

## Comskil Recommended Webinars for USDA AMS FGIS Participants

### Full Day Workshops/Webinars

#### **#1 - Pivot to Thrive**

There are many demands in the workplace and virtual workplace. We need to have the energy and focus to do our best work every day, to behave like a leader at work, at home, to think ahead, to keep our immune system strong, and to keep our frame of mind in check. All of this can be exhausting, difficult to do and require us to go beyond being resilient. It is normal to feel challenged right now - sometimes just to get the day started. This workshop will teach you how to pivot from where you are into a place of productivity.



This webinar will provide the fundamentals for individuals and teams to thrive:

- Resilience
- Dealing with Uncertainty
- Effective communication
- Neuroscience of fear
- Breaking out of fear
- Growth from the inside out
- Discovering and staying in your personal balance
- Becoming a high performing team

#### **Learning Outcomes:**

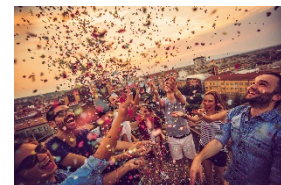
- Tapping into your personal resilience
- Distinguishing between paralyzing and healthy fear
- How to pivot your mindset into constructively directed self-determination
- Effectively communicating to one another
- How to become a high performing team

When the going gets tough, the tough pivot.

#### **#2- Amp Me Up!**

*Creating highly productive teams that exceed organization goals.*

Craving harmony on your team, team members that go above and beyond, dynamics that produce amazing top quality work? Caught fantasizing about doing great work and it actually being fun? You are not insane. That is how we work at Comskil and how our clients work. For real. It did not happen overnight, we had to work at it, our clients have to work at it. But we did it and they did it.



Our secret sauce you ask. Our president and CEO, Galina Knopman, researched, studied, prototyped, and continues to successfully implement the VPS (Visualize Personal Success) and OrGro (Organizational Growth) models with startlingly amazing results. The models are based on neuroscience, leadership and systems theory related to change, relationships, perspective and

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reducing stress. **Amp Me Up!** integrates VPS and OrGro, in one workshop addressing individual growth, organizational growth and the interplay between them.

Comskil's **Amp Me Up!** workshop focuses feeling valued, appreciated, and motivated at all levels of leadership and staff. Your ROI is a team that is highly productive and exceeds the expectation of organization and team goals. In this workshop, Ms. Knopman will set the stage for individual self-reflection. The participants delve into self-awareness with exercises that evoke curiosity and self-acceptance, then into awareness of how each individual shows up at work and into taking responsibility for their individual and team participation, contribution, and growth.

Participants engage in individual exercises reflecting on questions that help them feel comfortable and are safely challenging. Conversations and dialog flow. The participants move into expanding their self-awareness and awareness of how they show up on their teams, then hone in on increasing an understanding of their role within the team dynamics as they practice shifting their teams into their ideal state. Topics covered are:

- Individual Growth and Organizational Change.
- Leadership Skills, e.g., managing stress, communication, conflict management, relationship building, team building.
- Productivity, Expectations and Perspective.

### Learning Outcomes:

- Deeper awareness of how you are impacted by and can impact the workplace.
- Excel in your multiple roles while targeting your professional and personal inspiration and aspirations.
- Behavioral awareness and new skills for being inclusive versus exclusive.
- Enhancing skills for personal growth and participating in organizational growth.
- High performing teams.

The workshop is loaded with exercises for individuals and working on together as a team. The exercises are followed by opportunities for reflection and discussion. The workshop provides a safe place for the participants to try new behaviors by making a safe place to fail at first then taking the time with practice to get it right. As a follow-up to the workshop, we recommend Leadership Coaching to each individual on the team.

### **#3 - SECURE Connection™**

This interactive science-backed leadership and team development workshop draws on breakthroughs from modern neuroscience, mind-body research, and the physiology of stress resilience, providing fresh insights into the biology of collaborating with and influencing others, as well as tools for self-regulation in the face of challenge and stress. There will be a focus on helping participants enhance interpersonal interactions based on what neuroscience tells us drives human behavior. Participants learn a brain-based framework for cultivating an atmosphere of trust, partnership, and collaboration, in addition to science-based strategies for building stress resilience capacity important for self-mastery. To demonstrate the impacts of stress on team performance, a biofeedback demonstration will also be included.

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Several adult learning modalities consisting of a mix of lecture/presentation, video, discussion, and learning activities will be utilized to deepen levels of engagement and relevancy to improving leadership and team performance.

### **Learning Objectives/Outcomes:**

- Describe what drives human behavior based on discoveries in contemporary neuroscience.
- Define the impacts of the deeply social brain on human performance and outcomes in teamwork environments.
- Apply the SECURE Connection™ framework, a brain-based model for collaborating with and influencing others at the individual, team, and organizational levels.
- Utilize emotion regulation techniques based on the psychophysiology of cultivating stress resilience capacity.

### **#4 - Communication**

Communication is the cornerstone of the trust necessary for leadership, collaboration, and progress, particularly in fast moving situations and variable environments. In this immersive, engaging, and enjoyable session we will explore the ingredients of good communication, hone speaking and listening skills and understand how to utilize different communication styles to deepen understanding and build trust.

### **Learning Objectives/Outcomes:**

- Self Assessment
- Context, Frame and Assumptions: Learn how our perspective influences the success of our communication. Identify the key influences that determine the speaker's starting point for communication and utilize techniques for modifying this frame.
- Communication and Trust: Prepare for powerful communication by putting in place the necessary components for trust. Identify the components of team building communication.
- Communication Styles: Explore different communication styles and how they impact the transmission of ideas and information in one on one and in group conversations. Recognize communication style differences and accommodate those differences in conversation.
- Listening as Skill and Mindset: Discover the elements that impact our ability to listen. Demonstrate enhanced listening skills.
- Impromptu Speaking: Learn methods for organizing clear, concise answers to unexpected questions. Deliver clear, concise answers to impromptu questions.

### **#5 - Workshop #2 Conflict Management**

This offering focuses on ways supervisors can work with their employees to resolve conflict in the workplace. It provides practical steps and techniques that everyone can learn. Focus is on the five basic ways of handling conflict in the workplace, role play with emphasis on how to facilitate the resolution of conflict, as well as managing the work relationships once the conflict has been resolved.

### **Learning Objectives/Outcomes:**

- TKI Assessment

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- Cite the causes of workplace and customer conflict.
- State why it is important to resolve conflict in the workplace and with customers.
- Describe the methods of resolving conflict.
- List the Do's and Don'ts of workplace conflict.
- Describe the steps in the conflict resolution process.
- Identify and adjust their personal level of communicative assertiveness
- Resolve interpersonal conflicts
- Engage in productive conflict to improve team decisions

### #6 – Strategic Safety

Phased re-opening is rolling out across the country, and employees once furloughed or working remote are being recalled to shared workspaces. With the number of new COVID-19 cases rising in several states, and no effective vaccine or treatment protocol available, many employees are understandably concerned for their safety, as well as their family. Add to that a dynamic new era of race and social justice, fluctuating financial markets, and the drumbeat of an election season. With so many significant issues dominating the daily news cycle, emotional reactions may vary. The prospect of navigating public spaces may overwhelm people who rationalize the risk, while others become anxious simply contemplating the social encounters that lay just outside their front door. This workshop is designed for intact teams of 5 – 20 participants seeking to explore psychological and physical safety measures with the goal of managing emotional reactivity, mitigating risk, and maximizing engagement.

There is a short pre-work assignment (10 minutes) to enhance self-awareness, which supports learning self-management techniques, and creates a foundation for a collaborative team approach to developing a plan for safer working conditions. This interactive webinar will provide the fundamentals of:

- Self-Assessment: Agency v. Autonomy
- Wants v. Needs
- Boundaries & Accountability
- Over functioning v. Under functioning
- Empathy v. Sympathy
- TERA Quotient
- Operational Safety Plan
- RACI - Responsibility Assignment Matrix

### Learning Outcomes:

- Apply a four-step model to increase psychological safety and drive engagement
- Practice a tactical breathing technique for effectively managing emotion
- Define the difference between empathy and sympathy
- Recognize the two patterned responses to anxiety
- Describe a responsibility assignment matrix for successful implementation
- Create an Operational Safety Plan to assess risk, design solutions and develop procedures

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### 2 Hour Workshops/Webinars

#### **#6 - Listening Effectively:** *How do you get to the heart of the matter?*

Active listening is critical for establishing trusting relationships. It helps you to engage attentively to what is being said. The goal as listener is to truly understand the speaker's perspective (whether you agree or not) and to communicate that understanding back to the speaker to confirm accuracy and understanding. To accomplish this, it is important to first be silent. After this session, participants should be able to:

- Focus on the speaker
- Monitor your self-talk
- Seek first to understand, not just to look for an opening to speak
- Demonstrate active listening by paraphrasing, asking clarifying questions and capturing the emotion

#### **#7 - Asking the Right Questions:** *How do you get to the heart of the matter?*

The right questions depend on what you want to accomplish. Generically questions inspire new action, expand possibilities, and make a positive impact. Powerful questions empower, instill a sense of value and efficacy, and encourages the person's development. The questions that get to the "heart of the matter" are the ones that help the receiver self-discover and uncover new and meaningful information for the questioner. After this session, participants should be able to:

- Discern the disposition of an effective questioner
- Identify the types of questions
- Describe the role of listening
- Use questions to help self and others get closer to the "heart of the matter"

#### **#8 - Giving and Receiving Feedback:** *How do you get to the learning faster and find the value in the feedback even when it may be delivered poorly?*

As human beings, we often hunger for feedback. However, many people will tell you that when they do get feedback, it is often because of something they have done wrong. This session is designed to help leaders learn how to provide feedback anytime 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. After this session, participants should be able to:

- Explain why feedback is essential
- Apply a 3-step framework for providing formal or informal feedback
- Use descriptive language in delivering feedback
- Describe six characteristics of effective feedback.