



Pickaway-Ross
Career & Technology Center
Adult Education



2022 Leadership Academy Offerings

Moving from Wellness to Well Being During COVID **Weds. January 19, 2022 – 8:00AM-Noon**

What is the difference in wellness and wellbeing? Are they mutually exclusive? Explore various concepts that impact employee wellbeing and overcoming difficult challenges. Discover the shift of mindset during this stressful time and explore how positive emotion, less stress, and other mindfulness activities can impact our abilities to lead, learn and live well.

Putting Empathy Back into Customer Service **Weds. March 16, 2022 – 8:00AM-Noon**

In this interactive workshop, focus will be given to small practices of empathy that have a big impact, how to overcome barriers to excellent customer service and how to handle customers who are emotional through service recovery.

Strengthening Workplace Relationships **Weds. May 18, 2022 – 8:00AM-Noon**

An important skill for a leader to possess is the ability to move people to action. In this class, participants will learn how to find common ground and unite around a shared purpose to create a positive culture and a high performing team. This class also helps participants to be able to analyze interactions at work and focus on skills to maximize the impact of their actions by strengthening and restoring professional relationships.

Becoming a Better Team **Weds. July 20, 2022 – 8:00AM-Noon**

Participants in this workshop will learn to build trust, mitigate conflict, encourage communication and increase collaboration within the team.

Staying Out of Workplace Drama **Weds. September 21, 2022 – 8:00AM-Noon**

This fun and interactive workshop teaches participants about the drama triangle and how to keep you and your team off it. Focus will be given to “flipping the script” to keep you focused and productive.

Process Improvement **Weds. November 16, 2022 – 8:00AM-Noon**

Learn key skills for process improvement with strategies and techniques to help increase customer satisfaction and improve workflow and team efficiency using proven methodologies. Gain hands-on experience via mapping and other strategies to identify waste in current processes, measure and sustain implemented improvements.

Pickaway-Ross CTC Adult Education

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