

# JBG Learning Institute

*Your Partner in Workforce Excellence*



**JORGENSEN** brooks  
group

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# JBG Learning Institute

Your Partner in Workforce Excellence

## Our Philosophy

The *JBG Learning Institute*, a division of Jorgensen Brooks Group, can deliver your vision for workforce success through its training programs and teaching skills. We can help you:

- Reframe existing knowledge
- Develop new skills
- Enhance organizational effectiveness
- Strengthen or change your business culture

*JBG* seminars occur in categories of *Workplace*, *Leadership*, *Wellness* and *Personal*. Descriptions of category and seminar content follow in this catalog.

Seminar participants learn in a respectful, interactive atmosphere, which encourages sharing of ideas and experiences. *JBG* staff has significant training history with diverse populations in a variety of settings, ensuring a high quality, memorable learning opportunity for participants.

*JBG* training can be provided as stand-alone events or as supplements to your training initiatives. Whether a 30 minute Brown Bag Lunch seminar or a multi-day retreat, the *JBG Learning Institute* has the resources to help achieve your goal.



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Research shows that productivity increases when training takes place. Staff who receive formal training can be

**230%**

more productive than untrained colleagues working in the same role.

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## Training Methods and Approach

*JBG* training uses proven interactive adult learning techniques. Seminars present meaningful content and skill development to renew employee and management performance. Participants will learn practical techniques and solutions for real world situations.

Seminars can be conducted at your location, an off-site location, online, or at our offices [small groups in Tucson or Phoenix]. And regardless of how remote a worksite in which employees may work, *JBG* has a service delivery format to accommodate them.

## Consultation and Customization

Each seminar is designed for your organization. During consultation and development, we confirm your goals for the training; design content to lead training participants to those goals; and establish measurable outcomes.

While the seminars in this catalog cover a broad array of topics, the *JBG Learning Institute* can create customized seminars for whatever business need you may have.

# Table of Contents

## Workplace Seminars

### Change Management Seminars

- Change Management: Leading the Way
- The Impact of Change

### Communication Seminars

- Gender Communication
- Unlock the Power of Communication

### Conflict Resolution Seminars

- Bullying at Work
- How to Handle Conflicts & Difficult Situations

### Customer Service Seminars

- Essentials of Service Excellence

### Diversity Seminars

- Generational Diversity

### Team Dynamics Seminars

- Creating a High Performance Team

### Workplace Issues Seminars

- Alcohol and Drugs in the Workplace
- Peer Support Training for Crisis Response
- Workplace Violence: Preventing and Managing the Threat

### Workplace Tools Seminars

- Advancing Your Negotiation Skills
- Emotional Intelligence in the Workplace
- Is Supervision in Your Future?
- Enhance Your Presentation Skills
- Time Management
- Public Speaking: Overcome Stage Fright and Give Great Presentations



## Leadership, Management and Supervision Seminars

- 
- Sexual Harassment Prevention
  - Succession Planning: Developing Leaders from Within

- 
- Team Leadership Styles and Skills
  - The Power of Positive Influence

- 
- Boot Camp for New Managers & Supervisors
  - Performance Management
  - The Savvy Supervisor



## Personal Development Seminars

### Parenting Seminars

- Communicating with Teenagers
- Parenting Tips

### Personal Seminars

- Breaking Bad Habits & Creating New Habits
- Take Control of Your Life
- The Myth of Work/Life Balance - And What Works
- To Sleep or Not to Sleep
- Fiscal Fitness: Understanding Your Money
- The Secret to Healthy Relationships

