



# Interactive Virtual Workshops 2022

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# ABOUT JOYANNE LANDERS

Joyanne Landers has gained a solid reputation as a leadership and communication expert, focusing on human effectiveness in the workplace for more than twenty-five years.

She facilitates innovative, stimulating workshops designed to improve individual, team and organizational success. She also offers entertaining and thought-provoking conference presentations as well as transformative one-on-one coaching to leaders and employees.

Her clients describe her as “dynamic”, “powerful”, and “thought-provoking.” She builds on her wide-ranging experience guiding leaders and employees in the public, private and not-for-profit sectors throughout Canada to create shifts in the way they relate to their work and their colleagues.

She stimulates participants to challenge their perceptions. Joyanne has the ability to lead workshops that are practical and easy to apply in real-world situations. Her plain talk, humour, and boundless enthusiasm are contagious. Joyanne holds a Master of Education degree.

# FEEDBACK FROM PARTICIPANTS

## **Turning Down the Heat: Being Reasonable with Unreasonable People**

**City of Coquitlam, Ministry of Labour, Public Guardian & Trustee, BCIT, City of Pitt Meadows:**

- I loved the breakout rooms! Gave everyone a chance to have their thoughts heard.
- Moving between group conversation & one-on-one chats was smooth. Very Professional!
- I enjoyed practicing & the feedback from my co-workers. It was awesome!
- We were given a lot of helpful tools. Excellent program! Joyanne did a great job.

## **Best Practices When Leading Hybrid Teams: An Experiential Workshop – Semiahmoo House Society**

- Great Structure. An engaging workshop that kept my attention and allowed for team-building.
- Thank you, Joyanne. A very timely and useful workshop.
- Very informative & helpful. Time well spent indeed.
- Amazing. The workshop materials were the best. I appreciated the breakout sessions. It went quickly & I still have energy for the day! Big props! 😊

## **Other Workshop Feedback:**

*The best thing was the breakout rooms so I could immediately practice. Very useful! – Julie S. UBC*

*A very interactive, dynamic and positive experience. A fresh new optimistic way of learning. - Gloria Iglesias, Payroll Technician Finance, City of North Vancouver*

*I like that you are straightforward, practical and no BS.- Aileen Mathews, Chilliwack Society for Comm.Living*

*Most passionate teacher by far on my journey at the Justice Institute. Got so much from this course. - Nicola Ackerman, Manager, Chilliwack Society for Community Living*

*Best presenter I have ever had. - Librarian, City of North Vancouver*

*I was cranky when I arrived. I feel happy now. - Cynthia Dobbs Cox, Langley School District*

*This course provided brand new insights, and the practice helped cement my new customer skills. - P. Schmidt, Parks Manager, District of Sechelt*

*Joyanne is the most fun, energetic & knowledgeable speaker I have ever experienced. - Shohneh Brummend, Finance Coordinator, CHEOS - UBC*

*Joyanne's seminar was insightful, practical and fun. She gave us the tools to be better communicators. I would re-hire Joyanne in a New York minute. - Elizabeth MacKeigan, Director of Finance & Support Services, L'Arche Greater Vancouver*

*Learned a lot. Will implement these ideas immediately. Great facilitator. Didn't waste time. - Debora Jewitt, Assistant to the Head, Biochemistry, UBC*

*I've taken a lot of training & this has been the best.- Burke Borthwick, Civil Construction, City of Port Moody*

*Vibrant Energy. Organized, dynamic & Tangible Results. - Christopher Pinche, Faculty Relations, SFU*

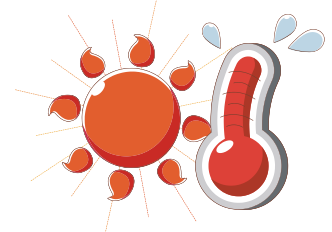
*Refreshing to have a facilitator that left her ego at the door.- Nicole Sandhu, Justice Institute of BC*

# TURNING DOWN THE HEAT: BEING REASONABLE WITH UNREASONABLE PEOPLE

Do you have to work with irritable, frustrated, distraught, angry or demanding clients? This adds to your “on-the-job” stress. If you lose control of your emotions, you lose. This can make the original problem bigger than it was.

In this fast-paced, practical half-day workshop you will identify techniques to:

- calm clients faster with specific phrases that work
- identify words you use that trigger emotional clients
- manage & defuse situations before they escalate
- use skillful questions to search for the facts
- practice & receive specific feedback
- create a Plan of Action for immediate implementation of new skills



This workshop is highly-participative and uses your real front-line examples.

