



**TRAINING & CONSULTING SERVICES**



# DEVELOPING. GROWING. LEARNING.

Today's organizations face greater challenges than ever before. Success depends not only on technical expertise but on human skills like communication, leadership, and adaptability. These abilities strengthen teams, improve workplace culture, and provide lasting value for both employees and the organization. Many organizations find the added training and development resources they need in our helpful seminars, ranging from hour-long to half-day sessions.

## TAILORED TO YOU.

The goal of any training is to meet the needs of your organization. While our courses have been developed for a general audience and not specific to any industry, our team works with you to understand your goals and objectives so we can personalize the content for your organization.

- Trainings can be delivered **in-person** or **online**.
- **Interactive sessions** often include a combination of lecture, discussion, participant exercises and various visual aids, including PowerPoint slides and handouts.
- If your organization would prefer other training topics, please contact the our office to consult with a trainer regarding a **custom topic**.

## START THE PROCESS.

Requesting a trainer is easy. Simply call **800-627-8220** and ask to speak to the Client Services Associate or email [Training@TheVillageFamily.org](mailto:Training@TheVillageFamily.org). You'll want to schedule a training at least four weeks in advance, since schedules often fill up quickly. You can also book months in advance for special organizational meetings, to ensure the date is held for your team.



# TRAINING & CONSULTING SERVICES

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# SUPERVISOR TRAINING AND DEVELOPMENT

Well-trained supervisors are essential to any organization's success. Helping keep the team focused on the mission and vision, interacting with integrity, and living out core values of leadership are all part of an accomplished supervisor's toolkit. All the sessions below are designed for supervisors or managers.

## SUPERVISOR BASICS

Whether a refresher course or new skill-builder, the topics are timely and helpful for any supervisor. In addition to addressing the responsibilities of a supervisor, qualities of an effective supervisor, and the importance of trust between supervisors and staff, please select **up to 3** of the following topics:

- Hiring
- Onboarding
- Delegating
- Employee Performance
- Managing Peers
- Accountability

## CREATE A CULTURE OF ACCOUNTABILITY

Do you understand and appreciate the link between results and the level of accountability of your team?

- Define "accountability"
- Understand the relationship between trust and accountability
- Explore ways to implement successful accountability habits

## MOTIVATE AND ENGAGE EMPLOYEES

How important is it that employees are motivated and engaged? Research shows that it is very important, and the organizations that prioritize it are winning:

- Learn the difference between satisfaction and engagement
- Review the research on engagement and retention
- Understand the way supervisors can enhance employee motivation

## CONSTRUCTIVE PERFORMANCE REVIEWS

One of the most challenging roles of a supervisor is conducting effective employee performance reviews:

- Understand the value of effective feedback for employee growth and development
- Consider the purpose, process, and timing of a performance review
- Examine best practices for communicating professional feedback
- Review key attributes of setting goals

Contact us if there are specific needs you would like addressed.

## GOAL SETTING

Effective goal setting offers direction, motivation, and accountability, both personally and professionally:

- Realize the relationship between goals and change
- Consider what makes a goal effective
- Practice writing a SMART Goal

## HIRE THE RIGHT PEOPLE

The process of adding new staff to your team can be challenging and expensive, and you want to get it right the first time:

- Examine the steps in the hiring process
- Explore different reasons for selecting a candidate
- Discuss the interview process

## SUPPORT YOUR TEAM'S WELLBEING

In an ever-changing world it is key to be able to connect with your employees and support their well-being:

- Discover different areas of wellbeing
- Understand the effects of anxiety and stress on the workplace and your employees
- Learn tips and tools for supporting your team's well-being

## SUPERVISOR'S GUIDE TO THE EAP

***\*Does not use training hours. Schedule with your Account Executive.***

A valuable tool in a supervisor's toolkit, the Employee Assistance Program provides support for you and your team:

- Learn what resources are available through The Village EAP
- Discover ways the EAP can assist with concerns
- Explore how the EAP can serve when addressing employee performance concerns
- Hear about strategies for encouraging employee awareness and use of the EAP

### DEVELOP A TRAINING SERIES TO DIG DEEPER INTO A TOPIC

*Are you looking to take your organization to the next level in Leadership, Diversity, or Culture? The Village staff can work with you to develop a training plan based on the needs of your team or organization. Call 800-627-8220 or email [Training@TheVillageFamily.org](mailto:Training@TheVillageFamily.org) to get started.*

# LEADERSHIP TRAINING AND DEVELOPMENT

Quality leadership is essential to an organization. The focus of these trainings is to prepare new leaders as well as strengthen existing leaders within your organization.

