

**Jo Manion - Sample Presentations (For ideas on customization, call 407-366-6506)**

Proposed Title	Type of Session	Session Abstract	Session Objectives
<p><b>"Despair is NOT a Winning Strategy! Hope in the Workplace"</b></p>	<p><b>General/Plenary or Break-Out</b>  <b>60 minutes</b></p>	<p>Challenges and turmoil abound in today's health care workplace. Doubters and naysayers question every proposed course of action. There is always a voice telling you why something cannot be done, why an idea or direction will not work. This session examines the role hope plays in our ability to influence others toward a desired course of action. It presents evidence-based research about hope and suggests leadership and personal strategies for keeping hope alive in your heart and organization.</p>	<p>At the end of the session, participants will be able to:</p> <ol style="list-style-type: none"> <li>1. Define the concept of hope.</li> <li>2. Compare the concepts of hope, optimism, and future-mindedness in relation to leadership and professional practice in the work environment.</li> <li>3. Apply strategies for nurturing hope in both self and others.</li> </ol>
<p><b>"Gratitude &amp; Forgiveness: Strategies for Creating a Positive Workplace"</b></p>	<p><b>Break-Out</b>  <b>60 - 90 minutes</b></p>	<p>Creating a positive work environment is a challenge given today's turbulent health care environment. It's crucial for leaders who are interested in attracting good people and attracting star performers. Empirical research from the field of positive psychology demonstrates how gratitude and forgiveness increases positivity in our lives. This session present ideas for ways to use these concepts at work.</p>	<p>At the end of the session, participants will be able to:</p> <ol style="list-style-type: none"> <li>1. Identify opportunities for using gratitude &amp; forgiveness at work.</li> <li>2. Apply the steps of forgiveness.</li> <li>3. Apply gratitude strategies.</li> </ol>
<p><b>"Live Your Legacy &amp; Your Legacy Will Live!"</b></p>	<p><b>General/Plenary or Break-Out Session</b>  <b>60- 90 minutes</b></p>	<p>Baby boomers comprise the largest cohort of practicing nurses in this country. Yet as many are approaching retirement age, personal motivation may decrease and energy levels may decline. Establishing a clear sense of legacy is a way to refocus our energy and regain the passion and interest of earlier years. This session explores the concept of legacy and offers key strategies for harnessing this powerful energy of the future to redefine the contributions of today.</p>	<p>At the end of the session, participants will be able to:</p> <ol style="list-style-type: none"> <li>1. Define the concept of legacy.</li> <li>2. Identify your individual and personal legacy.</li> <li>3. Use your legacy to create a more powerful and energetic present.</li> </ol>

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<p><b>"Finding Our Voice: Speaking Up, Speaking Out, Getting Heard"</b></p>	<p><b>General/Plenary or Break-Out</b></p> <p><b>60 - 90 minutes</b></p>	<p>Do you ever feel like you are banging your head against a brick wall? That no matter what you say, or how many proposals you write, no one seems to hear you? Most leaders feel some level of frustration in getting things to happen in their organization or work group, and although this session offers no magic wands or special spells to use, there are several specific, concrete approaches we can use to be heard. Tips are offered as well as approaches for assessing the risks.</p>	<p>At the end of the session, participants will be able to:</p> <ol style="list-style-type: none"> <li>1. Identify opportunities &amp; needs for speaking up and out in the organization.</li> <li>2. Assess the risks of speaking up.</li> <li>3. Apply strategies for speaking up that make the process more comfortable &amp; reduces the risk incurred.</li> </ol>
<p><b>"Happy at Work? Interventions for Increasing Positivity in Today's Work Environment"</b></p> <p>OR</p> <p><b>"Good News for Bad Times"</b></p>	<p><b>General/Plenary or Break-Out</b></p> <p><b>60- 90 minutes</b></p> <p><b>½ or full day seminar</b></p>	<p>Business &amp; happiness are inextricably linked despite the fact that many people see work as a necessary evil, and in some cases, an actual burden. Individual benefits of happiness have long been recognized, but what are the business reasons for happy employees? Recent research findings in the field of positive psychology shed light on the importance of happiness at work and offer us concrete, practical approaches to increasing levels of happiness in the workplace.</p>	<p>At the end of the session, participants will be able to:</p> <ol style="list-style-type: none"> <li>1. Identify the business reasons for happiness at work.</li> <li>2. Define the concept of happiness as it relates to the workplace.</li> <li>3. Apply leadership strategies for increasing happiness levels in the work environment.</li> </ol>
<p><b>"Managing Negativity in the Workplace"</b></p>	<p><b>General Session</b></p> <p><b>60 minutes</b></p>	<p>Chronic complainers, whiners, slackers, and bullies suck the energy from those around them. We can't afford to not deal with negativity in the workplace. The challenges are too great and the costs too high. This session examines one of the most frustrating issues of any workplace ... reducing negativity. Leadership interventions &amp; approaches are offered that can reduce the amount of negativity in a work group.</p>	<p>At the end of the session, participants will be able to:</p> <ol style="list-style-type: none"> <li>1. Identify the costs of negativity.</li> <li>2. Apply practical strategies at both the individual and departmental level for reducing the level of negativity in the workplace.</li> </ol>

