



Strengthen Your Skills, Advance Your Career

Online and Live Leadership Courses

ASCP Leadership Institute®

The ASCP Leadership Institute®(LI) is a series of online and live leadership courses facilitated by organizational and leadership experts from the American Society for Clinical Pathology (ASCP).

The goal of the LI is to increase leadership skills at all levels of an organization by teaching participants different communication and conflict skills, leadership styles, and how to become more situationally effective. Through refining these practical leadership skills, participants will be given the tools to advance their careers.

The live courses are facilitated by ASCP's Leadership and Organizational Development Department. This team has extensive experience in leadership coaching, assessment interpretation, and course design and facilitation at ASCP and multiple other national and international organizations.

Leadership@ascp.org

www.ascp.org/leadership

Table of Contents

Continuing Education Credits		Online Certificate Courses	3
Self-Assessments		Behavioral-Based Interviewing and Onboarding	4
Types of Activities	1	Burnout Prevention, Management, and Resources	5
Leadership Institute® Certificate Program (Online)		Collaborative Performance Communication	6
Live Facilitation		Conflict Prevention and Resolution	7
Personal Coaching (Online and/or Live)		Creating a Coaching Culture	8
Expected Results	2	DeCoding American Generations	9
Online Certificate Courses		Discovering Your Own Diversity	10
Additional Live Courses		Groupthink and the Abilene Paradox	11
		Increasing Collaborative Effectiveness with Everything DiSC® Workplace	12
		Leading with Emotional Intelligence	13
		Listening With a Purpose	14
		Myers-Briggs Type Indicator (MBTI®)	15
		Organizational Savvy	16
		Priority and Goal-Setting Techniques	17
		Reacting to Change	18
		Stress Analysis and Coping Resources	19
		Team Dynamics	20
		Time Mastery	21
		Additional Live Courses	22
		Effective Presentation Techniques	23
		Five Behaviors of a Cohesive Team	24
		Situational Leadership	25
		Synergistic Decision-Making	26
		The Organizational Impact of Fun	27

Continuing Education Credits

Every LI course is accredited through the Accreditation Council for Continuing Medical Education (ACCME) to provide CME/CMLE/SAMs CME credits.

Self-Assessments

Several courses in the LI include a self-assessment that gives participants insight into their own leadership behaviors, styles, and preferences. Participants can download their self-assessment results for future reference. Each assessment has been rigorously validated through extensive research and are made available in the online/live courses and through personal coaching. Based on an organization's need, group/team reports are available to assess strengths and developmental areas of specific teams, departments, or entire organizations.

Types of Activities

Through the LI, participants have access to:

- **Leadership Institute® Certificate Program (Online)**
- **Live Facilitation**
- **Personal Coaching (Online and/or Live)**

Leadership Institute® Certificate Program (Online)

In the Leadership Institute® Certificate Program, participants hone their leadership skills at their own pace through 18 on-demand courses. Through an advanced self-assessment program, participants gain insight into their current approaches on leadership topics, identify areas of growth and use the knowledge gained to develop advanced leadership skills.

Selected courses include a pre-course self-assessment to help participants discover insights into their own leadership behavior. Participants are able to download their self-assessment results for future reference.

The courses selected for the Leadership Institute® Certificate Program cover multiple areas of leadership, including:

- **Communication Skills**
- **Self-Awareness and Feedback**
- **Leadership Styles**
- **Organizational Effectiveness**
- **Team Dynamics**
- **Conflict Resolution**
- **Stress and Burnout Coping Skills**
- **Diversity and Inclusion**
- **Emotional Intelligence**

The courses can be taken in any order and all courses build upon each other to give deeper insights into participants' own leadership styles. Upon completion of each course, participants can download individual course transcripts. The certificate of completion can be downloaded from their online dashboard after nine courses are concluded.

Live Facilitation

Through live on-site facilitation, organizations, departments, and teams can benefit from a personalized approach to enhance communication, performance, and leadership. All courses in this catalog are available for live facilitation and can be tailored towards specific needs, challenges, and organizations. The duration of the courses varies and can be altered to fit your organization's needs. Typically, courses are between one to three hours, include self-assessments, are interactive, and will leave participants with practical applications to use in their job.

Personal Coaching *(Online and/or Live)*

Personal coaching can help target specific leadership challenges or developmental areas. Participants can sign up for one-on-one coaching sessions conducted in-person, over the phone, or via video-conferencing. The training and guidance through this process are catered specifically to the coachee's professional needs and goals and tailored to their schedule.

Expected Results

Participants in the Leadership Institute® are expected to improve their leadership effectiveness through assessing and/or validating current knowledge or skills; acquiring and implementing new knowledge, skills, and techniques; acquiring and utilizing valid and reliable self-assessment tools and materials for self-study, performance assessment, and applying what they learned about their leadership styles, strengths and growth opportunities.

For more information please visit

www.ascp.org/leadership

or send an email to Leadership@ascp.org

Online Certificate Courses

The courses below are part of the Leadership Institute® Certificate Program (online).

1. Behavioral-Based Interviewing and Onboarding
2. Burnout Prevention, Management, and Resources
3. Collaborative Performance Communication
4. Conflict Prevention and Resolution
5. Creating a Coaching Culture
6. DeCoding American Generations
7. Discovering Your Own Diversity
8. Groupthink and the Abilene Paradox
9. Increasing Collaborative Effectiveness with Everything DiSC® Workplace
10. Leading with Emotional Intelligence
11. Listening With a Purpose
12. Myers-Briggs Type Indicator (MBTI®)
13. Organizational Savvy
14. Priority and Goal-Setting Techniques
15. Reacting to Change
16. Stress Analysis and Coping Resources
17. Team Dynamics
18. Time Mastery

Additional Live Courses

The courses mentioned as part of the Leadership Institute® Certificate Program (online) can also all be facilitated live. In addition, the courses below are offered live.

19. Five Behaviors of a Cohesive Team
20. The Organizational Impact of Fun
21. Situational Leadership
22. Synergistic Decision-Making
23. Effective Presentation Techniques



Course Description and Objectives

Online Certificate Courses

The courses mentioned are part of the
Leadership Institute® Certificate Program

BEHAVIORAL-BASED INTERVIEWING AND ONBOARDING

This course helps participants to use the behavioral-based interview process and the onboarding process for new hires. The course explains how to integrate emotional intelligence into behavioral-based interview questions to predict job performance and culture fit within a position and organization.

This course also explains best practices in onboarding new hires to create a collaborative and engaging effort between the new employee and the manager. The course communicates the value in hiring and onboarding processes and gives specific details on how to be successful in hiring and onboarding practices to contribute to the success of organizations.

Upon completion of this course, participants are able to:

- **Understand the behavioral-based interview process.**
- **Develop a collaborative approach to the interview team's decision-making process.**
- **Differentiate between onboarding and orientation.**
- **Understand the importance of onboarding and its different stages.**

AVAILABLE ONLINE AND LIVE



BURNOUT PREVENTION, MANAGEMENT, AND RESOURCES

The purpose of this course is to help participants recognize the characteristics and symptoms of burnout in themselves and in others. By bringing awareness to the signs of burnout, participants will be better able to identify its causes in order to cope effectively and make necessary changes to prevent and overcome burnout. We discuss the distinction between experiencing stress and burnout, highlighting the severe impact burnout can have both professionally and personally. The course reviews burnout data from the medical field calling attention to burnout contributors and measures that can be taken to increase well-being and job satisfaction.

This course encourages participants to assess their own levels of burnout to gain insight into what the contributing factors may be and what actions they can take to overcome burnout. The course also discusses methods in how to prevent burnout through seeking support and self-care practices. Through understanding the characteristics, causes, impact, prevention tactics and resources related to burnout, the goal of the course is to recognize early signs of burnout in order to prevent burnout altogether.