## DEVELOP THE LEADER IN YOU

Regardless of their role in the organization, anyone can lead. What style do you use? What characteristics are vital for effective leadership?

- Explore key characteristics of successful leaders
- Discuss principles of value-driven leadership

*Let us know when you schedule if the audience will be employees or supervisors/managers/leaders*

## EFFECTIVE TEAMS

A team is more than a group of people who all report to the same manager. A team is a group of people with a shared goal who depend on each other to do their part to reach the goal. This course looks at elements of an effective team and/or the leader's role is helping the team succeed.

- Discuss what makes an effective team
- Learn the stages of team development
- Explore the leaders role on a team

*Let us know when you schedule if the audience will be primarily team **members** or team **supervisors**.*

## TRUST BUILDING

One of the most significant aspects of an influential leader is the need to establish a trusting relationship:

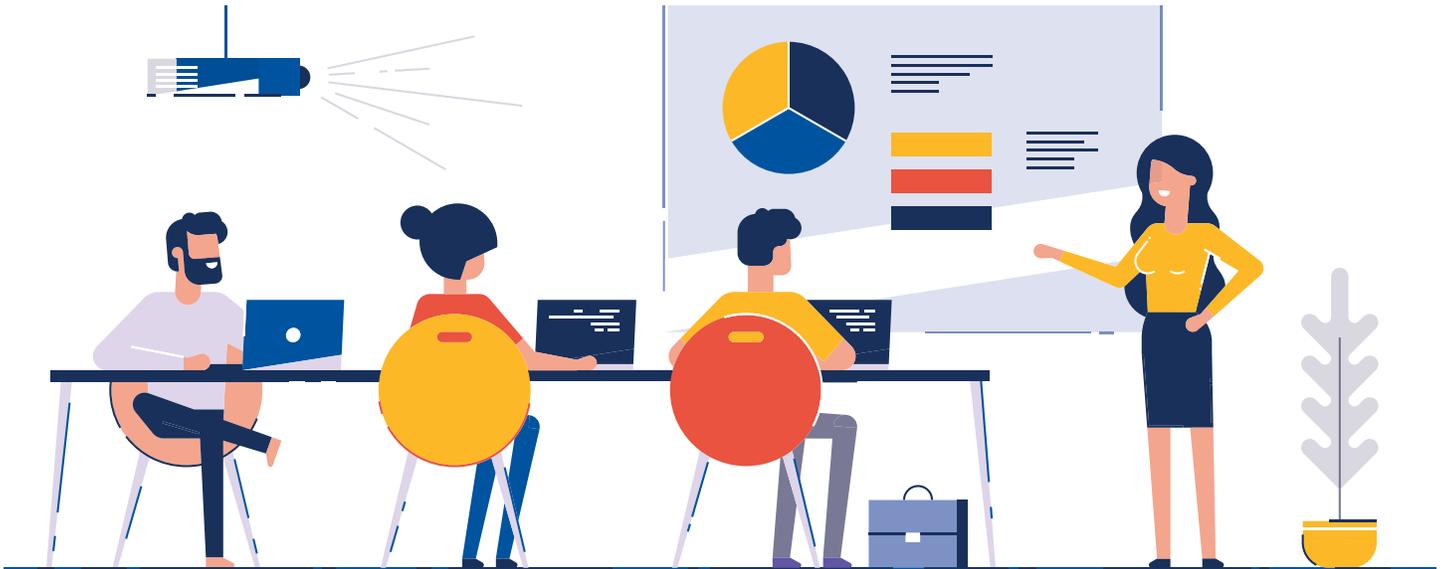
- Consider what trust is
- Examine what leading with trust looks like
- Discuss the impact of trust/lack of trust on an organization

## ORGANIZATIONAL CULTURE

Organizational culture is far more than the holiday celebrations. It's the decision-making tool that we use, our hiring practices, our communication... it's *how we do things here*:

- Look at what organizational culture is and how it can influence success
- Consider ways to develop a positive, thriving culture
- Examine the role of leadership in shaping the culture





## TEAM TRAINING AND DEVELOPMENT

Topics in this group are designed for all employees, to help everyone on your team grow and learn.

