



Professional Development Workshop Plan for 2008-2009

Dates and locations being planned...

Dealing Effectively with the Media: Handle direct relations with the media confidently. Learn how to mentally and physically prepare for interviews, how to maintain reliable media contacts, and much more. Take advantage of the media's appetite for information to your best advantage. Explore the facts and fiction about how the media work. Learn NCDOT media engagement policies. Participate in a Mock Interview and build your confidence before you are under the gun. Workshop Facilitators: NCDOT Communications Office

Understanding Organizational Change: This course will address how to cope with and understand organizational change. A variety of models will be presented that illustrate common workplace challenges in times of change. Managers will learn how to help staff cope with organizational change. Workshop Facilitator: Elizabeth Neely, MSL - NCDOT Office of Quality Enhancement.

Leadership Competencies: This course looks at the qualities and competencies that are consistently found in outstanding leaders. Discover nine competencies in hard-to-pin-down areas like passion, integrity, and humor that lie well beyond the ordinary confines of management theory and practice, yet they contribute greatly to what we recognize as true leadership. Workshop Facilitator: TBD.

Business Etiquette: This course is a guide to the subtleties and complexities of business etiquette. This book shows how to maintain a professional and competitive edge by understanding basic business etiquette. In addition to the exercises and activities on making introductions, dining out, sending and receiving gifts, public manners, tipping and attire, there is updated information on electronic etiquette. Workshop Facilitator: TBD.

50 One-Minute Tips to better Communication: This course will teach you the critical skills to conduct and participate in effective meetings, revise and clarify your writing and speaking, and create and execute engaging presentations and teleconferences. Business communication occurs in a variety of venues, and in today's rapidly changing environment good communication is key. The point of clear communication is to strengthen business relationships. Precise communication depends on clear purposes, careful attention to the message, and thorough awareness of the audience. Workshop Facilitator: Glenn Dennison, CM - NCDOT Office of Quality Enhancement.

