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PosiPower Workshops for Staff



"Where all elements of training begin with self"

1. *PosiPower Your Way to a Professional IMAGE -*
2. *Manage Your Time & Stress*
3. *Change Can Be GREAT (Learn how to positively adjust to change)*
4. *Balance Work & Family & Be Positive in Both*
5. *Let's All Just Get Along (Conflict Resolution & Interpersonal Skills Training)*
6. ***Case Management Training - NEW***
7. ***Our Customers Deserve the Best - MOST REQUESTED***
8. ***Disarm Hardcore Customers with Positive Techniques***
9. *Diversity in The Workplace in the 21st Century*
10. *Poverty Matters, NOW: Learn Strategies to Help - NEW*
11. *It's NOT a Chit-Chat - Interviewing Customers for Effectiveness*
12. ***PosiPower Ways to Serve Diverse "Baby-boomers" and Elderly Customers***
13. *25 Ways to a Healthy Lifestyle*
14. *YOU Wore THAT to Work? – Professional Image Building*
15. ***Interviewing Telephone Customers Effectively***
16. *Hello, May I Help You? (Telephone Etiquette Skills)*
17. *Working in Teams - Employee training*
18. *PosiPower Writing, Speaking, and Grammar Skills*
19. *Don't Bust Your Budget - Economic Strategies in Difficult Times*
20. *I Really do Need This Job ...Coping Skills*
21. *Positive Action Equals Positive Results – Goal-setting Strategies*
22. *"What I Really Meant to Say Was ..."Effective Communication Skills*
23. *Women and Money- Chart Your Way Past Financial Stress*
24. ***Managing Difficult People Effectively....Learn How to Avoid Arguing Over Stupid Stuff (NEW)***
25. ***Civil Rights Childhood-Racial Sensitivity Training***

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BACKGROUND INFORMATION

Founded in 1993, **JYS Consultants-PosiPower Concepts, Inc.** is a private management, education, training and consulting firm. We are located in Westerville, Ohio . Our primary commitment is to improve the lives of individuals and the atmosphere of organizations and companies by teaching **PosiPower Concepts** along with core training needs. Thousands of participants around the country have had the training "***Our Customers Deserve the BEST.***" We are proud of our outstanding reputation.

The **PosiPower Concept** asserts that: "**All elements of training begin with self.**" This concept makes our training unique. Over the years, we discovered that employees who feel good about themselves and their contribution to the organization are more receptive to change. Individuals who know how to maintain a positive self-image make the best supervisors, managers, and workers. Therefore each training session begins with a self-esteem component. **PosiPower** training sessions are customized and thorough in the areas of **customer service, conflict management, team-building, diversity**, and strategies to increase **productivity**. Participants come away with a renewed sense of commitment and enthusiasm for themselves, their workplace, and their lives in general. Caseworkers, childcare providers, and parents who take our courses are better able to work effectively with children in these challenging times. Our PowerPoint presentations are highly rated.

Our Objectives are to:

- **Promote excellence and increase productivity**
- **Improve customer service and customer satisfaction**
- **Build stronger teams and enhance leadership skills**
- **Improve attitudes by teaching positive concepts**
- **Reduce resistance to change**
- **Teach diversity & cultural issues**
- **Teach positive techniques that resolve interpersonal conflicts**
- **Create a positive work environment for men and women**
- **Promote positive families and children**
- **Create a positive balance between work and family**

A few comments from previous participants:

"It made me see that what I think is a bad situation in the present could be a window of opportunity."

"This training improved my professional outlook."

"Lots of ideas creating measurable goals, how to, etc.,"

"New ideas on how to address different issues"

"I'm a PosiParent because of these classes."

"I now know what to do with my child."

"Jordana really cares about our concerns."

"Very enthusiastic, down to earth, knowledgeable, good stories."