### CONFLICT RESOLUTION

Although often viewed as negative, when understood and addressed, conflict can be very healthy for organizations:

- Explore how conflict can be useful to help teams and organizations change and grow
- Consider steps for effective conflict resolution

### INTERGENERATIONAL TEAMS

Interacting with people from multiple generations is an important skill set for any organization:

- Examine generational differences, strengths, and similarities
- Discuss the actual concern among generations
- Explore strategies to work effectively across generations

### RESILIENCY

When times are difficult or the challenges keep coming, why are some people better able to adapt and overcome? The short answer is, they have more resiliency. And yes, it can be developed!

- Define resiliency
- Learn the components of resiliency and how to put them into practice

### WORKPLACE DIVERSITY MATTERS

Want to propel your team or organization to be its best? Harness the power of diverse thought and ideas:

- Explore why diversity is an asset to the team or organization
- Discuss how to include and use the diverse strengths
- Consider how to effectively resolve differences

### EMPATHY IN THE WORKPLACE

One of the most valuable skills to have in the workplace is empathy. Knowing how to be empathetic can help you improve communication with others and create great relationships, making for a positive workplace:

- Define empathy and understand how it differs from sympathy
- Discuss importance of empathy in the workplace
- Explore strategies to grow your empathy

### NAVIGATING DIFFICULT CONVERSATIONS

When we disagree with someone on something important or we've been hurt and our emotions are involved, we don't always know what to do. Learning the skills to have a difficult conversation will help address conflicts before they get too daunting and improve relationships in the process.

- Identify the signs that point to needing to have a conversation
- Gain practical tools and communication techniques to navigate challenging discussions

### CLIFTONSTRENGTHS® CONSULTING

*Not included in training hours*

CliftonStrengths® is a unique tool that helps you identify your and your team's innate strengths and turn them into superpowers. It's backed by over 50 years of research and designed to help you achieve success by leveraging your distinct abilities.

*See Page 10 for more information.*

# EMPLOYEE TRAINING AND DEVELOPMENT

Helping employees grow and develop will enhance motivation, support retention and augment other efforts to develop healthy, strong organizations.

## MAINTAIN HEALTHY BOUNDARIES

Knowing where to establish healthy boundaries is key for today's highly connected world:

- Discuss healthy and unhealthy boundaries
- Explore how to set boundary limits at work
- Consider methods of feedback for times when boundaries are crossed

## EFFECTIVE COMMUNICATION

Effective communication is essential to the growth and success of your team or organization:

- Investigate critical components to successful communication
- Discuss the variables that impact the effectiveness of communication strategy
- Explore positive ways to enhance your communication

## TRANSPARENT COMMUNICATION

It is imperative to understand the importance of communicating with transparency. Not only does it build trust, using transparent communication can assist in creating a happier and more engaged working environment.

- Learn and understand what transparent communication is and its importance in the workplace
- Discuss how to create a transparent working environment

## EXCEPTIONAL CUSTOMER SERVICE

Superb customer service keeps your customers happy and returning, so how does it work in your organization?

- Review the standards of excellent customer service models and examine barriers to excellence
- Consider how to build processes that ensure quality customer care every time

## DE-ESCALATION

Sometimes things get hot. It's good to know some strategies for cooling things down.

