



## Menu of Services 2018

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President and Program Architect: Dr. Kitty Brandal

Each program offered by Corporate Compass Training has been designed purposefully by Dr. Brandal. These programs were designed using evidence based research alongside logical, relevant, and practical information for real-world application. These training programs are three hours long. However, they can be shortened or lengthened depending on your specific needs.

## Diversity and Perception Checking



*This program does not attempt to change anyone. It's simply a session that offers ideas on how to manage yourself in the workplace in regards to differences between people. Perception checking is very important.*

**Full Day Session = Six Hours.**

**Half-Day Session = Three Hours:**

{ Everything listed below is offered in a full day session }

- Why diversity training?
- Leadership and diversity
- What diversity is and what it is not
- Difference between EEO and diversity
- Labels. Patterned thinking
- EEO laws: What you need to know
- Gender diversity at work, ability/disability - ADA and diversity, and generational diversity (**A separate two-hour workshop can be completed on this topic: "Generation Motivation"**)

### *Multiple Exercises*

The full day workshop will cover all areas shown above along with several interactive exercises. This workshop discusses both diversity and equal opportunity but leans more toward diversity concepts because research shows that is where the real growth and development stems from. However, a great deal of litigation regarding EEO has plagued the United States for decades; therefore, it's important that employees have an overview of specific EEO laws. ***This training has the propensity to significantly open the lines of communication between employees and create a very powerful connection between people at work.*** It can also help mitigate costly legal issues. This workshop can be designed for your specific needs.

## Diversity-Centric Leadership

This workshop explores the many dimensions of diversity and works to build a common awareness as it relates to leadership and engagement. The mission of this workshop isn't to change anyone's values, morals, or beliefs. It is simply a time to build your self-awareness, gain more of an understanding of how unconscious bias works and the impact that may have on your work environment. The topics discussed in this workshop are special tools, specifically for managers and employees who are in jobs that seek to influence people into a positive direction.

### Topics for discussion:

- Why is diversity in the workplace important?
- The connection between diversity and leadership
- What diversity is and what it is not
- Difference between EEO and diversity
- Labeling ourselves and others. Patterned thinking.
- Perception checking
- Unconscious bias
- Why is she/he so sensitive?



# Emotional Intelligence

*This is one of the best workshops for leaders and for people who want to move into a leadership position.*

Topics for discussion:

- Overview of Emotional Intelligence
- Leadership and Emotional Intelligence
- The brain and Emotional Intelligence – *emotional hijack*
- Practical ideas to help you manage your emotions
- Practical ideas to help other people manage their emotions
- How to increase Emotional Intelligence



*Multiple Exercises*

This interactive workshop is for every level of employee; however, it is most helpful for people in management positions. Emotional intelligence is best described as the ability to understand and regulate your own emotions, recognize the emotions in others and help them manage their emotions, and how to make decisions based on your particular emotions. Basically, it's the ability to manage your emotions intelligently. This training will cover those specific areas as well as provide information on how to increase your emotional intelligence over time. This is an insightful, fun, and very educational course for people who are looking to positively impact their overall wellbeing and professional success.

## Lead Yourself

*This is a one-of-a-kind session designed by Dr. Brandal based on self-directed leadership.*

Self-directed leadership and learning is a process people use to motivate themselves to take initiative without the help of other people to achieve their goals. They diagnose their own challenges and then formulate learning goals and find resources they need to achieve success and be happy in all areas of life. According to Dr. Brandal, the four pillars of leading yourself are:

- Physical wellness
- Mental health
- Emotional Intelligence
- Openness and transparency

*Multiple Interactive Exercises*



This interactive workshop is for every level of employee - - and it's an important workshop to attend even if you are not in the workforce. The premise of this one-of-a-kind workshop is that: *We must lead ourselves before we can lead others.* This interactive workshop will discuss the four areas listed above and how they connect to building followers. This is an introspective workshop and participants who have an open mind about growth and development will come to know themselves at a deeper level. There are several assessments and activities in this workshop.

## Creative and Innovative Thinking in the Workplace

*This is a highly interactive workshop. Creative thinking leads to innovative ideas. Even people who don't think they are creative can learn to use their logical senses to stimulate their creativity and generate creative ideas from other people too.*

Topics for discussion:

- Why creativity in the workplace?
- But I'm not creative! Your default language
- Brain chemistry and creativity
- Idea generation tools and Mind Mapping
- Problem solving activities

*Multiple Exercises*



This workshop is for all levels of employees and it's an interactive and innovative workshop that helps individuals and teams develop and sharpen their creative thinking and problem-solving ability. Participants will work on solving fun and challenging brainteasers and problems. Additionally, barriers to creativity will be discussed along with how to think more creatively. ***This is a very interactive workshop that is fun, educational, and insightful.*** Participants can take these ideas back to their teams and use them to solve problems or for idea generation.