## Health and Wellness Seminars

### Addiction Seminars

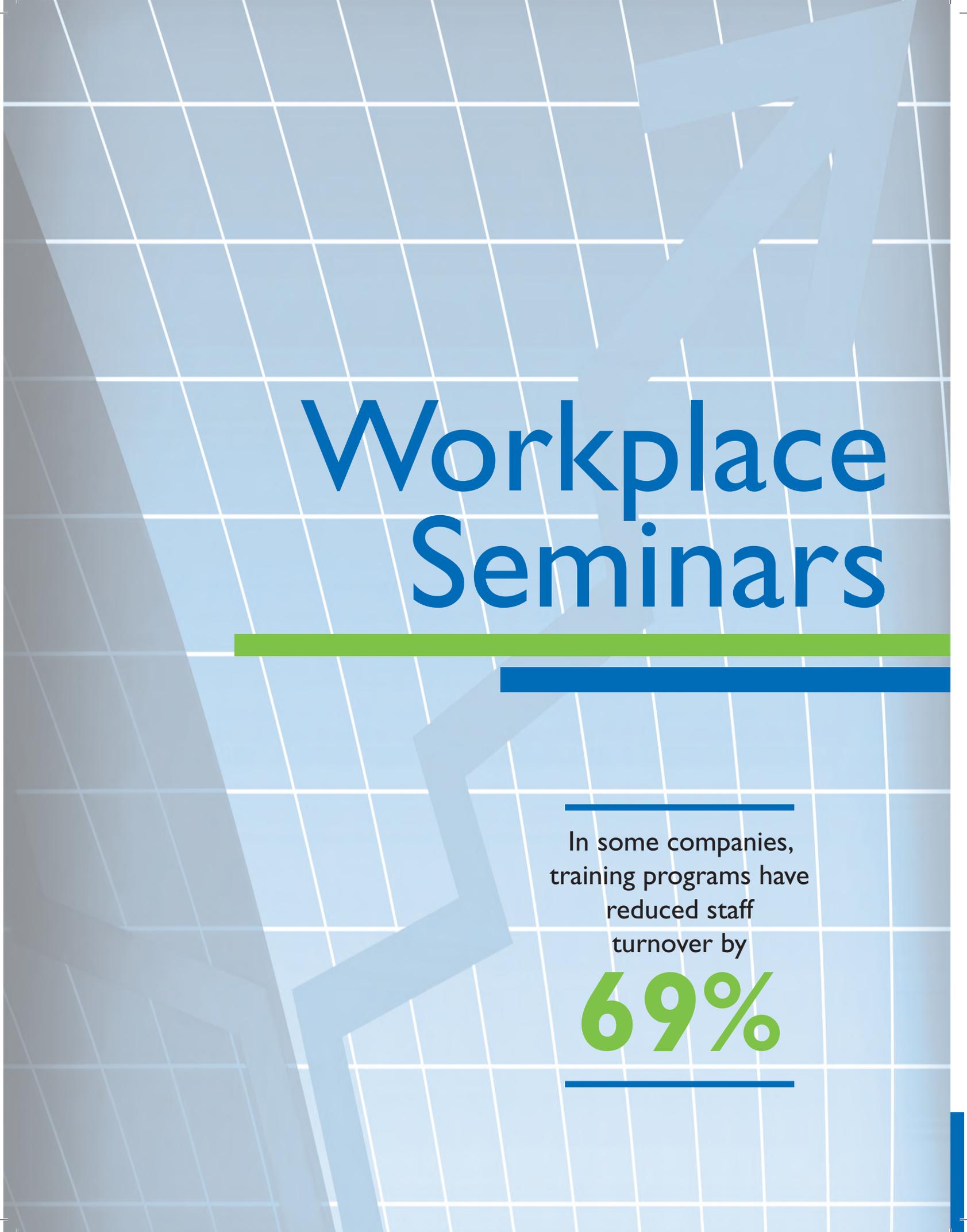
- Addiction: Understanding & Recognizing Workplace Behaviors
- Gambling and Addiction

### Health Seminars

- Create a Healthier You
- What's Wrong with a Little Stress? (Myths and Realities of Managing Stress)



# Workplace Seminars



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In some companies,  
training programs have  
reduced staff  
turnover by

**69%**

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## Change Management Seminars

### Change Management: Leading the Way

As a leader, it is up to you to set the tone for organizational change. While change has become a constant in many organizations, some individuals still struggle to accept it. In this seminar you will learn how to navigate the process of change to ensure that your team is moving in the right direction. You will also learn techniques to help your team to overcome emotional issues that can arise in an environment of change.

Learning Objectives Include:

- Plan an effective transition
- Communicate the purpose for change
- Set the tone and expectations
- Understand the emotional impact
- Provide support and motivation
- Overcome distrust and stress
- Navigate the “transition curve”
- Develop a team effectiveness plan

### The Impact of Change

What is Change? How does Change affect you? This seminar will present you with a new way to look at change and its impact in the workplace. Learn the risks of resistance to change and how to overcome them with practical, understandable tips and tools. Learn how to become a “change leader” in your organization.



