

HARBORBRIDGE LEARNING LIBRARY

ACCOUNTABILITY

Accountability is more than just about getting things done. When communicated properly, accountability can foster trust, enhance teamwork and nurture supportive and respectful relationships. Adopt a growth mindset surrounding accountability and how to communicate appropriately when holding someone accountable. In addition, learn the different stages of accountability and how to respond when a situation warrants escalation.

ASSERTIVE COMMUNICATION

Assertiveness does not equate to aggression or confrontation but rather entails expressing opinions, needs, and boundaries while respecting others' rights and perspectives. Learn the techniques for verbal and non-verbal assertive communication and enhance self-awareness regarding personal triggers for passive or aggressive communication, enabling you to overcome them effectively.

BIRD COMMUNICATION

Are you a Dove, Owl, Peacock or Eagle? Together we will uncover your communication style and natural communication tendencies in different circumstances. Gain self-awareness and understand the strengths and pitfalls of your approach. In addition, learn to identify and adapt to others' preferred communication styles in order to reduce tension and increase cooperation and trust.

BOUNDARIES

Within the workplace, boundaries are essential for healthy relationships, respectful interactions and enhanced employee well-being. Learn to have boundary setting conversations with others, understanding both their boundaries and learning to express your own. Develop greater self-awareness surrounding previously unexpressed boundaries and an implementation plan to set and maintain them.

BURNOUT

While stress is inevitable, burnout arises when one becomes trapped in chronic workplace stress. Learn how to both prevent and respond to burnout. Build your strategy for a burnout-resistant culture by setting clear expectations, developing a supportive community and recognizing more than just results.

COACHING

Avoid the advice trap and broaden possibilities through coaching. Embrace a curiosity mindset, ask powerful questions and dig deeper to uncover valuable insights. Discover how active listening and curiosity fuels creativity, inspires reflection and guides individuals towards their own solutions.

COMPASSIONATE CONFRONTATIONS

Discover how to turn uncomfortable confrontations into empathetic and authentic dialogues that build trust. This session provides a comprehensive exploration of the Compassionate

Confrontation Model, equipping you with the necessary tools for successful conflict resolution. You will learn how to communicate your point of view, listen to understand and align on next steps. You will gain confidence in handling unproductive conflict responses such as deflection, defensiveness and dismissal.

CONFIDENCE AND PRESENCE

Enhance your communication skills and cultivate a confident presence, even in stressful circumstances. Learn effective techniques for self-management, foster a positive mindset, eliminate diminishing language and sharpen your non-verbal communication abilities to leave a lasting impression in every interaction. Gain self-awareness of your current level of confident communication and build strategies for how to improve.

DELEGATION: ENHANCE PERFORMANCE AND MOTIVATION

Uncover the advantages of delegation for both you and your team and discover how to leverage delegation for people development, productivity and motivation. Gain the skills to effectively delegate using the principles of Teach, Test and Trust, enabling you to position your team and business for success. Develop a structured system for follow-up and supervision of delegated tasks and projects.

DELIVERING IMPACTFUL RECOGNITION AND FEEDBACK

Delivering impactful recognition and feedback is essential for building strong teams, trusting relationships and driving results. Adopt a productive mindset and approach to giving feedback and learn how to harness these conversations for behavioral change. Learn the communication techniques of SBI and SBIRR with hands-on practice and real life examples. This session will leave you feeling confident in your ability to deliver solutions-oriented feedback in a manner that is both clear and kind.

EXPLICIT EXPECTATIONS

Learning your expectations is one thing, communicating them is another. Master the art of setting clear expectations to build trust, respect and buy-in. Discover how emotions and behavioral trends can serve as guides for identifying implicit expectations. Gain the tools and strategies to then effectively communicate these expectations in a concise manner, promoting clarity and understanding among your team.

