



Corporate Compass Training and Development

Menu of Services 2017

P.O. Box 2499
Sandusky, OH 44870

Phone: 419-239-5732

E-mail: president@corporatecompass.biz

Website: www.corporatecompass.biz

President and Senior Trainer: Dr. Kitty Brandal

Each program offered by Corporate Compass Training and Development was 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. To receive the maximum benefit of the training concept and to engage in interactive exercises, the full three hours (or longer) is strongly recommended. Please contact Dr. Brandal for pricing information.

Diversity Awareness

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

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

Summary: 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.

Emotional Intelligence

One of the best workshops for leaders and for people who want to move into leadership positions.

- 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

Summary: 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 Thyself

One-of-a-kind session designed by Dr. Brandal based on self-directed leadership

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

Multiple Interactive Exercises



Summary: 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.* Dr. Brandal is currently authoring a book on these concepts and is using the theoretical base of self-directed leadership. This interactive workshop will educate participants in 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.

Creativity in the Workplace

This is a highly interactive workshops. 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.

- 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



Summary: 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

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.

- Several engaging activities: Most of the time is spent doing activities together
- Theoretical concepts of: Forming, Storming, Norming, and Performing
- Vulnerability based trust
- Assessment: What’s my Team Member Style? (Group of 10 people or less)
- Creative brainstorming within a team
- Group guided visualization

Multiple Exercises



Summary: This workshop is highly interactive. Several methods are used in an attempt to bring people together. There's no question about it, this teamwork session engages employees, educates them on the theoretical concepts of teamwork...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. ***The concepts of teamwork can be taught, however, 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.

Communicating at Work

While this workshop is about the workplace, participants have reported that they have used these concepts on a personal level and have been much more successful when communicating with their family and friends.

- Empathic listening
- Self-talk
- Communicating with emotional intelligence
- Differences in gender communication
- Creating an open culture
- What’s your default communication
- Conflict during communication
- The power of non-verbal communication

Multiple Exercises



Summary: 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. A significant outcome of this workshop is that participants will have the means to better relate to each other even during difficult situations. Interactive exercises are used so that participants gain a greater understanding of the concepts that involve communicating at work

Conflict Management

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.

- 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



Summary: 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.*

Leadership and Supervision

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.

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

Multiple Exercises



Summary: 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.

Customer Service with Emotional Intelligence

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

- 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



Summary: 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.

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



Summary: 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 Presenting

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) offer more powerful presentations.

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

Multiple exercises



Summary: Does your heart race when you are told that you have to give a speech for a class or a presentation at work? Do you have such anxiety over speaking in public or small groups that you would even consider taking a lower grade in a college class or even forgoing a promotion? 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. We will discuss how to minimize obstacles and how to take your skills to the next level. Specific topics include understanding fear and how fear affects the body, the power of humor, confidence, speaking skills, audience perception, visualization, self-talk, and relaxation techniques.

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. The following concepts will be discussed:

- 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.

Chill Skills: Stress Management for Busy People



It doesn't matter where you are from in this world, your socioeconomic status, what color your skin 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. 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. You may not see it, but others may be able to blatantly see what's happening. We cannot eliminate stress, but we can use our coping skills and emotional intelligence to manage it.

The following will be discussed in this educational and fun workshop:

- 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

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 and Coaching

- Emotional Intelligence Assessments and Coaching (EQ) (EQi 2.0 Assessment)
- Supervisory Skills Questionnaire
- Conflict Management Profile
- What's My Team Member Style? (Personal teamwork profile)
- Breakthrough Creativity Profile
- Coaching Style Inventory
- Stress and Wellbeing Assessments
- Self-esteem and assertiveness coaching
- Job interview coaching
- Resume review
- Confidential coaching for mid-level managers and senior leaders in business and politics

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
- Group guided visualization exercises
- Reiki
- Confidential 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 audience perception*.

About the Trainer



Kitty Brandal, PhD

President, Corporate Compass Training and Development

Dr. Kitty Brandal is an experienced independent trainer who has been training and teaching for 25 years. She is the President of Corporate Compass Training and Development and lives in Huron, Ohio.

She taught various courses during her career in the U.S. Navy. She has also designed curriculum and interactive workshops for business classes in higher education and the corporate sector. Dr. Brandal earned a doctorate degree in Organizational Management and Leadership. Her doctoral research studied the correlation between Emotional Intelligence and Communication Apprehension.

Dr. Brandal offers a variety of leadership development programs, to include: Emotional Intelligence, Diversity and Inclusion, Creativity and Innovation in the Workplace, First Time Supervisor Workshop, Dealing with Difficult People, and many others. She also offers business consulting and keynote speaking services.

Some of the companies who have benefited from her workshops and seminars are Bowling Green State University, Wal-Mart, Firelands Regional Medical Center, Terra State Community College, several non-profit agencies, government organizations, and many others around the State of Ohio.

She is an award winning speaker with Toastmasters International and competed in the 2015 Semi-Final World Champion of Public Speaking Competition for the Toastmasters International Speech Contest in Las Vegas, Nevada. Dr. Kitty Brandal is a member of the Professional Speakers Guild as well as a Reiki Master and a Certified Stress Management Coach.