

LEARNING PLAN: EFFECTIVE COMMUNICATION

Learn how to manage conflict, confront toxicity, and cultivate an engaging persona on your video calls.

Cultivating a Professional and Engaging Persona on Your Video Calls | On-Demand (2-Hour Recorded Webcast)

[View Training](#) | This training will teach best practices for creating a professional and engaging persona during a video call. Our expert instructor will demonstrate simple tips and strategies for improving the quality of your physical surroundings and your presentation style during video calls. We will discuss how to:

- Place your laptop in the right position to maximize your lighting and appropriately frame yourself on screen
- Choose a background that does not offend or disturb others
- Reduce unnecessary movement to minimize distractions
- Maintain appropriate eye contact and body language that resonates with others online

Communication Strategies to Confront Toxicity in the Workplace | On-Demand (2-Hour Recorded Webcast)

[View Training](#) | If you've ever worked in a toxic environment, you know that one of the biggest challenges is confronting the toxicity head-on through conversation. It can be difficult to navigate these conversations because they require you to be direct yet kind.

Join us online for a two-hour training to practice the art of communicating through toxicity. Our expert instructor will provide tips and strategies for how to have a clear, authentic, and vulnerable conversation that can help you address toxicity in your workplace.

Conflict Management | On-Demand (2.5-Hour Recorded Webcast)

[View Training](#) | In this workshop, you will learn strategies to help you manage and resolve a variety of conflicts within your department and institution. You will be introduced to practical tools that can be used to address conflict in its earliest stages before it becomes a formal dispute. There is no one-size-fits-all approach to resolving conflicts. That's why our expert instructor will present numerous scenarios and discuss the use of framing, facilitation, and other dispute resolution tools to help you:

- Improve and sustain a healthy working environment

- Build rapport among colleagues
- Increase faculty and staff morale