GOALS, TOUCHBASES AND PERFORMANCE EVALUATIONS

Make your one-on-ones more productive and purposeful. Learn the execution and delivery skills for effective goals, touchbases and performance evaluations. Embrace a mindset that fosters connection, supports team growth and authentically reflects your intentions. Leave equipped to drive impactful results, inspire progress and increase engagement.

HABITS THAT STICK

Through the established Atomic Habits framework by James Clear, coupled with neuroscience and psychology insights, this session offers a systematic method for habit cultivation. Gain understanding of habit formation, learn practical tactics for new habit adoption, old habit disruption, and strategies to surpass obstacles. Along with a deep understanding of how to build and maintain habits, you will walk away with your own personal habit strategy to implement right away.

HEALTHY DEBATES

Transform debates from win-lose battles to catalysts for innovation and collaboration. This course will guide you through reshaping your perception of debates, overcoming the need to be "right," and fostering a culture of cooperative decision-making. Harness the power of debates to fuel significant results and cultivate robust relationships.

INCLUSION

Inclusion and acceptance, without fear of being embarrassed, marginalized or punished, is essential for building psychologically safe environments. That being said, even the most well-intentioned leaders, can possess blindspots that result in a lack of inclusion amongst their team. This causes siloing, disengagement, turnover and creates lasting damage to employee well-being. In this session, you will learn the connection between Psychological Safety and Inclusion, the impact it has on individuals and organizations, and practical strategies to overcome these blindspots and foster inclusion through familiarity and connection.

INNER CRITIC

Acquaint yourself with your Inner Critic, recognizing its impact on your actions and self-worth. Identify and counteract self-sabotaging messages, shifting them into constructive self-talk, using research-backed methods from cognitive behavioral psychology, Positive Intelligence, and Co-Active Coaching. Reinforce your understanding through insightful self-reflection and thought-provoking conversations.

INNER LEADER

Embark on a profound self-awareness journey with guided mindfulness. Recognize your source of self-acceptance and self-authority, your Inner Leader, who you can turn to for insight and guidance. Create your practice for harnessing your Inner Leader for bold, empowered actions.

LEADING IN TIMES OF UNCERTAINTY

This session offers an in-depth understanding of the VUCA (Volatility, Uncertainty, Complexity, and Ambiguity) concept and its impact on leadership. Gain practical tactics to succeed in complex, unpredictable environments. Equip yourself with the necessary skills and mindset for informed decision-making, fostering resilience, and inspiring your team amid uncertainty.

MANAGING UP

Develop and cultivate a productive working rapport with senior leaders. This training gives you strategies, techniques and tools to improve your career and build trusting relationships. Engage in interactive dialogues and gain insightful knowledge, fostering increased collaboration and partnership with senior personnel.

MAKE IT MATTER: INSPIRING PURPOSE AND COMMITMENT

Empower individuals to find meaning in their work through effective messaging and emphasizing the ABC's—Agency, Belonging, and Cause. In this session, you will learn how to link tasks with their broader impact on personal growth, colleagues and the community. By fostering this understanding, you will boost motivation, cultivate commitment and instill a profound sense of purpose in the workplace.

MOTIVATION AND EMPLOYEE ENGAGEMENT

Explore the skill of creating a motivating work environment that encourages outstanding results, innovation and steadfast commitment. Adopt attitudes that enhance, not lessen, motivation and learn to highlight the importance of each task. Master providing the perfect balance of support, challenge and autonomy to elevate team engagement. Complement your learning with a self-assessment, leading to a custom action plan for boosting your team's motivation.

NEGOTIATION

Acquire strategic insights for confident workplace negotiations that foster positive relationships. Master collaborative problem-solving and effective communication techniques for optimal results. Equip yourself with tangible skills such as mirroring and labeling, and cultivate a discovery mindset to maintain open dialogues and co-create win-win solutions.

