



**THE KEYS TO
CREATING A
THRIVING TEAM
CULTURE**

This session is designed to help leaders to better understand the characteristics of a great team culture and provide several strategies for creating and maintaining a workplace environment in which their employees can thrive.

**When: Mon., 1/29/2024
1:00 - 2:00 PM CT**

[LINK: REGISTER HERE](#)



**SUCCESSFUL
APPROACHES TO
DIFFICULT EMPLOYEE
CONVERSATIONS**

Successful leaders have the ability to skillfully discuss difficult or stressful topics with their employees. This session will provide several practical strategies for having these challenging conversations more effectively including building connections with employees, being more collaborative in our approach, and handling disagreement respectfully.

**When: Mon., 4/29/2024
1:00 - 2:00 PM CT**

[LINK: REGISTER HERE](#)



**ADVANCED
COACHING SKILLS
FOR LEADERS**

Research shows that employees are more motivated and productive when their supervisor utilizes a collaborative coaching approach during their day-to-day interactions. This session will review the communication skills necessary to have effective coaching interactions, and discuss using a collaborative coaching approach in key work situations.

**When: Mon., 7/29/2024
1:00 - 2:00 PM CT**

[LINK: REGISTER HERE](#)



**HOW TO LEAD A
TEAM THAT
PROVIDES GREAT
CUSTOMER SERVICE**

This session will help leaders to prepare their employees to consistently provide great service to both internal and external customers. Covered topics include how to make providing great customer service a team mission, ways to teach customer service skills to your staff, and strategies for coaching employees that fall short of your customer service expectations.

**When: Mon., 10/28/2024
1:00 - 2:00 PM CT**

[LINK: REGISTER HERE](#)

2024 Supervisor Excellence Webinar Series

Deer Oaks EAP Services, your Employee Assistance Program (EAP) provider, presents this year's Supervisor Excellence Webinar Series. Presented quarterly, this series covers important topics designed to provide managers and supervisors with enhanced skills that can help them to improve the morale, motivation, and productivity of their employees. This series is available to all supervisors, managers, and other interested employees. Simply register using the above registration links. A recording will also be available following each live session.



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