

# INTERACTIVE PROFESSIONAL DEVELOPMENT WEBINARS

Patricia Haddock delivers engaging, highly interactive webinars designed specifically for government and public-sector organizations. Each program provides practical tools and immediately applicable strategies that strengthen communication, leadership, collaboration, and professional effectiveness.

- Delivered live via Zoom
- Programs from 60-minute overview sessions to 2-hour in-depth workshops
- One hour of customization included
- Additional customization available

## Why Organizations Choose Patricia Haddock

- Interactive—not lecture-based
- Practical strategies participants can apply immediately
- Customized for your organization's needs
- Extensive experience serving government agencies
- Live online delivery with participant engagement throughout

## BUSINESS WRITING

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### Course name: Business Writing for Today's Professional

Create focused, well-written communications that are clear, concise, and correct. Participants will learn how to:

- Organize relevant information in a logical, strategic way.
- Write with focus and stay on point.
- Write for readability and comprehension.
- Recognize and eliminate extraneous and irrelevant information.

### Course name: Editing and Proofreading Your Writing

Improve written documents by strengthening organization, readability, and accuracy. Participants will learn how to:

- Use best practices for organizational editing and proofreading.
- Edit strategically and thoroughly for maximum readability and comprehension.
- Assess and manage appropriate reading levels, based on audience and type of document.
- Apply proofreading tools and techniques that make proofreading easier and more accurate.

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## **Course name: In-depth Proofreading for Greater Accuracy and Clarity**

Develop techniques that professional proofreaders use to produce error-free communications. Participants will learn how to:

- Find and avoid pitfalls common in proofreading.
- Recognize problems in their own and others' writing.
- Understand how to correct errors in structure, grammar, and punctuation.
- Apply shortcuts and use tools that make proofreading easier and faster.

## **Course name: Writing Workplace Documents for Managers and Supervisors**

Understand and use best practices for producing organizational-specific communications, such as reports, memos, and summaries. Participants will learn how to:

- Create effective short-form communications (email, text, etc.).
- Write and edit policies and procedures.
- Apply best practices for researching and writing reports, recommendations, and reasons for recommendations.
- Develop executive summaries.

## **LEADERSHIP**

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## **Course name: Leading Your Employees Through Change**

Gain the skills needed to anticipate and respond to employees' reactions to change. Participants will learn how to:

- Understand the change curve.
- Identify and enlist early adopters.
- Handle fear, anxiety, and resistance.
- Create a communication playbook for ensuring consistent messaging throughout the change process.

## **Course name: Developing the Right Mindset for Leadership**

Strengthen leadership skills and more effectively coach employees for professional development. Participants will learn how to:

- Apply mindset theory, based on mindset research by Stanford University psychologist Dr. Carol Dweck.
- Adapt the characteristics of fixed, growth, benefit, global, and leadership mindsets to meet challenges in the workplace.
- Use practical strategies that maximize mindset leadership strengths.

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## PROFESSIONAL EFFECTIVENESS

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### **Course name: Manage Your Mood to Reduce Stress and Improve Well-being**

Discover the tools and strategies needed to manage mood in the workplace, strengthen workplace relationships, and reduce stress. Participants will learn how to:

- Recognize the factors that influence their mood.
- Monitor and manage triggers that affect mood swings.
- Use the body, mind, and emotions to regulate mood and modify behavior.
- Apply emotional intelligence for mood management.

### **Course name: Building Effective Workplace Relationships**

Improve interpersonal relationships on the job to strengthen teamwork and resolve conflicts using emotional intelligence. Participants will learn how to:

- Understand and manage the dynamics of workplace relationships.
- Experience stronger, more effective interactions with coworkers.
- Easily create and maintain rapport with others.
- Communicate with emotional intelligence when conflicts arise.

## **Patricia Haddock**

Patricia Haddock is a published author, editor, trainer, and communication consultant with more than 25 years of experience serving public-sector organizations. Before launching her consulting practice, she managed communication programs for an international financial institution, serving more than 95,000 employees worldwide. She is registered and in good standing with the U.S. federal government's System for Award Management ([SAM.gov](http://SAM.gov)).

Her interactive webinars combine proven communication strategies with practical application and are regularly updated to reflect current best practices. She regularly delivers 20 to 30 professional development webinars for government agencies throughout California.

Selected clients include:

- The County of Santa Clara
- San Mateo County
- Regional Training & Development Consortium for Public Agencies

For scheduling information or to discuss your training goals, please contact:

Patricia Haddock

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Customized webinars can be developed to address your organization's specific communication, leadership, and training needs.