OVERCOMING OBSTACLES

Gain crucial skills and mindsets to confidently overcome obstacles. Learn to shift your perspective and take decisive action, dodging stagnation traps. Amplify your mental resilience by adopting empowering mindsets, enhancing your adaptability and innovativeness in the face of setbacks.

POWERFUL QUESTIONS AND ACTIVE LISTENING

Supercharge your ability to comprehend others' thoughts and perspectives, building connection, trust, fueling innovation, and facilitating efficient problem-solving. Learn to listen beyond the surface, unveiling authentic meanings and fresh ideas. Increase your capability to foster meaningful connections and create an environment where individuals feel acknowledged and valued.

PRIORITIZATION AND TIME MANAGEMENT

Harness the power of effective time management and prioritization to elevate your leadership effectiveness. Discover methods to balance and streamline tasks, fostering efficient use of time and resources to achieve your desired outcomes. Through this course, you'll develop a keen understanding of strategic prioritization, learning to discern critical tasks, and make informed decisions to avoid the pitfalls of overwhelm and inefficiency.

PRODUCTIVITY

Boost your productivity and output through practical strategies and proven techniques, streamlining tasks and managing time effectively for remarkable results. Explore the Focus Funnel methodology to efficiently eliminate, automate, and delegate tasks, leaving you equipped with tools and insights to increase the impact of your efforts.

PSYCHOLOGICAL SAFETY

Foster an environment where teams can express ideas, take risks, and deliver their best work. This session empowers leaders with tools to cultivate team psychological safety, exploring its core elements and impact on dynamics, innovation, and performance. Learn communication skills that encourage open dialogue and vulnerability, empowering diverse perspectives and effective collaboration.

RECEIVING FEEDBACK

Receiving feedback is a priceless opportunity for growth and development, despite the potential discomfort. This session focuses on cultivating a positive mindset towards receiving feedback, moving from defensiveness to a mindset of discovery. Grow your courage and ability to ask insightful questions for a deeper understanding and learn strategies to effectively incorporate feedback for continuous growth.

SABOTEURS

Embark on a journey to understand Saboteurs – the internal voices that impede success and happiness. This session offers techniques for rewiring your mind for resilience and positivity, equipping you with tools to defeat self-sabotage, elevate productivity, and promote a confident leadership style. Learn to replace negative patterns with empowering thoughts and actions, breaking free from self-imposed limitations and embracing a positive leadership approach.

STRENGTHS AND WEAKNESSES

Reframe your mindset about what defines a strength and a weakness. Deepen your self-awareness on your strengths and weaknesses and learn how to adapt your behaviors, using this knowledge as a lens. Unlock your full potential for performance and professional fulfillment.

SITUATIONAL LEADERSHIP

Meet people where they are and learn to be the right partner for any situation. Master tailoring your leadership to meet your team's developmental needs using the Situational Leadership framework. Gain skills to diagnose competence and commitment levels for tasks and provide targeted leadership support. Harness this framework to optimize motivation, foster growth and effectively cultivate your team's professional development.

VALUES

Knowing what a person values is a window into how they see the world. Clarify, define and communicate your personal values and learn how to Values Mine in order to identify the values of others. Gain greater emotional intelligence and a deeper level of empathy through understanding other people's core motivations and guiding principles. Learn values-based communication and decision making skills to increase influence and buy-in.



Drawing upon over 15 years as an accomplished leader for global brands, Anna now supports leaders with the practical tools and effective mindsets needed to build healthy, high-performing teams.

Anna specializes in improving leaders' communication, productivity and approach in order to drive retention, team morale and results. Her mission is to help others lead with authenticity in order to create meaningful work environments for both themselves and their teams.



As a Certified Leadership Coach and facilitator, Katie works with leaders of all levels to drive top-line results, empower growth and support personal well-being.

Katie supports leaders to expand their self-awareness and strengthen their professional relationships. She believes organizations thrive when individuals bring their whole selves to work, enabling authenticity, innovation and inclusion.