I. Personality style inventory

A. Extroverts/Introverts

B. Sensors/Intuitives

C. Thinkers/Feelers

D. Judgers/Perceivers

II. Ethics in the workplace

1. Introduction
   1. Defining ethics
   2. What it means
   3. Source of ethics
2. Importance of ethics
3. Ethical principles
   1. Honesty
   2. Integrity
   3. Promise-keeping & trustworthiness
   4. Loyalty
   5. Fairness
   6. Concern for others
   7. Respect for others
   8. Law abiding
   9. Commitment to excellence
   10. Leadership
   11. Reputation and morale
   12. Accountability
4. Ethical checklist
   1. The role-reversal test
   2. The fairness test
   3. The “what if everybody did this?”test
   4. The truth test
   5. The parents test
   6. The children test
   7. The conscience test
   8. The front-page test
5. Ethical dilemma

III. Conflict management

A. An introduction to conflict resolution

1. What is conflict?

2. What causes conflict?

3. When should you step in?

4. What is conflict resolution?

B. Approaches to conflict resolution

1. Negotiation

2. Competition

3. Avoidance

4. Compliance

C. Dealing with upset employees

1. Behaviors to avoid

IV. Motivating and coaching employees

A. What is motivation?

B. Intrinsic vs extrinsic motivation

C. Creating a motivating environment

1. Provide interesting and stimulating work

2. Set challenging but achievable goals

3. Provide the right rewards

D. Coaching

1. What is coaching?

2. Introducing the G.R.O.W. model

3. Identifying the first step

4. Getting motivated

5. Reaching the end

6. Transitioning the employee