

Presentation and Training Experiences

Lang & Associates is prepared to deliver custom designed informational presentations (up to one hour) or trainings (two to four hours) on the topics below.

In addition to supporting an interactive learning experience, each subject is designed to shape relevancy based upon the audience or participants, provide practical information, offer tips and tools, integrate elements of diversity, equity and inclusion, and, include some *fun* in the process.

Among the highest objectives at **Lang & Associates** is to assure each learning experience provokes innovative thoughts, stimulates new curiosities, and moves people into more harmonious spaces on both a professional and personal level.

- **Reflective Dialogue: Strategic Listening, Inquiry and Transformation**

The emotional impacts of the pandemic, both to personal and professional lives, can make us feel like we're walking through a mine field. Reflective dialogue is a tool for managers to navigate that terrain. This facilitated group session shapes a generous space for participants to process what they have endured and continue to experience in the process of coping with unforeseen pressures – both outside and inside the workplace.

- **Workplace Communication Skills: Clarity, Understanding and Trust**

Effective communication skills are critical to workplace efficiency and vitality. This training is grounded in the value of common interest objectives, emphasizes the hazards of assumptions, and provides insights and practical tools for cultivating deeper understanding and building trust – utilizing real world scenarios in which to practice.

- **Common Problem Resolution: Process, Practice and Patience**

Often efforts to solve a particular problem begin before there is agreement on the nature and scope of that problem. The CPR model offers a methodology for triaging a troublesome situation, reaching consensus on prioritizing the issues at hand, and then utilizing the best resource possible – those in the problem – to resolve that problem.

- **Difficult Conversations: Guidelines, Techniques and Brave Spaces**

Knowing there is a need to talk and actually having that potentially perilous discussion can generate high levels of anxiety, especially when the outcome is unpredictable. Learn how to mutually set the stage, prioritize objectives, and work with discomfort in the process of expanding awareness and developing strategies – acknowledging this is courageous work.

Presentation and Training Experiences (continued)

- **E-Communication in the Workplace: Risks, Rewards and Reality**

From email to voicemail, blogs to websites, phishing to ransomware, electronic communication has become a complicated universe. Explore top e-communication challenges and options for establishing professional norms and techniques in the workplace – respecting the ever-expanding power beneath our fingers.

- **Dispute Resolution: Spectrum of Options, Applications and Consequences**

Conflict happens. If left unaddressed, most disputes will cost time, money and grief. Gain knowledge about the cost of conflict, the value of confidentiality, and range of options for addressing issues and disagreement in the workplace as an opportunity to learn, grow and prevent future skirmishes – in essence, strengthening working relationships.

- **Workplace Culture: Beliefs, Values and Priorities**

Workplace culture can be represented by a mission statement; however, it is more profoundly reflected by unwritten rules that influence behaviors for better or worse. Get on the same page as a workforce by examining organizational structure, capacity for input, and techniques for sorting and prioritizing goals – as a path to building more engagement and support.

- **Team Building: Principles, Practices and Possibilities**

Hidden agendas, whether intentional or not, are among the most common threats to high performing teams. This training examines the importance of shared vision, the need for ongoing team development, and key elements vital to maximizing team connectivity and productivity – beginning with simple and often overlooked active inquiry.

- **Equity and Social Justice: Empathy, Allyship and Action Plans**

Like the word “love,” “equity and social justice” are more verbs than nouns. Acquire insights and information related to understanding the negative impacts of disproportionate inclusion, forging more positive collaborative relationships and advancing critical points of consideration for implementing change – knowing every person has a voice and a story to tell.

- **The DEI Investment: Barriers, Benefits and Beyond**

Cultivating diversity, equity and inclusion in the workplace is widely known to support job satisfaction and productivity. Recognize what gets in the way of diversification and evaluate risk versus reward to shifting policies and cultural norms to be more inclusive – keeping in mind there is not one single approach.