THE UNIVERSITY OF RHODE ISLAND

OFFICE OF STRATEGIC INITIATIVES

We bring URI **TO YOU**

PROGRAMS & SERVICES

About Us

The URI Office of Strategic Initiatives team was formed with the noble goal of investing in the skills and capabilities of the region's workforce through:

- Workforce Development Programming
- Comprehensive Grant and Program Evaluation Services
- Academic Programming, and
- Dual and Concurrent Enrollment Programs

We are committed to optimizing talent through employee engagement, skill development, recruitment, retention, and career advancement. Our holistic approach provides support to industry leaders through strategic partnerships, which we nurture through delivering insights on hiring practices, leadership, capacity building, and workplace learning and development.

John Olerio, Ph.D.
Executive Director

Mission

The mission of the University of Rhode Island's Office of Strategic Initiatives (OSI) is to foster organizational and economic growth and innovation by leveraging the university's resources, brain trust of subject matter experts, and intellectual capital.

Vision

We are committed to empowering businesses, working professionals, and lifelong learners to harness their full potential through flexible, accessible, expert-led programs and services.

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Our Approach

Continuous Collaboration

Our consultative approach begins with a deep understanding of our clients' unique needs and business objectives. We prioritize active collaboration to ensure that we are fully aligned with your vision. Through ongoing support, from needs assessments to program evaluation services, we help your business continuously adapt and improve, keeping your workforce prepared for the challenges of tomorrow.

Tailor-Made Solutions

Every organization is unique, and so are its workforce needs. We specialize in developing tailor-made solutions that meet the specific challenges and objectives of your industry, business, and team. Incorporate stackable skill-building modules, select from a variety of modalities and delivery methods, and leverage team building, coaching, and engagement services to develop your best-fit talent optimization strategy.

Community of Experts

Our network of facilitators, coaches, consultants, and faculty includes some of the brightest minds across various industries, offering unique perspectives and expertise

Retention Support

Our programs are designed to inspire individuals, develop their skills, and ensure they feel valued, which ultimately leads to greater loyalty and higher retention rates.

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Participant Testimonials

"The skills learned have helped me to view and understand my colleagues on a deeper level that is not strictly transactional. Becoming more self-aware and understanding the different working styles has helped in being more open as well as understanding when approaching certain situations."

2022 PARTICIPANT
THE LEADERSHIP PARTNERSHIP OF RHODE ISLAND

"The insights and shared personal experiences and perspectives of others who have been impacted. The knowledge gained was very helpful and I am using this awareness on the daily level and will continue to practice what I've learned."

2023 PARTICIPANT
INTRODUCTION TO MULTICULTURAL COMPETENCE

"Personally, it has given me renewed confidence in my abilities and what makes me unique. Professionally, I feel equipped with new tools that I could use to solve and tackle various areas of my work."

2024 PARTICIPANT
RIBBA EMERGING LEADERS DEVELOPMENT PROGRAM

"I have never felt so engaged in a classroom setting!"

2024 PARTICIPANT
THE LEADERSHIP PARTNERSHIP OF RHODE ISLAND

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Investing In a Learning Culture

"The single **biggest driver of business impact** is the strength of an organization's learning culture."

JOSH BERSIN
INDUSTRY ANALYST, AUTHOR, AND EDUCATOR, FOCUSED IN HR

"Every enterprise is a learning and teaching institution. **Training and development must be built into it on all levels**—training and development that never stops."

PETER DRUCKER
AUSTRIAN AMERICAN MANAGEMENT CONSULTANT, EDUCATOR, AND AUTHOR

"Create the culture of learning that **you wish you'd had**."

LAURA VATER
ONCOLOGIST AND WRITER AT THE INDIANA UNIVERSITY SIMON COMPREHENSIVE CANCER CENTER

"When taken together, the behaviors of highly engaged business units result in a **23% increase in profitability**."

– GALLUP

96%
of companies report a positive impact of training on productivity.

84%
percent of companies report a positive impact of training on retention.

– NCCER

18.9%
blame a lack of career development as the **#1 reason** they leave their jobs.

– WORK INSTITUTE

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Team Expertise

Program Design, Development, & Delivery

Gail Lowney Alofsin
ASSOCIATE DIRECTOR,
CORPORATE PARTNERSHIPS
Specializes in:
Leadership, Positivity,
Communication,
Relationship Building

Lori Herz
ASSOCIATE DIRECTOR
Specializes in: Leadership
Development, Strategic
Planning, Coaching, DISC
Assessment

Stef Nelson
ASSISTANT DIRECTOR
Specializes in: Strategic
HR Development,
Marketing, Digital Learning
Design & Delivery

Jennifer Belhumeur
SPECIALIST II
Specializes in: Program
Evaluation, Leadership
Development

Gabby Klumpenaar
SOCIAL MEDIA &
MARKETING ASSISTANT
Specializes in: Marketing,
Social Media, Copywriting

Ryan Estus
LEADERSHIP PROGRAM
STRATEGIST
Specializes in: Relationship
Development, Leadership, Sales

Leadership & Management:

Leadership Development

Program Overview

Empower your leaders with transformative development experiences designed to elevate performance at every level. Our customizable leadership programs equip individuals with the skills, confidence, and mindset to inspire teams and drive meaningful results. Through a dynamic blend of expert facilitation, real-world application, and personalized mentoring, we support both new and seasoned leaders in strengthening your organization's leadership pipeline. Built on proven practices that boost engagement, retention, and team performance, our leadership development programming helps create a culture rooted in trust, accountability, and high performance —no matter your industry, organization, or team.

Learning Outcomes & Impact

- Apply emotional intelligence to adapt leadership styles effectively
- Use corrective coaching to address performance gaps constructively
- Build strong relationships and communicate with clarity and influence
- Delegate strategically to challenge and grow team members
- Motivate, inspire, and align teams toward shared goals
- Strengthen specialized skills in strategic planning, conflict resolution, financial stewardship, and more

Testimonials

"I have been able to apply the lessons learn in class to my workplace and new role as a supervisor. It has taught me how to be more self-aware and understand my colleagues and staff better.

Participant, "Being A Leader" Program, The Leadership Partnership of Rhode Island, 2022

"It brings up strengths you never thought you had."

Participant, RIBBA Emerging Leaders Development Program, 2024

Learn More:

Leadership & Management:
Project Management

Program Impact

- Master essential project planning, execution, and evaluation strategies
- Gain confidence managing complex projects from start to finish
- Ensure on-time, on-budget project delivery through proven methods
- Apply real-world tools and frameworks to increase efficiency and productivity
- Build stronger, more capable teams that can handle projects of any scale

Learning Outcomes

- Develop comprehensive project plans that align with organizational goals
- Apply techniques for resource allocation, risk management, and budgeting
- Use tools to monitor progress, track performance, and adapt to challenges
- Strengthen communication and collaboration across project teams
- Lead projects that meet quality standards while staying on schedule and budget
- Leverage real-world projects for hands-on, industry-relevant learning

Leadership & Management:
Business Communication & Negotiation

Program Impact

- Build confidence to communicate and negotiate effectively in any setting
- Refine techniques for persuasive, clear, and impactful communication
- Learn strategies that lead to stronger professional relationships and better outcomes
- Practice real-world negotiation scenarios tailored to your industry
- Develop skills that enhance both professional presence and personal influence

Learning Outcomes

- Craft and deliver a compelling elevator speech for any audience
- Apply proven negotiation tactics in formal and informal situations
- Strengthen active listening and questioning techniques to guide discussions
- Use persuasive communication to achieve mutually beneficial agreements
- Navigate challenging conversations with professionalism and confidence

Leadership & Management:
Psychological Safety

Program Impact

- Builds trust and openness between leaders and employees, creating a stronger foundation for collaboration
- Enhances problem-solving, creativity, and innovation by reducing fear of failure and judgment
- Encourages healthy risk-taking and authentic communication that drive engagement and performance
- Strengthens resilience and well-being, leading to higher retention and a more positive workplace culture

Learning Outcomes

- Understand the role of psychological safety in organization performance success
- Recognize common barriers that undermine trust, openness, and inclusion
- Practice strategies leaders and teams can use to foster respectful, collaborative environments
- Apply tools and frameworks to embed into daily work and decision-making
- Build leadership capacity to model safe behaviors and sustain long-term cultural change

Investment:

*"For knowledge work to flourish, the workplace must be one where people **feel able to share their knowledge!** This means sharing concerns, questions, mistakes, and half-formed ideas."*

Amy C. Edmondson
Author of *The Fearless Organization: Creating Psychological Safety in the Workplace for Learning, Innovation, and Growth*

Diversity, Equity, and Inclusion
Mental Health First Aid

Program Impact

- Build a workplace culture that values mental health and reduces stigma
- Equip employees with practical tools to recognize and respond to mental health challenges
- Strengthen confidence in providing early, supportive interventions for colleagues in need
- Increase awareness of available resources for mental health support inside and outside of work
- Foster understanding, empathy, and resilience across teams

Learning Outcomes

- Recognize signs of mental health challenges in adults
- Use a step-by-step method to offer initial support
- Build confidence in stigma-free mental health conversations
- Respond effectively in crisis and non-crisis situations
- Share local and national mental health resources
- Promote empathy and inclusion in the workplace

Investment:

A majority of respondents facing workplace related mental health concerns "(57%) are unable to confirm the existence of easily accessible mental health support services in their workplace."

– 2022 Gallup Survey on workplace mental health trends

Diversity, Equity, and Inclusion

Neurodiversity in the Workplace

Program Impact

- Build an inclusive workplace that values neurodiverse talent
- Leverage the strengths of individuals with autism, ADHD, dyslexia, and more
- Improve communication, collaboration, and team performance
- Ensure legal compliance and ethical support for neurodiverse employees
- Drive innovation and employee satisfaction through inclusive practices

Learning Outcomes

- Understand key neurodivergent conditions and workplace impacts
- Apply communication strategies to support neurodiverse colleagues
- Create policies and practices that promote inclusion and belonging
- Recognize legal and ethical requirements for workplace accommodations
- Advocate for neurodiversity in hiring, leadership, and team culture
- Unlock innovation by leveraging diverse strengths

Diversity, Equity, and Inclusion
The Multigenerational Workforce

Program Impact

- Understand and engage Gen Z employees to maximize their contributions
- Recognize the unique perspectives, values, and expectations of Gen Z in the workplace
- Harness Gen Z's digital fluency to drive innovation, efficiency, and problem-solving
- Build stronger collaboration and cohesion across multigenerational teams

Learning Outcomes

- Identify what motivates and drives Gen Z employees
- Understand Gen Z work preferences, values, and career expectations
- Communicate effectively with Gen Z using strategies tailored to their needs
- Leverage Gen Z's digital and technological skills to enhance workplace performance
- Develop leadership skills to bridge generational gaps and strengthen team collaboration

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Diversity, Equity, and Inclusion

Fostering a Culture of Inclusion

Program Impact

- Strengthens employee engagement and retention through inclusive practices
- Builds a culture where all employees feel valued and respected
- Improves collaboration and communication across diverse teams
- Reduces bias, microaggressions, and systemic barriers in the workplace
- Drives innovation and organizational resilience through diverse perspectives

Learning Outcomes

- Understand core DEI principles and their role in workplace success
- Recognize and address unconscious bias and microaggressions
- Practice inclusive communication and conflict resolution strategies
- Apply actionable tools to embed DEI into policies and operations
- Develop leadership skills to champion lasting cultural change

Testimonials

"This workshop was excellent - a clear presentation of information without judgment or blame."

Participant, RI DHS Multicultural Competency Training, 2020

"This was done extremely well, with care and consideration, especially when we were in the full group."

Participant, DOA Introduction to Multicultural Competence, 2023

Learn More:

Technical and Job-Specific Skills Training
Translating Technical Information
(Engineering for Non-Engineers)

Program Impact

- Bridge the communication gap between engineers and non-engineers
- Improve understanding of technical concepts across all team members
- Reduce misunderstandings and improve project efficiency
- Foster stronger collaboration in cross-functional teams
- Tailor training to your industry for maximum relevance and impact

Learning Outcomes

- Translate technical jargon into clear, accessible language
- Interpret technical documentation and processes with confidence
- Communicate effectively across technical and non-technical roles
- Apply strategies for clearer presentations and reports
- Build stronger relationships between engineering and non-engineering teams
- Collaborate more efficiently on cross-functional projects

Testimonials

"I left with a better understanding about the engineering field and their contributions and how to converse with engineers."

Participant, Toray US Graduate Management School Program, 2023

"I enjoyed all of the content as a non-engineer. It was very easy to follow along."

Participant, Toray US Graduate Management School Program, 2023

Learn More:

Technical and Job-Specific Skills Training
Grant Writing

Testimonials

Program Impact

- Build essential grant writing skills to secure more funding
- Learn both the fundamentals and advanced techniques of proposal writing
- Increase your organization's financial sustainability and mission impact
- Apply strategies directly to real-world causes and projects
- Gain confidence in navigating the entire grant writing process

"The tools will enable me to better seek out grant opportunities [and] guide me in establishing relationships"

Grant Writing Training Participant, 2023

Program Delivered for the RI Department of Transportation

Learning Outcomes

- Identify and research potential funding sources
- Plan and organize proposals for maximum clarity and impact
- Craft compelling narratives that connect with funders
- Build realistic budgets and project timelines
- Submit professional, persuasive grant proposals
- Follow up effectively to strengthen funder relationships

"Both instructors were very informative and vested/ passionate about the subject matter."

Grant Writing Training Participant, 2023

Program Delivered for the RI Department of Transportation

Learn More:

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Technical and Job-Specific Skills Training
AI in the Workplace

Program Impact

- Boost workplace efficiency and innovation with AI-powered tools
- Learn hands-on how to build and customize AI personal assistants
- Apply AI to real workplace challenges for measurable results
- Gain skills in data analysis, problem solving, and workflow automation
- Stay ahead of the curve in AI adoption and best practices

Learning Outcomes

- Identify business inefficiencies and match them with AI solutions
- Build AI assistants for scheduling, email, data analysis, and more
- Integrate AI tools with Microsoft Office, Google Workspace, and other platforms
- Apply responsible AI practices and understand data privacy rules
- Learn how to develop a fully functional AI assistant

Investment:

*"Artificial Intelligence will evolve to become a superintelligence. We need to be mindful of how it's developed and **ensure that it aligns with humanity's best interests.**"*

Bill Gates
Co-founder of Microsoft

*"One study found that generative AI can improve highly skilled workers' performance by nearly **40%.**"*

– 2025 Deloitte Article on AI

Employee Engagement Support
DISC Assessments

Impact

- Gain a clear snapshot of team dynamics and individual behaviors
- Enhance communication and strengthen collaboration across teams
- Identify collective strengths and areas for development
- Improve problem-solving, decision-making, and overall team performance
- Apply actionable insights with expert guidance from a certified DISC coach

Outcomes

- Understand their own DISC behavioral style and its impact on others
- Recognize team members' styles to improve communication and collaboration
- Identify strengths and development areas within the team
- Apply data-driven strategies to enhance performance and cohesion
- Address potential challenges and improve team decision-making
- Leverage behavioral insights to achieve organizational goals

Testimonials

"Found DISC assessment to be fun to complete and gave a good understanding on how to communicate to different types of people."

Participant, DHS STAR Supervisor Training Program

"It was fun to learn about the DISC traits & styles & how they can be applied to clerk/staff/coworker interactions."