- Identify signs that tensions are escalating
- Discover strategies for what works and what doesn't

## EMOTIONAL INTELLIGENCE

The emotional and social skill set of an individual can shape relationships, ability to cope and daily life:

- Define emotional intelligence and how it differs from other aspects of our life
- Assess personal ability to understand individual emotions and organizational climate
- Consider strategies to recognize and constructively address areas needing improvement

## UNCONSCIOUS BIAS

No one is without bias. Knowing where bias comes from and the impact it has on our thinking and decision-making is key to reducing it.

- Explore the definition of unconscious bias and its impact on daily choices
- Consider ways to increase personal and organizational awareness of unconscious bias
- Embrace tools that can help individuals and teams combat unconscious biases

## CIVILITY IN THE WORKPLACE

In the past two decades, rates of incivility in the workplace have risen significantly, leading to an increase in harassment:

- Define "civility" and consider the slippery slope from incivility to harassment
- Examine the impact on the organization
- Identify your role in creating a civil work environment

## SELF-CARE FOR THE REMOTE WORKER

For many people, working from home requires an adjustment in schedules, workflows and how they view and use their home space. Taking care of your wellbeing while working from home is crucial to productivity and balance:

- Learn about the importance of setting boundaries
- Discuss components of wellness
- Examine strategies for making working from home work for you.

## WORK-LIFE BLEND

The concept of work-life balance is being replaced with a more flexible and attractive approach to self-care known as work-life blend:

- Compare the idea of work-life blend and work-life balance
- Examine the challenges and the benefits of work-life blend on the employee and the organization
- Outline ways to encourage this blend

***"Our employees' favorite workshops are from The Village. Why? The trainers provide instruction on things that matter in our workplace. They create a fun and entertaining learning experience and are respectful of our employees – patient, listening well and answering questions clearly. Don't hesitate to book workplace training!"***

# PERSONAL WELLNESS AND SELF-CARE

Supporting healthy lifestyles and encouraging employees to be more proactive in caring for themselves results in a more productive and healthier workplace.

## MENTAL HEALTH AWARENESS

Understanding mental health and mental wellbeing are crucial to our personal and professional lives:

- Learn about warning signs and symptoms of poor mental health
- Identify how we can support friends and family dealing with poor mental or mental illness
- Consider how we can fight the stigma of mental illness and examine the benefits of counseling

## STRESS MANAGEMENT

With individuals feeling overworked, over-extended, overwhelmed, and overloaded, it may be time to pause:

- Explore common causes of stress
- Discuss strategies for reducing stress in our lives

## NAVIGATING AND COPING WITH CHANGE

Change is the only guaranteed constant in life. Whether the change is personal or professional, people will feel its impact in their lives:

- Consider the realities of change and the stages for accepting change
- Outline some techniques for embracing change
- Discuss the role a positive attitude can play in creating effective change

## TIME MASTERY

When your “to-do” list is longer than your time frame, how do you deal with the challenges?

- Address some common time management myths
- Explore strategies to help master your schedule
- Learn tips for dealing with procrastination

## COMPASSION FATIGUE AND EMPLOYEE BURNOUT

Understanding the challenges and stressors we face can feel overwhelming. The care and energy we give to others can play a role in feeling fatigued and burned out:

- Define compassion fatigue and burnout and how they affect you
- Discuss how to manage stressors
- Tips and tools for practicing self-care

## CHANGING & CREATING HABITS

A habit is a “regular practice that is hard to give up”. Wouldn’t it be great to create habits that work with us instead of against us?

- Discover the impact habits have on our daily behaviors and how we see ourselves
- Break down the steps to creating a new habit
- Identify strategies that work for you

## MINDFULNESS

Living every moment, aware and present, is an important component to enjoying life and managing stress:

- Discover the mental and physical health benefits of mindfulness
- Explore different approaches to mindfulness
- Discuss how to incorporate mindfulness into your workday

## THE POWER OF GRATITUDE

Gratitude is a valuable tool for all employees, helping to manage stress, gain perspective, and build resiliency.

- Discuss what true gratitude is and how it can influence success
- Consider why we struggle to show and accept gratitude
- Consider how practicing gratitude can strengthen the culture of an organization

## MAKING POSITIVITY A HABIT

A positive attitude is contagious and can elevate the success of an individual and a team:

- Realize the power an attitude has
- Learn where attitudes come from and how to take charge of them
- Consider strategies to embody a more positive attitude to improve our outlook and the culture in our organization

## HOLIDAY STRESS MANAGEMENT

Life can be stressful, and the holiday season seems to make it more so. What can you do?

