drive it
- Discussion on the importance of motivation in achieving personal and professional goals.

Factors Impacting our Motivation Levels

- Intrinsic motivation
- Competence motivation
- Learning motivation
- Achievement motivation

How to Get Motivated

- Nineteen ways to become motivated

Sustaining your Motivation

- Ten ways to sustain your motivation



Meet Zakiya

Zakiya is a highly skilled consultant, facilitator, and trainer with over 32 years of experience in providing high-quality training and coaching across a diverse range of subjects. Her areas of expertise include Leadership, Critical Thinking, Conflict Resolution, and Communications. She is certified in "The Leadership Challenge" and "The Heart of Coaching," which bring knowledge and practical experience to every engagement. Since joining TTA in 2008, Zakiya has consistently delivered impactful results, empowering organizations and individuals to reach their full potential.



Team Synergy

Overview

With an emphasis on synergy and synergy-building activities, participants will gain insights into creating cohesive teams capable of navigating challenges, fostering innovation, and achieving sustained success in today's dynamic work environments.



Delivery Method

- Virtual or on-site training



Duration & Class Size

- 60 & 90-minute workshops, half-day or full-day sessions
- 12 to 24 participants per class



Materials & Resources

- Resource and reference handout

Course Outline

Ice Breaker

- **Overview & Objective**
- **Let's Start With, How We Communicate With One Another**
 - The Importance of clarity & specificity
 - Setting clear goals and objectives
 - Active listening techniques
 - Managing emotions
 - Communication channels & styles
 - Effective communication
 - Verbal / non-verbal
 - Written / digital
 - Conflict resolution
 - When to coach and when to give feedback

Paired Activity/Learning Application

- **Recognizing & Valuing Diversity within Teams**
 - Pain points
 - Leverage different perspectives & strengths
 - Delegating & empowering teams

Learning Application

- **Creating Change**
 - Fixed mindset vs. growth mindset
 - Managing through change
 - Being a person of influence
 - Leading through change

Learning Application

- **5 Behaviors of a Cohesive Team**
 - Trust, conflict, commitment, accountability, results (Patrick Lencioni)

Learning Application

- **Conclusion:** The Importance of sustaining team synergy



Meet Stacy

Stacy has ten years of experience as a facilitator, speaker, and coach, specializing in operational excellence, customer engagement, leadership development, and supply chain logistics. With over 16 years as an operations executive, she has a proven track record of improving operational efficiency, enhancing service, and driving significant cost savings in high-volume environments. Stacy's hands-on experience in operations brings added value when facilitating training within organizations. Since joining TTA in 2021, she has helped businesses achieve their operational and leadership goals through results-driven solutions.



Team Strengths at Work

Overview

The session begins with a focus on how your Top 5 talents & strengths show up in your professional/public life, how to examine, grow, and effectively speak about your strengths, and action-planning for using your strengths for long-term success. The course then explores "strengths" related to engagement and performance within the workplace, how to best combine and share team talents, and the exponential power of strengths applied within a team.



Delivery Method

- Virtual or on-site training



Duration & Class Size

- 60 & 90-minute workshops, half-day or full-day sessions
- 12 to 24 participants per class



Materials & Resources

- Robust participant guides as take-away reference materials, and post-session follow-up resources to integrate best practices and embed the learning into the workplace

Course Outline

During the workshop, the team will receive a grid containing the entire staff's collective strengths in visual form and conduct exercises that illustrate the benefits of strengths collaboration in your work teams. The overall objective is to create a shared common language that helps see people at their best in the workplace —when they have the most to offer to the team's performance and culture.

- Overview of Gallup Strengths Framework
- Individual Sensemaking and Pair Share Activity ("Name It, Claim It")
- The Domains of Strengths and Connections to Professional & Personal Growth
- Sharing Strengths in a Team Environment
- Partnering for Engagement and Performance
- Action-Planning for Team Application and Collaboration

Chris's style is to use a learning 'play structure' that scaffolds individual and group development and facilitates discussion and activities that create lasting personal and professional development. Learning content delivery is multi-faceted to engage all learning styles: uses a blend of mini-lectures with facilitated discussion, self-reflection via guided writing, partner/group sharing, and full-room learning activities. Some small amount of pre-work/pre-reading is part of each workshop, preparing participants to engage in the in-room learning.



Meet Chris

Chris is a Strengths Evangelist with a strong background in leadership development and career coaching. Previously at Harvard University's Center for Workplace Development for nearly a decade, he managed programs to enhance leadership skills and served as Lead Instructor for the "New Manager Series" and "Foundations of Leadership." Since joining TTA in 2023, Chris has focused on aligning individual strengths with career opportunities and supporting organizational growth through strengths-based development.