Upon completion of this course, participants are able to:

- **Recognize the characteristics of burnout.**
- **Identify the causes of burnout and coping resources.**
- **Understand the impact of burnout both professionally and personally.**
- **Assess their individual level of burnout and skills to manage it.**
- **Learn how to prevent and overcome burnout.**

AVAILABLE ONLINE AND LIVE



COLLABORATIVE PERFORMANCE COMMUNICATION

This course helps participants to understand and demonstrate how to collaboratively support employee performance. The course explains concepts of performance management, coaching, and the different processes involved in each. This includes how to conduct a performance review, best practices in how to approach employee development, how to determine performance standards, and the steps involved in implementing performance improvement plans.

Participants will be able to differentiate between the Annual Performance review process from the Real-Time Feedback process to enhance their understanding about the importance of giving and receiving continuous feedback. This course will put into context how maintaining collaborative performance processes boost productivity and continuous development for employees, therefore adding more value to an organization.

Upon completion of this course, participants are able to:

- **Define performance management.**
- **Demonstrate understanding of how to support employee performance.**
- **Utilize a two-stage collaborative performance coaching process.**

AVAILABLE ONLINE AND LIVE



CONFLICT PREVENTION AND RESOLUTION

Every organization generates conflicts, regardless of whether people work in a laboratory, hospital, nonprofit, corporation, or small business. The challenge is to move from impasse to transformation. People can make a significant contribution to the effectiveness of organizations and impact the lives of coworkers, the satisfaction of customers, and the morale of staff by leading people through the strategies for preventing conflict and resolving conflict. This course will discuss the views of conflict, different approaches to conflict situations, and your own preferred conflict management approaches.

This course focuses on a repertoire of conflict-handling modes used during various kinds of conflicts. The five modes discussed in this course are applicable in specific situations and each represents a set of useful social skills. This course will discuss the views of conflict, different approaches to conflict situations, and your own preferred conflict management approaches.

Upon completion of this course, participants are able to:

- **Identify the views and precursors of conflict.**
- **Assess their personal conflict handling modes and techniques through the use of the Thomas Kilmann Conflict Mode Instrument.**
- **Apply the conflict management and resolution models and techniques for preventing conflict.**

AVAILABLE ONLINE AND LIVE



CREATING A COACHING CULTURE

This course provides participants with the tools to establish effective coaching practices as it relates to career development and performance management. The course explains the positive impact of creating coaching relationships, outlining the benefits it provides for the coachee, coach, and overall organization. This course defines what coaching is and the important components that are critical in making it effective and successful such as giving and receiving feedback, creating a learning environment, and fostering motivation.

Various coaching models are presented for participants to assess what coaching method fits their needs and goals with their coachee. Roles of a coaching manager are described as well as challenges that may arise in the process along with ways to prevent against them.

Upon completion of this course, participants are able to:

- **Understand the impact and benefits of coaching employees.**
- **Increase skills in giving and receiving feedback.**
- **Prepare a working environment inclined towards learning orientation.**

AVAILABLE ONLINE AND LIVE



DECODING AMERICAN GENERATIONS

This course focuses on increasing knowledge of the values, attitudes, behaviors, and characteristics of the generations that are alive in the United States today. DeCoding American Generations is both an individual journey and process to help people capitalize on generational strengths, utilize the strengths of other generations, and collaborate more effectively with others. The more people understand generational differences, the less resistant or uncomfortable people are when working with people who are different.

This course helps participants to develop strategies and apply knowledge and skills to communicate across generational networks to expand their circle of influence and build competency to effectively work across generations.

Upon completion of this course, participants are able to:

- **Differentiate between preferred generational communication styles and work standards.**
- **Describe different generations' characteristics, behaviors, traits, and values.**
- **Increase self-awareness through completing the Generational DeCoder.**

AVAILABLE ONLINE AND LIVE



DISCOVERING YOUR OWN DIVERSITY

The purpose of this course is to increase participants understanding of the value of human diversity in the workplace and the significance of inclusion. We will study the richness of people's own diversity dimensions and those of others. Discovering Your Own Diversity focuses on the different aspects of diversity that we possess and accumulate throughout our lives through innate characteristics, experiences we have had, and choices we have made.

