

**BELA Professional Development**  
**Planned Course Offerings for September 2008-July 2009**

**October**

**Tuesday, October 21; Thursday, October 23; and Tuesday, October 28; 11:30-12:30**  
**Supreme Teams - How to Make Teams Really Work**

Everyone knows that people don't always act the way we think they should. People sometimes act in ways that contradict our expectations. When our expectations do not match people's actions, conflict can result. We are in a time when collaboration and work teams are vital to business. The most successful teams achieve their best results by using optimal contributions from all team members. When the team become stronger, it achieves synergy. So, How do you achieve synergy on your team? How do you successfully work with others? How can you establish positive relationships? Why use teams to get work accomplished at all? Learn the how and why of making teams work in just three lunchtime sessions. You will learn about:

- The Importance of Teams
- Creating Positive Team Dynamics
- The Team Life Cycle
- A Systematic View of Teams
- Valuing Individual Differences
- Avoiding Team Failure

**January**

**Thursday, January 15, 4:30-6:30 pm**  
**Motivation and Goal Setting**

This video course will guide you through an eight-step “success map,” which was developed from research showing that the process of achieving success is remarkably consistent from person to person and organization to organization. These eight steps will provide you with the means for achieving success and securing goals on a day-to-day basis. The eight-step method will help you identify the values which dictate your goals and provide a framework for achieving those goals.

**February**

**How to Juggle Multiple Priorities**

In today's fast-paced, do-more-with-less workplace, it's easy to be overwhelmed by countless priorities and deadlines. In this video course, you'll learn how to: cope with job overload using the can-do system, assess strengths and weaknesses, divide and conquer your workload, manage the unexpected, make an organizational system work for you, overcome procrastination with a simple 5-step approach, focus on solutions, stop stress from bogging you down, and ask the right questions to separate what is important from what is urgent. The techniques offered in this program will help you manage responsibilities and take control of your job.

## **February 19-April 9 (Skip March 19)**

### **SMS #3: Communication Skills**

The focus of Communication Skills is the fundamentals of effective communication. It presents the concepts and techniques that help leaders develop as communicators.

You will learn to—

- Express yourself clearly—because you understand the key concepts in communication.
- Minimize mistakes and misunderstandings.
- Present comfortably in groups and meetings.
- Get your ideas accepted more often.
- Listen and understand what is not said.
- Understand the communication ropes in your organization.

In today's "team" environment, the ability to work together is either enhanced or inhibited by our ability to communicate. In NMA's latest course revision, you'll find the following:

The first module presents the communication process and basic aspects of communication. It explains why communication is such a powerful concept and examines the basic unit of any communication—the transaction.

Module 2 focuses on basic communication tools. It explains the Transactional Analysis system and how it is useful in communication. The emphasis is on awareness of what actually occurs in the communication event. It gives participants a system they can relate to their own experiences and development.

Oral skills are the subject of module 3. This includes expressing oneself—assertion and listening. Concepts developed in recent decades and proved effective in organizational use are introduced and experienced.

Module 4 is concerned with the written skills—reading and writing. Guidelines are given for memo and report writing. Also in this module, there is information on developing rapid reading skills.

Module 5 is concerned with conference and presentation skills. Effective participation as a member and as a conference leader are the focal areas. The telephone and the E-mail system are addressed as communication tools for managers and leaders.

Module 6 is devoted to communicating with employees. The skills discussed and developed throughout the program are applied to supervisor-employee communication. Face-to-face oral and listening skills are applied to team interactions and problems, such as grievance handling.

Communicating in the organization system is the focus of module 7. Recognizing the merits of different communication structures, including the computer information system; understanding the organization's communication ropes; handling rumors; and representing the organization in outside communications are part of the communication scenario in this last session.

Throughout the course, skillful communication is emphasized. Self-awareness is woven consistently into the material. The Transactional Analysis system is unfamiliar to many people. It has been around for over three decades and is as relevant today as when first popularized. While the course emphasizes the behavioral aspects of communication, the technology is duly recognized as well.

#### Modules

1. The Basics of Communication
2. Tools for Resolving Communication Problems
3. Developing Oral and Listening Skills
4. Improving Writing and Reading Skills

5. Effectiveness in Meetings and Presentations
6. Communicating Effectively with Employees
7. Communicating in Your Organization

#### Learning Objectives

- Introduce the principal concepts and techniques of communication
- Develop an appreciation of the team leader/manager's communication job and know what it entails
- Help participants develop and exercise useful communication skills

## March

### **Thursday, March 19**

#### **NMA Online: Managing Continuous Change**

So what does it take to manage through continuous change? Join us and learn about the emotional roller coaster ride and how to help people manage overlapping changes. Help others give up the illusion of control and find a stabilizing foundation at the same time.

## April

### **Thursday, April 2**

#### **NMA Online: E-mail - Put Microsoft Outlook to work for you**

- Keep straight what you need to do in a multi-task environment
- Manage your desktop and your desk

#### **How To Coach an Effective Team**

All successful teams have one thing in common, a highly effective leader who gets everyone to pull together while inspiring trust, commitment, and respect. In this results-focused, high-energy video course you'll discover the crucial coaching and leadership skills you need to mold a group of diverse individuals into a cohesive team of motivated enthusiastic achievers. Discover what true team spirit can accomplish. Learn how to: think less like a manager and more like a leader, motivate people to peak performance, avoid unconsciously undermining your team's performance, make communication count with tactics that keep everyone open, all on the same page, and moving forward, identify and eliminate roadblocks to coaching success.

## May

### **Thursday, May 28**

#### **NMA Online: Manage Your Files Instead of Your Piles**

Can't find a file in your computer, much less on your desk? Take heart; you too can use a few basic filing conventions, the search function, and a few practical tips to make your work life simpler.