Inspiration and Recognition for Your Teams

Overview

Great leaders know that people support and thrive in a world they help create. In this interactive and thought-provoking course, participants will explore the critical role appreciation plays in fostering a motivated and high-performing team. Students will dive deep into understanding team dynamics, individual motivators, and the connection between recognition and trust-building. This course will provide actionable techniques for tailoring feedback and recognition to resonate with different team members, strengthening relationships, enhancing collaboration, and driving synergy. Through real-world scenarios, group discussions, and reflective exercises, participants will leave with the tools and confidence to inspire their teams and create an environment where everyone feels valued.



Delivery Method

- Virtual or on-site training



Duration & Class Size

- 60 & 90-minute workshops, half-day or full-day sessions
- 12 to 24 participants per class



Materials & Resources

- Character traits handout

Course Outline

Module 1: The Importance of Appreciation

- Why appreciation matters
- Appreciation vs. feedback
- Barriers to appreciation

Module 2: Discovering What Motivates Your Team

- Motivational frameworks: Understanding intrinsic and extrinsic motivators
- The science of motivation: Insights into how appreciation enhances engagement and performance
- Getting personal: Identifying individual motivators through observation and dialogue

Module 3: The Art of Giving Recognition

- Recognition done right: Characteristics of meaningful and impactful appreciation
- Tailoring your approach: Adapting recognition styles to individual and cultural preferences
- Timing and context: When and how to recognize efforts for maximum impact

Module 4: Building Trust and Fostering Synergy

- Trust and appreciation: How recognition builds credibility and rapport
- Appreciation as a team-building tool: Encouraging collaboration and mutual respect through recognition
- Practicing synergy: Creating a culture of collective recognition where peers support one another

Module 5: Practical Application and Strategies

- Real-world scenarios: Applying techniques in realistic workplace situations
- Tools for continuous recognition: Leveraging technology, systems, and habits to sustain a culture of appreciation
- Personal action plan: Developing a tailored strategy to implement appreciation practices in your team



Meet Holly

Holly brings over 20 years of training and customer service expertise. As a DiSC Certified behavioral consultant, she excels in developing relationships, identifying operational challenges, and creating impactful solutions to enhance guest and client experiences. With a deep background in instructional design, content development, coaching, and facilitation, Holly has supported various industries, including the automotive sector. Since joining TTA in 2022, she has helped organizations elevate their teams through transformative training and consulting.



Customer Service | Sales Training



Phil

Soft Skills Facilitator
Keynote Speaker
20+ years of experience

[Customer Service Success](#)



Zakiya

Soft Skills Facilitator
Keynote Speaker
32+ years of experience

[Managing Customer Service](#)

Customer Service Success

Overview

Exceptional customer service goes beyond simply meeting expectations; it's about making customers feel valued, understood, and appreciated. This course provides practical, hands-on techniques to help participants master the art of delivering quality service to both external and internal customers. Through interactive exercises and real-world scenarios, participants will develop essential skills such as active listening, empathetic communication, and handling challenging situations with professionalism and poise.



Delivery Method

- Virtual or on-site training



Duration & Class Size

- 60 & 90-minute workshops, half-day or full-day sessions
- 12 to 24 participants per class



Materials & Resources

- Digital workbook

Course Outline

The class emphasizes the importance of emotional intelligence and adaptability in understanding diverse customer needs and creating meaningful interactions.

After completing this course, employees at all levels will understand that many of the people they interact with on a daily basis are truly customers, even if they are not technically defined as such. From peers in different departments, to vendors and contractors, customer service goes beyond what has typically been defined as a "customer."

- Develop the people skills and behaviors necessary for excellent customer service
- Learn how to deal with common customer concerns and complaints
- Learn self-control when dealing with an angry customer
- Learn the skills necessary to be a part of a team that serves internal customers
- Overcome challenges, defuse conflict, and relieve stress
- Learn how to control your environment rather than be controlled by it
- Influence others in a positive way
- Unlock the hidden potential that exists within yourself



Meet Phil

Phil is a personal growth and leadership expert with 20 years of experience and is a certified High Performance Coach. He has dedicated his career to helping individuals, teams, and organizations achieve greater performance and profitability through comprehensive personal growth and leadership training programs. Since joining TTA in 2019, he has transformed everyday business topics into compelling life lessons, helping organizations close the gap between where they are and where they want to be.

Managing Customer Service

Overview

The need to lead, model, and promote organizational values within a customer service environment is essential for business success. This one-day workshop will provide participants with opportunities to explore their responsibilities within their role as a leader (supervisor or manager) in a customer service environment.



Delivery Method

- Virtual or on-site training



Duration & Class Size

- 60 & 90-minute workshops, half-day or full-day sessions
- 12 to 24 participants per class



Materials & Resources

- Pre-test, post-test, and reference guide

Course Outline

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

The Six Critical Elements of Customer Service

The morning of the course will be spent exploring the six critical elements of customer service:

- A customer service focus
- Procedures
- Culture
- Problem-solving
- Measurement
- Reinforcement

Understanding Leadership

Next, participants will explore what leadership is all about. Paul Hersey and Ken Blanchard's Situational Leadership II® model will be discussed, as well as Robert Greenleaf's concept of servant leadership. Techniques for managing performance and conducting onboarding and orientation will also be discussed.

Five Practices of Leadership

This session explores the five leadership practices developed by James Kouzes and Barry Posner in The Leadership Challenge.

Workshop Wrap-Up

At the end of the course, students will have an opportunity to ask questions and fill out an action plan.



Meet Zakiya

Zakiya is a highly skilled consultant, facilitator, and trainer with over 32 years of experience in providing high-quality training and coaching across a diverse range of subjects. Her areas of expertise include Leadership, Critical Thinking, Conflict Resolution, and Communications. She is certified in "The Leadership Challenge" and "The Heart of Coaching," which bring knowledge and practical experience to every engagement. Since joining TTA in 2008, Zakiya has consistently delivered impactful results, empowering organizations and individuals to reach their full potential.



Professional Development | Career Pathing



Cheryl

Soft Skills Facilitator
Corporate Coach
25+ years of experience

Career Development &
Self-Assessment Training



Susan

Soft Skills Facilitator
Keynote Speaker
30+ years of experience

Effective Performance
Management
Conversations



John

Soft Skills Facilitator
Keynote Speaker
16+ years of experience

Critical Thinking



Anne

Soft Skills Facilitator
Keynote Speaker
20+ years of experience

Personal Accountability

Ignite Your Organization's
Change: Change
Management for
Employees

Ignite Your Organization's
Change: Change
Management for Leaders



Phil

Soft Skills Facilitator
Leadership Coach
20+ years of experience

Awareness and
Accountability

Business Problem Solving



Jake

Soft Skills Facilitator
Corporate Coach
28+ years of experience

Brilliant Accountability: Turn
Commitments into Results

Brilliant Pivots: Transform
Challenges into Opportunities

Brilliant Resilience: Achieve
Sustainable High Performance

Brilliant Teaming: Elevate
Collective Performance

Brilliant Influence: Engage
Authentically and Inspire Action



[Back to Courses](#)

Career Development and Self-Assessment Training

Overview

This training program is intended to help employees play an active role in their career development. Managers and employees must work together in the performance development process. Employees need to understand their objectives, know what to do to learn independently, and request feedback and support as needed. Managers need to support employees in their efforts to achieve goals, build their skills, and prepare for potential future positions of increasing responsibility.



Delivery Method

- Virtual or on-site training



Duration & Class Size

- 60 & 90-minute workshops, half-day or full-day sessions
- 12 to 24 participants per class



Materials & Resources

- Resource guide

Course Outline

Defining Roles

- Understand the employee and manager roles and responsibilities in career development
- Establishing boundaries and trust
- Managing expectations

Goal Setting and Planning

- Set SMART goals and milestones
- Measure and track progress
- Practice activity

Understand Competencies and Recognize Growth Opportunities

- Assess current state vs future state, considering skill vs will and use of a Preference Grid
- Recognize competency proficiency necessary for future growth opportunities

Writing an Assessment or Evaluation

- Explaining performance with facts and evidence
- Practice activity

Giving and Receiving Feedback

- Learn how to provide clear, effective feedback—positive and constructive
- Be open to receiving feedback
- Practice activity

Prepare for Performance Conversations

- Planning the conversation
- Anticipate issues and formulate responses
- Practice activity



Meet Cheryl

Cheryl is a senior learning and development consultant, facilitator, and coach with over 25 years of experience in training across various industries. A certified practitioner of the Myers-Briggs Type Indicator (MBTI), she specializes in customized training and coaching to enhance performance and communication. Cheryl facilitates professional development courses in leadership, management, and communication, along with consulting for organizational development and employee engagement. Since joining TTA in 2012, has helped individuals and organizations instill behavioral changes that foster competence, confidence, and positive outcomes.



