



**Rebecca Schueller Training & Consulting**  
**Custom Training**

Via Zoom or In-Person ■ 1 Session ■ 4 Hours ■ Fee \$95 Each

# Managing Effective Communication For Frontline Staff

Dates TBD — 8:00 am-Noon, 10:00 am-3:00 OR 1:00-5:00 pm



## Intended Audience

- Nonprofits ■ Native Nations
- Local Governments ■ Schools

Designed for frontline staff in health, human services, education, and related fields.

- Social workers, case managers & frontline staff
- Office Support Services & Finance Staff
- Maintenance & transportation Staff

***Growth & Development***

***Advocacy***

***Negotiation Skills***

***Direct Communication***

***Respect***

***High Engagement***

**REQUEST A BID:** [Becky@bemidjiconsulting.com](mailto:Becky@bemidjiconsulting.com)

# Virtual or In-Person Custom Training

## Managing Effective Communication for Frontline Staff

### Build Healthy Engagement

Many organizations today are understaffed and face high turnover. Direct care and administrative support staff must be engaged as full partners. Frontline staff deserve support to increase skills to communicate directly and negotiate for the resources, support, training, and equipment needed to do their jobs well *and* advocate for clients. This can reduce burnout and enable direct reports to make supervision easier and more meaningful all parties.

Using an Employee Self-Assessment, staff will develop practical strategies to increase self-awareness about Managing Well-being, Job Performance, Engaging with Coworkers and Peers, and Working with Supervisors. Staff will also receive a Self-Assessment and Resource Packet.

#### Rebecca Schueller Training & Consulting

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### What You'll Learn

- ▶ Develop skills to communicate directly & negotiate when you need support or resources to do your job
- ▶ Improve communication & recommend constructive changes for clients & colleagues
- ▶ Advocate for professional development opportunities
- ▶ Productively negotiate schedule changes and other flexibility
- ▶ Try new approaches to handle difficult situations with coworkers and supervisors

### Participant Feedback

**“I wish I had this training 30 years ago! And I wish everyone working with others had this information. It would make more work environments healthy and successful!”**

**“Great opportunities to ask questions and share stories. I appreciated your teaching style.”**

**“I need to be more assertive to help my supervisor understand my need for help.”**

### About Your Trainer, Rebecca (Becky) Schueller



Becky is a trainer, consultant, and coach with three decades of experience serving national, urban and rural nonprofits, native nations, schools and counties. During 30+ years of leadership, management, & supervisory experience with nonprofits, Becky served multiple organizations in Chicago and Minnesota in Board, staff, committee, and volunteer roles.

Becky was a nonprofit Executive Director for 16 years. The agency's \$1 Million budget doubled and the staff grew from 20+ to 40+ employees. She also served as the Northwest Minnesota Continuum of Care Coordinator.