Participant, DHS STAR Supervisor Training Program

Learn More:

Employee Engagement Support

Gallup StrengthsFinder Coaching

Impact

- Help employees discover and leverage their unique strengths for personal and professional growth
- Increase engagement, motivation, and commitment across teams
- Improve collaboration and teamwork by understanding individual strengths
- Cultivate leadership skills through a strengths-based approach
- Drive innovation, performance, and measurable business results

Outcomes

- Identify their top strengths using the CliftonStrengths assessment
- Understand how to apply strengths to maximize performance and engagement
- Recognize and appreciate colleagues' strengths to enhance teamwork
- Leverage strengths to develop leadership capabilities
- Apply strengths-based strategies to real-world projects and challenges
- Foster ongoing personal and professional development through coaching

Employee Engagement Support
Team Building

Impact

- Strengthen communication, collaboration, and trust within teams
- Build leadership skills through role rotation and hands-on challenges
- Enhance problem-solving and strategic thinking in real-world scenarios
- Foster resilience and adaptability in dynamic team environments
- Create memorable, transformative experiences in a nature-based setting

Outcomes

- Improve team communication and collaboration
- Develop leadership skills by taking on rotating roles
- Solve complex challenges through creative teamwork
- Build stronger relationships and mutual trust
- Adapt to change and navigate obstacles together
- Apply lessons learned to workplace dynamics and team performance

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Employee Engagement Support
Facilitation Services

Impact

- Transform meetings and events into high-impact, results-driven experiences
- Align teams, spark innovation, and foster meaningful dialogue
- Provide expert guidance for leadership, cross-functional, and stakeholder sessions
- Deliver tailored facilitation that fits your organization's culture and goals
- Support strategic planning, team cohesion, and organizational change initiatives

Goal-Focused Sessions

- Engage in structured, goal-oriented facilitated sessions
- Collaborate effectively in team-building, ideation, and problem-solving exercises
- Participate in DEI-focused dialogues to foster inclusion and equity
- Navigate organizational change with guided facilitation and support
- Improve alignment and communication across teams and leadership levels
- Apply insights from facilitation to achieve actionable outcomes

Testimonials

"Personal stories shared by facilitators were insightful and moving."

RI DHS Multicultural Competency Training, 2020

"The presenter was well organized and knowledgeable. She guided us to discussion and interaction."

Participant, RI DHS Multicultural Competency Training, 2021

Learn More:

Workshops and Keynotes

Positivity at Work: The Advantage You Control

Program Impact

- Discover how positivity fuels resilience, motivation, and innovation.
- Learn to shift from "have to" to "get to" thinking for stronger performance and reduced burnout.
- See how a positive mindset creates ripple effects that uplift team culture and drive success.
- Walk away with practical strategies to reframe challenges and lead with optimism, even under pressure.

Learning Outcomes

- Reframe setbacks as opportunities for growth and resilience.
- Apply techniques to shift from reactive to proactive thinking.
- Build daily habits that support a long-term positive mindset.
- Recognize the direct connection between positivity, performance, and team culture.
- Inspire and influence others through positive leadership and communication.

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Leading Beyond Titles: Inspiring Action at Every Level

Program Impact

Break the myth that leadership is tied to titles and discover how everyday actions shape workplace culture. This program explores how trust, accountability, and collaboration drive stronger performance and engagement at every level. Participants gain practical tools to foster ownership, influence, and a thriving culture of shared leadership.

Learning Outcomes

- Redefine leadership as a set of behaviors, not a position.
- Practice strategies to build trust, credibility, and influence.
- Model accountability and inspire ownership across teams.
- Apply techniques to foster collaboration and shared responsibility.
- Create an environment where leadership is encouraged at all levels.