## Teamwork and Engagement

*Since the ability to function effectively and maximize performance is crucial for any winning team, it is important for teams to align themselves, focus on how to truly develop as a team, and be positioned for long-term success. This workshop is best for groups of people who already work or volunteer together. Teams become more acquainted at the "human" level. This can significantly increase the value of each other while on the job.*

Topics for discussion:

- Several engaging activities: Most of the time is spent doing activities together
- Theoretical concepts of: Forming, Storming, Norming, and Performing
- Vulnerability based trust
- Creative brainstorming within a team
- Group guided visualization
- Participants will complete an assessment

*Multiple Exercises*



This workshop is highly interactive. Several methods are used in an attempt to bring people together. This teamwork session engages employees, gets the conversation started...and, it's fun! There is also a purpose behind every activity that is completed in this session. Your team members will know more about themselves and have a deeper sense of each other when they leave.

While the ***concepts of teamwork can be taught in an educational environment, this special workshop energizes people on a deeper level so they can take that energy back to the workplace and keep the conversation going.*** People who have gone through this workshop have indicated that it has helped them in their personal life too. This is a very powerful session.

# The High-Performance Workplace Using Coaching and Respectful Discipline

*This program is for supervisors and managers who manage performance and are authorized to engage in corrective action and disciplinary protocol. This program will help you prepare for the meeting and engage in the conversation in a way that is respectful and appropriate.*

Topics for discussion:

- Corrective Action vs. Disciplinary Action
- Confront the situation
- Documenting
- Verbal warning
- When coaching and counseling isn't working
- Progressive discipline
- Adminstrating discipline
- Common mistakes supervisors make during the discipline process
- Subjective vs. objective documentation
- Feedback can be a gift...if you offer it that way

*Multiple exercises*



Nobody likes negative feedback...and delivering it can be just as difficult as receiving it. Yet, corrective action tools and being able to discipline employees to eliminate or mitigate performance problems is a critical management skill. Ignoring poor performance had hoping it will go away is a solution that doesn't work and it can hurt the performance of the team. It can also ruin your credibility as a leader. This process doesn't have to be a chore. With the right training, you CAN engage in this process with a coaching mindset and strong confidence.

## Communicate to Collaborate, Facilitate and Motivate

*This workshop is a combination of the Communication Workshop and Conflict Management Workshop. While it's recommended to take each of those workshops by themselves, some companies prefer to combine them.*

Topics for discussion:

- Difficult people: We are all difficult
- Develop new neural pathways in the brain for better communication and conflict management.
- Passive/Aggressive/Emotionally Intelligent Communication
- Words that promote conflict
- Checking assumptions
- The Conversation Plan and Conversational Sequence
- Deflecting and redirecting a conversation
- The psychology of motivation

*Multiple exercises*



The purpose of this workshop is to enhance the success of your staff communicating at work by providing participants with practical skills, awareness, and tools needed by employees at all levels. We all need to collaborate, facilitate, and motivate people in the workplace. This is true even if you aren't in a leadership position. A significant outcome of this workshop is that participants will have the means to better relate to each other even during difficult situations. We will discuss logical (and psychological) ways to communicate with each other, especially during turbulent times.



## Generation Motivation! *Age or Mindset?*

*This workshop is for every level of employee and will help managers understand their teams better. It's educational, relevant, and fun.*



*Multiple exercises*

Topics for discussion:

- Get to know the different generations in today's workplace
- Motivating strategies for different generations
- Biases are normal human behavior
- Techniques in managing your mindset at work
- Discuss how generational differences impact communication and work preferences
- Discuss the positive attributes that each generation brings to the table

Today's workforce may be comprised of as many as four generations working side-by-side. Each generation has a unique mindset, work style, and way of communicating. More than ever, the ability to understand and lead multi-generational teams is essential for managers. As employees and managers, we have to question our own thoughts when we have differences with other people who are older or younger than us...is the issue an "age" issue, or is it my personal mindset and beliefs?

## Leadership and Supervision for the First-Time Manager

*This program is for frontline workers and new supervisors. This is also a great refresher for people who have been in leadership positions for a while.*

Topics for discussion:

- From the frontline to a supervisor (the transition)
- Delegation
- Setting goals (for self and team)
- Motivating team members
- Corrective action
- Feedback
- Self-assessment: What's my Leadership Style? (Groups of 20 or less).

