



**Melissa Kessler, MA, PCC**  
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### ***Effective Decision Making (Half Day Training Session)\****

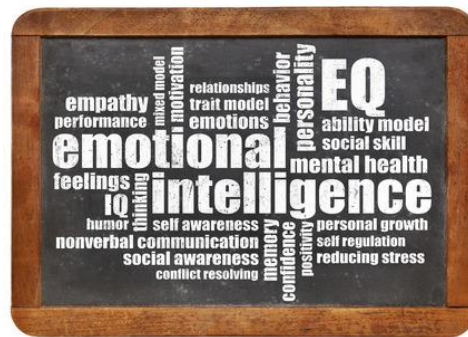
*\*Additional cost for Decision Style Profile (DSP) assessment. Assessment must be completed by participants two weeks prior to training session.*

**Do you want to make better decisions? This course will teach you five different methods of decision making depending on the amount of information you have and level of commitment needed from others when implementing a decision. You will also learn about different biases that impair decision making and ways to mitigate them.**

#### **Objectives:**

- **Explore different approaches to decision making and use the Decision Style Profile to understand the most effective decision-making style for different situations.**
- **Assess current effectiveness and confidence with decision making, focusing on clarity, Information, Commitment, Alignment, and Time.**
- **Understand how unconscious biases affect decision making and learn how to overcome them.**
- **Apply learning to a current work challenge that requires deliberate decision making.**
- **Create an action plan for making decisions more effectively.**

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### ***Enhancing Emotional Intelligence (Half Day Training Session)\****

*\*Additional cost for MBTI assessment. Assessment must be completed by participants two weeks prior to training session.*

Why should you care about your emotional intelligence? Your emotional quotient (EQ) affects your performance, relationships, happiness and well-being, ability to handle stress, and how much money you make. According to TalentSmart, Inc. "People with high EQ earn \$29,000 more annually than their low EQ counterparts." EQ involves four skills: self-awareness, self-management, social awareness, and relationship management, which can be continually developed and improved. During this training session you will learn and assess your ability in each of the four EQ skills. You will also develop strategies to enhance your emotional intelligence.

#### **Objectives:**

- Learn the intrapersonal and interpersonal elements of emotional intelligence.
- Learn the four elements of emotional intelligence: self-awareness, self-management, social awareness, and relationship management and engage in exercises to increase awareness in each of these areas.
- Learn how to utilize Myers-Briggs type to perceive and respond to emotions more effectively.
- Develop strategies for enhancing emotional intelligence.

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### ***Myers-Briggs Type Indicator (Half Day Training Session)\****

*\*Additional cost for MBTI Step II assessment. Assessment must be completed by participants two weeks prior to training session.*

**Do you want to better understand yourself and others? This course will teach you about different personality types and how they relate to performance, team dynamics, and communication. You will learn your preferred energy source, way of taking in information, decision making focus, and how you appear to others. You will also learn how to interact with different personality types more effectively.**

#### **Objectives:**

- **Understand Myers-Briggs Type Indicator® (MBTI®) Step II personality type and its relationship to performance, team dynamics, and communication.**
- **Learn and understand the four dichotomies for the MBTI: introversion/extraversion, sensing/intuition, thinking/feeling and judging/perceiving.**
- **Learn how to interact and communicate more effectively with the different personality types and temperaments.**
- **Create an action plan for utilizing preferences to improve teamwork and communication.**

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### ***Leading Change and Managing Transitions (Half Day Training Session)\****

*\*Additional cost for Change Style Indicator assessment. Assessment must be completed by participants two weeks prior to training session.*

Change is hard because it takes energy, effort, and involves uncertainty and losses. This course will teach you the difference between change and transitions. You will learn how to implement changes successfully, so they become cemented going forward.

#### **Objectives:**

- Understand the difference between leading change and managing transitions.
- Identify personal tolerance for change using the Change Style Indicator® Assessment.
- Learn change leadership strategies and involvement tactics to gain buy-in and support.
- Learn the three zones of transitioning through change and their associated characteristics.
- Learn strategies for navigating effectively through each of the three zones of transition and addressing employee concerns at each stage.
- Create an action plan for implementing a real organizational change that includes communicating changes to employees, helping employees buy-in to changes and deal with changes more effectively.

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### ***SLII® Concepts (Half Day Training Session)\****

*\*Additional cost for participant workbook from the Ken Blanchard Companies.*

Do you want to increase your leadership effectiveness by adjusting your style to meet the needs of your team members? This course will teach you the three skills of a Situational Leader (Goal Setting, Diagnosing, and Matching). You will learn to Diagnose the needs of an individual or a team and use the appropriate leadership style to respond to the needs of the person, team, and the situation. You will also assess your flexibility and effectiveness using the Leader Behavior Analysis II® (LBAII®) assessment to enhance your skills.