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<p><b>"The Bounce-Back Factor: Developing Resiliency During Tumultuous Times"</b></p>	<p><b>General Session —60-75 minutes</b> <b>Or</b> <b>Workshop—3.5 hours</b></p>	<p>There are few more significant challenges for leaders than leading others through changes while grappling with their own adaptation processes. Health care is experiencing tumultuous changes that are stretching even the most change-resilient leader's capacity. All of us need to be able to bounce-back when difficult times or events occur. Resiliency can transform hardship into challenge, failure into success, and helplessness into power. This session focuses on several practical ways to increase your resiliency and help you find more resilient employees.</p>	<p>At the end of the session, participants will be able to:</p> <ol style="list-style-type: none"> <li>1. Define the concept of resiliency.</li> <li>2. Apply skills for developing or strengthening their resiliency in responding to workplace issues.</li> <li>3. Evaluated their level of resiliency.</li> <li>4. Recognize high levels of resiliency in others.</li> </ol>
<p><b>"The Role of Healthy Relationships in Creating a Positive Workplace"</b></p>	<p><b>Workshop—3.5 hours</b></p>	<p>Today's work world is full of challenges: the unrelenting crush of change, escalating expectations from patients and their families, increasing diversity in our workforce, impending and current workforce shortages, difficult financial issues. These are just some of the pressures leading to increased tension and frayed tempers. Healthy working relationships are not just "nice to have", they are essential. This session explores the 4 pillars of a healthy relationship, some strategies for managing negativity, and several interventions for increasing positivity in the workplace.</p>	<p>At the end of the session, participants will be able to:</p> <ol style="list-style-type: none"> <li>1. Identify the 4 pillars of a healthy relationship.</li> <li>2. Relate the 3 major sources of negativity in our workplace.</li> <li>3. Use the feedback model in appropriately giving feedback to others.</li> <li>4. Apply strategies for increasing positivity in the work group.</li> </ol>
<p><b>"Managing Performance in Today's Workplace"</b></p>	<p><b>Plenary Session—60-75 min</b> <b>Workshop—3.5 hours</b></p>	<p>Managing performance is a critical strategy for leaders trying to create a positive workplace. Even in the face of workforce shortages, inadequate or unacceptable performance cannot be tolerated or it will begin a downward performance spiral that is increasingly difficult to reverse. This session explores several key issues of performance management, including giving difficult feedback, using a positive discipline approach, and dealing with bullying behavior.</p>	<p>At the end of the session, participants will be able to:</p> <ol style="list-style-type: none"> <li>1. Apply key strategies for effective performance management.</li> <li>2. Apply an effective process for giving difficult feedback.</li> <li>3. Identify the process and principles of positive discipline.</li> <li>4. Identify strategies for recognizing and dealing with bullying behavior in the workplace.</li> </ol>