## Communication Seminars

### Gender Communication: The Dance of Male/Female Communication

Given the difference between the sexes, it's not surprising that men and women have vastly different communication styles. Sometimes the difference in communication approaches may cause conflict or misunderstandings in the workplace. This seminar sheds light on those differences, and focuses on bridging the gap in communication to bring more harmony to the workplace. Upon completion you will be able to recognize and appreciate gender differences and apply those tools in effective communication between the sexes.

Learning Objectives Include:

- Distinguish gender & communication differences
- Explore strengths, weakness, and irritations
- Bridge the communication gap
- Verify understanding
- Get back on track

### Unlock the Power of Communication

Because communication is a vital part of daily interactions both in professional and personal settings, it is often taken for granted. Effective communication requires motivation, self awareness and the willingness to ensure that you provide and receive messages as they were intended. In this seminar, you will learn techniques to enhance communication skills and achieve effectiveness in your interpersonal exchanges.

Learning Objectives Include:

- The significance of communication
- Explain “effective” communication
- Listening for understanding
- How to get your message across
- Techniques for communicating in difficult situations
- Group communication

## Conflict Resolution Seminars

### Bullying at Work

Unfortunately, some of those bullies we remember from the playground grow up to be bullies in the office. The presence of bullying in the workplace can cause significant issues with morale, absenteeism, physical illness and an overall disruption of the office and productivity. If not addressed, bullying can also lead to other types of harassing behavior. In this seminar you will discover how to recognize bullying and what you can do to stop it.

#### Learning Objectives Include:

- Define bullying
- Recognize bullying behaviors
- Harassment and discrimination awareness
- Guidance for bullied targets
- What can supervisors and coworkers do?

share insights on handling touchy situations with professionalism and poise.

### Putting out the Fire: How to Handle Conflicts & Difficult Situations

(for employees or supervisors)  
The modern day workplace is a dynamic and diverse place. While the differences that team members possess are valuable, sometimes the varying personalities, experiences and backgrounds result in tension, disagreements, or outright conflict. Conflicts in the workplace can be disruptive, but if resolved effectively, conflict can also be an opportunity for growth. In this seminar we will discuss ways to address conflict early, understand different personalities and share insights on handling touchy situations with professionalism and poise.

#### Learning Objectives Include:

- Recognize signs of an impending conflict
- Identify types of conflicts
- Appropriate resolution strategies
- Exercise the art of compromise
- Enhance effective communication skills
- Discover more than one way to reach the same result
- Learn different approaches for different personalities
- Techniques for facilitating difficult discussions

## Customer Service Seminar

### Essentials of Service Excellence

Whether they are customers, clients or guests, they are vitally important to the success of any organization. This seminar covers key components of creating and maintaining an environment conducive to service excellence. Techniques for refreshing existing service measures will also be discussed. From front office staff to CEO, anyone who works in a customer centered capacity will gain additional insight in this seminar.

#### Learning Objectives Include:

- Set the tone for service excellence
- Elements of service
- Create a first class impression
- Communication strategies (including telephone communication)
- From average to amazing service

## Diversity Seminar

### Generational Diversity

Imagine a workplace utopia where Traditionalists, Baby Boomers, Gen X and Millennials all work together in harmony. This seminar focuses on understanding and communicating across generational boundaries to accomplish that goal. Learn how generational differences can result in different values, ideas, and ways of communicating. Enhance your team's competitive advantage by understanding and appreciating these differences.

#### Learning Objectives Include:

- Value the generations
- Observe and appreciate the difference in thoughts and attitudes
- Identify challenges to effective communication
- Discuss work styles and priorities
- Develop a plan for enhanced efficiency

## Team Dynamics Seminar

### Creating a High Performance Team

A high performance team works together to effectively accomplish a common purpose. This requires commitment to the purpose, teamwork and communication. In this seminar we will discuss how to move your team from average to awesome.

#### Learning Objectives Include:

- Identify the shared purpose
- Examine motivational goals
- Commitment to individual and team roles
- Enhance multi-directional communication
  - Authority to decide or act
- Reliance on diverse talents
- Foster mutual support and trust

## Workplace Issues Seminars

### Alcohol & Drugs in the Workplace (Employees or Supervisors)

**Employees:** The impact of alcohol and drugs [legal and illegal]; abuse, addiction, health and personal consequences, as well as effects on the workplace.

Includes a review of the organization's Drug-free Workplace policy. How to access EAP services for help with substance abuse and related issues.