Effective Performance Management Conversations

Overview

This virtual course provides specific skills to support the ongoing performance management process, including setting clear expectations, providing effective performance feedback, and getting agreement on and planning for improved performance where performance gaps exist. Participants learn to integrate SMART criteria into developing and communicating performance expectations. Providing honest and clear feedback is practiced so that employees clearly understand where they stand relative to expectations. Because employees react differently to honest feedback, participants learn and practice different strategies for dealing with those different reactions, and for driving ownership for a gap to the employee.



Delivery Method

- Virtual or on-site training



Duration & Class Size

- 60 & 90-minute workshops, half-day or full-day sessions
- 12 to 24 participants per class



Materials & Resources

- Participant guide, articles, and videos

Course Outline

Pre-Course Work: Identify 2 existing performance gaps and associated expectations

Welcome and Introductions

Performance Management Mindset

- Performance management myths
- Trust and performance management: The emotional bank account
- Activity: Building trust

Performance Gaps Defined

- Types of performance gaps
- Activity: Why don't people perform?

Developing Clear Expectations

- Getting results the easy way
- SMART criteria
- Activity: Developing and communicating clear expectations

Giving Effective Performance Feedback

- Positive feedback and constructive feedback
- Video: Why we sometimes don't give feedback
- Activity: Making feedback constructive
- Feedback and accountability

Making Difficult PM Conversations Easier

- The PRO model (present, respond, ownership)
- Activity: Applying the PRO model

Wrap Up and Action Planning

Meet Susan

Susan is a seasoned learning professional with over 30 years of experience developing and facilitating soft skills training, including leadership, emotional intelligence, effective communication, team development, conflict management, and customer relations. She holds certifications in Social Styles, DiSC, and Covey's Leadership and Time Management. Since joining TTA in 2015, Susan has conducted impactful learning sessions worldwide, using her conversational Spanish skills to engage diverse audiences and achieve meaningful results.



Critical Thinking

Overview

The world around us is changing at monumental speeds. We are constantly bombarded with bits and pieces of information from all directions. But how do we make sense of them all? Critical thinking allows us to understand the world in which we live through analyzing, synthesizing, and evaluating information. Participants learn to apply these methods of inquiry in meaningful ways to solve problems in work and life.



Delivery Method

- Virtual or on-site training



Duration & Class Size

- 60 & 90-minute workshops, half-day or full-day sessions
- 12 to 24 participants per class



Materials & Resources

- Custom handouts
- Reference guide

Course Outline

Level 1

- Topic introduction
- Understanding Bloom's Taxonomy and the levels of higher ordered thinking
- Challenging assumptions using videos and "brain teasers"
- Understanding point-of-view
- Discovering "the larger context" through images, data and popular culture

Level 2

- Analyzing complex topics by sorting out claims, counterclaims, and rebuttals
- Using evidence-based support
- Employing logic and reason—and understanding the role of emotions—when advocating
- Addressing logical fallacies

Level 3

- Synthesizing information through the reading of disparate, industry specific articles (could be provided by client)
- Evaluating information
- Showing full mastery of the object being evaluated
- Using a depersonalized, critical vocabulary
- Using facts and objectivity—especially when making comparisons
- Understanding the role of subjectivity

Level 4

- Applying course material to a complex, multi-faceted case study
- Group work: Creating action plans to use critical thinking back at the workplace and for the benefit of the organization



Meet John

John is a learning and development facilitator with over 16 years of experience in public and private sectors. He has worked with clients such as Grubhub, the San Francisco Federal Reserve Bank, the Utah Transit Authority, and the New York Presbyterian Hospital Network. Previously, he served as the Director of Curriculum and Professional Development (internal training consultant) for the New York City Transit Authority (MTA) and worked as a consultant for Cengage Learning, where he spoke at national conferences. Since joining TTA in 2017, he has assisted organizations in enhancing their team culture.



Personal Accountability

Overview

Achieving organizational success hinges on the collective commitment of every team member. At the heart of this commitment lies personal accountability—a concept that empowers individuals to take ownership of their actions, decisions, and outcomes. However, the boundaries of accountability and initiative can sometimes be unclear. This interactive course is designed to demystify personal accountability, enabling participants to recognize its significance, navigate barriers, and cultivate actionable strategies to enhance their performance. Through dynamic discussions and practical exercises, participants will learn to tactfully assess when to take initiative and develop a clear plan of action to foster accountability.



Delivery Method

- Virtual or on-site training



Duration & Class Size

- 60 & 90-minute workshops, half-day or full-day sessions
- 12 to 24 participants per class



Materials & Resources

- Quick reference guide

Course Outline

Introduction to Personal Accountability

- Defining personal accountability in a professional context
- Exploring accountability, trust, and organizational success
- Understanding the impact of accountability

Barriers to Accountability

- Common challenges and excuses that hinder accountability
- The role of fear, ambiguity, and organizational culture in limiting responsibility
- Group discussion: Sharing real-world examples

Taking Initiative Responsibly

- Strategies to determine when to act and when to delegate
- The balance between proactive behavior and boundaries
- Case studies: Evaluating scenarios

Communication for Accountability

- Techniques to clearly articulate expectations and commitments
- Leveraging active listening and feedback
- Role-playing exercises: Accountability-focused conversations

Developing a Personal Action Plan

- Analyzing individual strengths and areas for growth
- Setting realistic goals to enhance personal accountability
- Creating an accountability roadmap to results

Accountability in Teams

- Encouraging accountability among peers and team members
- Techniques to align personal actions with team objectives
- Group activity: Developing team accountability charters

Sustaining Accountability for Long-Term Success

- The importance of self-reflection and ongoing improvement
- Recognizing and celebrating accountability-driven achievements
- Building a culture of accountability within the organization



Meet Anne

Anne is an energetic international keynote speaker, emcee, and trainer specializing in change management and memorable learning experiences. A two-time author and the creator and host of the "Dancing in the Discomfort Zone" podcast, Anne draws from 20 years of experience in corporate and non-profit leadership to craft relatable and hilariously memorable stories that help concepts truly stick. She excels in facilitating interactive discussions, creating an inclusive environment for learning, and ensuring every participant is engaged. Since joining TTA in 2020, Anne has led and created unforgettable training events.



Ignite Your Organization's Change: Change Management for Employees

Overview

Change is inevitable, whether it's driven by new ideas, evolving industries, modernized technology, or personal and organizational transitions. Navigating these shifts can be overwhelming, but the ability to adapt and thrive during times of change is essential for professional and organizational success. This dynamic and energizing workshop will equip participants with actionable strategies to embrace change, reduce stress, and foster a culture of acceptance and engagement. By the end of this session, attendees will leave empowered to tackle change head-on and inspire positivity in their teams and workplace environments.



Delivery Method

- Virtual or on-site training



Duration & Class Size

- 60 & 90-minute workshops, half-day or full-day sessions
- 12 to 24 participants per class



Materials & Resources

- Quick reference guide

Course Outline

Understanding the Nature of Change

- The inevitability of change in today's fast-paced environment
- Exploring the psychological and emotional responses to change
- Group activity

Building a Change-Ready Mindset

- Shifting perspectives: Seeing change as an opportunity
- The importance of adaptability and resilience in the workplace
- Techniques for overcoming resistance to change

Tools to Navigate Transitions

- Frameworks for managing change (ADKAR, Kotter's 8 Steps)
- Practical strategies for maintaining productivity during transitions
- Hands-on exercise

Fostering a Culture of Engagement During Change

- The role of leadership in setting the tone for change
- Strategies to engage and motivate teams
- Interactive discussion

Managing Stress and Emotional Responses to Change

- Recognizing the signs of stress and burnout caused by transitions
- Techniques to alleviate stress and build emotional resilience
- Group exercise

Combatting Negative Influences in the Workplace

- Identifying and addressing "water cooler" talk and negativity
- Communication strategies to focus on solutions
- Role-play activity

Sustaining Positive Change

- Monitoring the long-term impacts of change and celebrating successes
- Creating an action plan to reinforce acceptance and engagement



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Ignite Your Organization's Change: Change Management for Leaders

Overview

Change is one of the most challenging aspects of leadership, whether it's driven by new ideas, organizational restructuring, industry evolution, or technological modernization. Managing teams through change requires more than just adapting—it demands tools, strategies, and emotional intelligence to lead effectively. This high-energy and interactive course provides leaders with the skills to inspire confidence, foster acceptance, and build team engagement during times of transition. Participants will gain actionable strategies to reduce stress, maintain motivation, and turn change into a source of unity and pride for their teams and organization.