OUR CLIENTS ARE ALL OVER THE COUNTRY:

- Community Action Council - Kentucky
- Community Action Kentucky
- Mountain Heart Community Services, West Virginia
- West Virginia Community Action Partnership
- Varies Ohio, Michigan DHS Departments
- Miami Dade Early Head Start/Head Start Agencies.
- Beecher School, Flint Michigan
- Council for Economic Opportunities of Greater Cleveland – Cleveland,
- Iowa Community Action
- Area Five Head Start, Logansport, Indiana
- Community Action of Southern Indiana, Jeffersonville, Indiana
- Northeast Michigan CSA
- Geminus Corporation - Indiana
- Michigan Community Action Agency – Conference
- FACA- Florida Association - Orlando
- Erie Huron CAC Inc. – Ohio
- Saginaw ISD-A Collaborative – Mich.
- North & South Carolina CAA - Conferences
- Mid-America Community Action Conference – Indianapolis, Ind.
- Indiana Community Action Association (INCAA)
- Ohio Association of Community Action Agencies
- Hancock/Hardin/Wyandot/Putnam Community Action – (HHWP)
- Cincinnati-Hamilton CAA
- WSOS Community Action Agency
- Lucent Technologies
- City of Columbus (Citywide Training)
- Corporation for Ohio Appalachian Development Programs
- Appalachian Leader Academy
- Nationwide Columbus Children's Hospital
- Ohio Payroll Association
- Ohio Civil Service Commission
- PCSAO (Public Children Services Association of Ohio)
- Franklin County DJFS
- Summit County DJFS
- Hamilton County DJFS
- Lucas County DJFS
- Jackson County DJFS
- Portage Count DJFS
- Lorain County DJFS
- Jefferson County CSB
- Athens County CSB
- Logan County CSB
- Ohio Child Development
- The Ohio Commission for African American Males
- DSCC - Dept. Defense
- Medina County DJFS
- YWCA - Columbus
- Dublin City Schools
- Worthington City Schools
- Worthington/Upper Arlington Summer Institute
- Columbus Public Schools
- Cleveland City Schools
- Licking County Schools
- Newark City Schools
- Western Ohio RTC
- Athens County DJFS
- Cuyahoga County CSB/DJFS
- Hamilton County CSB
- Lucas County CSB/DJFS
- Southeast Ohio RTC
- Scioto County CSB
- ILGARD - Ohio University
- Montgomery Cty. CSB/ DJFS
- Tuscarawas County DJFS
- Glendale & Scottsdale Public Libraries, Arizona
- Mansfield/Richland County Public Library – Ohio

1. PosiPower Your Way to a Professional IMAGE - NEW

Yes, it matters what your boss, coworkers and customers think about you. People are constantly observing and assessing your behavior. This is how judgment about character, competence, and even your commitment is determined. A professional image is not fake or phony. It is the best of YOU. Building a professional image takes practice and a mindset and then it becomes natural. In this course, you will learn how to present yourself in a manner that facilitates professional interactions, because you will learn how to model respect and leadership qualities.

- Maintain a professional and personal positive image
- Speak in a way that demonstrates respect, personal accountability, fairness, and integrity
- Dress for success – It matters how you look
- Learn 25 tips to PosiPower Your Way to a Professional IMAGE



2. Manage Your Time & Stress

This course is a timely one, because we are living in stressful times. However, it is essential to our mental and physical health, to learn positive ways to manage personal and workplace stress. It is also important to learn how to manage your time by becoming better organized. **This course will primarily focus on workplace stress.** Participants will learn the following:

- What's negative & positive about stress?
- Learn constructive ways to use and manage your time.
- Let go of destructive worrying, habits, and people.
- 10 Ways to get rid of negative stressors.
- 10 Ways manage your time. 😊
- 25 Ways to manage stress

3. Change Can Be GREAT



There is bound to be tension and feelings of uncertainty as we adjust to changes in our lives, even if we anticipate and look forward to them. Change is constant and no two days are ever the same. By understanding the process of change, participants learn how to become receptive to change because many positive opportunities are afforded through change. They learn how to eliminate the tendency to worry, procrastinate, "stress-out" and "burnout," while improving time management skills. They also gather tips for improving their professional and personal lives. The goal of this workshop is to help participants cope with their ever-changing workplaces and lives. The following components facilitate the process:

- Maintain a positive attitude and change will be easier
- **Change is a constant**
- Theoretical explanations about the process of change
- Organizations thrive on the speed of change
- **Master negative responses to change**
- Resist the tendency to worry, procrastinate, and burnout
- Making a commitment to change will benefit you personally and professionally
- **13 PosiPower Tips to Managing Change personally and professionally**