**Supervisors:** Understanding how alcohol and drugs affect employee performance and workplace operations; identifying signs of abuse; and intervening without violating employee confidentiality. Includes a review of the organization's Drug-free Workplace policy. How to guide employees to EAP services for help with substance abuse and related issues. How to use JBG's Management Referral process to direct non-compliant employees for EAP assistance. This seminar meets the education requirement of the Department of Transportation.

#### Learning Objectives Include:

- Effects of alcohol and drugs
- Understand the difference between abuse and addiction
- Recognize signs in the workplace
- Comply with policies
- Supervisor responsibilities

### Workplace Violence Prevention & Management

According to the Bureau of Justice Statistics, more than 572,000 nonfatal violent crimes — rape, robbery, or assault — occurred against individuals age 16 or older while at work in 2009. While we hope that we will never encounter a violent act in the workplace, it is important to be prepared for one. In this seminar learn how to take important steps to prevent violence from occurring, recognize potentially dangerous situations and take steps to help keep you and your co-workers safe.

#### Learning Objectives Include:

- Discuss types of threats
- Identify warning signs of violence
- De-escalation tools and techniques
- 10-Point Prevention Checklist
- How to defuse
- Employee violence
- Workplace Crisis Response Plans

### Peer Support Training for Crisis Response

This seminar is designed to help you develop a team of on-site peers that can offer immediate assistance to your employees after the occurrence of a critical incident before professional assistance is provided.

#### Learning Objectives Include:

- Establish peer support-early response during and after crisis
- Advance active listening tools
- Recognize symptoms of complicated grief
- Recognize signs of suicide
- Tactics for self care after an event

## Workplace Tools Seminars

### Advancing your Negotiating Skills

Negotiation is defined as the ability to confer with another so as to arrive at the settlement that is acceptable to all parties involved. In today's fast paced global environment, the ability to successfully negotiate is invaluable. In this seminar we will discuss strategies aimed at strengthening your negotiation skills.

#### Learning Objectives Include:

- The basics
- Establish goals
- Trades & alternatives
- Relationships
- What are the anticipated outcomes?
- Identify the consequences
- Develop possible (and alternative) solutions

### Emotional Intelligence in the Workplace

Emotional Intelligence refers to the ability to monitor one's own and others' feelings and emotions, to discriminate among them and to use this information to guide one's thinking and actions. In today's workplace these skills are important tools in your success toolbox. In this seminar you will learn to advance and practice your emotional intelligence skills.

### Is Supervision in your Future?

Are you working your way up the ladder? Are you interested in a supervisor or management position but you're uncertain if you have the necessarily skills? Effective supervision is a skill that can be learned and developed. In this seminar we will discuss what it really means to be a supervisor and the many roles that supervisors play.

#### Learning Objectives Include:

- What do supervisors do?
- Problem solving/decision making
- Planning
- Performance and motivation
- Delegation
- Managing yourself
- How to prepare

### Enhance your Presentation Skills

According to national surveys, fear of public speaking ranks among Americans' top dreads, surpassing fear of illness, fear of flying, fear of terrorism, and often the fear of death itself. Such a fear can have a detrimental impact in the workplace. Learn how to overcome the fear and deliver effective and well-received presentations.

#### Learning Objectives Include:

- Awareness of the voice and body
- Increase Active Listening abilities
- Strategies to soothe nerves
- Preparing the Presentation
- Tips and techniques
- Handling questions

## Time Management: Make Your Time Work for YOU!

From a overflowing inbox and project deadlines to family obligations, there never seems to be enough hours in the day to accomplish everything! Managing time effectively can help reduce stress and increase your productivity. In this seminar you will learn strategies to prioritize tasks and activities, and help eliminate "time wasters" in your day.

### Learning Objectives Include:

- Develop a plan
- Eliminate time wasters
- The pitfalls of perfectionism/procrastination
- Where does your time go?
- Organization tactics
- Delegating effectively
- Strategize to keep pace with paper, phone calls and emails
- Address interruptions
- Establish goals & gain control