Delivery Method

- Virtual or on-site training



Duration & Class Size

- 60 & 90-minute workshops, half-day or full-day sessions
- 12 to 24 participants per class



Materials & Resources

- Quick reference guide

Course Outline

The Leadership Challenge of Change

- Understanding the inevitability and pace of change
- Exploring the impact of change on individuals and teams
- Leadership case study

Building Emotional Resilience as a Leader

- Recognizing and managing personal stress and emotions
- The importance of emotional intelligence in leading change
- Practical exercise

Creating a Vision for Change

- Defining and communicating a compelling vision
- Strategies to clarify and share the “why” behind the change
- Group activity

Engaging and Motivating Teams During Transitions

- Identifying and addressing team concerns and resistance
- Leveraging team strengths to build momentum and morale
- Interactive session

Turning Change into Opportunity

- Framing change as a catalyst for growth and innovation
- Overcoming the fear of failure and empowering teams
- Brainstorming session

Managing the Stress of Change Across Teams

- Techniques to alleviate stress and maintain productivity
- Encouraging a culture of open communication and support
- Role-play exercise

Sustaining Momentum Post-Change

- Establishing metrics to measure the success of change initiatives
- Celebrating milestones and reinforcing a culture of adaptability
- Creating a post-change action plan

Meet Anne

Anne is an energetic international keynote speaker, emcee, and trainer specializing in change management and memorable learning experiences. A two-time author and the creator and host of the "Dancing in the Discomfort Zone" podcast, Anne draws from 20 years of experience in corporate and non-profit leadership to craft relatable and hilariously memorable stories that help concepts truly stick. She excels in facilitating interactive discussions, creating an inclusive environment for learning, and ensuring every participant is engaged. Since joining TTA in 2020, Anne has led and created unforgettable training events.



Awareness & Accountability

Overview

Where are you on the accountability ladder? Do you make excuses? Are you a "blamer"? Do you react or are you response-ABLE? The accountability ladder is a gauge for you to guide your actions and mindset. Discover how to move up the ladder to experience greater success and pleasure in life. Being aware of where you are is essential to your success.



Delivery Method

- Virtual or on-site training



Duration & Class Size

- 60 & 90-minute workshops, half-day or full-day sessions
- 12 to 24 participants per class



Materials & Resources

- Digital workbook

Course Outline

Most people function at a very low level of awareness. Rather than being aware of their circumstances, they are controlled by them. When we begin to raise our awareness, we begin to take control of our lives. We stop blaming and start taking responsibility and control.

- Learn the seven levels of awareness
- Understand what level you may be on and how to climb to higher levels
- Learn why "the masses" are usually wrong
- Redirect your life intentionally
- Learn what each rung of the accountability ladder looks like
- Understand the mindset necessary to climb up the accountability ladder

Increasing your awareness was not taught in school. Unfortunately, we were programmed to conform rather than control. This has caused most people to blame or make excuses for not living the way they want to live. When you raise your awareness and climb the accountability ladder, your life will improve.



Meet Phil

Phil is a personal growth and leadership expert with 20 years of experience and is a certified High Performance Coach. He has dedicated his career to helping individuals, teams, and organizations achieve greater performance and profitability through comprehensive personal growth and leadership training programs. Since joining TTA in 2019, he has transformed everyday business topics into compelling life lessons, helping organizations close the gap between where they are and where they want to be.



Business Problem Solving

Overview

One way to define a problem is a situation in which a current state is separated from an ideal state by obstacles. Problem solving in business is defined as implementing processes that reduce or remove obstacles that are preventing you or others from accomplishing business goals. Problems are often opportunities in disguise, and they are almost always portals for learning.



Delivery Method

- Virtual or on-site training



Duration & Class Size

- 60 & 90-minute workshops, half-day or full-day sessions
- 12 to 24 participants per class



Materials & Resources

- Digital workbook

Course Outline

In today's business environment, we are faced with challenges and problems daily and many times find it difficult to develop adequate solutions. This course will provide you with the tools and processes for solving problems while enhancing relationships and staying the course toward your organization's objectives and vision.

Course Objectives

Most problems don't have an immediately obvious resolution. In this course, you will learn how to arrive at a resolution to your business problems through a clearly defined process.

- Learn the qualities of great problem solvers
- Understand and leverage your problem-solving style
- Develop the mental toughness to see things through
- Learn the two types of thinking and when to use them
- Learn the five stages of the problem-solving process
- What are the nine questions to ask to define the problem?
- Understand the difference between facts and assumptions
- Learn the keys to successful brainstorming
- Learn how to use the "5 why's"
- Use the law of cause and effect to arrive at a resolution



Meet Phil

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Brilliant Accountability: Turn Commitments into Results

Overview

This course helps participants to build a culture where accountability drives success. Through engaging activities such as role-playing and case study analysis, participants will learn to set clear, measurable goals and foster a supportive environment that encourages open communication.



