

# ***Innovations***

***“Training With A Can-Do Attitude”***®

Gail Pursell Elliott, “The Dignity and Respect Lady”

www.innovations-training.com

515-231-8828

gail@dignityrespectlady.com

## **Biographical Information/Credentials**

Gail Pursell Elliott “The Dignity and Respect Lady”©



Speaker, Author, Trainer and Consultant, nationally recognized expert on Mobbing/Bullying, Gail is a graduate of Penn State University, did post-graduate education certificate work at the University of South Florida, and is a member of American Mensa. She founded ***Innovations*** “*Training With a Can-Do Attitude*”®, located in Eastern Iowa, in 1998.

She has over 25 years of professional experience in administration, recruitment, teaching, and motivation. Her background includes the Health and Human Services Industries with experience in acute care, long term care, hospice, and MH/MR/DD, as well as national recruiting, and personnel consulting. Gail’s teaching and management experience in education has included working with special needs populations, at-risk, alternative education and adult education. Operating from the basic premise that **“all people want and have the right to be treated with dignity and respect ... no exceptions”** she travels nationally to conduct staff and supervisory training for both profit and not-for-profit organizations and a see-it/stop-it/prevent-it approach to emotional abuse in schools and workplaces. She designs sessions upon request to address specific needs and timely issues, and is a speaker at conferences as well as a media expert on workplace and school violence.

Gail has been a guest on such programs as MSNBC’s Deborah Norville Tonight, ABC World News Now television programs and the Workplace Violence Today program on talk radio as well as local television news and radio talk programs. She is the Bully at Work columnist for the quarterly Workplace Violence Prevention E-Report published by the National Institute for the Prevention of Workplace Violence.

Gail is author of the books School Mobbing and Emotional Abuse: See It – Stop It – Prevent It with Dignity and Respect, Food for Thought Anthology, The Trust Book, Power in the Darkness, Be True to You, and is co-author of the book Mobbing: Emotional Abuse in the American Workplace. Her Food For Thought e-newsletter is read by people around the world. Her articles have appeared not only in printed media, but some can be viewed on the Internet on such sites as LivingLifeFully.com. Gail’s insightful writing is widely quoted online.

She has created mobbing awareness posters for both schools and workplaces, inspirational posters, and writes and designs all of her training, motivation, and inspirational materials.

### **Food For Thought**

“As a society, we have come to a point where people too often treat one another as objects and opportunities, rather than as fellow human beings. Respecting one another as individuals or not doing so, seriously impacts the future – for all of us.” -- Gail

# Innovations

“Training With A Can-Do Attitude”®

Gail Pursell Elliott, “The Dignity and Respect Lady”

www.innovations-training.com

515-231-8828

gail@dignityrespectlady.com

## **Educational Session Descriptions**

These sessions and their titles are original copyrighted material and the intellectual property of Gail Pursell Elliott. All Innovations’ programs are based on treating people with Dignity and Respect.

**Note: Each program is discussed in advance and tailored for the client with outline and objectives. If your organization needs a special program not listed, Gail will design one to meet your specific needs and group. Most are available in a variety of styles and formats, from one hour teleconferences to in person working sessions.**

### Communication Programs

#### ↳ [The Power of Dignity and Respect: Insight - Awareness - Personal Power](#)

Most people agree that they want to be treated with dignity and respect. When asked to define these terms, however, the answers may be very diverse. Dignity and Respect is a process that has to start within each of us. It begins with the way we communicate with ourselves, label ourselves, and see ourselves. This becomes our reality. Our own sense of this reality becomes the basis of how we treat others. We have the power to make each day joyous or miserable. We have the power to do that for others too. This session builds self esteem and personal dignity. ***Think you can't change the world? You already have!*** Learn why treating others with dignity and respect benefits us.

#### ↳ [Communication: The Fragile Element](#) *“Communication is the most essential yet the most fragile element that impacts individual, group, and organizational effectiveness.” – Gail Pursell Elliott*

This interactive program is based on the belief that all people want and have the right to be treated with dignity and respect as individuals. It is fun, designed to flow, and packed with useable materials and proven techniques that can produce immediate results.

This program includes: Dignity and Respect principles, Diversity, Respect, Attitudes, Expectations, Stress, Nonverbal Signals, Refining Verbal Skills, Listening Techniques, Teamwork and Cooperation, Building and Maintaining Trust. This session is great for refining customer service skills, improving employee interactions, relationships, and for anyone who works with or interacts with people. Half day or full day session.

#### ↳ [Civility and Ethics in the Workplace](#)

Is your Code of Conduct lived as well as being written on paper? Is some of that Code optional based on situations and circumstances? Civility and Ethics are hot topics these days. People often treat each other as objects and opportunities rather than as human beings worthy of dignity and respect. Others may react to situations rather than being true to themselves. This session includes small group work and dilemma discussions. Content can be adjusted to your specific issues.