Investment:

*"Leadership at its core is about harnessing others' efforts to achieve something **no one can achieve alone**."*

Amy C. Edmondson

Author of *The Fearless Organization: Creating Psychological Safety in the Workplace for Learning, Innovation, and Growth*

Customer Service that Sticks: 7 Rules You Can't Ignore

Program Impact

Discover why exceptional customer service is the cornerstone of a strong brand reputation. This program teaches how to turn everyday transactions into memorable experiences and explores the seven non-negotiable rules that keep customers coming back. Participants learn to build a culture where every interaction reflects care, consistency, and trust, driving loyalty and long-term growth.

Learning Outcomes

- Understand the core principles of loyalty-building service.
- Apply seven essential rules that strengthen customer relationships.
- Shift from transactional service to relationship-focused experiences.
- Recognize how consistency builds lasting brand trust.
- Learn how small service improvements create big business impact.

Workshops and Keynotes

Customer Service that Sticks: 7 Rules You Can't Ignore

Program Impact

- Discover why customer service is the defining factor of brand reputation.
- Learn how to transform routine transactions into memorable experiences.
- Explore the seven non-negotiable rules that keep customers returning.
- Understand how service drives loyalty, word-of-mouth, and long-term growth.
- Build a culture where every interaction reflects care, consistency, and trust.

Learning Outcomes

- Understand the core principles of loyalty-building service.
- Apply seven essential rules that strengthen customer relationships.
- Shift from transactional service to relationship-focused experiences.
- Recognize how consistency builds lasting brand trust.
- Learn how small service improvements create big business impact.

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Overwhelmed to Organized: Strategies for Balance

Program Impact

Understand why balance isn't about doing everything, but about focusing on what matters most. This program explores seven proven strategies to manage time, energy, and attention, helping participants replace overwhelm with clarity and control. With practical techniques to reduce stress and boost productivity, individuals build a personalized system that supports lasting balance at work and at home.

Learning Outcomes

- Identify and prioritize the daily tasks that make the biggest impact.
- Apply practical tools to reduce distractions and minimize stress.
- Learn to "eat the frog" by tackling tough challenges first.
- Develop a personal system for achieving meaningful work-life balance.
- Build habits that sustain focus, productivity, and well-being.

Burned Out to Brilliant: Resetting What Matters

Program Impact

Understand how burnout develops and the impact it has on focus, energy, and performance. This program helps participants step back from urgent tasks, realign their work with what truly matters, and adopt strategies to protect energy and work with purpose. By redefining success to balance productivity with well-being, individuals build habits that support long-term motivation, clarity, and resilience.

Learning Outcomes

- Recognize the signs and root causes of burnout.
- Clarify priorities to focus on what is truly important in work and life.
- Develop a practical plan to reset tasks and responsibilities for better focus.
- Apply strategies to maintain energy, reduce stress, and sustain resilience.
- Learn approaches to reconnect with purpose and increase overall fulfillment.

Workshops and Keynotes

Burned Out to Brilliant: Resetting What Matters

Program Impact

- Understand how burnout develops over time and its effect on focus, energy, and performance.
- Learn to step back from urgent tasks and realign your work with what truly matters.
- Gain strategies to protect your energy, sharpen your focus, and work with purpose.
- Redefine success in a way that balances productivity with well-being.
- Build habits that support long-term motivation, clarity, and resilience.

Learning Outcomes

- Recognize the signs and root causes of burnout.
- Clarify priorities to focus on what is truly important in work and life.
- Develop a practical plan to reset tasks and responsibilities for better focus.
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Workshops and Keynotes
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Leading with Impact:
7 Proven Strategies to Lead with Confidence, Clarity, & Purpose

Program Impact

Explore the core principles of effective leadership—integrity, trust, and credibility—and learn how they shape your influence and impact. This program offers practical strategies and tools to strengthen your leadership foundation, inspire your team, and foster meaningful collaboration. Participants gain a clearer understanding of how consistent, authentic behavior drives results and builds the confidence needed to lead change while maintaining credibility.

Learning Outcomes

- Identify the behaviors that cultivate trust, credibility, and influence.
- Apply actionable tools to build and maintain strong leadership foundations.
- Understand the connection between integrity, consistency, and leadership impact.
- Develop strategies to lead authentically while encouraging accountability in others.
- Learn techniques to inspire and motivate your team toward meaningful outcomes.

