



The workplace think tank.

consulting services, trainings
and workshops

iwin.uky.edu

139 West Short Street, Suite 200

Lexington, KY 40507

859.257.6767

powered by [UNIVERSITY OF KENTUCKY](#)[®]

Consulting Services

Informed by iwin's Innovative Workplace Model, we tailor our consulting services to meet the unique needs of each client. We strive to offer practical solutions grounded in research to help conquer the challenges that today's environment provides. The following topics represent some of iwin's areas of expertise, each of which can be customized to fit your organization and situation's needs.

services offered:

talent management

- recruitment & retention
- effective performance reviews
- succession planning
- talent development

aging workforce

- flexible work options
- safety & health considerations

leadership

- coaching & mentoring
- emotional intelligence
- 360-degree assessments & feedback

flexible workplace practices

- assessing workplace flexibility
- effective management strategies
- implementation solutions

employee engagement

- employee engagement surveys
- drivers of engagement
- building the business case
- strategies to enhance engagement

conflict management

- conflict management assessment
- approaches to conflict
- effectively managing conflict

strategic human resource planning

- organization & HR strategic alignment
- identifying HR priorities
- HR strategy implementation

change management

- organizational culture change
- change & transition strategies
- leadership skills & behaviors

team building

- enhanced communication skills
- conflict management
- supervisor/management skill building

organizational wellness

- organizational health assessments
- health promotion strategies and metrics
- stress management

diversity & inclusion

- dimensions, drivers, and the business case
- leveraging generational diversity
- work-life strategies

assessment & surveys

- innovative employer assessment
- employee engagement surveys
- customer satisfaction surveys
- 360-degree assessments and feedback
- focus groups

communication

- conflict management
- DISC profiles
- communication skills
- crucial conversations

our model

iwin's employer engagement activities are informed by its Innovative Workplace Model. Research demonstrates that the model's eight dimensions are critical to attract, engage and retain top talent. This model serves as the framework for iwin's research and informs the consulting services, trainings and workshops we conduct.



Workshops and Trainings

iwin offers a range of workshops and trainings to assist organizations in becoming “employers-of choice.” The following offerings can be adapted and scaled to fit your organization’s unique needs.



change management

In today’s environment one thing is certain, change. Research has shown that understanding change and transition, modeling appropriate behaviors, and using proven strategies will increase the success of implementing and sustaining organizational changes. This workshop assists employees and managers whose roles, careers, and lives are being impacted by change by providing insight into how to react to change.

Participants will learn:

- the phases of change and transition
- the normal reactions people experience
- strategies for effectively coping with change
- how to “let go” of the old and launch “new beginnings”

communication skills

Once viewed as an important soft skill for leadership, the ability to communicate effectively is increasingly seen as a required hard skill for all employees. Poor communication can be linked to increased operating costs, reduced efficiency and lower productivity. This workshop provides insight into one’s own communication style and how to better communicate with others.

Participants will learn:

- enhanced skills for listening, building rapport and strengthening work relationships
- how to recognize different behavioral styles to more effectively communicate with others
- how to manage the “filters” that obstruct effective communication

conflict management

Conflict within an organization can impact morale, productivity and engagement. This workshop is designed to help leaders and employees deal with conflict in healthy ways. Participants will learn:

- their natural way of dealing with conflict
- how to recognize approaches to conflict
- the benefits and costs of conflict
- to effectively deal with crucial conversations

diversity & inclusion

A culture of inclusion is characterized by leadership that embraces representation of diverse backgrounds and perspectives, where the workforce feels respected and engaged. Explore where your organization is on the “culture of inclusion continuum,” and what forward-thinking organizations are doing to create environments that attract, retain and engage their talent.