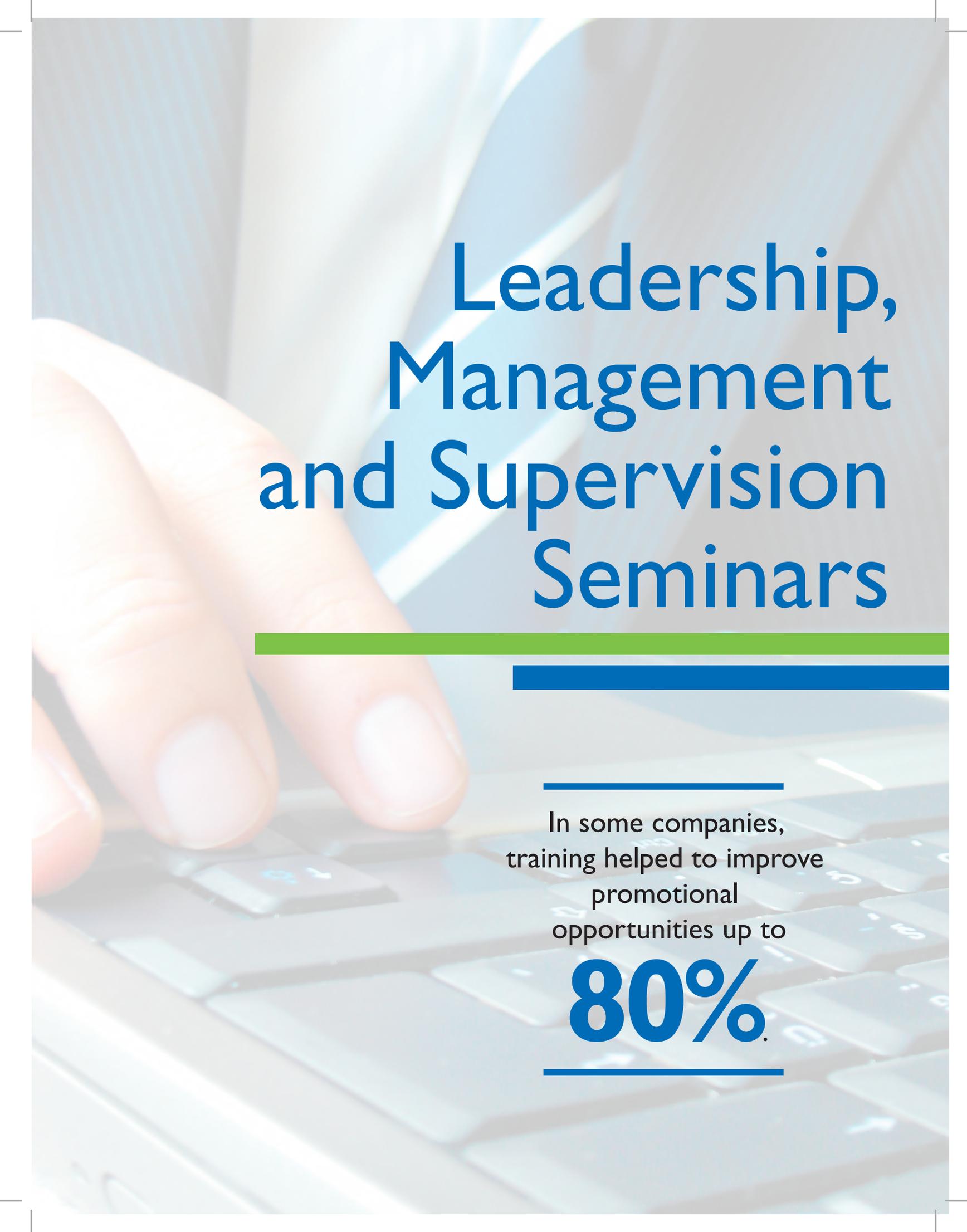
## Public Speaking: Overcoming Stage Fright & Give a Great Presentation

Does your job require you to speak to groups of employees or to the public? This interactive, "low stress" seminar will help you overcome stage fright and reducing presentation anxiety. This workshop will focus on tips to prepare and deliver clear and organized speeches or presentations, help to control stress and reduce anxiety when employees are tasked with going outside of their comfort zone and speaking or presenting at meetings.

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For every  
**\$700**  
invested in employee training,  
there was a  
**6%**  
improvement in the  
bottom line.

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# Leadership, Management and Supervision Seminars

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In some companies,  
training helped to improve  
promotional  
opportunities up to

**80%**

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## Human Resources Seminars

### Sexual Harassment Prevention

In this seminar employees and managers will learn what constitutes sexual harassment. Participants will understand the legal and workplace implications of sexual harassment violations. The goal of this seminar is to help prevent occurrences of sexual harassment in your workplace.

