**Navigating Crucial Conversations** (1 ½ to 2 ½ hrs)

Although everyone is different, there is a pattern to how most people handle conflict. Understanding these patterns – called “conflict-handling modes” -- helps you to choose the tools that will be most effective (although not necessarily the most comfortable to use) in different situations. This session explores the five most common conflict-handling modes, which involve different levels of assertiveness and cooperativeness, and enhances your ability to use the mode that best fits the situation through the “Thomas-Kilmann Conflict Mode Instrument,” and group discussions.

**Influential Awareness and Impact** (1 ½ to 2 ½ hrs)

Today’s workplace is characterized by unprecedented levels of change and complexity. Whether you are leading, following, and/or collaborating, chances are you need to influence others to be successful; and this requires being adept at getting your opinions and ideas heard, recognized, and considered by others.

This workshop (using the Influence Style Indicator and accompanying activities) enhances your awareness of your preferred style and how to adapt for greater effectiveness. The techniques taught will help you increase your influence on others, increase the trust others have in you to support your priorities, and help you improve your leadership effectiveness.

**Getting to Know Me** (1 ½ to 2 ½ hrs)

This session starts the journey to understanding interactions in the workplace, providing a foundation of self-awareness and common language across the organization. Through the administration and facilitation of the MBTI (Myers Briggs Type Indicator Step 1 - Extraversion/Introversion, Sensing/Intuition, Thinking/Feeling, Judging/Perceiving) and FIRO-B (Fundamental Interpersonal Relationship Orientation – Behavior - Expressed versus Wanted; Inclusion, Control, Affection), participants will: increase their self-knowledge of their leadership strengths, weaknesses, behavioral preferences, and leadership tendencies; understand the impact their “leadership style” has on those around them; learn how and why our differences can be strengths, and learn adaptation skills to be a more effective leader.

**Why Isn’t Everyone More Like Me?** (1 ½ to 2 ½ hrs)

This interactive session challenges and guides participants through the three phases of the DiSC Profile to help them build high-performing teams and sustain team excellence. Participants gain insight into their own behavioral preferences and learn how to be more effective with others. They will obtain increased self-awareness; learn how they respond to stress, pressure and conflict; understand what motivates them and what causes them stress; and how they approach problem solving. Participants will improve their working relationships by recognizing the needs and preferences of team members, learn how to facilitate better teamwork, and how to minimize team conflict.

**Executive Coaching** (1 ½ to 2 hrs)

This course provides the opportunity to take a robust assessment which includes a 2-hour preparatory session on the assessments and five 1-hour online coaching sessions.

**Virtual Leadership Communication: Skills and Best Practices** (1 ½ to 2 hrs)

In this virtual session, elected officials will learn and practice the unique skill sets necessary to maximize their virtual impact and effectiveness. From lighting, background, and technology to effective delivery and on-camera skills, workshop participants will learn to overcome the limitations of the virtual environment and enhance their visibility -- whether communicating to an audience of one or to thousands of people. Sessions are tailored to the unique needs of each state legislature, and one-on-one consultations are available.

**Executive Presence** (2hrs)

A core offering that covers concepts and practical skills critical to building a presence that enables effective communication. Participants will learn how to command a room, connect with stakeholders, and handle even the toughest pushback with confidence and grace. This interactive session will arm attendees with concrete skills to use right away.

**Media Training** (2-3hrs)

Offers professional skills for high-stakes on-camera interviews, including studio essentials, on-camera technique, tricks for developing quotable talking points, tips for remaining conversational when challenged, and tactics for managing nerves. Suitable for individuals or small groups. Duration determined by needs and interests.

**Presentation Skills** (1 hr)

Addresses the full range of skills for elected officials. Includes practical tips for storytelling, connecting with hearts as well as minds, and handling challenging, townhall-style Q-and-A sessions. The session also covers managing nerves in high-stakes environments. This skill-building workshop is followed by time for practice and feedback is recommended.

**The Art & Science of Influence** (1 – 2hrs)

Provides insights as well as practical tips for exercising influence, including the uses of reciprocity, social proof, priming, framing and the limits of transactional approaches to influence.

**Language** (1 ½ hrs)

Covers foundational skills regarding posture, gesture, facial expression, eye contact, and other nonverbal cues. Special attention is paid to addressing cultural differences.

**Mastering Body Language** (1 ½ hrs)

Covers foundational skills regarding posture, gesture, facial expression, eye contact, and other nonverbal cues. Special attention is paid to addressing cultural differences.

**Phone Presence** (1 ½ - 2hrs)
Covers practical skills for using the voice to establish immediate rapport, convey professionalism, and develop outstanding speaking and listening skills. Primarily for young professionals.

**Running Meetings** (1 ½ - 2hrs)

Offers training in the core skills needed to run effective meetings, including: planning; pre-meeting communication; agendas; tips for handling openings; transitions between agenda items; difficult customers; and productive closeouts.

**Speechwriting and Keynote Presentation Development** (1 ½ hrs)

Aids clients in developing content including stump speeches, keynote addresses, TED talks, board presentations, and other high-stakes communications.

**Leadership Team Retreats** (half day to two-day sessions)

Coaches facilitate team retreats. Approach and duration determined by needs and interests.

**Social Media Fundamentals: Tactics & Strategy** (1 ½ to 2 hrs)

With political communication taking place entirely online, social media plays an increasingly critical role in connecting with constituents. This 90-minute session with KNP Communications will cover everything you need to know to use Facebook, Twitter, and Instagram confidently and effectively. Guidance will range from big-picture goals for online presence to specific tactics for crafting a compelling profile and tailoring messages for the right platform to reach your target audience. Which elected officials are doing it best? Whom you should be following? What's the best way to connect with journalists? How can you engage commenters, use hashtags, and not fumble an attempt at a meme? This session will answer those questions and many more. One-on-one consultations are available.

**Legislative Negotiation Workshop: Strategies to Overcome Impasse to Build Agreement** (1 ½ -2 hrs)

Through participation in an interactive negotiation workshop, participants will explore strategies to overcome impasse and build agreement in a legislative negotiation setting and beyond. Key learning themes will include understanding and practicing fundamental negotiation concepts, including: BATNA (best alternative to a negotiated agreement), reservation point, target point, and ZOPA (zone of possible agreement); learning and practicing a process to move negotiators from fixed positions to underlying interests; and using the skills of active listening and asking inquiry-based questions.