Participants will learn:

- dimensions of diversity
- diversity and inclusion drivers
- iwin’s Innovative Workplace Model
- the continuum of organizations’ diversity and inclusion practices
- challenges to creating a culture of inclusion
- strategies to create cultures of inclusion

“Wow! What a fantastic training and session. I received lots of positive feedback from our team, and it seems many of our members were happily surprised to be energized and intellectually stimulated by an all-day retreat rather than exhausted. Even since the workshop, I’ve had multiple conversations about communication styles and DISC types and I think that there was a hunger for conversations about communications, generations and work-life fit between our team. Thank you, again - you were wonderful.”
-Hannah LeGris, AmeriCorps VISTA, The Carnegie Center for Literacy and Learning

employee engagement

Recruiting, retaining and engaging top talent in a competitive marketplace requires strategic planning, visionary thinking and an understanding of the most effective practices. Workplace cultures that comprise practices within each of the eight dimensions of iwin's Innovative Workplace Model are those that create environments where employees have the highest levels of engagement.

The session will include:

- an explanation of the meaning of engagement and why it matters
- the drivers of engagement and how they relate to iwin's Innovative Workplace Model
- the critical role of leadership in promoting engagement
- characteristics of an engaged employee
- engagement vs. satisfaction
- the business case for engagement
- strategies to enhance engagement

flexibility as a strategic business tool

This innovative workshop provides the why, what and how of workplace flexibility at both the individual and organizational level. Participants will engage in activities designed to assess where their organization is on the flexibility spectrum and learn about effective strategies and solutions for developing, planning, implementing and evaluating workplace flexibility initiatives.

Participants will learn:

- how to make the business case for offering flexible workplace practices
- the flexibility spectrum
- drivers and barriers to flexibility
- components of a successful flexibility strategy
- how to educate managers who implement flexibility about best workplace practices
- methods for implementation
- suggestions for monitoring flexibility practices and making necessary adjustments
- metrics to evaluate the effectiveness of an organization's workplace flexibility initiative

creating generational synergy in the workplace

In today's workplace, it is not uncommon to have up to 5 generations working side-by-side. Organizations that leverage and value this diversity can see an impact on their bottom lines. This interactive full-day workshop provides businesses with tools and resources to capitalize on the benefits and opportunities that multiple generations present for the workplace.

Participants will:

- better understand characteristics of today's multi-generational workforce
- dispel misnomers and stereotypes that serve as barriers to synergy
- learn the benefits and opportunities of a multigenerational workforce
- understand social networking technologies and how they can positively impact business outcomes
- learn about strategies to meet the challenges of developing multi-generational teams

performance evaluation/management

Effective evaluations provide both the foundation and the structure for employee performance by serving as a means of feedback for past performance and by setting expectations for future results. This workshop incorporates facilitated discussions using case studies of both effective and problem performance situations.

Participants will learn:

- characteristics of effective employee goals
- managers' and employees' roles in evaluations
- effective coaching techniques
- tools for identifying skill and behavior gaps
- how to create clear and measurable improvement/development plans



The workplace think tank.
powered by UNIVERSITY OF KENTUCKY®

stress management

Perhaps now more than ever, job stress poses a threat to the health of workers and, in turn, to the health of organizations. Comprehensive health and wellness programs educate and engage employees in their personal healthcare including stress management. Learn what individuals and organizations can do to improve health and reduce costs. The session will include:

- the relationship of change and stress
- chemical, environmental, and physical causes
- the role of self-talk and distorted thinking
- the relationship of stress and consumption
- coping techniques and strategies

team building

How to create and sustain effective teams is a challenge in every organization. If a leader improves the way team members interact with each other, their ability to solve problems improves. Better problem solving translates into efficiency, productivity, and high employee morale and engagement. It also helps to decrease stress, turnover and operating costs. Participants will learn:

- the characteristics of highly cohesive teams
- effective team formation and phases
- the importance of diverse strengths and styles
- how to define roles and responsibilities

why iwin?

experience: iwin has over 80 years of combined professional and research experience with Fortune 500 companies, research organizations, educational institutions, government sectors, non-profit organizations and some of the most progressive companies in Kentucky through our Innovative Employer Roundtable.

evidence-based: iwin's tools, resources and customized services are rooted in research and based upon its Innovative Workplace Model.

workforce-focused: iwin's mission is to improve business outcomes by addressing the needs of an organization's most valuable asset: its people.

for more information, visit iwin.uky.edu
or call Lynn Bertsch, Director of Employer Engagement
at 859.323.0581