



1100-20 Bay Street, TORONTO, ON M5J 2N8 CA | Breakview Training Inc., 616 Corporate Way, Suite 2-3330, Valley Cottage, NY 10989 US

Date: **January xx, 20xx**

RE: **ATTENDEE**

File No.: **9246-99999999**

The Course

For over 12 years, Breakview has led individuals and organizations into a greater level of commitment to managing their work relations. The workshop is divided into 2 sections: Awareness & Analysis, and Action. Throughout the session several models and videos are used in order to help attendees focus on the impact of their behavior rather than intent. The course also explores factors that drive insensitive behavior in public spaces. The session was held on January xx, 20xx, starting at 9:30am CST.

The January xx, 20xx, in class workshop topics included the following:

1. Civil behavior in public spaces
2. What's my goal?
3. Professional conduct and communication
4. Boundaries communication
5. Values: A model of human behavior
6. Using values to build productive relationships
7. The pathway to sensitive practice
8. Legal boundaries
9. Harassment: A framework for thinking impact not intent
10. Humor: Reflecting on its value
11. Theory of bias: Developing a reflective and thoughtful practice
12. Four tips for creating a climate of inclusion
13. Reading the face
14. Dialog skills: Speaking truth to power
15. Personal action plan



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The Attendee

Ms. FIRST-NAME LAST-NAME appeared willing and remained an active participant throughout the training session. FIRST-NAME briefly communicated her understanding of the factors leading to her attendance at the workshop. The facilitator encouraged FIRST-NAME to seek to acquire specific strategies from training material that could be used to neutralize the factors that lead to her attendance at the session.

What's my goal?

At the start of the workshop, FIRST-NAM identified her goal as follows: ***I want to learn to deal with difficult people without being perceived as a bully.***

During the Awareness section of the workshop in which participants are taught to refocus on the impact of their behavior, Ms. LAST-NAME identified one personal value and its behavioral manifestations as follows:

Because I value, _____ --> I tend to, _____.

With minimal prompting, she acknowledged the strengths of the value-behavior combination (respectful attitude) and thought through its weakness by considering how someone whose values/behavior is the opposite might perceive her (impact). She acknowledged that possible negative perceptions included being seen as guarded by co-workers.

At the close of the Awareness section, the facilitator reflected on the dichotomy of intent vs. impact. The facilitator cautioned FIRST-NAME that the concept of intent and impact are mutually exclusive lens for judging actions as offensive. When dealing with clients, co-workers and others in a business setting, she must judge the appropriateness of comments and actions from the lens of impact only.

FIRST-NAME indicated that given the past nature of her work environment, she has never had to think about the impact of words, or judge the appropriateness of comments or actions in light of the law. She indicated her desire to be an exemplar in maintaining appropriate physical, eye, and speech boundaries.

The facilitator worked through the concept of sexual harassment, and the ____ boundaries under the _____, for which comments or conduct could be judged as offensive and unwelcome in the workplace. The facilitator indicated that there are key aspects of everyone's identity where comments can easily be perceived as being offensive and therefore avoided. Ms. LAST-NAME indicated that she now understands the need to refocus on the impact of her actions.

The facilitator worked with FIRST-NAME to review the current scientific understanding of personal bias and how it affects our judgment of people. FIRST-NAME acknowledged the stickiness of personal bias and committed to using micro-affirmations (complimenting others on job related strengths/performance) as a way of neutralizing gender bias. In addition, FIRST-NAME committed to reading the face to detect the emotional subtext of workplace interactions, paying specific attention to signs of anger, contempt, or disgust.

The facilitator worked through the dialog model for handling conflict with coworkers and clients in a productive manner. She was instructed to communicate the mutual purpose (what's in it for them), then the facts giving rise to the conflict, his interpretation of facts tentatively, and last to invite the other person to share their understanding. The facilitator worked with Ms. LAST-NAME to apply the model to two general examples.



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Conclusion

In my opinion, Ms. FIRST-NAME LAST-NAME understands the need and is committed to think first and foremost about the impact and appropriateness of her behavior in light of THE LAW and company policy.

At the close of the session, Ms. LAST-NAME worked with the facilitator to develop a personal action plan (below) and a draft letter of apology.

The facilitator feels that if Ms. LAST-NAME challenges herself to frame the rightness or wrongness of her choices in terms of impact, and implements her action plan in full, she will reap measured success in managing and maintaining professional work relationships without crossing boundaries.

Regards,
Facilitator,
866.377.0165 ext xxx



Area of Improvement: communication with colleagues and coworkers

Goal (I want to...): I want to be aware of boundaries specific to each situation

Time: All the time

Action Points or Task: -micro-affirmations (compliment people on their job related performance)
-think before speaking

Results Indicator no crossed boundaries

Attendee
Personal Action Plan



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WORKSHOP/WEBINAR OUTLINE

Promoting Sensitivity in Your Environment

Module 1 – Awareness & Analysis

Introduction, webinar agenda and outcomes

Civil behavior in public spaces - video reflection

What's my goal?

Professional conduct and communication

Boundaries communication

Values exploration: A model of human behavior

My values statement

Using values to foster team work

The pathway to sensitivity

Legal Boundaries: Human/Civil rights law overview

Harassment: A framework for thinking impact not intent

Humor: Reflecting on its value

Creating trusting relationships across sexual identities

A theory of bias: Developing a thoughtful and reflective practice

Studies on subconscious/implicit bias

Backmasking and the stickiness of personal bias

Four tips for creating a climate of inclusion

Micro-affirmations: Creating a positive work climate

Module 2 – Action

Five strategies for building rapport

Listening to the face

Attitude is everything

Dialog skills: Speaking truth to power

The iceberg nature of conflict

A measured response to poor performers

Dealing with team politics

Personal action plan

Because the course is tailored to meet the needs of each attendee, only topics reported on page one of the report are covered.



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WORKSHOP/WEBINAR OUTLINE CONT'D

Promoting Sensitivity in Your Relationships by Managing Boundaries

The course is divided into two sections as follows:

1) AWARENESS

values and boundaries in the workplace & diversity concepts

2) ACTION

to empower you to become more sensitive to the impact of your behavior on others

Course Overview

The training is based on the philosophy that the common denominator in any organizational community is RELATIONSHIPS. Organizational relationships work best when individuals focus on the impact of their behavior rather than intent and strive to develop an “us” frame of reference in all aspects of their workplace practice.

The workshop will give attendees some practical tools and techniques that will improve their ability to *engage in communication that:*

1. *supports others appropriately;*
2. ***discerns the boundaries (property line) of others;***
3. ***honors professional boundaries.***

The workshop's facilitator will lead you through a series of dynamic discussions and practice sessions. The proven format maximizes both the amount learned and the likelihood that you will successfully apply the course content.