#### **Objectives:**

- Learn the three skills of a Situational Leader (Goal Setting, Diagnosing, and Matching).
- Diagnose the needs of an individual or a team and use the appropriate leadership style to respond to the needs of the person, team, and the situation.
- Complete the Leader Behavior Analysis II® (LBAII®) assessment to determine leadership flexibility and effectiveness.
- Create an action plan for utilizing this information to improve leadership effectiveness.



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### ***Building Trust (Half Day Training Session)\****

*\*Additional cost for participant workbook from the Ken Blanchard Companies.*

**Do you want to increase your influence through building trust? This course will teach you the ABCD Trust Model™ (Able, Believable, Connected, and Dependable) to increase your awareness of behaviors that are known to erode trust and behaviors that build and sustain trust. You will also carefully examine your relationships and focus on the aspects of those relationships that need repair or need to be further nurtured to build and maintain trust.**

#### **Objectives:**

- **Understand the impact of trust within the workplace and learn a language to enhance and sustain trusting relationships.**
- **Learn behaviors that erode trust and behaviors that build and sustain trust.**
- **Learn and apply the ABCD (Able, Believable, Connected, and Dependable) Trust Model™ to build trusting relationships.**
- **Examine relationships and focus on the aspects of those relationships that need repair or need to be further nurtured to build and maintain trust.**

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### ***Increasing Influence and Improving Work Relationships*** **(Half Day Training Session)**

**Do you want to be more influential? Influence is important whether you are in a position of authority or not. This course will teach you how to increase your influence and build strong relationships at work. You will learn how to build trust and set boundaries with others. You will also learn strategies and techniques for effectively dealing with stressful situations and responding to difficult people. By the end of this training session, you will know how to increase your influence at work exponentially.**

#### **Objectives:**

- **Understand the importance of influence and identify ways to increase influence.**
- **Learn how to improve work relationships.**
- **Learn techniques for dealing with stressful situations.**
- **Practice scenarios for effectively responding to difficult people.**
- **Learn how to remain positive and helpful regardless of how others approach/respond to you.**
- **Understand your impact on others and how you come across in communicating through your words, tone of voice, and body language.**
- **Practice conversations for increasing influence.**



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### ***Conquer Stress and Increase Resiliency (Half Day Training Session)***

**Are you overworked and stressed out? Did you know that 75%-90% of all health problems are related to stress? This course will teach you the cause of most stress and what you can do about it. You will learn practical techniques to stop rumination and worry and increase productivity and resiliency. By the end of this course, you will feel more empowered to break free from the grips of stress.**

#### **Objectives:**

- **Understand the symptoms of stress and what happens physiologically and neurologically under chronic stress.**
- **Identify the top causes of stress at home and in the workplace and identify solutions for stress reduction.**
- **Learn effective methods to increase productivity, focus, and resiliency to sustain high performance under chronic stress.**
- **Learn practical techniques to stop rumination and worry.**
- **Practice utilizing stress reduction exercises and models.**
- **Create an action plan for managing stress and increasing resiliency.**

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### ***Effective Communication Skills (Half Day Training Session)***

**Do you want to increase your influence by communicating more effectively? This course will help you understand how you come across in communicating through your words, tone of voice, and body language. You will also learn when different communication methods are most effective and how to tailor your message based on your audience. By the end of this training session, you will have several techniques for communicating more effectively.**

#### **Objectives:**

- **Understand what effective communication consists of, why it's important, and what gets in the way of effective communication.**
- **Understand when different communication methods are most effective.**
- **Understand your impact on others and how you come across in communicating through your words, tone of voice, and body language.**
- **Learn how to tailor communication based on other's priorities, needs, and communication preferences.**
- **Practice active listening techniques to clarify information and ensure understanding.**
- **Learn techniques for communicating more effectively.**

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## ***Increasing Productivity and Preventing Burnout*** **(Half Day Training Session)**

**Do you want to improve your productivity and ability to manage multiple priorities? Do you struggle with finding work-life balance and preventing burnout? This course will give you strategies and tools for prioritizing the demands of work and home. You will also learn how to set boundaries and clarify expectations. By the end of this training session, you will have several techniques for reducing stress caused by competing demands and multiple priorities.**

### **Objectives:**

- **Learn strategies for resolving issues related to lack of time and focus and learn techniques for better priority management.**
- **Learn how to set boundaries between work time and personal time.**
- **Learn how to tactfully communicate when you have too much on your plate and how to effectively negotiate deadlines.**
- **Learn how to clarify expectations and communicate more effectively when giving/given tasks to eliminate frustration and re-work.**
- **Learn techniques to stop mental rumination from overload.**
- **Create an action plan for increasing productivity and preventing burnout.**