4. Balance Work & Family & Be Positive in Both

The objective of this workshop is to teach individuals the importance of maintaining a balance between work and family. Participants learn that people who have positive interpersonal relationships with a variety of people generally are also the PosiPeople in their workplaces. Individuals who have a happier home life are more productive at work. They are less distracted by family problems and have fewer absences. These valued employees can fully focus on their jobs. In addition, companies and agencies that promote the strengthening of families have fewer problems with their employees. Also, workplaces that offer benefits such as on-site daycare, flextime, and extended leaves substantially aid in easing the stress of an employee trying to balance work and family. Companies and employees working together find that the benefits are mutually satisfying. In this workshop you will discover:

- Having a positive attitude is key when working with diverse customer needs
- How to have the *best* of both worlds
- Learn ways work and home life can be more satisfying
- Why PosiParents have PosiKids
- How to become a super asset and not a liability to your company
- **15 PosiPower Ways to Balance Work & Family: During COVID-19**



5. Let's All Just Get Along ***(Conflict Resolution & Interpersonal Skills Training)***

It's great when everyone gets along. However, conflicts that are generally seen as negative can actually be the cause of positive changes in an organization. When conflicts are managed and proactively addressed they can strengthen the fiber of a company. Participants learn how to manage difficult situations with co-workers and vulnerable customers who need patience and to be serviced in a positive manner. They develop the skills to improve personal and professional relationships through positive conflict resolution techniques that ease tension and diminish stress. Participants understand how constructively managed conflicts can improve relationships and inspire positive change. When valid feedback is given and received it can be a great benefit for all concerned. Key segments in this workshop include:

- How a positive attitude will minimize negative conflicts
- Is it a conflict or a disagreement or generational due age differences?
- How to improve interpersonal relationships
- When conflicts are good & why conflicts and change work hand in hand
- **10 PosiPower Ways to aid co-workers & clients in getting along**

6. Case Management Training ***NEW***

This course is designed to meet the needs of a diverse population with special and complicated needs. Case managers and social workers will learn strategies that will aide them in providing optimum service to individuals and families with children. Case managers will learn how to help their clients prepare for a future that is uncertain by helping them to engage critical thinking skills necessary for short and long-term objectives. Our goals and objectives are to:

- Teach case managers the importance of feeling and building positive interactions
- Help case managers and social workers help distressed customers find training and educational opportunities
- Teach critical thinking skills which are tools that case managers can cultivate in themselves, and pass along to their clients
- Teach 20 PosiPower strategies that will help case managers and their clients set short and long-term goals



7. Our Customers Deserve the BEST

The number # 1 customer complaint is unreturned phone calls. Thousands of participants throughout **Ohio, Michigan, Florida, Kentucky, Iowa, Illinois, and Indiana** have had our most requested PosiPower Workshop. Our strategy is to help participants identify and meet the expectations of their target customers. Business and agency goals are met when service is improved. Through group discussions, we identify customer needs and the significance of superior service. We affirm that it is essential to always improve or technique. Participants learn how to project a positive regard for all of their customers. Participants develop skills that enable them to find the right answer for customer complaints. In addition, they learn how to serve culturally diverse populations. Lecture, discussion, and group exercises help integrate the training. **This course is customized for each setting.**

- ☒ Maintain a positive self-image when serving others
- ☒ **Improve customer service to attain positive results**
- ☒ Let your customers hear you smiling through the phone
- ☒ Learn **defusing** techniques for "**vulnerable**" and difficult customers
- ☒ Gain knowledge to better serve culturally diverse populations
- ☒ Practice proper telephone & interviewing techniques
- ☒ Agency goals are met when customer service is improved
- ☒ **Resolve five major customer complaints with 10 PosiPower tips**



8. Disarm Hardcore Customers With Positive Techniques

The objective of this workshop is to create relevant change in the lives of hardcore customers, by delivering positive customer service techniques. PosiPeople in the workplace help create a more energized, cooperative, and cohesive work environment, because they maintain their own "wellness" while helping others. These individuals uniquely enhance our communities as well. Customer service techniques in this course will focus on **difficult and challenging** customer interactions. Participants learn how to disarm and deescalate hardcore customers with positive techniques that work. Main topics include:

- Customer Service Techniques are revisited
- Who are "hardcore" customers and why
- Don't be led astray by negative attitudes
- Learn to model the behavior you want
- Remember most customers are receptive to PosiPeople
- **20 PosiPower tips to keeping a cool head**

