



Overview

Focusing on the future, along with personal and professional growth. Come join us in a series of career and personal training sessions that will cover team building, communication skills, customer service, building better relationships and careers. You can create a new look or perspective on life, leadership and personal growth. Check the box for the session(s) you would like to attend.

Sessions

Registration

1. Strategies for Increasing Your Emotional Intelligence

Tues, Aug 13 | 11:30 am – 1:30 pm

This fascinating, interactive session will look at the many components of what has been deemed ‘Emotional Intelligence’ including the four key areas of Self Awareness, Social Awareness, Self-Management, and Relationship Management.

2. Exceptional Customer Service: Create an Impressive Reputation for Your Organization

Wed, Sept 11 | 11:30 am – 1:30 pm

This program is designed to heighten awareness of what comprises excellent customer service in all aspects of your job-from daily interactions with customers, phone etiquette, and how to respond if a customer complains.

3. The 5 Generations Workplace in 2019: Recognize and Appreciate the Unique Perspectives of Your 5G Colleagues

Wed, Oct 9 | 11:30 am – 1:30 pm

Gen X, Millennials, Baby Boomers, Radio Babies, and the Gen Z... that’s five generations of colleagues, working side by side each day! This fun, interactive program is designed to increase understanding of and respecting for, the different perspectives each generation might bring to the workplace, based upon their shared life experiences.

4. Crucial Conversations: Skills for Communicating about Difficult Workplace Issues

Wed, Nov 20 | 11:30 am – 1:30 pm

In this session, we will start by helping participants understand their own natural styles of responding to difficult conversations, then we will walk step-by-step through a framework for having difficult conversations in ways that keep the conversation calm and productive.

Name: _____

Business: _____

Address: _____

Phone: _____

Email: _____

- Session 1: August 13 | 11:30 – 1:30 pm**
Palo Alto County Health System-Health Education Room
- Session 2: September 11 | 11:30 – 1:30 pm**
Palo Alto County Health System-Health Education Room
- Session 3: October 9 | 11:30 – 1:30 pm**
Palo Alto County Health System-Health Education Room
- Session 4: November 20 | 11:30 – 1:30 pm**
The Shores-Emmetsburg

Pre-registration is required. Cost is \$30.00 per session or all 4 sessions \$100.

Lunch included at each session.

Mail or email your registration forms to:
Mail: Kossuth/Palo Alto Co. EDC
106 S. Dodge St., Ste. 210
Algona, IA 50511
Email: kcedc@kossuthia.com