



Christine Singer has more than 35 years of leadership experience in non-profit management, organizational development and workforce development. She is a certified Woman-Owned Business Enterprise (WBE) in Massachusetts. Christine holds a Masters Degree in Education from the University of Massachusetts and a Bachelor of Arts degree in Psychology and Child Development from Connecticut College. She co-authored a training monograph entitled "Non-Aversive Alternatives to Behavior Management" and has received numerous awards for professional and volunteer leadership activities including:

- The Commonwealth of Massachusetts for creating community partnerships
- Berkshire Business and Professional Women, "Woman of Achievement Award"
- Rotary District 7890 "Service Above Self Award"
- United Cerebral Palsy's "Outstanding Employee Recognition Award"

Christine assists businesses in strategic plan development, board governance and program consultation. Christine provides support to human service, education and business professionals examining ways to maximize professional development. She serves as a motivational keynote speaker, workshop presenter and training facilitator. She most enjoys working with mid-managers and direct support professionals.

Workshops for Success has helped hundreds of people in business, education, and human services make a positive difference in their workplace by expanding their existing skills and allowing them to explore new strategies.

Your Personal Best
WORKSHOPS FOR SUCCESS
1045 West Street, Pittsfield, MA 01201



Your Personal Best **WORKSHOPS FOR SUCCESS**

Offered by
Christine Singer



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PERSONAL COACHING

Every now and then, we need to review our personal workforce development goals. Through personal coaching, we will assess what is leading you to feel satisfied and productive in your work and what elements need some adjustment. Together, a personal plan will be developed keeping you in the driver's seat and moving forward!

PROGRAM CONSULTATION

Program Consultation in industry specific services are available to assist in program evaluation and development. Areas may encompass developing program outcomes, goals, objectives and organizational strategies. Consultation will be tailored to the client's specific needs. Program Consultation may include direct observation of the Program and review of programmatic and contractual obligations.

STRATEGIC PLANNING

- What is an agency's current position (strengths, weaknesses and competitive status)?
- Where is the agency going (short and long term goals)?
- How will the agency get there (plan to achieve the goals)?

Conceptualizing a strategic plan is all about finding the true heart of your organization. Conversations with stakeholders are critical to success and can be achieved through focus groups, surveys, 1:1 sessions or a retreat. From this point, members of the Board of Directors and staff can work to identify a future vision. The outcome is a dynamic road map, a three year strategic plan document offering your team members a guide for successful growth, refocusing and exciting new organizational challenges.



"Christine Singer is one of the most engaging and dynamic facilitators with whom I have had the privilege of working. She is a talented educator who presents relevant material in a professional yet fun learning environment. On several occasions, I have enlisted Christine's help to develop new training programs and to facilitate my full-day training workshops. She is consistently receiving high marks and praise from the participants. If you are looking to provide world-class professional development training for your team, I would highly recommend Christine Singer."

Tony Hyte, President ~ FrontLine Service Solutions

WORKSHOP EXAMPLES

More workshops and pricing available at our website: www.workshopsforsuccess.org

EFFECTIVE COMMUNICATION Effective communication involves insuring an environment where being focused and "in the moment" sets the tone for optimal staff productivity. Speaking your truth in a clear, concise and understandable manner and active listening are the key components to this success. This course goes into depth about the communication process as well as how to insure healthy workplace boundaries and relationships.

BUILDING EFFECTIVE TEAMS

Learn how to build a high performing team that shares a common goal. Find out what you can do to stimulate positive and effective communication with others toward your team goals. Learn effective ways of managing conflict, dealing with a variety of personality types and staying true to the mission of your organization. Determine how to evaluate your team's progress and maintain good morale.

SUPERVISORY TRAINING

Supervisory Survival Skills I

Participants will be trained on analyzing the needs of employees, their leadership skills, engagement of employees in a positive supervisory relationship, reflecting on their own performance, documentation, delivery of feedback, and situational leadership.

Supervisory Survival Skills II

Participants will be trained to identify employees who are not able or not willing to complete tasks assigned in a satisfactory manner. Models including supervisory action, conflict resolution, and evaluating difficult situations will be presented and applied to relevant case studies.

Managing Up

Participants explore the concept of "Managing Up", having a healthy, positive relationship with your supervisor. We assess the needs of your supervisor against your needs as an employee. We will review current research as well as hear from our peers on ways to strengthen this important relationship to insure the best possible outcomes.



"Christine does an outstanding job in designing trainings that get all participants to be actively involved in the sessions and to engage with others. We have had over 80 staff participate in her training and have found the return on investment to be tremendous."

Daniel Burke, President & CEO

Lifeworks Inc. & The Arc of South Norfolk