



The John Scott Dailey at FAU Training's Catalog 2026	
	4 Steps to Effective Training and Evaluating for Success
	5 Basic Principles for a Collaborative Workplace
	6 Steps for Implementing a Continuous Improvement Process
	6 Steps for Legal Hiring and Effective Interviews
A	A Human Resources' Checklist to Reduce Risk
	Accessible Documents – PAC 3 and the Matterhorn Protocol
	Accountability & Decision-Making
	Adaptability in an Ever-Changing Work Environment
	Administrative Aspects of Code Enforcement
	Administrative Support Development: And The Oscar Goes to
	Administrative Support Development: Managing Workplace Dynamics
	Advanced Supervision in Government Level II
	Advancing Productivity in Organizations
	AI in Government
	Assertive versus Aggressive in the Workplace
	Assertiveness: Skills to Inspire Confidence
	Assessing Bench Strength: Succession Planning
	Award-Winning Customer Service
B	Becoming a Person of Influence
	Behavioral Interviewing: Select the Right Fit Every Time
	Behaviors of a Cohesive Team
	Behind Every Great Leader
	Beyond the Basics: Responding to Implicit Bias Behaviors
	Boost Your Bottom Line: Mastering Behavior Styles for Maximum Productivity, Performance & Engagement
	Bridging the Gaps to Managing a Multi-Generational Workforce
	Building a Successful Team
	Building Leaders of Tomorrow: 6 Proven Steps to Create a Winning Succession Plan
	Building the Communication Bridge
	Building Trust: Creating Productive Relationships
	Business Writing Made Easy
C	Calendar Management, Time to Get Organized
	Calibrate Budget, Workforce and Management Processes
	Career Development for Midlife Professionals
	Change Your Attitude...Change Your Life
	Choosing a Career That Aligns with Your Values
	Civility in the Workplace
	Communicating for Effective Leadership
	Communicating in Sync
	Communicating Upward: Interacting Effectively with Your Supervisor
	Conducting Effective Meetings
	Conducting Effective Virtual Meetings
	Conference Planning and Events Management
	Conflict Management & Resolution
	Conflict without Controversy
	Conscious Leadership
	Constructive Confrontation
	Continuing A Customer Centric Focus
	Continuous Feedback
	Contract Management Essentials
	Coping with Workplace Changes
	Counseling Techniques for Non-Counselors (for Educators, Employers)
	Creating a Positive Work Environment
	Creating Public Value
	Creating Visualizations in Power BI

	Critical Thinking Strategies
	Cultural Adaptation
	Customer Service in the Public Sector
	Customized Instructional Design
D	Dealing with Change
	Dealing with Difficult People
	Decision Making Skills
	Developing a High Performing Team – Characteristics of a High-Performance Team
	Developing a High Performing Team – Stages & Characteristics
	Developing a High Performing Team – Stages of Team Development
	Developing a Professional Identity
	Dial Back Your Stress
	DISC: Assessment Tools and Interpretation
	DISC: Combined Personality Styles
	DISC: Communication Strategies and Conflict Resolution
	DISC: In-depth Analysis of Each Personality Type
	DISC: Relationship Dynamics
	DISC: Team-Building Activities and Relationship Dynamics
	DISC: Team Building Activities
	DISC: The Model of Human Behavior – Introduction
	DISC: The Model of Human Behavior Introduction
	DISCover Effective Selling Techniques That Work
	DISCover Self-Awareness and the Success Discovery Process
	Discovering Creativity & Innovation for Government
	Diversity Inclusion & Respect in the Workplace
	Diversity, Equity, and Inclusion: An Approach for Any Business
E	Effective Customer Service
	Effective Negotiation
	Effective Report Writing
	Effective Strategies for New Supervisors
	Emotional Intelligence for Government employees
	Employee Engagement from A-Z
	Employment and labor matters including employment discrimination issues and union matters.
	Employment and Labor Relations
	Ethnic/Workplace Values (Cultural Intelligence in the Workplace)
	Excel Advanced – Macros
	Excel Advanced – Power Query
	Executing Your Strategic Plan: Team Motivation & Communication for Government
F	Facilitation Services
	FLSA: What Supervisors Need to Know
	Foundations of Customer Service
	Fourth Amendment Law for Police
	Fundamentals of Code Enforcement
G	Giving Feedback – Supervisor Strategies
	Goal Setting and Time Management for Success in the Public Sector
	Grammar on the Go
	Group Dynamics, Teambuilding
	Growing Entrepreneurial Ecosystems for Local Economic Development
H	Habits of Highly Effective People
	Heart Smart (Emotional Intelligence)
	Heartbeat of Change
	Heavy Equipment Colleges of America
	Here to Service: Customer Service for Enforcement and Emergency Personnel
	How to Confidently Give Feedback and Conduct Performance Improvement Discussions
	How to Facilitate Meetings
	How to Get Your Next Promotion in the Public Sector
	How to Get Your Next Promotion in the Public Sector
	How to Manage Upwards, Taking Initiative to Improve Communication
	HR Training: Anti-Harassment, Workplace Violence, Drug Free Workplace
I	iGen – the Newest Adults to Enter the Workforce
	Improving Communication through Forgotten Fundamentals
	Innovative Thinking & Problem Solving
	Interpersonal Relationships
J	Job Search Methods in a Virtual World