Delivery Method

- Virtual or on-site training



Duration & Class Size

- 60 & 90-minute workshops, half-day or full-day sessions
- 12 to 24 participants per class



Materials & Resources

- To reinforce the learning and support ongoing growth, each workshop is followed by a 60-minute application check-in session. These follow-ups provide a space for participants to share their progress, receive feedback, and navigate any challenges with coaching.

Course Outline

Welcome & Warm-Up

- Activity: Interactive Icebreaker

Clarifying Goals

- Activity: Guided Exercise—Transform vague objectives into specific, measurable commitments through individual and group activities

Fostering a Supportive Environment

- Activity: Group Discussion—Explore ways to create a culture of trust and communication where follow-through is standard

Building Momentum

- Activity: Case Study Analysis—Discuss examples of accountability leading to success, and how to replicate it

Embodying Expectations

- Activity: Role-Playing—Practice leading by example to build trust and set standards within the team

Wrap-Up & Takeaways

- Activity: Action Planning—Participants outline steps to enhance accountability in their roles

Check-in Agenda

- Progress Sharing: Participants report on efforts to clarify goals and foster accountability
- Group Coaching: Address challenges and refine strategies for maintaining accountability
- Next Steps: Adjust action plans based on feedback and experiences



Meet Jake

Jake is a leadership development expert with over two decades of experience empowering senior executives across global organizations. As the former Vice President and Head of Global Learning at Takeda Pharmaceuticals, he led award-winning programs that enhanced employee engagement and empowerment. His leadership development philosophy, "Celebrate the Pivot," fosters a culture of innovation and agility, helping organizations adapt and thrive in a fast-changing world. Jake has led workshops in over 50 countries with clients including Deloitte, Google, Coca-Cola, Merck, Starbucks, and IBM.



Brilliant Pivots: Transform Challenges into Opportunities

Overview

Cultivate a mindset that turns setbacks into comebacks. This course will empower participants to embrace change as a catalyst for growth and innovation, equipping them with practical tools to reframe challenges and foster resilience.



Delivery Method

- Virtual or on-site training



Duration & Class Size

- 60 & 90-minute workshops, half-day or full-day sessions
- 12 to 24 participants per class



Materials & Resources

- To reinforce the learning and support ongoing growth, each workshop is followed by a 60-minute application check-in session. These follow-ups provide a space for participants to share their progress, receive feedback, and navigate any challenges with coaching.

Course Outline

Kickoff & Poll

- Activity: Interactive Poll—Gauge attitudes toward change and identify areas for growth

Reframing Adversity

- Activity: Reflection Exercise—Reframe recent challenges as opportunities and share insights

Fostering Innovation

- Activity: Brainstorming Session—Generate innovative solutions in a supportive environment

Harnessing Storytelling

- Activity: Storytelling Workshop—Craft and share narratives that demonstrate adaptability

Leading by Example

- Activity: Leadership Planning—Develop plans to model resilience during change

Closing & Commitments

- Activity: Commitment Sharing—Participants pledge actions to turn challenges into opportunities

Check-in Agenda

- Experience Sharing: Participants recount how they've reframed challenges and the outcomes
- Peer Feedback: Offer insights on handling setbacks and boosting team morale
- Strategy Adjustment: Address obstacles in fostering a pivot mindset



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Brilliant Resilience: Achieve Sustainable High Performance

Overview

Master the RISE framework to create resilient, high-performing teams. This course will equip you with practical strategies to enhance team dynamics, foster a supportive environment, and drive individual and collective success.



Delivery Method

- Virtual or on-site training



Duration & Class Size

- 60 & 90-minute workshops, half-day or full-day sessions
- 12 to 24 participants per class



Materials & Resources

- To reinforce the learning and support ongoing growth, each workshop is followed by a 60-minute application check-in session. These follow-ups provide a space for participants to share their progress, receive feedback, and navigate any challenges with coaching.

Course Outline

Wellness Check-In

- Activity: Group Reflection—Discuss current stress levels and the importance of resilience

Relate

- Activity: Empathy Mapping—Build stronger connections by understanding team perspectives

Inspire

- Activity: Vision Alignment—Link daily tasks to larger organizational goals

Simplify

- Activity: Priority Setting—Identify and reduce conflicting priorities to lessen stress

Empower

- Activity: Delegation Practice—Learn effective delegation to foster ownership

Resilience Action Plan

- Activity: Strategy Development—Create plans to implement the RISE framework

Check-in Agenda

- Application Reports: Share experiences applying the RISE framework
- Group Problem-Solving: Address barriers in building connections or empowering team members
- Strategy Enhancement: Refine approaches to sustain performance and well-being



Meet Jake

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Brilliant Teaming: Elevate Collective Performance

Overview

Harness the power of diversity and collaboration to elevate team performance. Participants will gain insights into their own strengths and the dynamics of effective teamwork, enabling them to contribute more meaningfully. Through hands-on activities and discussions, this course fosters a deeper understanding of communication styles and psychological safety, ensuring teams thrive in a supportive environment.