**Learning Objectives Include:**

- Explore myths and assumptions
- Identify two types of sexual harassment
- Employer liability
- Discuss the importance of boundaries
- If you feel harassed
- Establishing a code of ethics
- Avoid being charged with sexual harassment

### Succession Planning: Developing Leaders from Within

Succession planning is a process for identifying and developing internal people with the potential to fill key business leadership positions in the company. Succession planning increases the availability of experienced and capable employees that are prepared to assume these roles as they become available. Because of importance of this type of planning, many organizations have begun to include succession management as part of their strategic planning. This seminar explores different tools that can be used in building an effective succession plan.

**Learning Objectives Include:**

- Examine the importance of succession planning
- Job benchmarking
- Identify potential successors
- Incorporation of leadership, coaching & mentoring
- Creating professional development plans
- Documentation and communication

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## Leadership Seminars

### Team Leadership Styles & Skills

From Winston Churchill to Martin Luther King, Jr., there are as many leadership styles as there are leaders. With this in mind, there are many different frameworks that have shaped our current understanding of leadership, and many of these have their place, just as long as they're used appropriately. This seminar will help leaders understand different styles and identify their personal style. Participants will also develop a blueprint for development of their personal leadership skills.

**Learning Objectives Include:**

- Examine characteristics of a leader
- Explore different styles of leadership
- Identify your predominate style
- Develop action plans for leadership
- How to create a vision
- Utilize your personal leadership style

### The Power of Positive Influence

This seminar demonstrates how you have the ability to influence others through positive communication and phraseology. Learn how positive recognition and reward systems can influence work and home environment. This seminar also helps supervisors and future leaders learn how to improve their skills for providing positive feedback, recognition and rewards to their employees. Participants learn to use the power of positive reinforcement to improve team performance, employee success and the overall health of the organization.

## Managers/Supervisors Seminars

### Boot Camp for New Managers & Supervisors

Supervision is a tough job, being a new supervisor is even tougher. Many supervisors are promoted from within with very little training. Often, supervisors learn by trial and error which can be disruptive to the entire team. The techniques discussed in this seminar are ideal for new supervisors and cover how to avoid pitfalls while simultaneously gaining the respect and cooperation of your staff.

#### Learning Objectives Include:

- Supervision basics
- Identify strengths & weaknesses
- Problem solving and decision making techniques
- Investigate goal setting and planning strategies
- Performance and motivation
- Tips for delegation
- Disciplinary issues
- Set the tone and manage yourself

### Performance Management

If done properly, performance appraisal is a very effective tool to improve performance, productivity and for developing employees. It helps individuals to do better, raises self-esteem and motivation. Above all it strengthens the management/subordinate relationship and fosters commitment. Performance evaluation is not a process to be avoided; rather it should be implemented in all organizations and promoted as a key management activity.

#### Learning Objectives Include:

- Discuss the importance of performance management
- Set goals and measures
- Techniques for different strokes
- The role of documentation
- Communication strategies
- Appraisal forms
- Disciplinary actions



### The Savvy Supervisor: Effective Supervision (Basics or Advanced)

**Basic:** This is a must attend seminar for new supervisors or experienced supervisors who are struggling with management issues. We will review the basics of supervision, communication, your responsibilities, employee needs and expectations and the most damaging roadblocks to effective supervision.

**Advanced:** Effective leadership skills are critical for supervisors. In this seminar you will obtain tools to take your supervisor skills to the next level. We will explore the qualities of leadership and communication, difficult employee situations, and learn how to effectively manage time and resources to be a more effective leader.

#### Learning Objectives Include:

- Explore the role of the supervisor
- Understand what makes a leader
- Identify employee needs and expectations
- Guidelines for effective documentation
- Discover different decision making methods
- Manage difficult conversations
- Role-playing and brainstorming
- Manage yourself
- When to refer to EAP

# Personal Development Seminars



## Parenting Seminars

### Communicating with Teenagers

Communicating with teenagers can be challenging, to say the least. Even so, children need loving input from the adults in their lives during their teenage years more than at almost any other time. We will discuss ways to communicate with your teen to make life less stressful for both of you.

#### Learning Objectives Include:

- Mechanics of a teenager
- Listen without judgment
- Advance communication skills
- Handling difficult subjects
- Avoid power struggles
- Privacy and setting boundaries
- Getting support

### Parenting Tips: (Tips for Single Parents & Step Parenting Included)

The role of a parent is a very special one, and one that is full of rewards and heartaches. This seminar examines some practical parenting techniques to help guide you through parenting challenges. This course can be tailored to address the specific challenges that come along with single parenthood or the role changes that occur in blended families.

