

# LiveClicks

webinar workshops delivered to your desktop

The Division of Personnel is pleased to provide a new way to bring world-class training to state supervisors and managers, no matter where they live and work.

LiveClicks webinars with content from FranklinCovey are cost effective two-hour modules that offer compelling content, award-winning videos, and *live* engagement with experts from the Division of Personnel to help learners build critical skills within themselves and their team to achieve consistent and lasting success.

Each webinar will address a critical leadership issue, and provide its own downloadable toolkit to use during and after the workshop. Attendees experience the training right from their desk, eliminating travel costs and reducing their organization's carbon footprint while minimizing time away from the office.

No worry about technology. LiveClicks webinar workshops come to you via Adobe Connect Pro, a leading provider for web conferencing and e-learning. Typically, no additional software is needed to participate in a LiveClicks program.

#### Key Benefits:

- Save money by saving time and reducing travel expenses
- Reach employees who may not typically be able to attend training
- Spread training faster throughout your organization
- Reinforce knowledge provided in prior or future training programs

Each LiveClicks webinar workshop is \$79.00 per person.

For more information, contact Training and Development.

## Division of Personnel LiveClicks webinars

### Relationship Trust: Building Strong Teams and Relationships at Work

In work teams where low trust reigns supreme, conflicts and suspicion can overshadow cooperation and results. People's unseen agendas or motivations can create stress and ill will that ultimately hinder getting things done. Trust-related problems like redundancy, bureaucracy, and turnover bog down productivity, divert resources, and squander opportunities. But when team members trust each other—communication improves and productivity accelerates as attention is redirected toward shared objectives.

This LiveClicks webinar helps individual contributors and leaders learn how to resolve conflicts, keep commitments, empower others, improve business relationships, and achieve business results through increased trust.

#### Program Focus:

- Resolve conflicts and disagreements in ways that build trust
- Keep commitments
- Solve problems creatively
- Achieve results through others

#### Webinar Date and Time:

May 15, 2009  
10:00 AM - Noon

### Resolving Generational Conflict: Understanding and Navigating Generational Differences at Work

The future is here. The book *Workforce 2000* predicted over 20 years ago that today's managers would be juggling four generations of employees. Without question, Builders, Boomers, Gen X, and Millennials vote differently, work differently, buy differently, and want to be rewarded differently. So what are the differences between age groups, and what issues do the differences create?

In this LiveClicks webinar, participants learn how to understand the unique differences in age groups, discover effective ways to manage generational differences so that all age groups are satisfied, understand why and how all four generations respond differently in the workplace, and work through common friction points.

#### Program Focus:

- Reduce destructive generational stereotyping on work teams
- Ease generational tensions by learning why and how each generation responds differently in the workplace
- Get more done by leveraging strengths in other generations

#### Webinar Date and Time:

June 19, 2009  
10:00 AM - Noon

### Begin with the End in Mind— Defining Your Contribution and Leading with Purpose

Most any competent manager can hammer out acceptable results for a quarter or two. But it takes an exceptional manager to make a great and enduring contribution and unleash the potential of their team. The "Industrial Age" approach to management focused on controlling employee behavior. In contrast, today's "Knowledge Worker Age" demands a different tack—one where managers use their leadership role to unleash the full potential of team members.

Borrowing from *7 Habits for Managers*, this LiveClicks webinar helps participants define their mission as a leader and focus all of their efforts on achieving that mission. Both new and experienced managers acquire a set of tools to help them meet today's management challenges, including performance management, accountability and trust, execution, collaboration, and team development.

#### Program Focus:

- Define your team's vision and mission
- Set measurable goals
- Start projects successfully
- Align goals to priorities
- Focus meetings, presentations, and projects on desired outcomes

#### Webinar Date and Time:

June 26, 2009  
10:00 AM - Noon