This course presents the Primary and Secondary Dimensions of Diversity that contribute to the complexity of cultural diversity and social identities. We will also analyze why some diversity programs in the workplace fail and why some work. Through understanding the key areas that influence workforce diversity, participants will be able to see the impact that their unique diversity has in the workplace. Lastly, this course introduces four Key areas of Diversity and how they influence people's awareness of differences and how they impact behaviors in the workplace.

Upon completion of this course, participants are able to:

- **Recognize the scope of own diversity.**
- **Understand the impact of the Cycle of Socialization.**
- **Analyze the Primary and Secondary Dimensions of Diversity.**
- **Identify and understand the key areas of diversity.**
- **Communicate more effectively with those from diverse backgrounds.**

AVAILABLE ONLINE AND LIVE



GROUPTHINK AND THE ABILENE PARADOX

Everyone makes decisions and everyone makes decisions while working in groups. It is, therefore, essential to create a sound decision-making process in which everyone is comfortable sharing opinions.

This course consists of two separate sections: Groupthink and the Abilene Paradox, focusing on two different parts regarding a group's decision making process. First, Groupthink discusses how groups can have irrational or even dysfunctional decision-making processes. The Abilene Paradox studies how certain groups have an inability to manage group agreement. Together, these two parts provide insights into good group decision-making, whether groups agree or disagree.

Upon completion of this course, participants are able to:

- **Recognize the symptoms and preceding factors that contribute to Groupthink.**
- **Apply the Groupthink model in group decision-making processes on the job.**
- **Identify and implement techniques for the prevention of Groupthink.**
- **Identify and implement techniques for the prevention of mismanaging agreement.**

AVAILABLE ONLINE AND LIVE



INCREASING COLLABORATIVE EFFECTIVENESS WITH EVERYTHING DiSC® WORKPLACE

The purpose of this course is to provide participants with insights into their own behavioral preferences and those of others to increase collaborative effectiveness in the workplace. By understanding the dimensions, characteristics, and principles of DiSC®, participants apply their learnings across a variety of workplace interactions to improve communication, working relationships and conflict resolution. This course provides participants with knowledge about each of the styles and priorities within the DiSC® model and how they can affect our own behaviors and those of others.

Participants will learn how to adapt and stretch their preferred behavioral style to meet the needs of others. Participants will be able to identify behavioral strengths and tendencies of different styles to utilize in working more effectively in team and collaborative settings. This course will go through the goals, fears, dislikes, decision styles, and motivators for each behavioral style, equipping participants with the tools in starting conversations about the most effective way to collaboratively interact to increase productivity and effectiveness in the workplace.

Upon completion of this course, participants are able to:

- **Discover their own DiSC® style to gain insight into their own behaviors at work.**
- **Understand other behavioral styles to build more effective relationships.**
- **Identify priorities, motivators and challenges of each DiSC® style.**
- **Learn how to bridge differences between styles to gain different perspectives.**

AVAILABLE ONLINE AND LIVE



LEADING WITH EMOTIONAL INTELLIGENCE

This course helps participants to understand and demonstrate emotional intelligence as it relates to their own behaviors and understanding others. The course explains the difference between emotional intelligence and intellectual intelligence, how to regulate emotions through practicing self-awareness, Emotional Intelligence Social Competency (ESCI), and how to develop and apply emotional intelligence within your career.

Through becoming more self-aware of individual behaviors and emotions, participants will be able to understand emotions to improve their communication with others. This course will put into context how certain reactions, emotions, and behaviors can impact working with others, and how having the ability to understand emotions is a key component in developing oneself as a leader.