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<p><b>"Creating a Culture of Engagement: Wisdom from the Front-Line"</b></p> <p>This is available in a number of variations, depending on the audience. For staff, it is often titled: "Creating a Positive Workplace: It's In Our Hands!"</p>	<p><b>General/Plenary or Break-Out</b></p> <p>60 - 90 minutes</p> <p>½ day seminar</p>	<p>With workforce shortages continuing to grow and with dire predictions for the future, organizations are seeking the "magic bullet" to reverse these trends. No matter how glitzy the new recruitment or retention program may be, the truth is that the manager is the primary source for creating a culture of retention in the department. This session is based on "best practices" research involving health care leaders who have been successful in creating a culture of engagement in their work place.</p>	<p>At the end of the session, participants will be able to:</p> <ol style="list-style-type: none"> <li>1. Identify organizational strategies used for creating a culture of retention.</li> <li>2. Develop an action plan based on stories &amp; strategies used by operational leaders who have created a culture of retention in their departments.</li> </ol>
<p><b>"Creating an Emotionally Intelligent Workplace"</b></p>	<p><b>General/Plenary or Break-Out</b></p> <p>60- 90 minutes</p>	<p>In today's turbulent work environment leaders are seeking to create the "destination hospital" for workers. This concept focuses on the organization becoming the employer of choice. A key aspect of creating a workplace that is capable of not only attracting star performers, but retaining them, entails developing a work group where the relationships are healthy, positive &amp; supportive. This session explores the concept of emotional intelligence and uses concrete examples &amp; strategies for building EI in the workplace.</p>	<p>At the end of the session, participants will be able to:</p> <ol style="list-style-type: none"> <li>1. Identify characteristics of the emotionally intelligent leader and work place.</li> <li>2. Apply practical strategies for strengthening the EI of their staff members and work teams.</li> </ol>
<p><b>"Lessons from the Bed: When the Nurse is the Patient"</b></p>	<p><b>General Session</b></p> <p>45 - 60 minutes</p>	<p>Service excellence is a concept on everyone's lips these days. As health care professionals it is easy to miss the nuances of what makes really great service for our patients. This dynamic &amp; poignant session offers concrete and practical strategies that can be initiated by anyone to help create a culture of true service excellence. These are based on the presenter's actual patient experience with a life-threatening disease as well as the stories of other patients.</p>	<p>At the end of the session, participants will be able to:</p> <ol style="list-style-type: none"> <li>1. Identify the key principles of service excellence.</li> <li>2. Apply practical strategies for creating or strengthening an organizational culture of service excellence.</li> </ol>

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<p><b>"Joy at Work! Recapturing the Passion &amp; Enthusiasm of Our Work"</b></p>	<p><b>Keynote/General or Break-Out</b></p> <p><b>60 minutes</b></p>	<p>How can we regain a sense and experience of joy through our work? Pressure in today's turbulent and difficult work environments is continuing to accelerate. Health care workers today are experiencing a sense of disconnect from their organizations, morale is plummeting and employee mistrust and cynicism is growing. Reversing these trends is critical in the face of labor shortages. This session explores these concepts &amp; examines what each of us can do to reclaim joy at work.</p>	<p>At the end of the session, participants will be able to:</p> <ol style="list-style-type: none"> <li>1. Identify sources of joy in their work.</li> <li>2. Eliminate or reverse those things in the workplace which rob us of joy.</li> </ol>
<p><b>"The Land of Oz-What Can We Learn from Dorothy, the Lion, the Scarecrow &amp; the Tin Man?"</b></p>	<p><b>General/Plenary or Break-Out</b></p> <p><b>60 minutes</b></p>	<p>The challenges for staff and leaders in our health care organizations are continuing to intensify with the rapidly changing and increasingly turbulent external environment. This session uses the lessons from a well-known childhood tale to help illuminate our yellow brick road! Enjoyable and thought-provoking . . . you'll never think of the Wizard of Oz in quite the same way again!</p>	<p>At the end of the session, participants will be able to:</p> <ol style="list-style-type: none"> <li>1. Identify key attributes &amp; skills required for designing a success FULL future.</li> <li>2. Recognize opportunities requiring courage, compassion &amp; intellect in the workplace.</li> </ol>
<p><b>"Are They Slipping Away? Developing Your Staff So They Want to Stay"</b></p>	<p><b>General Session</b></p> <p><b>60 - 90 minutes</b></p>	<p>Is your staff migrating? Moving on for better or more varied opportunities? The challenge during these difficult times is to find ways to encourage individuals to remain engaged in their work ... and focusing on personal competence is one way. This session addresses strategies for fostering a deeper level of engagement among employees so they will be likely to stay. Specific tactics and approaches will be shared.</p>	<p>At the end of the session, participants will be able to:</p> <ol style="list-style-type: none"> <li>1. Relate the evidence supporting the relationship of development of staff and high engagement levels.</li> <li>2. Identify key leadership strategies for developing competence in employees.</li> <li>3. Identify a variety of learning opportunities that can help develop staff.</li> </ol>

