

Mastering the Workplace©

An Accelerated Group Coaching Approach

In a recent CareerBuilder survey, more than half of workers said they feel a great deal of stress, and 77 percent said they are burned out. Why? The main cause cited was difficulty with other co-workers, with unrealistic workload a close second.

Workers are feeling frazzled at work, thanks to a culture of heavy workloads, longer schedules, less time spent at home and fewer vacation days. What's the culprit? Workers most often blame colleagues for their office anxiety, with 16 percent citing difficult co-workers as their primary cause of stress at work.

When asked, employees cited the following qualities and competencies as essential for managers and supervisors to exhibit:

- ***provide clarity about expectations***
- ***provide clarity about career development and earning potential***
- ***give regular feedback about performance***
- ***provide a framework within which the employee perceives he can succeed***



Mastering the Workplace© addresses the many challenges managers, teams and professionals face today. These individuals make-up the core productivity group, and are hard-pressed to find time away from projects, meetings and managing people. The new approach to development is group coaching, a powerful, cost and results effective method of training and performance enhancement which provides long term benefits.

Mastering the Workplace© will cover the following areas of development and improvement:

- **Provide (corrective and supportive) feedback that has impact and improves workplace relationships using the ten recommended principles of feedback**
- **Communicate with difficult people using critical conversations techniques, conflict management, and knowledge of behavioral styles, in addition to, “countering” to specific problem behaviors**
- **Overcome challenges to leadership by building confidence with awareness of personal styles, preferences and strengths recognition**
- **Manage your energy (not your time) by recognizing energy-depleting behaviors and by recognizing all your sources of energy; learn to intentionally expand your reserves of energy**
- **Develop a strategy to manage the political environment, influence others and bring about a win-win mindset**

This program can be customized for a specific team or group as an in-house offering. It is also offered as a teleconference venue for individuals (typically not working together). Also included are several surveys: leadership styles, emotional competencies, values clarification, conflict management styles and interpersonal communication preferences.

In this interactive environment, participants will be able to practice new behavior patterns, learn from the experience of others, and be coached individually and as a group.

Expected Outcomes

- Improved overall work relationships
- Master giving and receiving feedback effectively
- Use new skills to control aggression and irresponsible behavior
- Gain awareness and confidence from recognition of personal style and strengths
- Learn stress management techniques to stay calm in the midst of chaos
- Improved ability to shift a mindset and handle new situations creatively

Please call or email to discuss how this cost and results effective, ground-breaking program can support and advance your skills and confidence to achieve your next level of success.

Flo Mauri, Lead Coach and Consultant
Thinking Well Consulting

Flo Mauri | 646-270-6276 | ThinkingWellConsulting.com | flo@thinkingwellconsulting.com
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