9. Diversity in the Workplace in the 21st Century (2-days)



The 21st Century workplace and our clients have become increasingly **diverse** and **elderly**. In this course, participants learn that having an ethnocentric perspective of our society will hamper their ability to service diverse clients. Participants will discover on a daily basis people from different races, cultures, generations and walks of life, work harmoniously along side one another. This course is designed to celebrate that diversity. Participants learn that individuals who feel good about themselves are more receptive to people who are "different". Participants share or rediscover their own heritage. This course is designed to actively involve and stimulate a diverse group of individuals whose gender, socio-economic class, physical ability, heritage, intelligence, lifestyle, age, race, sexual orientation, religion, and ethnicity may represent very different or very similar perspectives. Participants also learn and discuss the effects of prejudice and discrimination in the workplace. The main points of discussion include:

- Diversity in the workplace is a positive concept
- Respect, patience, tolerance, and understanding is essential in the workplace
- How each of us is culturally unique
- The effects of prejudice and discrimination
- **10 PosiPower Reasons to celebrate diversity in the workplace**



10. Poverty Matters, NOW: Learn Strategies to Help - NEW

Poverty hurts mentally and physically and it is spreading like a contagion. Over the past decade, the poor have gotten poorer and hard-working middle-class families are struggling to make ends meet. There is a pandemic of opiate and heroin usage and alcoholism. Parents are stressed out, depressed, and too many are giving up on themselves and their children. Department of human services and Community Action workers and their customers are having a difficult time smiling and searching for positives and strategies for a better tomorrow. It is overwhelming these circumstances and government aid and resource are unstable. But we who serve other are here to help them, and we can, and we will with the right attitude. How do we help save them, motivate them, our own family members, or even ourselves from falling into a trap of despair? What we do now matters significantly to the people we serve. So, what are we going to do. How are we going to address poverty in a practical way? In this PosiPower course, participants serving low-income adults and families will learn the following:

- * A positive mindset is essential to overcoming obstacles
- * What are troubling signs to look for when serving families
- * What resources are available to improve families
- * What is free and accessible to everyone
- * 25 PosiPower Tips to Meeting the Needs of At-Risk Customers

11. It's NOT a Chit-Chat - Interviewing Customers for Effectiveness



To become an **effective** interviewer, participants first learn how not to allow the interview to digress into a chit-chat. This course will also help participants gather information that will better serve all customers. In addition, employees who feel good about themselves and their contribution to their workplace are more receptive to interviewees. They are more likely to take the time and make the effort to ensure that their job is not just done correctly, but exceptionally. This is why the training session will begin with a self-esteem component. ***It's NOT a Chit-Chat*** training is an exceptional tool to possess. The following topics are highlights:

- **How to properly interview**
- The difference between acceptable chit-chat and sabotaging chit-chat
- Promote excellence and increase productivity by getting correct responses
- Improve employee retention and customer satisfaction
- **Learn PosiPower Ways to interview and not chit-chat**



12. PosiPower Ways to Serve Diverse "Baby Boomers" and Elderly Customers

You will probably need to look no further than your own face in the mirror or perhaps your parent's face to find a "baby-boomer". "Baby-boomers" are all around us. We have a lot to say, and for the most part we have some power over our lives. This course will begin with us "baby-boomers" our needs and concerns. But there is a growing population that is becoming elderly. There is an effort to put some safeguards in place, because economic, social and health instability in the later stages of life is an increasing concern of public and private service agencies. In this course, service providers will learn best practice in customer service, and how to become aware of diversity that may be spiritual, cultural, and ethnic when working with "baby-boomers" and elderly customers. Topical highlight are:

- Why be positive about aging
- What do "Baby-boomers" want and demand today
- The elder customers - an aging population at-risk and how we can best serve them
- Diversity is spiritual, cultural, ethnic and it is enduring
- Aging customer rights to dignity, self-determination and respect
- 12 PosiPower Tips – Best customer service practice for "Baby-boomer" customers
- 12 PosiPower Tips – Best customer service practice for elderly customers



13. 25 Ways to a Healthy Lifestyle

Workplaces around the country are learning that employee health has significant impact on customer service and the bottom line. Some workplaces are rewarding employees who commit to becoming fit. Other workplaces demonstrate their seriousness, by having a gym on-site for employees to utilize. This course is designed to challenge participants to change their way of thinking about their mental and physical health, because we are essentially what we think about, eat, and drink. Participants learn the importance of being well rested. They learn the benefits of a healthy life-style, which includes exercising on a regular basis. Participants also learn that thinking positively will help them physically and mentally. Some key components are:

