



ELEVATE
PROFESSIONAL DEVELOPMENT

PROGRAM GUIDE

Phase 1: Personal Foundations

Goal: Develop self-awareness and humility as the basis for growth.

- **Empathy:** Learn to recognize and validate others' feelings.
- **Humility:** Foster openness to feedback and willingness to learn.

Activities:

- Reflective journaling
- Personality assessments (e.g., DISC, MBTI)
- Group discussions on growth mindset

Dates: October 13 & 15

Phase 2: Interpersonal Skills

Goal: Strengthen communication and emotional intelligence for better relationships.

- **Active Listening:** Practice attentive listening and paraphrasing.
- **Emotional Intelligence:** Manage emotions effectively in workplace interactions.

Activities:

- Role-playing exercises
- Emotional intelligence workshops
- Peer feedback sessions

Dates: November 17 & 19

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Phase 3: Collaboration and Team Dynamics

Goal: Build strong teamwork and service-oriented behaviors.

- **Internal Customer Service:** Treat colleagues as valued customers.
- **Collaboration & Teamwork:** Develop trust and shared accountability.

Activities:

- Team-building challenges
- Cross-functional projects
- Service excellence simulations

Dates: February 16 & 18

Phase 4: Strategic Thinking and Change Leadership

Goal: Equip employees to adapt and lead in dynamic environments.

- **Cognitive Flexibility:** Shift perspectives and adapt to new information.
- **Critical Thinking:** Analyze problems and make sound decisions.
- **Continuous Improvement & Change Management:** Drive innovation and manage transitions effectively.

Activities:

- Problem-solving case studies
- Change management simulations
- Continuous improvement projects (Kaizen approach)

Dates: September 15 & 17 | March 23 & 25

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