- Consider the additional causes of stress during the holidays
- Assess what you want from the holidays
- Identify some of the effects of holiday stress
- Outline some techniques for preparing for and dealing with holiday stress



## FINANCIAL WELLNESS

Learn how to manage your money better and have a successful financial future.

*\*These courses are only available **virtually**.*

### BASIC MONEY MANAGEMENT

Life is busy and hectic for all of us. Unfortunately, it is easy to become disorganized and forget important events. Bills pile up and sometimes we don't know if they were paid. Basic Money Management examines the fundamentals of a healthy financial life: organizing your bills, reducing your debt, saving for your future, and knowing your rights regarding debt collectors.

### BUDGETING 101

Budgeting is a way to take control of your finances and achieve financial health. During this class, we will walk you through a 5-step budgeting process, and help you create long and short-term financial goals. We'll discuss money saving techniques and review tools and technologies that can be used to make your budgeting process easier.

### UNDERSTANDING YOUR CREDIT REPORT AND CREDIT SCORE

Have you ever been told to close old credit card accounts to help improve your credit score? Have you ever been told that pulling your own credit report hurts your credit score? In this class, we will discuss the components of a credit score and examine some of the common myths. You will learn strategies for increasing your score and learn to avoid doing things that can negatively impact it. Learn how to get your free credit report, how to read it, and how to dispute and correct any errors that you find.

### IDENTITY THEFT

About 10 million Americans are victimized each year by Identity Theft. Anyone is a potential victim. In this class, we will examine the different types of identity theft, what you can do to protect yourself, common mistakes that leave you open to identity theft, warning signs that you might already be a victim, and what to do if you are a victim of identity theft.

### UNDERSTANDING STUDENT LOANS

In this course, we will walk you through repayment options for federally funded student loans. We will also advise you on how to handle delinquent loans and keep them from default.

### DEFEATING YOUR DEBT

It's estimated that the average American household owes almost \$10,000 in credit card debt alone, representing minimum payments of nearly \$400 a month. This workshop covers strategies for negotiating interest rates, reaching settlements, and developing repayment plans. Participants will leave empowered to take charge of their debt and work toward a debt-free lifestyle.

# NUTRITION

## NUTRITION ESSENTIALS: UNLOCKING THE POWER OF PROPER NUTRITION

This empowering session explores how everyday nutrition and lifestyle habits can support your physical health, mental clarity, and emotional resilience. Designed to introduce you to the fundamentals of nutrition, the who and what, goal setting, nutrition labels. Whether you're starting fresh or refining your routine, this talk will help you reconnect with what it means to truly thrive in your day-to-day life.

## FUELING YOUR BEST SELF: A GUIDE TO NUTRITION FOR BODY, MIND, AND SLEEP

In this insightful and practical session, you'll learn how to use nutrition as a powerful tool to support your energy, mood, and sleep. With a focus on real-life strategies and approachable habits, this presentation breaks down the science of how food impacts your body, brain, and rest—without the fads or fluff. Perfect if you want to feel more balanced, focused, and well-rested, this guide offers simple shifts that make a big difference. Walk away feeling empowered to fuel your best self—day and night.

# REGULATORY AND COMPLIANCE TOPICS

Helping your team comply with various federal and state regulations is an important part of ensuring their success in your organization, and helping the organization be successful as well.