*Multiple exercises*



This workshop is for people who will become supervisors, new supervisors/managers, and can also be used as a refresher for people who have been in management positions for a while. This workshop will offer participants a broad overview of some of the most important responsibilities of a leader today. Leadership competencies are learned on-the-job every day. However, having a new set of tools (or a renewed set) can significantly enhance a leader's competencies and relationship building. New supervisors who attend this training will be better prepared to take on the challenges of their new responsibilities much sooner.

## Leader as Coach



*Leaders are coaches. The ability to bring the best version of yourself to work every day, communicate effectively, resolve conflict and confidently handle any situation with finesse and skill are some of the most desirable skills in the workplace today. Technical expertise in a person's profession is important, but people skills are the most critical skills in our diverse workplace today. Communication is a skill that every team member needs to have, from the most junior staff member to the most senior executive leader.*

Topics for discussion:

- Empathic listening
  - Motivation
  - Communicating with diplomacy
  - Creating an open culture
  - Emotional management and remaining calm
  - Your default communication style
  - Conflict during communication
  - Making the tough decisions and being at peace with yourself
- Multiple exercises*

Leaders have a vastly influential role to play in optimizing employees' performance. Coaching at work sounds like some fad, a step up from being the office cheerleader, which is unfortunate. All it really means is helping people get the best out of themselves, which has of course been an essential part of good leadership since the beginning of time. Leaders who have become effective coaches are members of a select group who can call coaching a habit.

## Building Trust in the Workplace

*Trust is personal. Everyone trusts differently. Trust helps teams openly engage in healthy conflict. This workshop will discuss the psychology of trust and create a logical understanding of the concept. We will also discuss why people have difficulty trusting others and how you can begin dissolving barriers to earn trust.*

Topics for discussion:

- Where does trust come from?
  - Creating a culture of trust
  - Trust breakers
  - Actions employees can take to build and maintain trust
  - Good governance and risk management
  - Transparency and responsiveness
  - Sincerity and trustworthiness
  - Active listening
  - Gossiping and manners
- Multiple exercises*



Essentially, this program can be the starting point to building strong relationships. With trust, comes higher employee morale and better communication/conflict management. In fact, experts agree that trust is the foundation to teamwork. If trust is the foundation of the relationship, even when people disagree, trust will allow a team to *professionally and respectfully* agree to disagree. This can also build strong bridges between the frontline staff and management.

## Conflict Management: Conflict is Inevitable. Combat is Optional.



*This workshop is based on the workplace environment, yet it has helped many people at a personal level. This workshop will entice you to question yourself...what you know about conflict...and how you have typically managed conflict in the past.*

Topics for discussion:

- Causes of conflict in the workplace (Healthy and damaging conflict)
- Importance of resolving conflict
- Assertiveness
- Courage and self-esteem
- Methods of conflict resolution
- Active listening and responding
- Do's and don'ts with conflict resolution
- Self-Assessment: Conflict Strategies Inventory (Groups of 20 people or less)

*Multiple Exercises*

Conflict is inevitable in the workplace. Many people simply try to avoid it. Others become frustrated because they don't know what to do about it. ***Even though you can't see it on the financial reports, conflict is very costly.*** This workshop will cover detrimental conflict and offer ideas to mitigate difficult circumstances. Interactive exercises are used so that participants gain a greater understanding of conflict. Additionally, one very important consideration about this workshop is that the positive aspects of conflict in the workplace will be brought to light. This can entice people to look at conflict - - *as an opportunity.*

## Customer Service with Emotional Intelligence

*This program is absolutely necessary for all people (managers or frontline staff) working with customers.*

Topics for discussion:

- Introduction to Emotional Intelligence
- The customer-centric attitude
- Behavioral Patterns
- Enhancing your empathy and empathic listening
- Developing optimism through personal motivation
- Managing stressful situations/conflict
- Developing a mantra

*Multiple exercises*



The purpose of this workshop is to leverage emotional intelligence while working with customers. Employees with high emotional intelligence have the ability to understand and control their emotions even in the most challenging situations. This helps to increase sales, work more efficiently, and become stronger leaders. Customer loyalty will depend on how a customer feels when they interact with an employee. ***Emotional intelligence is a key factor in how employees connect and maintain relationships with customers.*** This workshop is for all levels of employees who interact with customers.



