

## Professional Toolkit Program

### Program Overview

- This is a generic “overview” of how the Toolkit Program can be structured.
- Number and length of sessions can be tailored for any specific program.
- Training topics can be tailored for any specific program ([JRA Online Course Catalog](#))

- *Each Session is 2 hours.*
- *Each Online Course will take 2 hours to complete.*
- *Participants must complete 100% of the course work and attend 80% of the sessions to complete the program and receive a certificate of graduation.*

#### 1. **Session 1**

- **Topic: Induction & Overview**
- Program Overview
- Online Course Preview
- EventIntro “Smart Networking” introduction

#### 2. **Session 2**

- **Topic: Personal & Professional Growth**
- [Online Course: Growth Mindset in Action](#)

#### 3. **Session 3**

- **Topic: Getting Results**
- [Online Course: Results Driven: Goals, Action and Accountability](#)

#### 4. **Session 4**

- **Topic: Building Partnerships**
- [Online Course: Building Partnerships: Expanding Relationships](#)

#### 5. **Session 5**

- **Topic: Leading People and Building teams**
- [Online Course: Communicating Across Differences](#)

**6. Session 6**

- **Topic: Customer Service & Experience**
- **Online Course: [Customer Service Essentials](#)**

**7. Session 7**

- **Topic: Managing Conflicts at work**
- **Online Course: [Managing Virtual Conflict](#)**

**8. Session 8**

- **Topic: Participant “Teach Back” & Graduation**
- **Online Course: *Participants choose a topic (course) of their own interest:***  
**[JRA Online Course Catalog](#)**