

### Sample Custom Webinar

Thanks for your inquiry into our online Sensitivity Training workshop. We can provide you with a 4-hour one-on-one instructor led webinar at times convenient to the attendee. The webinar will be conducted in two parts lasting 2-hours each.

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 behaviour rather than intent.

The online webinar will give the attendee some practical tools and techniques that will improve their ability to *engage in communication with peers that:*

- 1) recognizes the **power of sarcasm and potentially offensive remarks** to create a hostile environment;
- 2) **discerns** (detects with the senses) the **boundaries** (property line) **of others;**
- 3) **honors professional boundaries** (actions speak louder than words).

The 2 entry points of the Workshop are as follows:

#### **MODULE 1 – The Power of Words**

##### **Learning Objective**

- understand the power of words to create a hostile learning environment

##### **Learning Outcome**

– choose words that create a positive learning environment

##### **Topics:**

**Legal Boundaries – Federal and State Law**

**A Theory of Bias**

#### **MODULE 2 – MANAGING BOUNDARIES**

##### **Learning Objective**

- communicate effectively with others while respecting their physical, emotional and psychological boundaries.

##### **Learning Outcome**

- develop A+ self-talk that leads to positive choices when dealing with difficult situations;

-set appropriate boundaries with peers through the use of a dialogue skill set

-manage the iceberg of conflict in the classroom.

##### **Topics:**

**Three Ingredients for Managing Professional Boundaries**

##### **Ingredient 1: Manage your attitude**

- **Developing an A+ attitude – Taking Control of Your Inner Voice**
- **Fact versus Interpretation**

##### **Ingredient 2: Interact with the Core (Building Rapport)**

- **Reading The Face: Seeing the Emotional Subtext of Workplace Interactions**
- **Micro Expression Training (M.E.T.) – Paul Ekman**

## **BTi**

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### **Ingredient 3: Respond with respect**

- Boundaries Communication Model – Humor –the good, the bad and the ugly
- Assertive Conversations through Dialogue
- The Iceberg of Conflict
- Your Personal Development Action Plan – How can I establish boundaries around my behaviour that is respectful? How will I regulate my own behaviour?

If you have any questions, please feel free to contact us at the number below.

Warm regards,  
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Sample Only