

# Dakota County Training Schedule

Public Sector and Community Agency Employees

January-June 2024

TOPIC	CLASS DATE	LOCATION	TIME
The Performance Paradox: Mental Health and High Performance	6-Feb	1:00-2:30	Zoom
Effective Workplace Communication	13-Feb	1:00-4:00	Zoom
CPR for Healthcare Workers	7-Mar	8:30-10:30	NSC 110C
Conflict Capable	8-Mar	9:00-noon	Dakota Lodge
Heart Saver CPR	13-Mar	1:00-3:00	NSC 110C
Nurturing Success: The Professional Edge of Self-Compassion	14-Mar	10:00-11:30	Zoom
Exploring Your Leadership Model	20-Mar	1:00-3:30	NSC 110 B & C
Kick Your Fear in the Face	4-Apr	2:00-3:30	NSC 110A
Developing Your Emotional Intelligence	10-Apr	9:00-noon	NSC 110C
Everyday Speaking Skills	30-Apr	1:00-4:00	NSC 110A & B
We Are all Leaders	9-May	9:00-noon	NSC 110A & B
Staying Successful in a Remote or Hybrid Work Environment	14-May	1:00-4:00	Zoom
Project Management Series (Thursdays)	9-May thru 3-May	1:00-4:00	Zoom

**Cost for all classes: \$85**

[Click HERE](#) to access the Public Employee registration page

In order to approve your requested training, please have your supervisor email [learningcenter@co.dakota.mn.us](mailto:learningcenter@co.dakota.mn.us) stating they have your permission to attend since an \$85 charge will be billed to your organization."

Classes are a mixture of in person and virtual. Please be sure to check location.

Click on the Building Title (below) for maps and directions

[Northern Service Center \(NSC\)](#)

1 W Mendota Road  
West St Paul MN 55118

[Western Service Center \(WSC\)](#)

14955 Galaxie Avenue  
Apple Valley MN 55124

[Administration Center \(ADC\)](#)

1590 Highway 55  
Hastings MN 55033

**\*\*NOTE: Enrollees must withdraw at least 72 hours prior to the class to avoid being charged. Dakota County reserves the right to charge the cost of the class if an employee does not withdraw 72 hours prior to the class.**

## COURSE DESCRIPTIONS

### **The Performance Paradox — Mental Health and High Performance**

Against a background of continued uncertainty, unpredictable client demands, and work as usual, we are all jockeying between working harder and longer than we ever have before. We feel apathetic and incredibly anxious at the same time. If we can only just "make it through this", we tell ourselves, over and over again, only to find ourselves on the other side striving still. The qualities that help us succeed can leave us feeling anxious, inadequate, lonely and disconnected from what matters. In this session, participants will explore the high performer's relationship with time, efficiency, and productivity, and how that paradoxical relationship may materialize as we adapt to the changing demands of life and work. Learn practices to build resiliency when in the moment you, a colleague, or a loved one are struggling with the Performance Paradox. Develop strategies and resources to help engage with work in healthy and resilient ways over the long term. Kara Hardin is a mental health educator and Registered Psychotherapist, who works at the intersection of mental health and performance. She specializes in the complicated ways that mental health drives performance and how it shows up at work. She holds a Master's degree in Counseling Psychology from the University of St. Thomas (Minnesota) and a Juris Doctor from the University of Toronto, Faculty of Law.

### **Effective Workplace Communication**

Excellent interpersonal communications skills are the hallmark of a thriving career. In this course participants will learn communication skills that will enable them to connect effectively with people at all levels of the organization, customers, and other stakeholders. A critical and fundamental piece of delivering messages effectively is being able to quickly build trust and establish rapport with others. Accordingly, this course explores communication styles, how to build trust, best practices on professional communication, and methods for communicating effectively across all levels and functions of the organization. Participants will gain practical skills that will help them deliver messages of all types effectively, efficiently and in a manner that demonstrates professionalism.

Participants will learn to:

- Develop rapport quickly and easily,
- Express ideas in ways that get the attention and support of others,
- Increase levels of collaboration and contribution with others,
- Encourage collaboration rather than resistance in difficult situations and conversations, and
- Address multiple contexts professionally (internal/external, up/down/lateral).

### **Conflict Capable**

Workplace conflict is inevitable when employees of various backgrounds and different work styles are brought together for a shared business purpose. Conflict can—and should—be managed and resolved. More crucially, conflict hampers the creativity and innovation organizations need to thrive in the 21st century. The surge in remote work has only exacerbated misunderstandings and miscommunications. In this session, shift your mindset on conflict and learn the necessary skills to succeed navigating every situation.

Reframing Conflict: Learning About Ourselves and Each Other

- collectively form a new definition of conflict to utilize when conflict occurs
- learn the types and causes of workplace conflict
- uncover the TKI Conflict Modes and 5 Hidden Dimensions of Conflict

The Method: Learn to Utilize the Conflict Capable Method

- learn the Conflict Capable Method Pillars
- learn and practice the Conflict Capable Method

Anna Neilson developed the conflict capable method that ensures that everyone possesses the knowledge and skills to respond proactively and confidently to conflict as it happens. Her background includes significant expertise in civil mediation, civil mediation training, conflict resolution consulting, and facilitated dialogues.