## BEST PRACTICES WHEN LEADING HYBRID TEAMS: AN EXPERIENTIAL WORKSHOP

### OBJECTIVES:

- identify the communication inequality that is baked into many hybrid workplaces & identify how to ensure inclusivity
- explore new ways for you, as a leader, to support your hybrid team
- establish new norms for communication and collaboration
- develop protocols that will ensure that employees in the office are in synch with employees working from home or from another location
- strengthen your skills at demonstrating that you are committed to making your workplace fair, respectful and encouraging of new ideas
- increase team engagement and decrease communication challenges.

This is a 3.5-hour interactive, practical, thought-provoking & skill-building  
**VIRTUAL workshop for LEADERS.**

# LISTENING FOR RESULTS: THE MOST INFLUENTIAL LEADERSHIP SKILL

Leaders are realizing that they prepare themselves to speak but **rarely prepare themselves to listen**. Rather than dialogue, you may find yourself involved in dueling monologues, so committed to your point of view that you can't wait for your turn to talk.

**Strengthening your listening muscle will enhance both your professional & personal relationships.**

**In this half-day interactive, skill building session, you will:**

- explore the 10 Steps to Full, Radical Listening
- learn to meet employees where they are, to increase their engagement
- shape your language so others know you are really listening
- practice & receive specific feedback

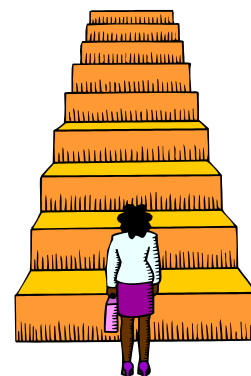
**REMEMBER, IF THEY DON'T TALK IT OUT, THEY'LL ACT IT OUT!**

## STEPPING UP TO SUPERVISION: FOR NEW AND PROSPECTIVE SUPERVISORS

**Making the transition from employee to supervisor is a shift that can be challenging.** Here's an opportunity for you to add practical tips & tactics to your supervisory toolbox.

**In this half-day interactive, thought-provoking, skill-building workshop, you will:**

- pinpoint the most common mistakes of new supervisors
- explore tips from seasoned supervisors
- compare ways effective supervisors delegate & motivate
- discover crucial strategies that will strengthen your leadership muscle



# THE POWER OF FEEDBACK:

## SHARPENING YOUR SKILLS AT GIVING AND RECEIVING FEEDBACK

The top three challenges for most leaders are:

Giving **negative** feedback

Giving **positive** feedback

Giving **regular** feedback

If you want to build a learning organization, improving the quality of feedback is your #1 job. In this half-day highly interactive workshop, you will:

- identify the triggers and traps that cause feedback problems
- pinpoint 3 strategic steps when giving productive feedback
- pinpoint 3 strategic steps when receiving feedback
- practice telling it like it is without damaging self-esteem

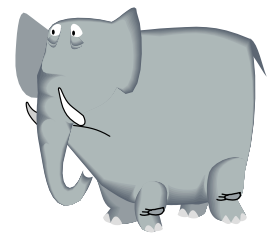
**The purpose of feedback is not to dwell on the past.  
It is to plan for the future.**

## GOOD THINGS HAPPEN:

### COMMUNICATING WITH CO-WORKERS FOR POSITIVE RESULTS

In this half-day interactive workshop you will:

- expand your ability to talk about the real issues
- recognize your hot buttons that trigger you & trigger others
- learn tools to avoid getting defensive, so you respond, rather than react



This is a practical, fast-paced learning session that gives you the confidence to transform those tough situations into positive outcomes. This translates to more happiness for you at work.

# 7 MEETING TRAPS AND HOW TO FIX THEM: PRACTICAL TIPS TO MAKE YOUR MEETINGS MATTER

Whether remote or in-person, bad meetings insult people. Set a new standard for chairing successful meetings. This highly experiential session will provide you with powerful, easy-to-implement tools and strategies to:

- turn your virtual & in-person meetings into **TIME WELL SPENT**
- handle challenging behaviors & off-track topics
- breathe new life into your meetings with practices that engage attendees



You will leave with tips you can implement immediately for gaining positive results during your meetings, and strengthening participant follow-through after your meetings.