## DRUG-FREE WORKPLACE

### APPROPRIATE FOR ALL EMPLOYEES

Every employee has a responsibility to maintain a safe workplace that is free from drugs and alcohol:

- Learn the impact of drug and alcohol use on all employees and the organization
- How to recognize signs of drug or alcohol use/abuse among coworkers
- Review their organization's Drug-Free Workplace policy, including how to report concerns

## REASONABLE SUSPICION

### DESIGNED FOR SUPERVISORS AND MANAGERS

Supervisors are the key to enforcing an organization's Drug-Free Workplace policies:

- Review the organization's Drug-Free Workplace policy and a supervisor's responsibility
- Discuss how to recognize an employee who is struggling with drugs or alcohol
- Consider how to intervene appropriately, following established procedures and documenting performance patterns

## PREVENT HARASSMENT OR BULLYING

### APPROPRIATE FOR ALL EMPLOYEES

Using the organization's policies, the training focuses on critical elements dealing with harassment or bullying:

- Define "harassment" and "bullying"
- Discuss how to respond to harassment or bullying in the workplace
- Discuss how to prevent harassment and bullying in the workplace
- Review methods to address harassment complaints, according to organizational policies





## CONSULTING SERVICES

*“Employee engagement is the emotional commitment the employee has to the organization and its goals ... When employees care – when they are engaged – they use discretionary effort...In fact, according to Towers Perrin research companies with engaged workers have 6% higher net profit margins, and according to Kenexa research engaged companies have five times higher shareholder returns over five years.” — Kevin Kruse*

# CONSULTING AND OTHER SERVICES

## CLIFTONSTRENGTHS®

Research shows that companies that utilize a strength-based approach have employees who are 6x more engaged and 3x more likely to report an excellent quality of life (not just at work). CliftonStrengths® is designed to identify your innate talents and help you transform them into superpowers. Our tailored approach ensures that your team members understand their (and their team members) unique talents, identifies opportunities for personal development, and learns how to utilize their strengths for greater engagement, productivity, and relationships.

*“CliftonStrengths has helped our team connect with purpose. It’s taught us how to tap into each person’s unique assets to strengthen our work. The framework gives us clear language to share not only what we do well, but also what we need and how we communicate best. Strengths aren’t just about the individual: they’re about how we collaborate, what we contribute, and how we show up for each other.”*

**Our team will work with you to design a program** that will meet your objectives and be appropriate for your and group size and time availability. Some things you can expect:

- Lots of Aha Moments
- A better understanding of self and others
- Improved relationships with team members
- Increased awareness of why there is friction in some areas
- More intentional communication
- Development of a common language around behaviors, mindsets, and decisions
- Energizing team building
- Self reflection leading to improved performance
- More grace in moments of frustration



## EMPLOYEE ENGAGEMENT SURVEYS

Our consultants are ready to assist in surveying your employees through the design and implementation of employee engagement surveys. Our surveys are designed to be objective and anonymous so that participants can feel free and comfortable sharing their own unique perspectives on their experience with your organization, allowing you to make better enterprise-wide decisions.

## INDIVIDUAL CAREER TRANSITION

It's a difficult decision to layoff employees. You can soften the blow by supporting their transition. The Village can provide 1:1 career transition services to help employees land on their feet. The Village customizes outplacement services for your senior professionals, managers, and executives. Services include:

- CliftonStrengths® Assessment and exploration
- Job search campaign management assistance
- Resume and cover letter development
- Networking training and resources
- Interviewing and negotiation training

# TRANSPORTATION INDUSTRY COMPLIANCE

The Village assists companies in the transportation industry with a variety of services. We recognize the transportation industry has unique needs, particularly in complying with the federal regulations regarding drug and alcohol testing. No matter where your employees are in the United States, we can help. Nationwide services available from The Village include:

- Nationwide Employee Assistance Programs
- Locating and providing referrals to Substance Abuse Professionals (SAPs) that meet the requirements of federal regulations
- Drug-Free Workplace training for both employees and supervisors
- "Reasonable Suspicion" training for supervisors to assist them in recognizing and appropriately responding to signs and indications of drug and alcohol abuse
- Critical Incident Stress Management services for employees nationwide
- Policy development and consultation



# WHO WE ARE AND WHAT WE DO

**The Village Family Service Center works with employers to address the issues that affect their employees. Our unique team of professionals improves individual and organizational performance through business and organizational solutions. Solutions include an employee assistance program, coaching, organization development and strategic planning, crisis management services, leadership and employee training, career transition and outplacement services, and specialized services.**



**TheVillageFamily.org | 800.627.8220**