

**GET FIT FOR YOUR FUTURE ★ 24/7 ACCESS FOR THE  
IN LESS THAN 3 HOURS ★ MONTH OF JUNE**



**INQUIRE ABOUT  
COACHING  
610-436-3380**



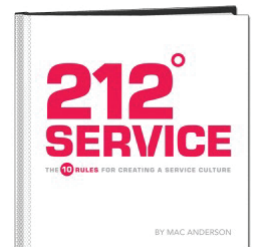
## **DIALOGUE: THE NEXT STEP IN COMMUNICATION**



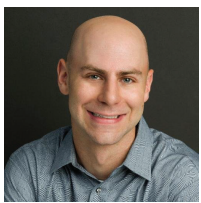
Jeanne Taylor McClellen is an educator, facilitator, executive coach, and owner of J. Taylor Consulting. Recognize the difference between communication and dialogue, explore the basic elements of dialogue, and enhance your skills with Jeanne's four tools of dialogue.

## **212 DEGREE SERVICE: THE 10 RULES FOR CREATING A SERVICE CULTURE**

At work, when we talk about creating a service culture, most people focus on "customer satisfaction." 212 Degree Service defines the service culture differently. In addition to serving the customers, it also is about serving each other. In fact, you'll learn it's impossible to have one without the other. After watching these three 20 minute videos, develop a plan on how to implement and sustain a 212 degree service with one another and the customers you serve.



# GIVE AND TAKE: WHY HELPING OTHERS DRIVES OUR SUCCESS



After years of studying the dynamics of success and productivity in the workplace, organizational psychologist and international best-selling author Adam Grant discovered a powerful and often overlooked motivator: helping others. In his groundbreaking book *Give and Take*, Grant talks about how giving unselfishly to colleagues or clients can lead to one's own long-term success. In this 13 minute TED Talk, Grant breaks down the three basic personalities found in the workplace (givers, takers and matchers) and offers simple strategies to promote a culture of generosity and keep self-serving employees from taking more than their share.

## CONDUCTING AND PARTICIPATING IN EFFECTIVE MEETINGS

Can't stand meetings? Learn how to love meetings and make the most out of every minute. Topics include the pros and cons of canceling a meeting; helping a leader have more productive meetings; ways to encourage attendees to arrive on time; handling someone who is disruptive; increasing participation; infusing new energy and ideas onto a committee when the participants have not changed over the years; ideas for preventing the closed items from resurfacing; and addressing how long is too long. After listening to this audio, we encourage you to answer the following questions:



- What do I see as the pros and cons of canceling?
- How can I help a committee chair who does not do a great job leading the meeting?
- What suggestions do I have to encourage committee members to arrive on time to our meetings?
- How do I handle someone who is disruptive to my meeting?
- What strategies do I recommend to gain fullest meeting participation?
- How can I infuse new energy and ideas into my committee since participants have not changed over the years?
- What ideas do I have for preventing the same items coming up monthly even though many feel it has already been resolved?
- How long is too long for a meeting?

## EQ: THE DIFFERENCE IS YOU



Lindsay Bishop is WCU's Office of Training and Organizational Development's Training and Media Associate. Listen and watch as she shares the brain science behind Emotional Intelligence (EQ). Understand the importance of EQ in the workplace, review and assess the five Emotional Intelligence skills, and become aware of your own EQ triggers. Strengthen your EQ and help others do the same so that we can create an environment of candor and successful outcomes.