Upon completion of this course, participants are able to:

- **Understand the theory and impact of emotional intelligence.**
- **Define the 12 competencies in the Emotional and Social Competence Inventory.**
- **Recognize and manage their own feelings and those of others.**
- **Develop self-awareness to increase emotional intelligence capabilities.**
- **Apply emotionally intelligent behaviors to the workplace and their personal career development.**

AVAILABLE ONLINE AND LIVE



LISTENING WITH A PURPOSE

This course focuses on the theories and models behind listening and communication. Listening and communication is an essential skill to be an effective leader. With adaptive listening skills, leaders are more effective in their transmission, delegation, and motivation.

Participants will learn about the different listening modes and approaches, as well as strategies for communicating more effectively. Participants will learn the importance of adapting their behavior depending on the needs of others, gain insights into their own behaviors, and learn how and when to adapt their approach.

Upon completion of this course, participants are able to:

- **Recognize the elements of personal communication and barriers to communication.**
- **Distinguish between the listening modes and approaches.**
- **Identify listening styles that are different from their own.**

AVAILABLE ONLINE AND LIVE



MYERS-BRIGGS TYPE INDICATOR (MBTI®)

The purpose of this course is to help people better understand themselves and their personalities. It functions as a tool to help participants develop greater self-awareness and awareness of others. The MBTI® creates a deeper understanding and constructive use of the personality differences between people.

The MBTI® provides participants with insights on how they process information and make decisions. The course will also provide participants with insights about how they perceive and interact with their surrounding environment. These factors affect individual personalities and behaviors, which shape our preferences in how we want to experience the world around us. This course and self-assessment reveal participants' personality types and fosters self-reflection on their own behaviors and the behaviors of others.

Upon completion of this course, participants are able to:

- **Assess their personality preferences using the MBTI® model.**
- **Apply personality behavioral theory to develop leadership and management skills.**
- **Describe the basic preferences of four dichotomies of MBTI®.**
- **Manage their employee and/or coworker relationships more effectively.**

AVAILABLE ONLINE AND LIVE



ORGANIZATIONAL SAVVY

This course focuses on increasing knowledge of participants' relationship skills and understanding of the organizational culture. This course develops understanding of the personal and professional implications of being organizational savvy.

Organizational Savvy is a portfolio of competencies of approaches and behaviors used to navigate through a career and organization with success and integrity. Participants will be able to identify the shared values and beliefs that guide the thinking and behaviors of their organization to work collaboratively with others. This course provides insights to participants in recognizing their personal strengths and development areas when interacting with others to help foster positive relationships.

Upon completion of this course, participants are able to:

- **Differentiate when to use personal or positional leadership.**
- **Apply knowledge and skills to navigate across internal and external networks.**
- **Develop strategies to increase their circle of influence.**
- **Identify the shared values and beliefs that guide the thinking and behaviors of their organization.**

AVAILABLE ONLINE AND LIVE



PRIORITY AND GOAL-SETTING TECHNIQUES

This course helps participants to better understand the importance of organizing their time and prioritizing their work. Participants will learn about the different types of skills which can help to effectively manage time. This course includes tools that facilitate organization, self-monitoring practices, identifies different types of goals, methods of planning, prioritizing techniques, decision-making models, and habit forming practices. Participants will be able to put into context how proper utilization of these skills can increase productivity, reduce stress, and create an action plan on how to handle workloads.

Upon completion of this course, participants are able to:

- **Understand the important role that organization and self-monitoring plays in managing time.**
- **Analyze your goal-setting, planning and prioritizing strategies to improve your time management effectiveness.**
- **Develop strategies to improve time and priority setting skills.**

AVAILABLE ONLINE AND LIVE



REACTING TO CHANGE

This course provides theories, and models, for understanding how people react to change and how to manage and plan change effectively. Change management is a process to help employees accept and embrace organizational change, whether it is adaptation of new technology, a new compliance requirement, or downsizing. Understanding how people react to change and anticipating their reactions, allows leaders and employees to plan accordingly and to set employees and the entire organization up for success.