K	Kaizen: Creating a Continuous Improvement Culture Kaizen: Creating a Continuous Improvement Culture Keeping Your Team Focused and Productive During Uncertain Times Keynote Presentations Knowledge by Learning
L	Landscape Management, Arboricultural and Public Grounds Maintenance Leadership & Supervisory Skills Leadership Academy Leadership and Team Development Leadership in Action: Mastering Change, Accountability & Tough Conversations Leading with Balance: How Self-Care Drives Success Leading with Care: Building a Workplace That Supports Employee Caregivers Legal Aspects of Code Enforcement Lessons from a Spirograph: Setting Priorities to Achieve Life Balance Let's Talk...Communicating for Success Listening Skills for High Performance Looking at the Legalities Low Cost/No Cost Ways to Improve Employee Engagement & Recognition Low-Cost, No-Cost Ways to Improve Employee Engagement & Recognition
M	Making a Strategic Plan a Reality Making Valuable Connections: Keys to Professional Networking Manager's Motivation Toolkit Managing Conflict Managing Effective Meetings (Full Day) Managing Priorities Managing Stress and Burnout in the Workplace / Wellness in the Workplace Managing Tasks Like a Pro Managing Your People Resources, Legally Mastering Business Writing Maximizing HR Efficiency through Strategic Internal Audits Microsoft Excel Data Analysis Microsoft Forms and Microsoft Planner Microsoft Teams – Advanced Microsoft Teams Microsoft Teams – Participating in Meetings Mindfulness for Your Productivity Mindfulness in the Workplace Motivating for High Performance
N	National Management Training Week: Strategic Hiring for Sustainable Growth (W2 vs 1099) Navigating Career Transitions with Mental Wellness in Mind Needs Assessments/Program Evaluation Negotiation & Problem Solving
O	Office 365 Fundamentals Onboarding & Training Your New Employee Open Innovation Organizing Your Time Outlook Fundamentals
P	Partnering for Performance: Courageous Followership Performance Management/Operational Effectiveness Planner, Forms, and Automation Planning & Preparing a Successful Job Search & Interview PowerPoint Advanced PowerPoint Fundamentals Preparing HR for the New Year: Year-End Checklist Prevent "Job Flat Lining": Managing Employee Development Problem Solving & Decision-Making Process Improvement and Mapping Progressive Discipline Project Management Public Records Act and Government in the Sunshine laws Public Records Management and Implementation Purpose and Goals Remote Meetings and Virtual Etiquette
S	Self-Leadership & Team Leadership Track Self-Reflection for Growth Mindset

	Session 1: In the Office or Around Cubicles – Etiquette
	Session 2: Extraordinary Communication Skills: Office, Telephone & Email
	Session 3: Business Writing & Documents: Text and Tech Tools
	Session 4: Organizational Development: Creating Effective Teams by Managing Change & Conflict
	Session 5: Managing Multiple Bosses
	Session 6: Meeting, Event & Project Management
	Setting Priorities and Delegating Duties: Business/Professional Approach
	Setting Priorities to Achieve Your Life Goals – Personal Application
	Speaking with Confidence & Credibility
	Stained-Glass Workshop – Understanding our Biases
	Staying Positive
	Steps to Scale on a Firm Foundation: Identifying the Right Workforce
	Strategic Hiring for Sustainable Growth – W2 vs. 1099
	Strategic Planning/Visioning
	Strategic Visioning and Planning through CliftonStrengths
	Strategies for Navigating Change
	Strengths-Based Development for Government Employees
	Strengths-based leadership for Government Managers and Supervisors
	Stress Management, Decision Making, and Adaptability
	Successful Speaking One-to-One
	Succession Management Planning
	Supervision in Government
	Supervision in Government Advance
	Supporting Neurodiverse Individuals in Career Development
T	Team Building
	Teams Fundamentals
	Telephone & Video Interviewing Skills
	The Art of Effective Delegation
	The Art of Resilience: You Gotta Have F.A.I.T.H
	The Art of Servant Leadership
	The Corporate Ladder Doesn't Always Rise Up
	The Crystal Ball of Strategic Planning
	The Extraordinary Administrative Professional Program (6 Sessions)
	The Fundamentals of Leadership & Soft Skills
	The Power of Giving and Receiving Feedback
	The Recognition Revolution
	The Role of Mental Health in Career Decision-Making
	The Ultimate Persuasion Equation: Boosting Sales Without “Selling”
	Time & Productivity Management
	Time Management & Burnout Prevention for Government Employees
	Time Management & Burnout Prevention for Government Managers & Supervisors
	Tracking Productivity when Working Remotely
	Transferable Skills for Government Agencies
	Transform Your Next Job Search Series: Developing an Optimal Résumé for Today's Work Search
	Transformative Leadership: Harnessing the Power of Human Connection
	Transforming the Human in Human Resources
	Turning the Tables: HR Talent Expert Decodes the Interview & Hiring Process
U	Unlocking Employee Retention: Mastering the Art of Onboarding
V	Values-Driven Leadership
	Verbal Tactics: Verbal Judo
W	Wage and Pay Classification
	When Generations Engage
	WIN – Workforce Innovations – Problem Solving Methodology
	Word Advanced
	Word Fundamentals
	Word Intermediate
	Work-Life Balance: Strategies for Personal and Professional Fulfillment
	Worker's Compensation: What Supervisors Need to Know
	Working with Data in Power BI