



MTI Course Catalog 2026

Two Days

1. Search Inside Yourself (SIY) Mindfulness and Emotional Intelligence (2 full days)

- a. Search Inside Yourself takes an evidence-based approach combining neuroscience, attention-training and emotional intelligence. The program provides practical tools that can be applied immediately in life or at work. We start with a foundation of mindfulness, and build the core emotional intelligence domains that lead to outstanding leadership.

Full Day

1. Communications Skills (6 hours)

- a. This course goes into the fundamentals of communications from a customer service perspective. This class will guide you through learning best practices for oral and written communications skills including listening, assertiveness, and writing effective emails when dealing with internal and external customers.

2. Customer Service (6 hours)

- a. Come and learn the skills of: What is Customer Service in the Public Sector. Topics include:

- Internal vs. External Customer Service
- Understanding the Customer Experience
- Identify Customers: Personas
- Understand Customer Journey: Proactivity
- Pinpoint Defining Moments: Responsiveness
- Communications for Customer Service professionals
- Soft copy materials included.

3. Manager Training (6 hours)

- a. Learn the fundamentals for managers. The full day course includes topics such as management vs. leadership, effective communications, developing employees, building trust with employees, and employee recognition.

4. Moving from Manager to Leader (6 hours)

- b. Management and leadership are two very different skillsets. While both are often needed in leadership roles today, leaders differentiate themselves from managers by mastering the skills of setting a vision, engaging employees, and leading change. Learning these skills allows for a greater leadership presence and an increased ability to guide and influence others.



5. Leader as Coach (6 hours)

- a. This course works through the fundamentals of coaching skills and teaches the leader how to apply those skills in their day-to-day approach to leadership. Skills include listening, powerful questions, building trust, and being present.

Three Quarters of a Day

1. Adaptive Resilience (4.5 hours)

- a. Adaptive resilience is the ability to recover from adversity, adapt and thrive. It builds the capacity to be productive, resourceful, and creative while dealing with changing circumstances or adversity. This interactive program uses a mindfulness-based approach to build the behaviors, mental habits, and practices that promote personal resilience while growing a culture of resilience within teams and organization.

Half Day

1. Accountability (3 hours)

- a. Are you trying to manage through change and learn how to become more accountable? Come to this class and learn how to enhance your clarity and commitment to become more accountable.

2. Adaptability (3 hours)

- a. Are you trying to be more adaptable? Come and learn how to be emotionally adaptable as well as procedurally adaptable in order to deal with changes from a people and process perspective.

3. Communications Skills for Uncertain Times (3 hours)

- a. This course provides a communications tool using the concept of polarities or both/and thinking. It provides an overview of polarities, how it relates to uncertainty, an overview of a communications model called SOAR and then practice using the model. This communications tool allows for each participant in the conversation to learn from the other's perspective thereby enhancing empathy, understanding, and compassion.

4. Conflict Management (3 hours)

- a. This class discusses five different conflict management styles using the Thomas Kilmann model, helps participants self-assess where they may typically be in conflict as well as then determine how to flex that style as needed.

5. Emotional Intelligence (3 hours)

- a. This introduction to Emotional Intelligence introduces the concept of emotional intelligence including self-awareness, self-management, social awareness, and relationship management and provides tools and activities to practice these skills.



6. Five Behaviors of a Team (3 hours)

- a. What behaviors make up a high functioning team? This class uses Patrick Lencioni's work around the Five Behaviors and discusses each of the behaviors including trust, conflict, commitment, accountability, and results with activities to practice or work on each one.

7. Fundamentals of Leadership (3 hours)

- a. This class goes into the fundamentals of leadership including topics of accountability, delegation and giving feedback.

8. Influencing Up Down and Across (3 hours)

- a. Wanting to influence up, down or across? Come to this class that goes into tools of influence such as listening, storytelling, and managing up.

9. Leading Change (3 hours)

- b. Leading change can be hard. People are often wired to want to remain in their comfort zone and not transition into something new. Effective leaders know how to navigate change and lead others through it in a way that results in buy-in and acceptance of the new process, technology, or strategy. This takes the skills of setting a vision, creating opportunities to receive feedback, getting employees involved in the change effort, and providing quick wins to show progress during the change.

10. Managing a Hybrid Team (3 hours)

- a. Is your team working in a hybrid environment where some members are onsite, and some are remote? This class goes into how to effectively manage a hybrid team including topics of mindset, setting norms, effective communications, and dealing with conflict.

11. Managing Change (3 hours)

- a. Learn about the curve of change and what four stages people move through when change occurs as well as how to then apply that to a current change that the participant is facing.

12. Managing Remote Workers (3 hours)

- a. Is your team fully remote and you are wondering how to manage them most effectively? This class gives you the tools and techniques to do including re-establishing purpose and goals, establishing working and communications norms, and teambuilding.

13. Resilience (3 hours)

- a. In this class learn about how to build up resilience through enhancing balance and leaning into a strategic view. This addresses both the people and process side of how to build resilience.

14. Situational Leadership (3 hours)



- a. This class goes into three steps of situational awareness of bringing awareness to your environment, synthesizing the data, and then understanding how to apply that information. Then we use the theory to apply it to a real-world scenario the participant is already working on.

15. Stress Management (3 hours)

- a. This class discusses stress management through three areas: recognizing early setbacks, mindfulness, and changing your mindset. All of these tools provide the participant with some ways to better help manage their stress.

16. Transitions During Change (3 hours)

- a. This class uses the William Bridges model of Transitions to walk participants through the three stages of change from a psychological perspective and how to move through each phase of the Ending Zone, The Neutral Zone, and The New Beginning.

Half Day with Assessment

1. Change Style Indicator Teambuilding Session (3 hours)

- a. Is your team going through a big change? This assessment is a great tool to discuss the style of each person on the team as it relates to change, how to then interact with others who have different styles, as well as how to leverage each style for the collective good of the team.

2. DISC Teambuilding Session (3 hours)

- a. Do you want to learn more about yourself in terms of your behavioral style? This class provides the DISC assessment as well as supportive setting to discuss what your individual style means as well as how to adapt your communications to meet the styles of others.

3. Emotional Intelligence Teambuilding Session (3 hours)

- a. Do you want to assess your emotional intelligence skills and learn how to enhance those skills? Come and take the EQi 2.0 assessment, learn more about yourself, how this impacts you, as well as how you can grow in your emotional intelligence skills.

4. SDI Teambuilding Session (3 hours)

- a. In this teambuilding session we use the SDI assessment to help participants understand what motivates them and how that shows up in how they work. Then participants will learn what the other styles mean and how they can work with them most effectively.

Two Hour



1. Managing and Motivating Employees (2 hours)

- a. This is a class for new managers to understand the basics of how to motivate employees as well as manage them. This course focuses on the fundamentals of listening skills, providing feedback and motivating employees.

2. Managing Up (2 hours)

- a. This class discusses the fundamentals of managing up. It includes discussions on understanding your boss and what matters to them to be able to better influence them.

3. Delegation (2 hours)

- a. This class goes into the basics of delegation such as identifying which work can be delegated, understanding who to delegate to as well as how to delegate the work to ensure that it gets done effectively.

4. Six Thinking Hats Process Improvement (2 hours)

- a. Are you being effective in how you are working through a process with your team? Learn an effective tool to help you broaden your process for effective decision making using different ways to look at a problem and problem solving.

5. Effective Public Speaking (1.5 hours)

- a. Do you want to become a better speaker? Come and learn the fundamentals of making effective presentations from the basic presentation structure to the visuals of presentations. Also come and learn how to deliver effective presentations using verbal and non-verbal methods.