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<p><b>"Managing the Multi-Generational Workforce"</b></p>	<p><b>General/Plenary or Break-Out</b></p> <p><b>60 minutes</b></p>	<p>For the first time in history there are potentially four distinct generations of workers in the organization. Your staff is a diverse mix of Baby Boomers, Gen Xers, Gen Yers, and nurse on the edge of retirement. They have different motivations and respond to situations and communications differently. This session focuses on the characteristics of the different generational cohorts and provides ideas and strategies for creating an environment where members of these generations can thrive and work together productively.</p>	<p>At the end of the session, participants will be able to:</p> <ol style="list-style-type: none"> <li>1. Compare the characteristics of the four generational cohorts.</li> <li>2. Identify the five basic intrinsic motivators of all workers.</li> <li>3. Identify strategies for making your workplace more productive.</li> </ol>
<p><b>"Creating Community in the Workplace"</b></p>	<p><b>General/Plenary or Break-Out</b></p> <p><b>60 minutes</b></p>	<p>People today are yearning for a return to community, a sense of connection with others. Some experts believe it's a throwback to the materialism and individualism of the past two decades or a reaction to the cost-cutting and "disposable" employee mentality of the 90's. Community in the workplace is increasingly important to us as many of us spend more time at work than we do anywhere else! This session explores these concepts &amp; offers strategies for increasing the sense of connection.</p>	<p>At the end of the session, participants will be able to:</p> <ol style="list-style-type: none"> <li>1. Evaluate their current work environment against the elements of true community.</li> <li>2. Identify strategies for increasing a sense of community in their workplace.</li> </ol>
<p><b>"Appreciative Inquiry: A New Approach to Problem Solving in the Workplace"</b></p>	<p><b>General Session</b></p> <p><b>60 minutes</b></p>	<p>Most of us have had training in quality improvement techniques and problem solving approaches. Yet too often, the same problems plague us in the workplace, year after year. This new approach to problem-solving takes a positive look at approaches for resolving issues and creating a more positive work place. This session briefly traces the history of appreciative inquiry and presents the stages. A brief application will be done as well.</p>	<p>At the end of the session, participants will be able to:</p> <ol style="list-style-type: none"> <li>1. Distinguish between problem solving and appreciative inquiry.</li> <li>2. Apply specific steps for using the appreciative inquiry approach in the workplace.</li> </ol>

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<p><b>"Problem or Polarity: A Key to Making Progress in the Workplace"</b></p>	<p><b>Break-Out</b> <b>60 minutes</b></p>	<p>We've been taught problem-solving techniques &amp; quality improvement processes for decades. Yet it seems that we have just gotten exceptionally good at processing problems, rather than actually solving them. The key may lie in differentiating whether the issue is a problem to be solved or a polarity to be managed. Reduce your frustration with ongoing workplace issues by learning to distinguish between the two and become skilled at an approach for managing polarities.</p>	<p>At the end of the session, participants will be able to:</p> <ol style="list-style-type: none"> <li>1. Distinguish between problems that need to be solved &amp; polarities that need to be managed.</li> <li>2. Identify common workplace issues that are polarities.</li> <li>3. Use the polarity grid for determining appropriate &amp; effective interventions.</li> </ol>
<p><b>"Managing Energy to Increase the Effectiveness of Your Team!"</b> <b>(Or Work Group)</b></p>	<p><b>Break-Out</b> <b>90-180 minutes</b></p>	<p>The principles of Chinese medicine can be applied to many of our modern-day challenges and difficulties. This ancient wisdom helps us understand the energy flow in a group or process and provides simplistic yet powerful interventions for creating a healthy balance. Understanding and applying these principles reduces the energy it takes to lead a group to success and provides a basis for assessment.</p>	<p>At the end of the session, participants will be able to:</p> <ol style="list-style-type: none"> <li>1. Relate the basic principles of Chinese medicine.</li> <li>2. Identify appropriate group interventions based on the energy stage of the group.</li> <li>3. Use the Systems Energetics Model to assess current group dynamics.</li> </ol>
<p><b>"Beyond Compliance to Commitment: Engaging the Hearts of Followers"</b></p>	<p><b>General/Plenary or Break-Out Session</b> <b>60 - 120 minutes</b></p>	<p>How do you get people to commit to a course of action? What can you as a leader do to increase the likelihood that your followers will choose to dedicate their effort, energy &amp; enthusiasm in the direction you want them to take? This session explores the concepts of commitment and compliance and identifies a specific process for increasing commitment in the workplace.</p>	<p>At the end of the session, participants will be able to:</p> <ol style="list-style-type: none"> <li>1. Distinguish between compliance &amp; commitment.</li> <li>2. Identify key attributes of commitment.</li> <li>3. Apply a process for building commitment among followers.</li> </ol>