#### Learning Objectives Include:

- Develop a support network
- Identify sources of strength
- Analyze changing roles
- Alternative approaches
- Techniques for dealing with tough times
- Be realistic and patient
- Frequent communication
- Discipline issues
- Keeping all parents involved
- Remember your relationship
- Schedule time for yourself



- Job satisfaction and morale among employees.
- Employee motivation.
- Efficiencies in processes, resulting in financial gain.
- Capacity to adopt new technologies and methods.
- Innovation in strategies and products.

## Personal Seminars

### Breaking Bad Habits & Creating New Habits

A habit, good or bad, is any action we perform so often that it becomes almost involuntary. People spend time and money attempting to break bad habits and often don't succeed. Why? Because change is difficult! This seminar discusses techniques that help make the change easier.

#### Learning Objectives Include:

- Increase awareness
- Examine the trade-off
- Make it conscious
- Substitute better behaviors
- Prepare for temptations and setbacks
- Obtain additional support
- Commitment – it's up to you

### Take Control of Your Life

What do you want your life to look like in six months?

This entertaining and informative seminar helps you to gain insight in what you want from life and recognizing your own barriers and keys to success. You will create a practical, easy to follow plan for identifying what is important in your own life, setting clear, achievable goals and taking the first steps towards your personal vision of success and growth.

### To Sleep or Not to Sleep: Understanding Sleep Deprivation

There are 81 different sleep disorders affecting approximately 70 million people in the US. Most of these are rare and affect few; the most common is insomnia.

This entertaining and informative seminar identifies the detrimental effects of sleep deprivation and offers techniques to help employees cope and manage their sleep patterns.

### The Myths of Work/Life Balance & What Works

The idea of Work/Life "balance" assumes we can achieve some kin of ideal equilibrium by rearranging the way we spend our time. This seminar explains why this is the wrong approach to getting control of your life and prioritize the five key domains of Thinking - Emotions- Time - Energy - Relationships.

Building Resilience and learn the theory of well-being that helps you develop areas of your life that enhance engagement, positive emotion, relationship's meaning and accomplishment.

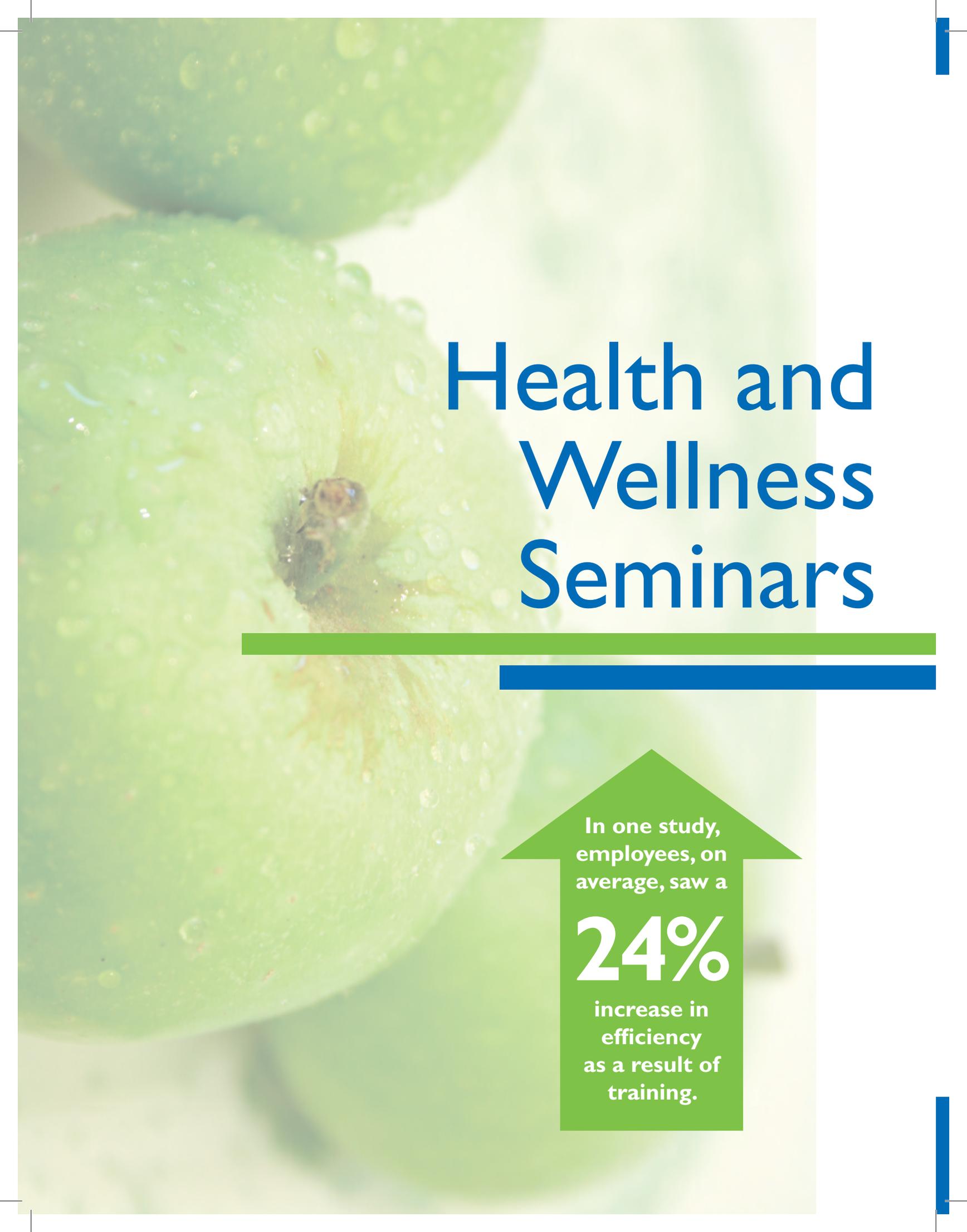
### Fiscal Fitness: Understanding Your Money

