



## BRAD TAYLOR GROUP FACILITATION/TRAINING

We work from a position that celebrates diversity, equity, and inclusion.

Our experience guiding varied and diverse groups toward identifying, pursuing, and achieving results will be a valuable asset to your team, your public and private meetings, along with your small and large projects and processes.

Brad Taylor Group creates space that:

- Inspires participation
- Improves communication involving individuals in distress, crisis, and/or are expressing signs of a mental health issue
- Nurtures learning
- Achieves results

## ADVISING/STRATEGIC PLANNING

BTG works with you to identify specific goals and helps to chart out the steps towards achieving your potential.

Our communication and organizational strategies will guide you toward success.

### BRAD TAYLOR GROUP WILL:

- Bridge gaps in communication
- Shift dynamics in small groups
- Craft effective language and strategies for messaging internal, external, and media communications
- Improve your skills, confidence, and outcomes

Our thoughtful, straightforward, results-focused, and flexible style will create a positive and productive environment where you and your team will excel.



## VIRTUAL WORKSHOPS

## COMMUNICATION STRATEGIES

- Phone & Email Communication
- Customer Service Training
- Mental Health Awareness
- Understanding Homelessness
- Pre/De-escalation

## STRENGTHENING PROCESSES

- Strategic Planning
- Facilitation
- Individual & Couples Coaching
- Executive Searches

BRAD TAYLOR has over 20 years of experience problem solving systemic issues, supporting and developing relationships with individuals who are experiencing homelessness and a situational or mental health crisis, and designing, developing, and delivering training sessions that improve internal and external communication strategies.

Brad's trainings explore "pre-escalation" by improving communication before escalation occurs.

He guides consensus-based strategic planning processes for groups, organizations, couples, and individuals.

BTG's priorities stem from our commitment to developing safe and productive spaces that explore power differentials, biases, and micro-aggressions, as well as the complexities of how race, class, gender, sexual orientation, and privilege intersect and impact our communication, our processes, and our work.





## VIRTUAL WORKSHOPS

### EXPLORE ISSUES AND CONCERNS THAT ARE SPECIFIC TO YOUR TEAM

Brad can support your team through interactive, online virtual meetings. Participants can bring real life scenarios, specific challenges, and get support with specific situations and stressors.

Your team will have the opportunity to explore challenging situations and be given concrete, practical tips and strategies to address their concerns and improve communication.

Tools will be centered around employees' mental, physical, and emotional health while providing important and valuable services.

### DEVELOPING, IMPLEMENTING, AND COMMUNICATING NEW POLICIES

Brad will help your team to develop and/or implement new policies and protocols that address public health concerns that stem from the Covid-19 pandemic.

### MAINTAINING PRODUCTIVE AND FULFILLING TELECOMMUTING WORKSPACES

Brad will offer tips and strategies your team can use to enrich their workspace, increase their connectedness to their teams, and improve their abilities to work productively in various challenging settings.

### STRATEGIC PLANNING

Brad will facilitate your team through a process that imagines where you want to be in one, three, and five years. His process will help your organization outline, define, and describe best next steps while building checkpoints to maintain your group's focus and chart progress toward larger goals.

## VIRTUAL WORKSHOPS

- Explore and examine your team's questions, concerns, challenges, and goals through one-to-one meetings with Brad or in groups of ten or less
- Gain skills in providing customer service in person, on the phone, and through email
- Debrief recent and/or critical incidents
- Create common language and practices for your team to use when communicating with the public, clients, vendors, agencies, and one another
- Gain skills in "Pre-Escalation" so that your team can address challenging situations in ways that best prevent escalation and conflict
- Improve group cohesion and strengthen team dynamics when your team works in the same space and when individuals are working remotely
- Establish employee wellness goals, practices, and programs
- Explore and resolve internal and/or external conflicts that impact your team and work
- Establish supervisory norms, expectations, and processes that adapt to current work environments.

[www.bradtaylorgroup.com](http://www.bradtaylorgroup.com)



## IMPROVING COMMUNICATION STRATEGIES FOR:

Government Workers

School Counselors & Teachers

First Responders

Public Safety Workers

Transportation Workers

Non-Profit and Faith Based Service Providers

Social Workers

Healthcare Providers

Corporate Teams

Anyone wanting to improve:  
In-person, Phone, and Email  
Communication