## The Performance Management Meeting: *Be the Coach!*

*This program is for supervisors and managers at any level who evaluate and manage performance. This program will help you gear up to be the coach during a performance review.*

Topics for discussion:

- Preparing for the meeting
- How will you evaluate?
- Write the performance review: Rating scale
- Common mistakes in this process
- Tips about evaluating attitude and behavior
- Feedback Methods
- Managing reactions
- Disagreement about the evaluation
- Goal setting

*Multiple exercises*



Who loves doing performance reviews? Most likely...nobody! Yet, it's one of the many productive coaching tools that can work if we use it right! The ability to conduct productive performance evaluations is a learned skill. Even without specialized training, many evaluators can adequately communicate about concepts such as job responsibilities, skills and goal achievement. That's because these are objective, easy to measure and discuss.

A more daunting but crucial part of the performance review is the area of behavior assessment - - *those subjective areas*. As opposed to making those situations worse by choosing the wrong approach, or inflammatory wording, or simply bypassing those issues altogether, you (as the coach) can use your emotional intelligence training to address these issues.

## Business Etiquette

*This workshop is for all levels of employees and within every occupation. This workshop can help mitigate destructive conflict and encourage civility in the workplace.*

Successful completion of this course will increase your knowledge and ability to:

- Use basic courtesy and manners
- Practice common business etiquette to build and maintain relationships
- Implement practices for respecting yourself
- Be resilient in difficult situations
- Interact in a respectful manner with coworkers and subordinates
- Establish positive human connections
- Maintain relationships with strong communication skills
- Use technology effectively
- Balance work and personal life appropriately

*Multiple exercises*



Etiquette is a set of unwritten rules that apply to social situations, professional workplaces and relationships. In the business world, good business etiquette means that you act professionally and exercise proper manners when engaging with others in your profession. Good business etiquette is a valuable skillset that will make you stand out from others and enhance your chances of success.

## Public Speaking and Powerful Presentations

*This course is for people who have some anxiety when giving presentations, speeches, or speaking to a group of people. It is also designed to help people (who don't have public speaking anxiety) conduct more powerful presentations.*

Topics for discussion:

- What is fear?
- How fear affects our body?
- Confidence
- Skill tips
- The power of humor
- Positive thinking and self-talk
- Relaxation techniques
- Guided visualization

*Multiple exercises*



Does your heart race when you are told that you have to give a speech for a class or a presentation at work? If so, you aren't alone. ***A great deal of research shows that the fear of public speaking is the number one fear of human beings. But, you don't have to let this fear control you.*** This interactive and fun workshop will show you how to take control and navigate your emotions before and during a presentation as well as build a rapport with the audience.

## Chill Skills: Stress Management for Busy People

*It doesn't matter where you are from in this world, your socioeconomic status, what your gender is, or even your religious preference, we are all susceptible to stress. Stress is a universal and naturally occurring phenomenon. This no-nonsense interactive workshop will heighten your awareness to the threats of stress and why it's important to take control of it immediately. Plus...we'll have some fun!*

Topics for discussion:

- The shocking truth about stress: What's happening to you right now?
- Your default behavior
- Good vs. bad stress
- Dealing with toxic people
- Humor and stress management
- Your chemistry: How your brain works and how to manage it
- Chill skills: Learn and practice a variety of effective stress coping and stress reduction strategies.
- Tools for making stress management sustainable

*Multiple exercises*



You might be a business owner or senior leader who is wearing more hats than you can count, or you might be a mid-level manager or frontline team member juggling multiple deadlines (and dealing with family). Without the skills necessary to manage stress and emotions – performance suffers (so does your health)! We cannot eliminate stress, but we can use our coping skills and emotional intelligence to manage it.

## Mindful Leadership



*Mindful Leadership training is fitness for the mind. This program will help you answer the following questions: What is mindfulness? How can it help me personally? How can it help me be a better leader? How can I be more present and “in-the-moment” with people? Mindfulness is achieved by regulating one's attention—focusing attention on one's thoughts and emotions. You can also think of it as the cultivation of leadership presence.*

Topics for discussion:

- What mindfulness is all about
- Why mindfulness is important in your personal and professional life
- The neuroscience of mindfulness and the brain
- How mindfulness can help with brain fog, emotional management, brain health, and physical health
- How mindfulness relates to leadership
- Connecting with people

*Mindfulness exercises*

To be a manager/leader that people want to follow, we need to be mindfully-aware and present. Being on auto-pilot doesn't allow us to engage, inspire, or connect with our team members or ourselves. This workshop will help you become more “aware” of yourself and other people.

