

TEAM@WORK U.

CONTINUING EDUCATION
OPPORTUNITIES FOR YOUR OFFICE



**2008
SERIES**

EDUCATION TOPICS

- Listening Skills
- Coaching, Managing, and Leadership
- Delegation
- Conflict Resolution
- Recruiting, Interviewing and Retaining Your Workforce
- Teaming

TEAM@WORK U.:

FOCUSING ON THE MEDICAL EDUCATIONAL NEEDS IN PHYSICIAN OFFICES, DISCHARGE PLANNERS, SOCIAL WORKERS AND OTHER MEDICAL PROFESSIONALS

Your team members are the most valuable assets in your business. Each employee should have the opportunity to grow and learn. Individuals who are challenged at work and allowed to improve are generally happier and more productive. These classes are designed to inform, evaluate, and instruct you and your team to produce more effective teams and individuals.

Each class is accredited by **IACET (International Association for Continuing Education and Training)**. Accruing your continuing education is easy: just pick the class for you and your staff, schedule it with one of our nationally recognized speakers, and prepare to learn.

This service is brought to you as a value-added resource by **(YOUR NAME HERE)**. The cost per CU is \$ per hour per employee. Call today to schedule your workshop!



RECRUITING, INTERVIEWING AND RETENTION PRACTICES FOR YOUR TEAM

Recruiting new employees should not be like fishing. You need to do more than cast a line and wait. It is imperative to know who you are interviewing for every position on your team as the employee pool is changing as the workforce gets younger. Interviewing itself is a learned skill and should entail more than just, “So, tell me about yourself...” Building your team is only the beginning of a successful business. Maintaining and retaining your team is crucial for ensuring the best quality service you can provide your customers. In this class, you will gain the tools necessary to recruit, interview and retain the best possible candidates for your team.

1 HOUR

FOR OFFICE MANAGERS, BOARD MEMBERS AND SENIOR STAFF



THE LEADER AS COACH: APPLICATIONS FOR YOUR BUSINESS AND TEAM

Coaching is the process of affecting behavioral change. Management is the process of breaking big tasks into smaller ones and delegating these tasks until completion. You manage things; you coach people. As a leader, your job is to encourage self-motivation, self-direction, and self-management. These are learned skills. Coaching skills are essential for every leader and must be modeled from the “top down” as well as from peer to peer. Every employee on your staff is a valuable member of your team and needs both your leadership and effective coaching. In this class, you will learn how coaching and leadership are intertwined and how to apply coaching skills in leadership.

1 HOUR

FOR OFFICE MANAGERS, BOARD MEMBERS, LEADERS AND SENIOR STAFF

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THE POWER OF LISTENING

Listening is something we do everyday. We listen more than we will speak, read, or write and yet very few of us receive any specialized training in this area. Many people assume that they are good listeners, but studies have shown that most people retain only 25% of what they hear. That means 75% is forgotten, distorted, or simply misunderstood.

Active listening cannot be achieved by implementing a series of mechanical skills alone. The active listener must come with an attitude of willingness to listen. There must be a desire to seek understanding first.

Everyone can benefit from honing their listening skills. In this class, you will enhance your communication and improve your relationships.

1 HOUR

FOR ALL AUDIENCE TYPES

PLAY NICE IN THE SAND-BOX: OVERCOMING GROUP DYSFUNCTION

When your employees don't function as a team, it creates problems both internally and externally. There are five major dysfunctions that keep any group from operating as a true team.

In this class, you will understand the difference between a group and a team, become familiar with some myths of teaming, and equip yourself with the tools needed to understand and overcome group dysfunction.

This class also comes with an option for individual and group assessments to identify personality types, leadership styles, etc.

1 HOUR *

FOR ALL AUDIENCE TYPES

*ADDITIONAL TIME MAY BE REQUIRED IF ASSESSMENTS ARE INCLUDED IN THE PACKAGE

CAN YOU HEAR ME NOW?: TELEPHONE ETIQUETTE

Sometimes, all you get is a first impression. The person answering the phone and interacting with your customers could truly help or hinder your best efforts. When a customer has a complaint that is not resolved effectively, 63% won't come back.

Most people interacting over the phone have limited training and may not realize the impact they have on your bottom line.

In this class, attendees will learn some basic etiquette as well as a better understanding of their impact on internal and external customers.

1 HOUR

RECEPTIONISTS, CUSTOMER SERVICE, ETC.



TEAMWORK IS NOT AN EVENT-IT'S A PROCESS

Everyone wants to be a part of something. There are three great underlying reasons why people want to be a part of a team: to belong, to feel worthy, and to feel competent.

Teams can outperform individuals in the areas of creativity, time management, and others.

To be part of a team, each person must understand the unique role they play and be willing to be a good team members. As a leader, you must understand how to create and lead the best team as well as how to avoid some common pitfalls of teaming.

This class could also be customized to include individual assessments. Please allow for additional time.

1 HOUR

FOR ALL AUDIENCE TYPES



COACH PEOPLE, MANAGE THINGS: A BETTER FORM OF COMMUNICATION

Coaches and managers do not have the same job description. Coaches work with people; managers deal with tasks, delegation and “things”. The concept of applying coaching techniques to the workplace has been going on for decades. Coaching includes assessment, training, development and accountability with and between team members to affect behavioral change in an individual.

In this class, you will learn the difference between coaching and managing. You will also uncover the different coaching styles and learn how to apply coaching skills in your role as leader.

This class could also be customized to include individual assessments. Please allow for additional time.

1 HOUR

BUSINESS MANAGERS, LEADERS, OWNERS, ETC.



CONFLICT RESOLUTION: IMPROVE YOUR LEADERSHIP

When you get two or more people together, conflict is inevitable. Dealing with it should be embraced, not avoided. Tremendous growth and accountability can come out of properly resolved conflict.

Certain skills, such as listening, communication, and negotiation; are needed for proper conflict resolution. In this class, you will learn some common pitfalls as well as gain the tools needed to welcome conflict as a way to grow and improve your team.

1 HOUR

ALL AUDIENCE TYPES

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I AM INTERESTED IN THE FOLLOWING:

- RECRUITING, INTERVIEWING AND RETENTION PRACTICES FOR YOUR TEAM**
- THE LEADER AS COACH: APPLICATIONS FOR YOUR BUSINESS AND TEAM**
- THE POWER OF LISTENING**
- PLAY NICE IN THE SANDBOX: OVERCOMING GROUP DYSFUNCTION**
- CAN YOU HEAR ME NOW?: TELEPHONE ETIQUETTE**
- TEAMWORK IS NOT AN EVENT; IT'S A PROCESS**
- COACH PEOPLE, MANAGE THINGS: A BETTER FORM OF COMMUNICATION**
- CONFLICT RESOLUTION: IMPROVE YOUR LEADERSHIP**

Name

Address

Telephone

Team @ Work is a cooperative organization specializing in assessing, developing, and coaching individuals and teams. We offer a wide variety of training programs including lectures, teleconferences, workshops, on-site training and assessments, one-on-one coaching, and team coaching. Ty Bello is a Registered Corporate Coach with the National Association of Business Coaches and the President and Founder of Team@Work.

With over 20 years of experience in the medical industry, Ty is one of the industry's leading Coaches and highly sought after speaker and author.

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Customizable for your
HME/Organization



TEAM@WORK U.

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Your employees are the most valuable assets in your organization. Too often, the training and developmental needs of these “human resources” are often overlooked.

We are so excited to introduce Team@Work U. to you and your business. We look forward to partnering with you to bring value-added services, training, and customizable opportunities to you and your team so you can in turn provide the best possible service to your customers.