Investment:

*"There is almost **no limit to the potential of an organization** that recruits good people, raises them up as leaders and continually develops them."*

John Maxwell

American author, speaker, and pastor who has written books primarily focused on leadership

Listen Up: How to Recharge Your Communication Skills

Program Impact

Strengthen your ability to connect with others by enhancing your listening skills and ensuring your message is received as intended. This program offers strategies to reduce misunderstandings, adapt your communication style, and respond more thoughtfully in everyday interactions. By building trust, rapport, and clarity, participants learn to transform their professional relationships through more effective and meaningful communication.

Learning Outcomes

- Develop active listening techniques to better understand others' perspectives and strengthen workplace connections.
- Learn how to deliver messages clearly and with impact, ensuring your ideas are understood as intended.
- Identify common communication barriers and adopt strategies to reduce misunderstandings in professional settings.
- Build trust and credibility by responding thoughtfully, adapting your communication style, and engaging with empathy.

Workshops and Keynotes

Listen Up: How to Recharge Your Communication Skills

Program Impact

- Strengthen your ability to connect with others by improving listening skills.
- Learn strategies to ensure your message is received as intended.
- Reduce misunderstandings and miscommunication in daily interactions.
- Build trust and rapport by responding thoughtfully and adapting to others.
- Transform your professional relationships through clearer, more effective communication.

Learning Outcomes

- Develop active listening techniques to better understand others' perspectives and strengthen workplace connections.
- Learn how to deliver messages clearly and with impact, ensuring your ideas are understood as intended.
- Identify common communication barriers and adopt strategies to reduce misunderstandings in professional settings.
- Build trust and credibility by responding thoughtfully, adapting your communication style, and engaging with empathy.

Beyond the Sale: Creating Customers for Life

Program Overview

Transform your approach to sales by shifting from quick transactions to building long-term, meaningful relationships. This program explores the habits and mindset of top-performing sales professionals, offering strategies that foster trust, loyalty, and genuine customer satisfaction. By combining service, value, and empathy, participants learn how to create standout client experiences that drive repeat business and sustainable success.

Learning Outcomes & Impact

- Redefine sales as the start of a meaningful relationship, not just a transaction.
- Learn techniques to earn and maintain customer trust and loyalty.
- Apply service-oriented strategies to strengthen partnerships and encourage repeat business.
- Identify habits that distinguish top-performing sales professionals.
- Balance persuasion with empathy to ensure customers feel valued and understood.

The Power of Relationships: Negotiating Successful Outcomes

Program Overview

Learn negotiation strategies that create shared value and turn high-stakes conversations into opportunities for lasting partnership. This program helps participants build trust, strengthen professional relationships, and approach negotiation with a more collaborative mindset. With practical tools and increased confidence, individuals learn to reach agreements that satisfy all parties while fostering long-term cooperation and a positive organizational culture.

Learning Outcomes & Impact

- Shift from a win–lose mindset to win–win strategies
- Strengthen trust, credibility, and rapport during negotiations
- Practice skills to create lasting value and mutual success
- Apply relationship-first approaches for better outcomes
- Recognize and leverage different perspectives for effective agreements

Workshops and Keynotes

The Power of Relationships: Negotiating Successful Outcomes

Program Impact

Learn negotiation strategies that create shared value and turn high-stakes conversations into opportunities for lasting partnership. This program helps participants build trust, strengthen professional relationships, and approach negotiation with a more collaborative mindset. With practical tools and increased confidence, individuals learn to reach agreements that satisfy all parties while fostering long-term cooperation and a positive organizational culture.

Learning Outcomes

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Partner with URI's Office of Strategic Initiatives to Craft Tailored Solutions to Power Your Workforce

LEADERSHIP   PROFESSIONAL SKILLS   CERTIFICATIONS

CONTACT OUR TEAM

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