**Available Retreat Subjects**

**Decision Making**
- Improve individual or group decision making
- Set priorities
- Manage time
- Establish criteria
- Learn to build consensus techniques
- Practice better interpersonal communication skills

**Customer Service**
- Refresh customer service skills
- Improve communication
- How to deliver bad news constructively
- How to handle difficult customers
- Problem solve customer service issues
- Improve processes

**Solution Finding**
- Identify root issues/solve problems
- Improve processes
- Brainstorm ideas for new programs/projects/services
- Mediate conflicts
- Facilitate meetings
- Develop Action Plans

**Team Building**
- Develop a team mission
- Become aware of self and style
- Clarify roles
- Establish group standards
- Leverage diversity
- Get to know each other
- Improve communication
- Learn conflict resolution skills
- Showcase team and/or departmental successes

**Strategic Planning**
- Develop department mission
- Identify strengths, weaknesses, opportunities, and threats (SWOT)
- Develop a vision
- Setting goals and plans
- Implement strategic goals
- Build buy-in to strategic initiatives

**Managing Change**
- Communicate change
- Overcoming resistance
- Updating mission
- Updating vision
- Revisit/revise goals
- Re-define roles
- Improve processes

**Interpersonal**
- Myers Briggs Type Indicator (MBTI)
- Fundamental Interpersonal Relationship Orientation - Behavior (FIRO-B)
- BEST - Personality
- Thomas Kilman Conflict Instrument - Conflict

**Problem Solving**
- VIEW: Assessment of Problem Solving
- FourSight: Assessment of Creative Styles

The following assessments are available to support team building and high performance: