



EMPLOYEE EDUCATION

Customized

On-site **or** Virtual

Keep your entire team a step ahead
— with training focused on your needs.

Today's growing aging population calls for a well-informed workforce. But in organizations like yours, it can feel impossible to step away from the busy day-to-day work of serving the senior population.

This is why **FSA can come straight to you!** Gather a group of employees for a customized education session held virtually or on-site at your organization, tailored to your needs, with your values and culture in mind. CEU Credits are optional.



INSIDE:

- Decreasing Employee Absences
 - Cultural Competency
 - Values in Action
 - Stress Management
 -and more!

Why customized learning?

- ✓ **Location, location, location!** Step out of your office and get ready to learn.
- ✓ **Time.** Sessions can be 1 hour, 2 hours, half day, or in any increments that work best for your team.
- ✓ **Privacy.** Your team may wish to discuss a sensitive or confidential matter.
- ✓ **Customization.** FSA will focus your learning on scenarios and culture that are unique to your organization.



MANAGEMENT/LEADERSHIP

Leadership Styles (Myers Briggs Type Indicator) Myers-Briggs Type Indicator® (MBTI) focuses on natural preferences and how we relate to those whose are different. It is the most widely used personality instrument in the world, bringing greater understanding of how to live and work with others.

Conflict Management What's your conflict management style? Most of us have one style that we gravitate to naturally. Learn how to address conflict effectively using your knowledge of your own style and through understanding the styles of others.

Coaching Skills for Managers Explore how coaching can be an important management tool. Learn methods and tips to encourage staff development while they perform the work of the organization.



Delegation Skills Employ better delegation as part of your leadership and time management skills development. We will discuss the benefits of and barriers to successful delegation, and examine the seven steps of effective delegation.

Active Listening What are the reasons for and repercussions of failing to listen effectively? Discuss the importance of effective and active listening and strategies that will help you be an active listener.

Decreasing Employee Absences Tackle causes of absenteeism and prevent it, rather than managing absences as they happen. We will also examine “presenteeism” and its effects.

Team Dynamics What can you do to help your team transform to a high performing, productive unit? Learn frameworks for stages of team development and how to manage people through each stage while avoiding common team dysfunctions and pitfalls.

Dealing with Difficult People We all have to deal with conflict at some point in our lives. At times though, it seems that we come into conflict with some people more than with others. Find out why and learn how to deal with their behaviors.

Creating Engaging Meetings Learn tips and methods to create engaging results-driven meetings where staff stay present, contribute and add value. Tools for virtual and in-person meetings will be shared.

Leading from the Middle Understand the strain of the middle manager and how to be effective managing “up” and “down.”

Feedback in the Workplace Understand why feedback is important and define the different types of feedback; discuss best practices; develop skills and implement plans to give and receive positive and corrective feedback.

Emotional Intelligence Having the capacity to reflect and self-manage will enhance the ability to work with others. Gain a greater understanding of your personal style, uncover key strengths and opportunities for growth and explore how your view of others may be a barrier to maximizing communication and performance.

Did you know?
Employees in all departments
and at any level can benefit
from FSA trainings.

ORGANIZATIONAL CULTURE

Values in Action Are you interested in having staff understand and connect to the values of your organization? Attendees will work together to share examples of your organization's values and the practices that reflect those values.

Managing Change Increase your effectiveness as an ambassador of change; both the changes you don't have control over and the ones you make. Examine how to deal with change yourself and learn tools to help others on your staff.

DIVERSITY, EQUITY & INCLUSION

Brave Conversations Create a brave space for people to have difficult conversations in the workplace. Topics for discussion include empathic listening, power dynamics, impact versus intent and more.

Managing Generations Develop intergenerational inclusion at work. Discuss the benefits of and possible areas for friction with generational diversity in the workplace and learn techniques for how to motivate and engage different generations.

Guide to Diversity, Equity, Inclusion and more We will start with the basics: defining diversity, equity, inclusion and more, then talk about what they look like within your organization. From there, we'll brainstorm actions to build your own framework for inclusivity and diversity on your team.

Unconscious Bias We will define "unconscious bias" and identify the biases we all have. By using mindfulness techniques to not act on biases, we can contribute to a shift, both in our personal and work environments. We will also explore ways to manage the biases of others.

Employee Engagement Define employee engagement and discuss how you can increase it in your staff. Explore the differences between engagement, motivation and other related concepts, identify areas that affect your employees' engagement and pinpoint strategies to increase it.

Bullying and Harassment You have heard the words bullying and harassment, but what do they exactly mean? Learn tools to help determine if someone has been bullied, and how to prevent and address these behaviors at work.



Cultural Competency What does it mean to be a culturally competent organization? Learn how to uncover biases in your business practices and begin to explore ways your organization can ensure it is accommodating a culturally diverse population of residents, clients, employees and business partners.

Psychological Safety Analyze the factors that drive psychological safety and pinpoint the things that undermine it. You will leave with the foundation of a strategy to support psychological safety within your team.

To learn more
about our educational offerings,
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Want to try out an educational session?
Check out our monthly online Learning Labs!

Scan here to visit our Calendar.



DIVERSITY, EQUITY AND INCLUSION continued...

Inclusive Leadership Ensure that all your workforce feels included, regardless of gender, age, ethnicity, cultural and socio-economic background, sexual orientation, nationality, level of ability and more. We will pinpoint and help you apply strategies to make your leadership style more inclusive.

Intercultural Communication Our world is more interconnected and diverse than ever. So, in everyday organizational life, we are more likely to come across people from cultures that are different from the one we grew up in. Cultures have varying values and behaviors, which can make communication challenging among those from different backgrounds. We will explore the issues we need to be aware of in communicating with people from different cultures.

Ouch! That Stereotype Hurts A focus on stereotypical comments and actions. We'll explore why people don't speak up against stereotypes and other biased behaviors and review techniques for speaking up against them.

When Cultures Meet An upbeat, fast-paced way of getting into sensitive topics affecting every organization. A non-punitive program, this workshop demonstrates that there are certain predictable dynamics that are set in motion by cultural difference and gives participants a greater appreciation for cultural difference with insight into the ways in which differences add to organizational effectiveness.

PERSONAL DEVELOPMENT

Introduction to Mindfulness Mindfulness can be used to improve work, family time and leisure time. In this session, we will apply techniques to de-stress and help you to connect to your values.

SMART Goals SMART is an acronym that stands for Specific, Measurable, Achievable, Relevant and Time-bound. SMART goals follow a specific framework that helps people visualize their goals and work toward a specific result. Participants will discuss and develop their own SMART goals.

Stress Management We will identify the causes of stress both in and out of the workplace, and cover management strategies. This includes an ongoing stress management plan.

Time Management Identify the things that may prevent us from using time efficiently, employ techniques for tackling procrastination, learn tactics for prioritizing and maximizing time and more.

Looking for something you don't see
within this catalog? Contact us to discuss
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