#### ↳ [Listen with Dignity and Respect](#)

Listening is a lost art form. Listening with dignity and respect includes becoming “the observer”, not judging the person or the message. This session expands on reflective listening skills and includes facilitated role play utilizing real issues and examples provided by the participants as well as practical ideas such as Gail’s “Five Minute Policy” and Ten Tips for Trust.

# **Innovations**

***“Training With A Can-Do Attitude”®***

Gail Pursell Elliott, “The Dignity and Respect Lady”

www.innovations-training.com

515-231-8828

gail@dignityrespectlady.com

## ↳ **“Respectful Work Environment” – Establishing Trust**

Supervisors set the standard of conduct for their employees. Staff members quickly discern what is acceptable and what is not. Consistency and establishing expectations are essential to creating a respectful work environment in which civility and ethical conduct are standard operating procedure. In this session, we will explore trust issues that may be occurring within your department that impact staff behavior and ultimately quality of services and performance.

## ↳ **“Ten Tips for Trust” – Trust Means Freedom: Protect it or Lose it**

Trust is as fragile as a fine crystal goblet. If it is damaged, and we try to repair it, it will be weak and the cracks will show. Regardless of our sincerity and how badly we feel about the damage, we have to start over. This session includes factors that undermine trust and explores ten ways to establish, build, and maintain trust in human and organizational relationships.

## ↳ **“What You Need to Succeed” - Interpersonal Skills and Attitudes Employers Want**

The majority of new hires that fail within the first 18 months of employment do so because they lack motivational and interpersonal skills. This highly motivational workshop for new employees, those in transition, entering or re-entering the job market covers the bases – Attitude, Motivation, Courtesy, Reliability, Goal Setting, Punctuality, Commitment, Focus, and Handling Criticism, as well as a dozen Quick Tips.

## ↳ **“Whassup Doc?” - Team Healing Workshop**

This facilitated session begins by promoting open communication in a safe-zone environment, utilizing the true “I-Message” format, and sharing perspectives without blame. Small group work identifies strengths and needs of the team. The results are developed into a plan of action and commitment based on personal ownership.

### **Motivation Programs**

## ↳ **You Can't Buy Devotion: Motivation – Connect with the Hidden Agenda**

***Everyone operates from a ‘hidden agenda’ that’s hidden even from them!***

***90% of the real reasons we do things are unconscious and are emotionally based.***

Each year companies spend big bucks on motivation. People get fired up and excited then go back to “business as usual.” This seminar isn’t another package of motivational phrases and tricks. The usual incentives such as company logo shirts and even raises are short-term motivators. More money can’t take the place of respect and trust. A de-motivating work environment can nullify your best efforts and negatively impact employee productivity. Analyze your work environment for five basic needs. Learn how to create an environment that encourages long term motivation. Develop a plan of action to take with you.

## ↳ Staff Retention and Motivation – Slowing The Revolving Door

Recruiting new staff effectively is an exercise in futility if you are losing them as fast or faster than you’re recruiting them. Many organizations point to low pay as the major culprit and it is, of course, a factor. But, it is far from being the only one. After this session you will have the basics to be able to: Translate five basic human needs into specific factors that affect your staff retention both positively and negatively. Identify areas in which you can create a healthier, more balanced work environment. Identify what you have to offer employees and emphasize it.

## ↳ Significance: The Over-Riding Motivator – Footprints on the Sands of Time

Looking for a highly motivational presentation? This is it! About 90 percent of the real reasons that people make decisions and participate in any activity are unconscious and emotionally based. That means we all have a hidden agenda, most of which is even hidden from us.

Psychologists have determined basic human needs that comprise that hidden agenda. But there is **one primary motivator that can over-ride all of them**, even survival. That powerful motivator is Significance. Our awareness of this powerful incentive may be conscious or unconscious. Acknowledging and incorporating significance into your approach to yourself as well as others can make an incredibly positive impact.

## ↳ Reward and Recognition on a Limited Budget – Surface vs Substance

How can handing someone a banana be more meaningful than a trip to the islands? Let’s face it. Company T-shirts, mugs, picnics, bonus trips, and even raises are simply a temporary distraction if people are treating each other like dirt on a daily basis or thwarting each other’s work efforts to grab whatever this month’s brass ring happens to be. Identify elements in your work environment that are de-motivating your staff. Learn simple strategies for ongoing, meaningful recognition that will help you get the maximum benefit from your incentive and rewards program. Includes the basic steps for setting up a new program and/or evaluating the one you have.