## The Leader in You (A program for people who are not in management)

*Leadership isn't just for managers...it's for all of us. If you think that building trust, working as a collaborative team, and proactive communication are important, then you are probably a leader yourself. These are all elements of good leadership. But, leadership isn't easy; it takes work. This program is for frontline staff – for people who aren't managers yet.*

Topics for discussion:

- What is leadership....really?
- Accountability
- Followership: The first step in extraordinary leadership
- Trust is a must!
- YOUR professionalism = YOUR credibility

*Multiple exercises*



Leadership begins with “thyself”. First, you need to lead yourself, before you can lead others. Second, leaders need to have an open heart and an open mind. Third, leaders have the ability to influence other people (co-workers, managers, community members, etc.) into a positive direction – but, this takes “deliberate emotional labor”. Leadership skills are important to employees at all levels within an organization...it makes your team stronger, reduces drama, and has a positive impact on your physical and mental wellness.

## Great Teachers to Great Leaders

*“A leader is the one who knows the way, goes the way, and shows the way.” ~John Maxwell*



Inasmuch as this is true for leaders, this is also true for teachers. Our communities and our world need teachers who are ready to take on a genuine leadership role. But, leadership isn't as easy as people think. Leadership begins with “thyself”. First, you need to lead yourself, before you can lead others. Second, leaders need to have an open heart and an open mind. Third, leaders have the ability to influence other people (students, co-workers, managers, community members, etc.) into a positive direction – but, this takes “deliberate emotional labor”.

Topics for discussion:

- What is leadership?
- What is your leadership style? (Leadership assessment)
- How does being a teacher tie into leadership?
- Attributes of a good leader
- Communication = Your Credibility
- Branding yourself as a professional
- Positive Mental Attitude and Positive Culture

*Multiple exercises*

Teachers are leaders in their own right. Leadership is a skill that everyone needs to continually work on in order to make a real impact in their environment. Teachers and leaders and lifelong learners. That's why this workshop will be a great benefit to anyone in the teaching profession.

***Coming soon in 2018:***

**Preventing Sexual Harassment: A Common-Sense Approach**  
**S.L.A.P. Your Customer!**

*These workshops can be customized for a specific training need. Additionally, Corporate Compass is available for training sessions in the evening hours – shift workers shouldn't be left out of the training process. The heart and mind learning philosophy is utilized during these sessions. Since learning is an emotional process, we must touch the heart - - to touch the mind.*

## Professional Development Assessments

- Communication Style
- Personality Style
- Conflict Management Style
- Team Member Style
- Breakthrough Creativity Profile
- Coaching Skills Inventory
- Leadership Style
- Supervisory Skills Assessment
- Interpersonal Influence Inventory
- Team Effectiveness Profile
- Legacy Leadership Competency Inventory
- EQ-i 2.0 Emotional Intelligence Assessment. Psychometric Assessment. *Best assessment on the market!*



## Confidential and Private Coaching

- Confidential Leadership Coach; Public Speaking Coaching and Development
- Individual sessions for people in public office or business leaders who want to improve their communication skills.
- Individual sessions for people aspiring to run for public office/election and business leaders seeking higher levels of responsibility who want to work on their communication and understand audience perception.
- Confidential leadership coaching for senior leaders and elected officials.
- Coaching for mid-level managers and aspiring leaders.
- Stress and wellbeing
- Self-esteem and assertiveness coaching
- Short presentations can be offered during your company's new employee orientation on diversity, sexual harassment, business etiquette, etc.

## Consulting Services

- Code of Conduct design
- Team Charters
- Facilitating difficult conversations between employees (one-on-one or small groups)
- Performance Management Systems

## Other Services

- Keynote speaker: Diversity/Inclusion; Leadership; Emotional Intelligence
- Group guided visualization exercises
- Reiki



## About the Trainer



*Kitty Brandal, PhD*

President, Corporate Compass Training

Dr. Kitty Brandal is an experienced independent trainer who has been training and developing people for over 25 years. She specializes in emotional intelligence and leadership development.

Some of her clients include, Bowling Green State University, Wal-Mart, Firelands Regional Medical Center, U.S. Tsubaki, Lake Erie Shores and Islands, Seneca County Board of Developmental Disabilities, JBT Food Tech, and many other corporate, government and non-profit organizations around Ohio.

Kitty served 15 years in the Navy and is an award-winning speaker with Toastmasters International. She holds a PhD in Organizational Leadership and is a Reiki Master and stress management specialist.