

Power Skills Workshop

Often mislabeled as 'soft' skills, these are the skills that can make you a better contributor, teammate and leader. We think they are deserving of a name that is more indicative of their impact: Power Skills. In these hands-on sessions you'll have the opportunity to discover a bit more about each: Active Listening, Emotional Intelligence and Negotiations. Then, we'll put the "work" in workshop, giving you the opportunity to practice and apply what you've learned. We've built these courses to work together, but they are also useful independently. We'd love for you to join us for as many as your schedule allows.

Emotional Intelligence

50 minutes

Our ability to recognize, understand and regulate our own emotions directly impacts our ability to build and maintain relationships. Unlike our IQ, our emotional intelligence is not fixed. It can be improved and expanded through practice and purpose. We'll discuss the four components of Emotional Intelligence and explore techniques to grow in each dimension.

Upon completion of this course, the learner will be able to:

- List the four skills that comprise Emotional Intelligence
- Identify an EI skill they would like to improve
- Create a strategy to increase their Emotional Intelligence

Agenda:

Topic	Time in minutes
Introduction	3
Learning Objectives	2
Emotions	10
Emotional Intelligence	10
Assessment	10
Action Planning	10
Conclusion	5

Active Listening

50 minutes

Listening is often the missing piece of communication. We place so much emphasis on speaking, that we frequently forget the critical step of listening. Join us to explore the three types of listening that most impact our ability to communicate effectively.

Upon completion of this course, the learner will be able to:

- Identify why listening is critical to effective communication.
- Describe the three active listening types or positions
- Apply and use the key skills appropriate for each type of active listening
- Manage obstacles to active listening

Topic	Time in minutes
Introduction	3
Learning Objectives	2
Why is listening important	5
Informational listening, skills used, practice	10
Critical listening, skills used, practice	10
Empathetic listening, skills used, practice	15
Conclusion	5

Negotiations

120 minutes

What's between Yes and No, my way and your way? Negotiating is a way for us to find the common ground that is between two seemingly conflicting positions. We'll explore some basic negotiation techniques to help you prepare for your next negotiation opportunity.

Upon completion of this course, the learner will be able to:

- Assess their personal negotiation style
- Explain the difference between position and interests
- Recall the meaning of ZOPA
- Identify the role of standards in a negotiation

Topic	Time in minutes
Introduction	5
Learning Objectives & Agenda	5
Negotiation Overview & Assessment	10
Positions v Interests	20
Options	20
Standards	20
Extras	20
Action Items	10
Conclusion	10

Presenters: Joslynn Hon,

Joslynn just celebrated her 20th anniversary at HDR. She likes that true statement to be followed by this lie: she was HDR's youngest ever hire at the age of 12. When she isn't busy writing about herself in the third person, she loves to connect people: to each other, to ideas, to action. Her favorite days at work are the ones spent collaborating with others, meeting new people and creating solutions. In her role as Director of Learning and Organizational Development, she gets to do each of those things every day for a company she loves. Making her both lucky and extraordinarily happy!