

Professional Development Courses



518-786-1338

www.proknowledgetraining.com

Culture and Compliance

- Addressing Disrespectful Behaviors
- Creating a Respectful Workplace for All (NYS Harassment Prevention)
- The Diversity Puzzle at Work
- Navigating the Multi-Generational Workplace
- The Wave of Change

Staff Development

- And Now Presenting... YOU!
- Brand YOU
- Communicating for Success
- Engaging and Retaining Customers
- Exploring Your Emotional Intelligence (EQ)
- Facilitation Skills for Productive Meetings
- Organizing Time, Tasks & Projects
- Project Management Basics
- Resolving Conflict in the Workplace
- Writing with Clarity

Management and Leadership

- The Art of Delegation
- Emotional Intelligence for Leaders
- Interviewing Essentials for Managers
- Managing the Wave of Change
- Managing the Multi-Generational Workplace
- Managing Staff Performance
- Motivating Today's Team
- Performance Appraisals that Matter
- Supervisor Boot Camp (2-day/6 modules)
- Supervisor Boot Camp 2.0 (1-day/4 modules)

DiSC®

- Everything DiSC® Agile EQ™
- Everything DiSC® Management
- Everything DiSC® Productive Conflict
- Everything DiSC® Workplace
- Everything DiSC® Work of Leaders
- Five Behaviors of a Cohesive Team®
- Five Behaviors of a Cohesive Team – Personal Development®

Speaking engagements

Conferences, annual meetings & retreats

Coaching and Consulting

Working with you or your team one-on-one to achieve the results and behavior changes required for success in today's business climate.