## **Nurturing Success: The Professional Edge of Self-Compassion**

In this engaging presentation on self-compassion, we'll explore how fostering a mindset of kindness towards oneself can significantly enhance overall well-being. We'll delve into the intersection of self-compassion and workplace performance, discussing its profound impact on stress reduction, resilience, and interpersonal relationships. Through interactive exercises and practical strategies, participants will discover how cultivating self-compassion can contribute to a healthier work environment, increased productivity, and a more positive professional mindset. This presentation aims to empower individuals to integrate self-compassion into their daily lives, promoting a resilient and thriving workplace culture. After years of providing individual and group-based psychotherapy, consultation, and assessment services within large healthcare organizations, government systems, and agencies of various sizes, Dr. Jackie Henry & Dr. Heidi Strohmaier teamed up to found H&S Wellness Consultants. Trained as psychological scientists, they are unique in their approach to corporate wellness, deftly blending data-driven assessments and interventions with the empathic implementation of seasoned psychologists. Their mission is to help values-oriented organizations in high pressure industries unlock their full potential by enhancing the wellbeing of their workforce.

## **Exploring Your Leadership Model**

Exploring Your Leadership Model uses activities that help participants uncover why they feel more comfortable using specific leadership models by connecting those models to personal experiences. Using three common approaches to leadership – authoritative, delegation, participative – participants are able to identify how context plays out in leadership approaches and the pros and cons of each leadership model. Additionally, participants will consider how they, as leaders, can better provide for their followers using the “4 basic needs of a follower” and “identifying each person’s one big thing.” Using the 4 basic needs of a follower – trust, hope, compassion, and stability – coupled with “each person’s one big thing” participants explore where there are roadblocks to providing the 4 basic needs.

- Identify our comfort with specific leadership approaches
- Question usefulness of specific leadership with changing demographics
- Connect leadership approaches to various cultures

## **Kick Your Fear in the Face**

None of us knows what we’re doing, not fully. Not your CEO, not that person who seems to know everything, not even the smartest person in the room. And yet, some people seem to move through work so confidently, like they aren’t held back by the typical fears many of us have. Like fear of failure or fear of looking dumb. But the thing is: some people let fear get in their way, and others have learned to keep on going in spite of it. Fear is the four-letter f-word that we rarely dig into because it’s scary and vulnerable. But the only way to deal with it is to face it. In this workshop, we walk through five types of fear we see very day in workplaces everywhere and actions you can start taking today to kick them in the face. Nancy Lyons is the CEO and co-founder of Clockwork. and author of Work Like a Boss, which delves into the ways individuals can show up for business - whether starting their own, or showing up for work. It elevates agency and communication, kindness, and confidence, innovation, and initiative.

## **Developing Your Emotional Intelligence**

It takes more than traditional cognitive intelligence to be successful at work. It also takes emotional intelligence which is the ability to perceive, use, understand, manage, and handle emotions. People with high emotional intelligence can recognize their own emotions and those of others, use emotional information to guide thinking and behavior, discern between different feelings and label them appropriately, and adjust emotions to adapt to environments. Emotional intelligence affects just about everything you do at work, including how well you discipline and motivate yourself. This training is designed to help employees more fully appreciate the role that emotional intelligence plays in the workplace and to develop a greater awareness of their own emotional strengths and opportunities. Participants also learn how to communicate with others in ways that help them to manage emotions and outcomes more effectively.

## **Everyday Speaking Skills**

Gain the tools for speaking confidently in meetings, presentations and work conversations. Learn how to make a positive impression, and effectively use your body language, eye contact and physical presence in any environment. You will discover a method for boiling down complex ideas into clear, compelling messages. You will learn how to handle even the most challenging questions. This hands-on, engaging workshop will guide you to become a more effective speaker, presenter and leader.

## **We Are All Leaders**

Leadership combines a set of skills, a mindset, and experiences that go well beyond a formal title or role. We all have the capacity to be leaders. This interactive workshop equips staff to utilize tools and tactics to navigate complex challenges and collaborate more effectively all while driving positive change within your department and community. Join us to unlock your leadership potential and become a force for good.

## **Staying Successful in a Remote or Hybrid Work Environment**

In the evolving landscape of work since the pandemic, the spectrum of work environments has expanded. Some positions have remained remote, others transitioning to a hybrid model. Even if your position is in the office full time, chances are you must engage with remote workers at some point. There can be challenges to switching gears between working in the office some days and in an office environment on others. There must be intentionality to our habits, communication, and expectations. This session will enhance employees' skills and confidence in getting and staying organized, productive, and connected in a hybrid or remote environment. At the end of this workshop, participants will be able to:

- Understand the common challenges to being productive in remote work environments
- Address the aspects of their current work environment that are most problematic
- Identify strategies to combat pitfalls and improve efficiency and effectiveness
- Communicate in more clear and proactive ways

## **Project Management**

Project management is the process of leading the work of a team to achieve all project goals within the given constraints. Over the course of 4 sessions we will cover agile and waterfall methodologies, project definition, detailed planning, implementing and closing out projects. The tools and methodologies addressed in this class can be applied to small personal projects or to large scale system wide initiatives. You will complete a project plan during the class sessions so please have a project identified before the first session. This series will require some pre and post work in between sessions.