

# LEARNING PLAN: PROFESSIONAL COMMUNICATION

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Learn the most crucial communication skills you need as a leader navigating through remote work and high-anxiety times.

## Communicating Effectively in High-Anxiety Times: A Workshop for Department Chairs | On-Demand (2-Hour Recorded Webcast)

[View Training](#) | During the COVID-19 pandemic, department chairs especially need to see themselves as conduits of information. Relaying timely information in the right way will help you combat the uncertainty around fall classes and budget reductions and ensure the “squeaky wheels” and “quiet types” contribute in more productive ways.

Join us online for a workshop that will help you open lines of communication to motivate your teams and make expectations clearer. In this workshop, you will learn how to craft a communications strategy that gets the right messages flowing in all directions. You will practice your communications strategy in small groups, brainstorming how to address common departmental scenarios that emerge in high-anxiety times.

## 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. You may feel intimidated because a superior is involved, and/or you may feel alone because your colleagues are scared to address the issue with you.

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. You'll also have the opportunity to role-play a difficult conversation with other participants, so you can practice applying these techniques before using them in a real-life context. You'll walk away with feedback from others that will allow you to approach your next difficult conversation with greater confidence and ease.

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

[View Training](#) | As a result of COVID-19, almost all the interactions you have with your students, alumni, colleagues, and donors are now through webcam in virtual meetings. Environmental factors such as poor lighting and background movement can become distractions and have implications on the level of engagement and potential for relationship building. Your body language and eye contact play an important role too as they can either facilitate meaningful communication or hinder it.

Join us online for an interactive training where you will learn 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.

## Responding to Microaggressions in Online Learning Environments During a Pandemic | Article

[View Article](#) | With faculty and students both stressed during the pandemic, microaggressions may become more frequent in our online learning environment. Here are some practical strategies for mitigating the impact of microaggressions in online and remote classes.

## The Art and Practice of Giving and Receiving Feedback | On-Demand (60-Minute Recorded Webcast)

[View Training](#) | Giving feedback to someone in a way that is both direct and respectful is a challenging thing to do, even for the most seasoned managers. Most of us figure it out the hard way by fumbling, softening what we meant to say, or confusing the message. The challenge for managers is to convey your message clearly with backbone as well as heart.

In this hour-long webinar, a certified executive coach and leadership development expert Mary McGuinness will provide simple but proven techniques, along with sample language, to help you become more confident and skilled at providing feedback directly.

## The Inclusive Leader's Approach to Accountability | On-Demand (60-Minute Recorded Webcast)

[View Training](#) | We've all said or done something at work that unintentionally upset or offended someone. We may shy away from holding ourselves and others accountable for resolving the situation

because we want to prevent further harm that comes from the shame or disappointment associated with admitting a mistake. But inclusive leaders see things differently—they recognize and embrace the responsibility to repair harm and make others feel appreciated when things go wrong.

Join us online and learn how to model accountability in a way that repairs harm by fostering inclusion. In this webcast, you'll get tips and language you can use to encourage reflection during a growth opportunity that arises when you or someone you know has behaved or communicated in an exclusionary way against a cultural or identity group (i.e., race, gender, sexual orientation, disability, age, experience level, etc). You'll walk away feeling more confident to:

- Speak openly and honestly about your mistakes in a way that reflects vulnerability, authenticity, and a commitment to inclusion
- Communicate with others to repair any harm to relationships that's been done
- Normalize feedback
- Invite others into the conversation to do the same