- Why care about YOU first?
- Break destructive habits: eating, drinking, smoking, and cursing
- Make a commitment to getting physically and mentally fit
- **25 Ways to a healthy life-style.**

14. YOU Wore THAT to Work - Professional Image Training



This training is guaranteed to build a more productive and cohesive workplace, as well as improve the public's perception of your agency. Participants receive training tips on how to dress and communicate professionally. Participants discover the importance of maintaining a professional and positive self-image, while demonstrating professional interactions. Another important principle in the curriculum is that the best way to lead is by setting a good example. While demonstrating good work habits, great customer service, and a professional personal appearance, participants of all generation will positively represent the agency. Our goals and objective are to:

- **Promote a more professional looking environment**
- Improve attitudes and job performance - A sloppy dress is a sloppy attitude
- Promote a culture of professional conduct
- Build and enhance a positive self-image through self-awareness exercises
- Establish the importance of walking the talk
- **Provide 10 Professional Image Tips**



15. Interviewing Telephone Customers Effectively -

Interviewing **aggressive**, **talkative**, **indecisive**, and **vulnerable** customers over the phone can be tricky, but with proper techniques participants will learn ways to gather the appropriate information they will need from customers. Unless you're on some new gadget, you can't see the customer and they can't see you. As a result, nonverbal communication normally associated with face-to-face contact is severely restricted. However, interviewing customers over the phone can reduce unnecessary "chit-chat", and they won't see you rolling your eyes, which will cause the interview to go downhill. In this course, participants will learn how to effectively interview **vulnerable** customers over the phone. The following are some of the most important components of the course:

- The importance of projecting a positive attitude over the phone
- **Learn ways to build rapport with customer callers**
- Promote excellence and increase productivity by getting accurate responses
- Improve customer satisfaction and decrease caller complaints
- **Learn how to improve telephone listening skills**
- Learn the importance of tone and speaking style
- **Learn what to say when a caller is upset, emotional, or confused**
- **Learn how to handle chit-chat callers and language barriers**
- Learn the difference between acceptable 'chit-chat' and sabotaging 'chit-chat'
- **12 PosiPower Ways to Interview Customers Effectively**



16. Hello, May I Help You?

This training will build a more productive and professional atmosphere in your workplace. Participants discover the importance of maintaining a professional and positive self-image, while demonstrating exceptional interpersonal interactions over the telephone. They receive training tips on how to enhance and project a professional and courteous image to callers. Another important principle is that a positive attitude is reflected by the tone of their voice and varying their speaking style. Participants learn effective ways to cope with disruptive phone calls and voice-mail. Through several exercises, they learn how to quickly identify what a caller needs, how to gracefully place a caller on hold, and how to tactfully transfer calls. JYS Consultants utilizes a practical application approach that may include: discussions, videos, group activities, self-awareness exercises, and role-playing. The following topics will be discussed:

- **Enhancing communication between internal & external customer callers.**
- Project a positive image over the phone
- Professionally handled calls promote excellence and increases productivity
- **Ways to build rapport with callers**
- **Ways to improve listening skills**
- Watch your tone and vary your style
- **What to say when a caller is upset, emotional, or confused**
- **Ways to deal with chit-chat callers and language barriers**
- Ways to stop playing tag
- **12 PosiPower Ways to improve telephone skills.**

17. Working in Teams – Team Building Skills



This training is designed specifically for staff members. Participants learn how to become better team-players in the workplace. They learn 5 Coaching styles, and which ones they prefer or resist. Participants/players learn more productive ways to cope with workplace conflicts that may hinder the team. Through self-awareness exercises, participants also learn how to solve problems by clarifying real issues and roadblocks. They learn how and when to take initiative. In this course, participants will learn the following:

- **A positive attitude is best for the whole team**
- **5 Coaching Styles**
- How to take initiative and still work within the team
- Ways to promote excellence and increase productivity
- **Skills that will help resolve interpersonal problems and their causes**
- To resolve or eliminate credibility issues by clarifying real issues and roadblocks that may hinder the team

18. PosiPower Writing, Speaking, and Grammar Skills



Employees are so caught up in texting and emailing that they are forgetting the basics. What is the difference between *assure*, *ensure*, and *insure*? Do they know when to use *then* and *than*, or *their*, *there*, and *they're*? In this very popular course, participants learn why possessing a positive attitude and effective communication, that includes writing well and using proper grammar, is what will take them far in life. They will become aware of verbal and nonverbal cues that may communicate their level of interest or disinterest in what is being communicated. As with other PosiPower Workshops, participants learn if they are comfortable with themselves and their own speaking and writing skills, then they are able to concentrate more fully on what is being said to them. This is a refresher on the basics such as: subject and verb agreement, nouns and pronouns. Participants learn how to construct a note, letter, or report, and where to place commas and other punctuation marks...plus a lot more, including the following:

