

Self Esteem Boston Staff Development Programs

State Training List Prices

COURSES	DESCRIPTION	Hrs	Min	Max
Self Esteem Principles & Practices (SEPP)	Level 1 (No Prerequisite)	8	15	30
Coaching Clients to Move Forward: Why Self-Esteem Matters	Level 2 (Prerequisite SEPP or FQP Skills For Success)	8	15	30
Skills For Success Facilitator Qualification Program (FQP) (Group Leader Training)	Level 1 (No Prerequisite)	24	6	12
Advanced Facilitation Skills: The Group Experience (Level 3)	Level 3 (Prerequisite FQP Level 1 and Level 2)	16	16	20
Technical Assistance Coaching group for FQP Graduates	Group coaching on group leader training	4	12	20
Team-Building/Stress Management	Team-Building Stress Management	4	18	40
Communicating Effectively with Self-Esteem	<ul style="list-style-type: none"> • Communication Guidelines • Understanding "I" Messages • Assertiveness Assessment • Listening Skills 	4	18	40
Time Management & Managing Stress	<ul style="list-style-type: none"> • Techniques For Relaxation • Priorities • Balance in Life • Health & Well Being Assessment 	4	18	40
Motivation For Change	<ul style="list-style-type: none"> • Positive Attitude Assessment • Path To Your Dreams • Response Power 	4	18	40

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	• Guidelines for Self-Motivation			
The Goal-Setting Process	• Goal-Setting Skills Assessment • Goal-Setting Guidelines • Goal Contracts • Identifying & Overcoming Obstacles	4	18	40
Self-Awareness Skills Development	• Self-Concept Assessment • From Awareness to Positive Change • Expressing Anger • Transforming Fear	4	18	40
Essential Customer Service Skills	• Communication Guidelines • Listening Skills • Response Power • Handling challenging Situations	4	18	40
Resolving Conflicts with Self-Esteem	• Conflict Escalators • Conflict Resolution Skills Assessment • Attitudes Toward Conflict • Handling Challenging Relationships	4	18	40
Relationship Dynamics	• Bridging Relationship Barriers • Support Networks • Boundaries Assessment • Giving and Receiving Feedback	4	18	40

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COURSES	DESCRIPTION	Hrs	Min	Max
Decision-Making Skills	<ul style="list-style-type: none"> • A Tool for Decision-Making • Problem-Solving Assessment • Brainstorming • Creating a Plan of Action 	4	18	40
MANAGEMENT & SUPERVISORY SKILLS				
Customer Relationship Management and Developing Staff				
Communicating Effectively with Self-Esteem	Learner will improve their communication skills, and be able to communicate with non-confrontational "I" messages, assertiveness and active listening.	2	15	18
Resolving Conflicts with Self-Esteem	Learner will be able to identify conflict escalators and behaviors that both escalate a conflict and decrease tensions, assess skills to resolve conflicts, attitudes toward conflict, and how to effectively handle challenging relationships.	2	15	18
Motivation For Change	Learner will be able to assess their strengths, weaknesses and attitude toward achieving their goals, learn new skills for self-motivation, and understand what is in and out of their control and how to focus on things in our power.	2	15	18

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The Goal-Setting Process	Learner will be able to identify ways to improve goal-setting skills by creating goal contracts through achievable steps, work on identifying and overcome obstacles, and learn to achieve goals through maintaining a positive attitude.	2	15	18
Time Management & Managing Stress	Learner will be able to practice relaxation techniques, set priorities, create balance in their personal and professional lives, and assess their health and well-being.	2	15	18
Team-Building/Stress Management	Learner will be capable of identifying their unique contributions to the team, learn guidelines for working as part of a team, cooperate effectively to achieve group goals, and practice techniques to manage stress.	4	15	18

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Agency Development/ Systems Change				
Organization Development Needs Assessment	Meetings with Supervisors, Managers, and/or staff to determine the best program to address organization needs.			
	<ul style="list-style-type: none"> Initial meetings with supervisors, managers and/or staff to identify organizational or department issues that need to be addressed. 			
	<ul style="list-style-type: none"> Final Report on program recommendations. 			
Organizational Development & Coaching	Supervisors, Management, and/or Line Staff			
	<ul style="list-style-type: none"> Program determined by outcome of Needs Assessment 			