Upon completion of this course, participants are able to:

- **Understand different emotional reactions to change.**
- **Utilize different change theories in both reacting to change and planning change.**
- **Plan for change effectively through the use of Kotter's 8-Step Process for Change and the Appreciative Inquiry Model.**

AVAILABLE ONLINE AND LIVE



STRESS ANALYSIS AND COPING RESOURCES

The purpose of this course is to help participants increase their understanding of stress and analyze the stressors present in their lives. This course discusses precursors to stress, the different causes of stress and how stress impacts individuals, both professionally and personally, and organizations as a whole. The course reviews data highlighting workplace stress and how it affects people's overall well-being. Participants will be able to assess their own stress through exploring different models that provide indicators of the level of stress a person may be experiencing.

This course also helps participants to reduce and prevent against stress by introducing coping resources. Through using these resources, participants will be able to more effectively manage stressful experiences. Participants also learn to recognize and assess stress within others in order to better support them to manage their stress levels. Through exploring the multiple factors that affect our individual stress, this course provides participants with the tools to create their own action plan for coping with stress.

Upon completion of this course, participants are able to:

- **Increase their understanding of stress and the different causes of stress.**
- **Understand the personal, professional, and organizational consequences of stress.**
- **Analyze and assess the stress levels present in their life and the lives of others.**
- **Develop coping skills to reduce and overcome stress.**

AVAILABLE ONLINE AND LIVE



TEAM DYNAMICS

Team Dynamics are the unconscious, interpersonal forces that influence the direction of a team and its performance. Team dynamics are created by people's personalities, work ethic, experience, the task at hand, and the environment, such as deadlines, communication, and leadership.

This course includes an assessment that will help participants identify their preferred roles and contribution when placed in a team setting. This course focuses on the different stages of team development, how to create a high performing team, and participants' preferred team roles. The Team Dynamics model will help participants recognize others' preferences for working on a team and create an environment in which individuals and teams flourish.

Upon completion of this course, participants are able to:

- **Learn about and identify the various stages of team development and their implications.**
- **Recognize the characteristics of high performance teams.**
- **Understand the Team Dimensions Model and identify their preferred team role.**
- **Recognize others' team positions and their role and contribution on the team.**
- **Assess how teams can identify each member's talents and place people in roles that utilize their talents.**

AVAILABLE ONLINE AND LIVE



TIME MASTERY

Everyone faces a daily dilemma: too much to do and not enough time to do it. Time appears to be the limiting factor, not the actual activities. Time management is self-management because managing time means adapting behavior to accomplish tasks in an effective manner. This course walks participants through a process of identifying new habits in 12 time management categories. Participants set new goals for each of the Time Mastery Categories and write an Action Plan.

Upon completion of this course, participants are able to:

- **Differentiate between important and urgent tasks to effectively prioritize multiple tasks.**
- **Develop goal-setting strategies to successfully accomplish specific goals.**
- **Understand how to improve their time management through creating action plans.**

AVAILABLE ONLINE AND LIVE





Additional Live Courses

The courses below are part of live-offering only.

EFFECTIVE PRESENTATION TECHNIQUES

The purpose of this course is to help participants develop presentation skills to confidently communicate their message to their audience. This course guides participants through how to structure a presentation by providing design information and resources. Participants also enhance their delivery through learning how to properly utilize voice inflection, tone and volume to effectively connect and maintain engagement with their audience. Additionally, this course focuses on preparing mentally, emotionally, and physically for a presentation to ensure participants' approach in facilitating is authentic and delivered with confidence.

This course addresses fears associated with giving presentations and how to overcome them through maximizing preparedness. The course also discusses how to collect constructive feedback from the audience and how to use that information to continually improve future presentations. Understanding these methods will allow participants to optimize their presentations and approach in facilitating organized and effective presentations.

Upon completion of this course, participants are able to:

- **Learn how to create and design an effective presentation.**
- **Understand how to prepare for a presentation mentally, emotionally, and physically.**
- **Develop their presentation delivery skills through understanding effective facilitation strategies.**

AVAILABLE LIVE



FIVE BEHAVIORS OF A COHESIVE TEAM

This course creates a learning experience that helps individuals and organizations reveal what it takes to build a truly cohesive and effective team. Participants will understand how, as a team, they score on the key components of The Five Behaviors model that includes trust, conflict, commitment, accountability, and results. Powered by Everything DiSC® style, the profiles help participants understand how their own DiSC® style contributes to the team's overall success.

This course discusses how to engage in conflict with team members where this is both trust and debate around unfiltered ideas. Participants will learn how to hold one another accountable while tapping into the skills and opinions of all members to achieve their ultimate goal. The course focuses on bringing together everyone's personalities and preferences to form a cohesive and productive team. The results will positively impact individuals, teams, departments, and organizations.

Upon completion of this course, participants are able to:

- **Perform more efficiently and effectively and become a more cohesive team.**
- **Recognize and define the criteria for building vulnerability-based trust.**
- **Demonstrate commitment to decisions through expressing their own opinions and debating ideas.**

AVAILABLE LIVE



SITUATIONAL LEADERSHIP

This course focuses on building leader effectiveness and flexibility through understanding and increasing employee readiness and development level. Highly effective leaders are able to identify the readiness level of their employees and appropriately adapt the degree to which they provide support and direction. The model used in the course will help participants discover their own preferred leadership style and the readiness level of those they work with. Depending on the developmental level of other employees and coworkers, leaders will be better prepared to choose the leadership style that best suits the needs of their employees, co-workers, or organization.

Upon completion of this course, participants are able to:

- **Understand their own preferred leadership style.**
- **Assess the readiness and developmental level of others.**
- **Adapt their leadership according to the situational needs of each employee, team, department, and organization.**

AVAILABLE LIVE



SYNERGISTIC DECISION-MAKING

Building synergy around team decisions is one of the essential skills of a leader. This course will give you clear insights into your own team decision-making contributions through a group process simulation. The model used in this course consists of two aspects to increase synergy: problem solving and interpersonal skills. Problem solving is the rational sequence of questions and action items a team considers in reaching a decision.

Interpersonal relations are the way people treat one another while solving the problem. Through a simulation, participants will examine their individual performance as compared to a group's performance. In addition, participants will gain insights about constructive and less constructive behaviors they use and how to increase team development.

Upon completion of this course, participants are able to:

- **Demonstrate how teams are able to produce decisions that are more effective than individual decisions.**
- **Practice the rational and interpersonal skills involved in synergistic decision making.**
- **Develop the skills necessary to effectively manage a project.**
- **Apply decision-making skills to initiate change in their organization.**

AVAILABLE LIVE



THE ORGANIZATIONAL IMPACT OF FUN

Part of leading a happy and healthy life in the workplace is partaking in the simple act of having fun. We spend a majority of our time in the workplace so it's important to create work environments that allow for appropriate and educational fun. This course teaches participants the proven benefits of engaging in fun within the workplace. Through summarizing research of the impact fun has on individuals, participants will better understand how fun improves collaboration, communication, breeds creativity, increases productivity and influences internal and external perceptions of an organization. The course will provide methods in how participants can create and engage in fun practices in the workplace while maintaining organizational effectiveness.

This course is an interactive session that is fun, collaborative, and educational. Through activities presented throughout the course, participants will be able to link fun and creativity with organizational effectiveness and productivity.

Upon completion of this course, participants are able to:

- **Identify how fun initiatives in your workplace provide positive impact for your organization.**
- **Assess and employ appropriate practices of fun that can be utilized in your workplace.**
- **Understand the impact of having fun as it contributes to organization success.**
- **Plan continuous fun activities to raise engagement in everyday tasks.**

AVAILABLE LIVE





Leadership@ascp.org

For more information go to: www.ascp.org/leadership