### **Mobbing and Bullying**

## ↳ Mobbing and Bullying in the Workplace – See It, Stop It, Prevent It

Mobbing is group bullying. The term may be new to you but you will quickly recognize the behavior. Mobbing is a syndrome with a specific pattern. It is a ganging up by one or more individuals to force someone out of the workplace through rumor, innuendo, intimidation, discrediting, humiliation, and wrongly portrays the targeted person as being at fault.

Experiencing high turnover, low morale, decreased productivity, high absenteeism? Mobbing seriously damages people, destroys teamwork and trust, negatively impacts organizational effectiveness, contributes to violence and can leave an organization open to costly compensation claims. This subtle and status-blind form of harassment puts everyone at risk. Awareness is the key to prevention.

*Gail is co-author of the book “Mobbing: Emotional Abuse In the American Workplace,” the first book addressing this subject to appear in the United States.*

## **Mobbing and Discrimination: Status Blind Harassment**

Regardless of the progress made through legislation over the years, discrimination and bigotry still exist and utilize more subtle tactics to exclude perceived undesirables from groups and organizations of all kinds. Although mobbing is usually described as a status-blind form of harassment it also can be used by some to mask discrimination directed at individuals associated with those groups protected by law.

This term may be new to you, but you will quickly recognize the behavior. If you are familiar with the terms "sabotage" "set up" and "wrongful termination" you'll gain insight from this program. This offering addresses how mobbing occurs, the impact on the individual and the organization and strategies for identifying, intercepting, and preventing this behavior in the workplace.

### **↳ Mobbing Survival Skills: To Be or Not To Be**

People who are targets of a mobbing process have been thrown from what they believed was an orderly world into a state of chaos in which many points of reference are no longer valid. This confusion is going to prompt them to question all points of reference, including the ones deep inside of them. Their sense of personal dignity can be compromised unless they take steps to protect and preserve that which they value most.

Though many people have been hurt and destroyed by mobbing, many have not. There are steps that both organizations and individuals can take to heal from a mobbing process. Rebuilding trust is a key issue.

## **Attitudes and Professional Development**

### **↳ "Lock 'N' Load" - Mastering Change: The Dignity and Respect Approach**

The imperative phrase "lock and load" originally referred to the operation of the standard U.S. Army rifle of WWII. Its meaning is more general now, referring to **preparation for any imminent event**.

This session includes Dignity and Respect principles, the Big Three change inhibitors, approaching change as a concept to be mastered, using inferential thinking to create new points of reference, the threat of workplace mobbing during times of change, establishing and maintaining trust. Everything Changes Except What People Want

### **↳ "Eye of the Hurricane": The Dignity and Respect Approach to Managing Stress**

"Pressure: It changes everything. Some folks, you squeeze them, they focus – others fold. Can you summon your talent at will? Can you deliver on a deadline? Can you sleep at night?" – from The Devil's Advocate

"Are we having fun yet?" How many times have you heard that one during a stressful time? What causes us stress? We could make a laundry list of all the external factors. Too many responsibilities. Too many people depending on us. Deadlines. Delays. Misunderstandings. Health problems. Worries about our children, safety, finances, past mistakes, what the future holds.

Sometimes we can feel as if we’re caught in a hurricane. But at the center of every hurricane there is something called the eye. In the eye, all is peaceful and calm. The sun is shining. We can see clearly. The purpose of this session is to help you find that calm center within you.

## ↳ [“The Final Frontier - When People Don't “Click”:](#) *Personal Style*

How people perceive and then organize information determines the basis of how each of us responds, reacts, and interacts with others. This is a critical factor in team interaction.

This session explains how to identify perceptual and organizational styles. Concrete, Abstract, Sequential, and Global styles are reviewed. **Each is presented as a character from the original Star Trek series.** .

Learn the general characteristics as well as the management styles and employee characteristics associated with each and what you can expect from each style. Who’s good in an emergency? Who will happily dig in and research the information you need? Who’s a natural ‘cheerleader’ for staff? Who’s a natural facilitator? Who’s detail oriented? Who’s the visionary? Who needs clearly defined structure? Who needs lots of creative freedom? Who is more resistant to change?

## ↳ [Supervision: People vs Things - A Primer For The Newly Promoted](#)

“Ok, now what do I do?” People are generally promoted into positions of leadership because they demonstrated superior skills in their chosen field. Supervision and leadership require new and different skills than the ones that put someone in a position for promotion. Inexperienced or new supervisors often fluctuate between trying to be “one of the guys” and a dictatorial approach. This session helps new supervisors gain insight and build trust. It explores the basics of dignity and respect leadership, motivational issues and trust principles.