This seminar offers information and skills to help a person gain control of their expenses and to budget for success. Among the topics are:

- Understanding paycheck deductions for taxes, social security and optional expenses
- Uses (and dangers) of credit cards and short term loans (Pay-day type)
- Protecting checking accounts and debit cards
- Define retirement savings (IRA's, investments, etc.)
- Preparing and living within a budget

### The Secret to Healthy Relationships

Healthy relationships can make the difference between someone being happy or not. It is as simple and complex as that. This seminar reviews tips and tools to help build healthy relationships at work and home. Topics covered include gender and role differences, setting boundaries, balancing work and home demands through prioritization, communication and mutual support.



# Health and Wellness Seminars

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In one study,  
employees, on  
average, saw a

**24%**

increase in  
efficiency  
as a result of  
training.

## Addiction Seminars

### Addiction: Understanding & Recognizing Workplace Behavior

Most people do not fully understand the complexities and far reaching effects of drug and alcohol addiction, nor do many of us comprehend how the brain is affected to foster compulsive abuse. There is a misconception that abuse and addiction are social problems or a moral weakness that can be overcome. This seminar addresses how addiction works and why it is so tough to beat.

#### Learning Objectives Include:

- Define addiction
- Explore addiction and the brain
- Why some and not others?
- Understand relapse
- Debunk myths of addiction
- Providing support
- Discuss prevention

### Gambling & Addiction

For some, gambling can be a pleasurable experience, but for others, gambling can turn into an uncontrollable craving. Problem gambling can strain relationships, cause issues at work, and lead to financial catastrophe. This seminar discusses how you can regain control of your life.

#### Learning Objectives Include:

- Explore the science of addiction
- Understand signs and symptoms of problems
- Debunk myths about gambling addictions
- Seeking support
- Avoiding temptations
- Offering support
- Repairing the damage

## Health Seminars

### Creating a Healthier You

Healthy body - healthy mind - healthy spirit. How do these 3 factors affect your success at getting and keeping a job? Which is your biggest roadblock to success? Regardless of how old you are, where you live, or what your career goals are, everybody's ultimate goal in life is to be happy and successful.

This seminar explores how to incorporate healthy behaviors into your daily living, and provide surprising information and practical tips for creating a healthier body, mind and spirit.

### What's Wrong with a Little Stress?

When is a little stress a good thing? The interactive and entertaining seminar will provide a new way of looking at stress at home and work. Learn how stress affects us professionally, personally, in your work and families. Identify your greatest stressors and find at least two new ways to cope with stress and recharge your physical and mental energy daily.



Employee Assistance Programs

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