- How a positive self-image will improve writing, speaking and grammar skills
- Decreasing common grammatical mistakes
- Learning basic punctuation
- Using correct words and what to capitalize
- Practice, Practice, Practice and how to be concise
- 10 PosiPower tips to writing well
- 10 PosiPower tips to speaking well

19. Don't Bust Your Budget – Economic Strategies in Difficult Times



In these days of the talk and reality of economic contraction, staff members in social service agencies often feel at a loss as to what can be done to address dwindling budgets. This workshop offers tips and strategies for making the budget a friend and not an enemy of the social mission. Participants will examine how budgeting--or lack of it--affects everything from attitudes to the way work gets done. In this course we will discuss:

- **What is going on with our economy and our customers**
- Why a positive attitude will make you feel prosperous
- Where to shop for good used household items
- How to shop for homes, cars, clothing and groceries, etc.
- **15 Tips to Manage Your Budget**

20. I Really Do Need This Job... Learn Coping Skills



Workers are sometimes out of sorts about the direction their careers in social services should take. As they attempt to figure out that direction, the demands of their jobs are forever present. Participants learn special coping skills for the times when their jobs overwhelm them. Here are some examples:

- Positive thinking techniques that work
- **“Time out without clocking out”**
- Deep breathing exercises
- 10 PosiPower Visualization techniques
- Do what you need to do so you can do what you love – Goal-setting skills
- **12 PosiPower Coping Skills**



21. Positive Action = Positive Results

The objective of this workshop is to create relevant change in the lives of participants by teaching positive thinking concepts. Participants learn how to change negative attitudes into positive ones that will increase productivity. PosiPeople create a more energized, cooperative, and cohesive work environment. These individuals uniquely enhance our communities as well. Customer service techniques are also a part of this training because it is essential for individuals to maintain their own "wellness" while helping others. Most important, participants learn how *POSITIVE ACTION* by *YOU* = *POSITIVE RESULTS FOR CUSTOMERS* every time. **Today you will learn:**

- **10 Ways to Feel Positive Everyday**
- To let go of self-destructive habits
- How to set personal and professional goals
- **10 positive ways to resolve 5 customer concerns**
- **Why Positive Action by YOU = Positive Results For Customers**

22. “What I Really Meant to Say Was...” - Effective Communication Skills



Learning to say what you mean is just as important as doing what you say. All too often conflicts are caused when statements are misunderstood. Whether through discussions in the workplace, speaking at the podium, writing a letter or email, it is important to be comfortable and confident in your ability to communicate effectively what you really mean to say. In this course, participants can expect to learn the importance of a positive self-image along with effective communication skills. We will discuss the following components:

- **The Importance of a positive self-image**
- **The Do’s and Don’ts of verbal and nonverbal communication**
- Five (5) Communication Styles
- Why the levy break downs
- The cost of levy breaks
- 5 PosiPower Tips to Repair the Levy
- Dressing well – Present well - Tips
- **10 PosiPower Tips to Writing Well**
- **10 PosiPower Tips to Speaking Well**
- **15 PosiPower Tips For Better Communication**

23. Women and Money - Chart Your Way Pass Financial Stress



Women wear all kinds of hats from CEO, business owner, director, supervisor and social worker to daughter, wife, best-friend, and mom. Despite their achievements, women and their children are more likely than men to struggle financially. In fact, whether ever married or childless, elderly women are often poor. In fields such as social work where women are a dominant population, wages tend to be lower. If money is the primary stress facing Americans as one national study indicates, women are particularly vulnerable. From budgeting to debt management, from raising children to dressing for success, the financial challenges facing women are often more stress-inducing than those facing men. With a change of attitude and careful planning, women take charge of their money and maximize their potential. Armed with knowledge which addresses financial stresses in their own lives, participants in this class are empowered to assist their customers and clients to overcome some of the stresses in their day-to-day activities as well. Our objectives are to teach:

- **Why a positive attitude is ideal for better financial management**
- **Why budgeting works every time**
- Why a careful management of finances is less stressful
- **What women should know about saving and investing wisely**
- **What perils women should avoid when planning for the future**
- 10 PosiPower Tips For Women and Money

24. Managing Difficult People Effectively....Learn How to Avoid Arguing Over Stupid Stuff



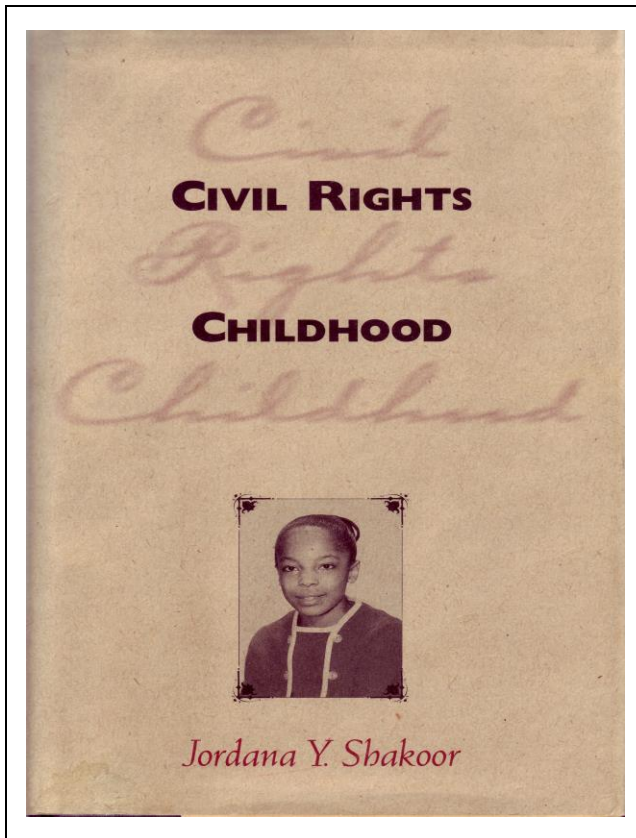
Disagreements among people in relationships, groups and organizations are normal. Unfortunately, some people are more difficult to deal with. This increases the possibility of a conflict and ultimately impacts relationships and performance. When conflicts are managed and proactively addressed they can strengthen the fiber of a company. In this workshop participants will learn how to manage difficult situation in a more positive manner. They will develop the skills to improve personal and professional relationships through positive conflict resolution techniques that ease tension and diminish stress. Participants will also understand how constructively manage conflicts can improve relationships and inspire positive change. In this course, participants will learn:

- How a positive attitude will minimize negative conflicts
- Is it a conflict or a disagreement
- How to improve interpersonal relations
- When conflicts are good for positive change
- Why conflicts and change work hand in hand
- **10 PosiPower Ways to Avoid Arguing Over Stupid Stuff.**
- **12 PosiPower Ways to Aid Co-workers & Clients in Getting Along**

25. Civil Right Childhood – Racial Sensitivity Training – 3-hours **Author- Jordana Y. Shakoor**

“Two voices blend in this poignant memoir from the civil rights era in Mississippi – a father’s and a daughter’s.

“He was Andrew L. Jordan, a son in a dirt-poor family of sharecroppers near Greenwood. Jordana Shakoor is his little girl who grew up to write this book. In her southern childhood she is just becoming aware of her people’s dreadful predicament of loving their homeland but of hating its mistreatment of blacks. Like virtually all southern black families, the Jordans endured humiliation and fear of white reprisals.



“The voices in this book tell a story whose theme is familiar to legions of African Americans. Yet its particular voices, until now, have gone unheard. Though this is told by a child born in the segregated South, it also is the story of her family's triumph over a dark heritage, a story of a Civil Rights Childhood that casts away a centuries-old tradition of insult and denial to embrace instead a Civil Rights heritage of freedom and love.” (from the book jacket to **Civil Rights Childhood**, University Press of Mississippi, 1999). The learning objectives in this training are:

- To learn first hand accounts what it was like for the Jordan family in Mississippi during the civil rights movement
- To discuss how each participant was affected by race relations between blacks and whites while growing up
- To learn about Black-American workers and caregivers; and how the civil right era affects them today.
- To understand the struggle of blacks to overcome negative stereotypes
- To promote respect, patience, tolerance, and understanding in the workplace
- To gain an understanding about the effects of prejudice and discrimination against blacks.
- To improve relationships between blacks, whites and all people.