## ↳ [Go Ahead, Make My Day!](#) - *Evaluating Performance With Dignity and Respect*

Managers often cringe when evaluation time comes. Employees may become anxious. What is the purpose of evaluating performance? Justification for pay increase? A benchmarking tool for improvement? A preamble to termination proceedings? An opportunity for meaningful communication? Whether you use 360 evaluation programs, performance and planning conferences, or rate people on a scale from 1 – 10, you’ll gain insight and awareness from this session.

## ↳ [We Have A Situation - Disciplinary Action or Mentoring Opportunity?](#)

Of all the definitions for the word ‘discipline’ only one of them includes the word ‘punishment.’ Most employees don’t intentionally violate policies and procedures. No one looks forward to dealing with this type of situation but sometimes it is unavoidable. Check the policy and then check your own attitude. Can a potentially uncomfortable meeting turn into a mentoring opportunity? A dignity and respect approach might make the difference.



*“Training With A Can-Do Attitude”*®

Gail Pursell Elliott, “The Dignity and Respect Lady”

www.innovations-training.com

515-231-8828

gail@dignityrespectlady.com

## Teleconference/Webinar FAQ

**Live in-person training** is still the most effective but it can be costly in terms of time and travel. With Innovations Training you can schedule live training for just a few staff or supervisors or for your whole organization without having to go anywhere or import anyone.

**Teleconference/Webinar** programs from Innovations can be adapted to your unique needs and can be one or several sessions over time. All programs are based on the dignity and respect principles that have been the grounding of all Innovations programs for the past ten years.

**Gail Pursell Elliott** develops and presents all of the programs while working with you as a colleague with true interest in your success and the success of your staff. Gail has been presenting teleconference training since 2000 both regionally and nationally, and is a regular presenter for the Leadership Certification program offered through the Georgia Hospital Association’s TelNet. Periodic open registration programs are also available.

### FAQ:

- How much does it cost?
  - Open Registration Programs: flat rate per site
  - Scheduled just for your Organization: flat rate
- Do I get materials?
  - Handouts emailed for duplication
- How do I hear the program?
  - Audio portion by phone
- Is this pre-recorded? Can I ask questions?
  - Presented live with breaks for questions
- How much lead-time do you need?
  - A program can be set up within hours if you need it.
- What topics are offered?
  - Most of the Innovations Educational Programs are available in this format.
- How do I get more information on these topics?
  - Call or email Gail for a session overview and a complete listing of program topics.
- Can I request a different program for my group?
  - Yes. Gail can design a special program, a combination topic program, or a multiple session program for your group.
- Can I get group or individual consulting by phone too?
  - Yes. Gail works with individuals and organizations on specific issues by phone



*“Training With A Can-Do Attitude”*®

Gail Pursell Elliott, “The Dignity and Respect Lady”

www.innovations-training.com

515-231-8828

gail@dignityrespectlady.com

**515/231-8828 [www.innovations-training.com](http://www.innovations-training.com)**

## Consulting Services

### **Why Innovations Consulting Services?**

- Professional, confidential services you can trust
- Based on Dignity and Respect principles
- Services are available by phone or in person
- Group facilitation and mediation assistance available.
- Over fifteen years targeted experience in professional development

### **Organizations:**

#### **Administration - Consulting with Insight and Awareness**

Employee Relations Issues, Situational Evaluation, Documentation Review, Recommendations, Intercept Assistance

#### **Human Relations and Management**

Surveys and Assessments – Hands-on or Evaluation and Support  
Policy Review and Updates

#### **Mobbing, Workplace Violence, Harassment, Abuse**

Situational Evaluation, Employee Relations Issues, Documentation Review, Recommendations, Investigations, Intercept Assistance

#### **Respectful Work Environment and Ethics**

Situational Evaluation, Employee Relations Issues, Documentation Review, Recommendations, Intercept Assistance, Situational Healing and Trust Building  
Investigations  
Group Facilitation

### **Individuals:**

Management - Mentoring and Coaching  
Supervisory Development and Skill Refinement  
Workplace Mobbing/Bullying – Dignity and Respect Counseling and Coaching

### **Expert Advisory Services – Workplace Mobbing**

Documentation Review, Opinion and Synopsis, Recommendations

### **Innovations is “On-Call”**

*Have a situation? Pick up the phone and discuss it with a professional you can trust.*

**Entrust your Consulting needs to**

**Gail Pursell Elliott, “The Dignity and Respect Lady”  
515-231-8828**

**[www.innovations-training.com](http://www.innovations-training.com)**

# **Innovations**

***“Training With A Can-Do Attitude”***®

Gail Pursell Elliott, “The Dignity and Respect Lady”

[www.innovations-training.com](http://www.innovations-training.com)

515-231-8828

[gail@dignityrespectlady.com](mailto:gail@dignityrespectlady.com)

**[gail@dignityrespectlady.com](mailto:gail@dignityrespectlady.com)**