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<p><b>"Leading in the New Millennium: An Uncommon Journey of Spirit!"</b></p>	<p><b>Keynote, Closing Address, General or Break-Out</b></p> <p><b>60- 90 minutes</b></p> <p><b>(Or a multiple-day leadership development series)</b></p>	<p>"By the next decade, anyone who is not a leader in his or her own way probably won't have a job." (Ankario)</p> <p>During times of rapid change and great turmoil, leaders are needed to guide others through the confusion and disruption that occurs. Health care workers who possess leadership skills will be successful in our uncertain future. A critical challenge facing health care organizations today is how to grow leaders internally and support the development of leadership skills at every level in the organization. Many are vague about the difference between management and leadership and as a result have a difficult time translating leadership into concrete, distinct skills and competencies. This session explores these issues.</p>	<p>At the end of the session, participants will be able to:</p> <ol style="list-style-type: none"> <li>1. Accept the challenge of leadership in their professional practice and personal lives.</li> <li>2. Translate leadership into concrete, distinct skills and competencies.</li> <li>3. Create an action plan for the further development of their leadership skills.</li> </ol>
<p><b>"Affirmative Leadership: The Power of Positive Energy"</b></p>	<p><b>General/Plenary or Break-Out</b></p> <p><b>60 minutes</b></p>	<p>The challenges in our organizations and communities have never been more complex. Leaders are continually pulled in different directions, often feeling stressed and frustrated. This session explores the five energies of leadership and provides a model for understanding the basic elements that are crucial for effectively influencing others. Examples from organizations are used to illustrate key points.</p>	<p>At the end of the session, participants will be able to:</p> <ol style="list-style-type: none"> <li>1. Identify the five key leadership energies.</li> <li>2. Recognize when an energy is out of balance in the department or organization.</li> </ol>

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<p><b>"Talking With Each Other: Handling Crucial Conversations in the Workplace"</b></p>	<p><b>General/Plenary or Break-Out</b>  <b>60-120 minutes</b></p>	<p>Challenges are increasingly complex in today's health care organization. Financial situations are uncertain, regulatory demands are on the upswing, increased scrutiny from our public creates anxiety, patients and families have higher expectations, and there are dire predictions around workforce changes. Never has it been more important to have strong relationship skills with others at work. It's imperative that each of us recognizes when a crucial conversation is occurring and can use skills to respond appropriately. This session covers important principles about crucial conversations, how to handle or respond to difficult situations with co-workers, and presents an approach for giving each other feedback.</p>	<p>At the end of the session, participants will be able to:</p> <ol style="list-style-type: none"> <li>1. Identify the three elements of a crucial conversation.</li> <li>2. Recognize their own pattern in responding to a crucial conversation.</li> <li>3. Apply key principles when responding to a crucial conversation.</li> <li>4. Respond to difficult situations with the HEART model.</li> <li>5. Use a model for delivering difficult feedback to a peer.</li> </ol>
<p><b>"Creating Leadership Sustainability Through Collective Leadership Teams"</b></p>	<p><b>General/Plenary or Break-Out</b>  <b>60 - 75 minutes</b></p>	<p>As baby boomers begin to retire in increasing numbers, all levels of healthcare management and leadership will be impacted. This raises many issues: How can we retain our effective leaders and managers longer? How can we make the job more doable? Where can we find those who will replace them? A key approach is to reduce the stress of the job and one way is to work with a collective leadership team. This approach reduces stress for the leader and increases leadership capacity in the organization.</p>	<p>At the end of the session, participants will be able to:</p> <ol style="list-style-type: none"> <li>1. Identify the key advantages to operating with a leadership team within the department or service.</li> <li>2. Distinguish between individual and collective leadership.</li> <li>3. Apply several strategies for building a collective leadership team.</li> </ol>

