MTAS SPECIALTY COURSES

2025

Whether it is refresher training or learning new skills, our specialty courses are ready to deliver or be adapted to meet your specific departmental or organizational needs. Training length varies, and courses can be delivered in-person or virtually.

Creating a Service Culture	Great customer service starts at the top! This course discusses the employee's impact on the perception of quality services in the city and highlights the leader's responsibility to influence and promote a customer-focused culture.
Delegating Effectively	Delegation, when done effectively, can be a helpful tool for managers and a development opportunity for your team. In this course, you will learn best practices in delegation, identify what tasks to delegate, and review the importance of defining expectations and providing ongoing support.
Developing Teamwork	A team is more than a group of individuals. Managing a productive, high-performing team requires attention to team processes and the needs of each team member. This course discusses the leader's role in setting team objectives, promoting cohesion, and supporting team members.
Emotional Intelligence	From self-awareness to empathy, the ability to manage your emotions and recognize and respond to the emotions of others describes Emotional Intelligence. Successfully mastering Emotional Intelligence can enhance personal and professional success. This course provides an overview of Emotional Intelligence and practical strategies to constructively manage emotions in the workplace.
Empowering Your Team	Empowered employees are more engaged, loyal, and committed. This course discusses the roles of trust and emotional intelligence in creating empowered and effective teams.
Ethics	Think you know all about ethics? Think again. Even the slightest action may violate a code of ethics, law, policy, or regulation. This course introduces ethics, why ethics is important, and what you need to know to ensure ethical behavior.

Leading The Multigenerational Workforce	All generations have differences in approach, values, and workplace expectations. Adapting to these differences can be difficult. New generations will continue to emerge and bring new ideas and behaviors into the workplace, and successful organizations will learn to not only adapt, but honor and respect what new generations bring to the table. This course will review the major differences between generations, what each value, and how organizations can better adapt to the needs of emerging workforces.
Making Effective Decisions	This course discusses the components of decision-making, factors that influence decision-making, and common decision "traps" that create roadblocks to organizational productivity and performance. Participants will identify their personal decision-making styles and practice effective decision making through scenarios.
Management Basics	This course provides a broad functional overview of management and guides managers to assess basic supervisory competencies and set specific goals for their leadership roles. Explore leadership models and how each relates to the responsibilities of managers.
Managing Change	Review the forces that drive organizations to change, examine the challenges of change, and discuss approaches for making change more effective. This course explores change processes and provides practical skills for managing and leading change.
Managing Conflict	Teams include people with different life experiences who bring different perspectives which inevitably creates conflict. Successfully managing this conflict will improve team effectiveness and collaboration. This course defines conflict and conflict management, introduces conflict styles, and explores the causes of conflict and techniques for conflict management.
Managing Workforce Retention	Ever-evolving workplace dynamics require organizations to rethink their retention strategies. This course explores factors that influence retention, regular attrition, and discusses ways to reduce the impact of talent loss. It also includes succession planning, a key strategy to maintain the talent pipeline.
Motivation & Workforce Engagement	An engaged workforce is more productive, motivated, and committed to organizational outcomes. Explore how the role and impact of motivation leads to improved workforce engagement.

Myers-Briggs Type Indicator*	The Myers-Briggs Type Indicator (MBTI) personality inventory can have many useful applications in the workplace. This tool provides insight into four categories of behavior and self-expression: 1) Energy Management, 2) Information Processing, 3) Decision-Making, and 4) Self-Management. MBTI aids in general team-building, exploring individual behavior and needs in the workplace, and developing leadership insight. MTAS recommends allotting at least three hours for delivery of this course. *Additional fee applies to cover the cost of the MBTI profile.
Performance Management	Review the performance management process, discuss the importance of setting expectations, and examine factors that contribute to performance. Explore a problem-solving approach to improving performance.
Promoting Workplace Inclusion	Diverse and inclusive workplaces tend to have higher innovation, productivity, and employee engagement. This course examines and explores the employee's role in building, promoting, and valuing different types of diversity, which leads to higher-performing, inclusive workplaces.
Teambuilding	MTAS can create and deliver various team-building activities to fit your needs. A team-building session can help your team or department learn more about each other, discover ways to work more cohesively, and explore new approaches to work processes. Team-building sessions may include the use of behavioral profiles. Contact the MTAS training consultant in your grand division for more information.
Time Management & Prioritization	Effective time management starts with understanding how to prioritize competing tasks and needs in the workplace. This course discusses methods and best practices for prioritization, effectively organizing work tasks, and managing time.
Understanding Work Styles*	Curious why working with some people is easier than working with others? It all starts with understanding work styles and learning how to adapt those styles to build effective workplace relationships. Through the DiSC behavioral profile, this course will help you identify your work style, explore the four primary work styles, and recognize the style of others. *Additional fee applies to cover the cost of the DiSC assessment.