## MAKING YOUR PRESENTATIONS COUNT: 10 OPENING TOOLS TO CAPTURE THE ROOM

**First impressions matter. When you capture your participants' interest right away, they will listen to the rest of your presentation.**

This experiential workshop gives you strong, impactful techniques for starting your virtual or in-person presentations. You will arrive with a 1-3 sentence opening to a presentation you have recently given or will be giving soon.



**During this half-day workshop, you will:**

- explore 10 Presentation Opening Tools
- incorporate one of these tools into your opening
- practice your strong new opening, and receive specific feedback
- increase your confidence & increase your credibility

***You'll learn how to hook them. You'll learn how to hold them.***

# PLANNING, PRIORITIZING, PRODUCTIVITY: TOOLS TO GAIN MORE CONTROL OVER YOUR TIME

Stay productive and balanced when working virtually or in the office. This learning session gives you behavior-changing tips to actually get things done – faster, better, more easily.

Here are your takeaways from this short, sharp, interactive half-day workshop:

## You will:

- identify your “time type”
- learn skills to develop a laser-like focus on your priorities
- recognize the real obstacles that get in your way
- discuss appropriate assertive ways to handle interruptions
- discover time-saving email tips
- share tools/technology to help manage your time more effectively
- develop a specific Plan of Action to implement immediately



# BUILDING RESILIENCE: CREATING SUCCESS

Resilience can be increased at any time in our lives. In this half-day interactive learning session, you will:

- learn the 3 key beliefs of the most resilient people
- recognize “icebergs” – deeply held beliefs that are not helping you
- learn to be calm, engaged, focused and in flow
- improve your ability to respond to pressure & bounce back
- identify tools to increase your confidence, credibility and flexibility



This is an action-packed experiential workshop where you will gain practical resilience skills, strategies, insights and practice.



# WIRED FOR LIFE: INCREASING YOUR HAPPINESS LEVEL AT WORK

Get out of your own way. Gain a brand-new perspective on yourself and your job.

In this half-day interactive session, you will:

- identify the latest happiness tips & boost your optimism levels
- discover new tools to rewire your brain
- develop a fresh perspective on being more in control of your life



# RIDING THE WILD WAVE OF CHANGE: TOOLS FOR MOVING FORWARD

In this half-day interactive workshop, you will:

- identify your change style
- explore the positive potential of changes you are experiencing
- select tools to survive & thrive through the change process



# SERVICE EXCELLENCE: THE GIVE AND TAKE OF INSPIRED SERVICE

In this half-day skill-building session, you will expand your ability to:

- recognize barriers to service excellence & workable solutions
- identify messages you are sending with your words, tone, expressions
- discuss 26 Service Excellence skills that work



# FIRE ON ALL CYLINDERS: THE SPIRIT OF ONLINE TEAMWORK

During these challenging times, a key role of every leader is to breathe new life, awareness & creativity into your online team.

**Your half-day customized experiential virtual workshop can include:**

- energizing team activities
- interactive training & exercises
- inventory identifying each person's communication style
- co-operative problem solving
- facilitated group discussions



**Your team members will:**

- gain insights about themselves and their colleagues
- recognize their personal strengths and identify their blind spots
- develop their appreciation of diversity of thought
- increase team intelligence through smarter conversations

We'll create a powerful learning experience that results in a more connected team & increased optimism.

## LEADERSHIP COACHING:

It's not about how smart you are. It's about how open you are to learning new and powerful leadership and conversational skills.

*Coaching is all about you.*



**Joyanne helps you:**

1. clarify your goals and gain the tools that lead to the results you want.
2. recognize your blind spots that may limit you professionally.
3. focus on specific outcomes. Stay accountable & on track.

**Lasting change is founded on the practice of** transforming the way you think about and react to the challenges you face. **Joyanne's signature strength is the way she uses** powerful questions and deep listening **to uncover your beliefs, self-talk, values and habits.**

**Feedback from Coaching Clients:**

"We were on the verge of war. It's awesome what you did for us." – *Two co-workers who hadn't spoken in four years, Post-Secondary Institution*

"Super insightful. Super helpful. You challenge me but I don't feel judged. You bring out the best in me." – *Grant Huffman, Manager, Community Living BC*

"I feel like a new person. I didn't recognize my impact on my employees. I didn't realize what I was doing wrong. Joyanne, you gave me the confidence and skills to support my staff." – *Municipal Supervisor*