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<p><b>"Successful Strategies for Rewarding &amp; Recognizing People"</b></p>	<p><b>Break-Out Session 60 - 75 minutes</b></p>	<p>Creating and using rewards and recognition is a key way that leaders can influence followers to a particular course of action. Yet there are many pitfalls to avoid so a sense of expectation and entitlement does not develop. Relying on monetary rewards exclusively is dangerous and almost impossible in today's world of reduced budgets and careful spending. So what can a leader do to effectively create rewards &amp; recognitions that engender enthusiasm and gratitude in employees? It's more than giving out toys &amp; trinkets, as this presentation will highlight.</p>	<p>At the end of the session, participants will be able to:</p> <ol style="list-style-type: none"> <li>1. Discuss the importance and impact of effective rewards &amp; recognitions in motivating others to a desired course of action.</li> <li>2. Identify a variety of non-monetary rewards &amp; recognitions that can easily be implemented in any workplace.</li> <li>3. Identify common pitfalls in many reward &amp; recognition programs.</li> </ol>
<p><b>"A Key to Your Success: Creating a Successful Professional Network"</b></p>	<p><b>Break-Out 60 minutes</b></p>	<p>We all live personally and professionally in a network of people-human resources-who could potentially help us in some way. Sharing knowledge and giving support is what networking is about. In today's complex world characterized by accelerating change, we all need to access any resources that can help us deal with the increasingly turbulent environment. Networking skills will be even more critical in the future as we become increasingly interdependent.</p>	<p>At the end of the session, participants will be able to:</p> <ol style="list-style-type: none"> <li>1. Increase their inclination to develop an active network of personal and professional contacts.</li> <li>2. Apply specific steps for building an effective network.</li> </ol>
<p><b>"Growing Your Career! Knowing When to Go &amp; When to Stay!"</b></p>	<p><b>Break-Out Session 60 - 90 minutes</b></p>	<p>All of us reach turning points in our career. Times when we are not certain whether to stay or move on to the next position. Each of us is responsible for managing our career in a way that creates a satisfying life's journey. This session offers suggestions that help participants reflect on their current situation and can guide their thinking about whether or not it is time to make a change. Specific strategies related to managing and growing a career are also offered.</p>	<p>At the end of the session, participants will be able to:</p> <ol style="list-style-type: none"> <li>1. Assess their own current work environment to determine what it is providing and what it is missing in terms of career development.</li> <li>2. Apply strategies for effectively managing their career.</li> </ol>

**NOTE: All topics are adaptable to a variety of formats and audiences. Examples will be customized to fit the audience/participants. Other programs include:**

- "Giving Your Committees a Jump Start!"**
- "Managing Chaos in a Complex Environment & Keeping Your Sanity"**
- "Delegation Skills: Building for the Future"**
- "Coaching for Winners!"**
- "When Cultures Collide! Interventions for a Positive Workplace"**
- "Creating Winning Partnerships: Understanding the Relationship of the Future"**
- "We're Not in Kansas Anymore! Thriving on Change"**
- "Creating Championship Work Teams That Take You Into the Playoffs"**
- "Retaining Your Best & Brightest: Creating an Innovative Organizational Climate"**
- "Going the Distance: Self Care as an Essential Leadership Competency"**

**Additional leadership development topics are available including, but not limited to:**

- "Dealing Effectively with Conflict"**
- "Negotiating for Win-Win Solutions"**
- "Using Your Communication Style to Increase Personal Effectiveness"**
- "Improving Your Meeting Effectiveness"**
- "Third Generation Time Management Skills"**
- "Problem Solving for Results"**
- "The Lost Art of Listening"**
- "Dealing with Personal & Corporate Transitions"**

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