Delivery Method

- Virtual or on-site training



Duration & Class Size

- 60 & 90-minute workshops, half-day or full-day sessions
- 12 to 24 participants per class



Materials & Resources

- To reinforce the learning and support ongoing growth, each workshop is followed by a 60-minute application check-in session. These follow-ups provide a space for participants to share their progress, receive feedback, and navigate any challenges with coaching.

Course Outline

Team Dynamics Quiz

- Activity: Self-Assessment—Identify team strengths and areas for improvement

Leveraging Diverse Perspectives

- Activity: Strengths Mapping—Discover individual strengths and how to utilize them collectively

Optimizing Communication

- Activity: Communication Styles Workshop—Explore different communication preferences for better understanding

Building Psychological Safety

- Activity: Trust Exercises—Engage in activities that promote openness and encourage idea sharing

Balancing Empowerment and Accountability

- Activity: Scenario Planning—Practice setting clear expectations while trusting the team

Team Charter Development

- Activity: Collaborative Planning—Establish guidelines to improve teamwork

Check-in Agenda

- Implementation Sharing: Discuss how strategies were applied to improve teaming
- Experience Exchange: Share successes and challenges in fostering collaboration
- Strategy Reinforcement: Strengthen techniques for balancing accountability and autonomy



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Brilliant Influence: Engage Authentically and Inspire Action

Overview

Develop a unique leadership voice and inspire meaningful action. This course will equip participants with the tools to align personal values with organizational objectives, fostering authenticity in their leadership style. Through interactive activities and feedback, attendees will enhance their communication skills and learn to effectively navigate challenging situations.



Delivery Method

- Virtual or on-site training



Duration & Class Size

- 60 & 90-minute workshops, half-day or full-day sessions
- 12 to 24 participants per class



Materials & Resources

To reinforce the learning and support ongoing growth, each workshop is followed by a 60-minute application check-in session. These follow-ups provide a space for participants to share their progress, receive feedback, and navigate any challenges with coaching.

Course Outline

Personal Values Reflection

- Activity: Self-Assessment—Identify core values to strengthen leadership authenticity

Developing Your Point of View

- Activity: POV Workshop—Craft a leadership perspective aligning with personal and organizational goals

Communicating Effectively

- Activity: Message Refinement—Practice articulating your POV with clarity and receive feedback

Interactive Simulations

- Activity: Role-Playing—Navigate challenging conversations to enhance influence skills

Designing an Influence Plan

- Activity: Action Planning—Develop plans to build trust and drive change

Leadership Pitch

- Activity: Presentations—Share POVs and influence plans for constructive feedback

Check-in Agenda

- Presentation of Outcomes: Share the impact of implementing influence strategies
- Strategic Coaching: Refine communication and influence techniques
- Authenticity Emphasis: Reinforce staying true to personal values in leadership roles



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We Have the Talent for That

For over 30 years, TTA (The Training Associates) has been a trusted partner for organizations seeking top-tier learning and development talent. As a women-owned business and a pioneer in the L&D industry, we specialize in offering organizations, both large and small, the expertise they need to succeed. From design and development to delivery, we provide exceptional talent and tailored solutions to address any training need. At the core of TTA is our expansive network of carefully vetted and highly skilled L&D professionals. With thousands of experts in the field, we ensure that only the most qualified trainers, instructional designers, and consultants are part of our team. Our professionals bring extensive experience, deep industry knowledge, and a passion for creating engaging learning experiences that drive results.

Whether you require a soft skills workshop or a complex, large-scale technical rollout, TTA provides the right talent to meet your organization's unique goals. We offer scalable solutions across diverse topics—including technical training, compliance, leadership development, onboarding, and instructional design—that foster measurable outcomes and long-term growth.

With a collaborative approach, we work alongside you to create customized solutions that fit your timelines, budget, and learning objectives. At TTA, we're dedicated to ensuring that every project delivers transformative learning experiences that elevate your workforce and help you achieve your business goals.



Contact Us





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