

# Biography



*Tawnya Mitchell* founded TM2 Consulting in 2005 after spending seventeen years as a public educator. She has a love of learning and passionate desire to help others polish their skills for professional success. TM2 consulting proudly assists others in enhancing their professional performance. Through her experience as an educator and now as a corporate coach, Tawnya Mitchell has helped others achieve success for more than two decades.

Tawnya draws from her experience as an educator and pulls from current trends in adult learning to deliver top training sessions, perform needs assessments, customized learning encounters as well as individual coaching. She specializes in soft skills training related to communication and interpersonal relationships. Tawnya is a dynamic development consultant with proven effectiveness in many areas including: leadership development, performance improvement, communication skills, coaching, needs assessments, instructional design/delivery, team facilitation and more.

Mrs. Mitchell holds a Bachelor's of Science in Education from the University of Texas. She has also obtained her Master's Degree in Management and Leadership Development and has added various certifications from prestigious entities.



*tm2 Consulting Solutions*  
(832) 444-1685

[tawnyamitchell@tm2consulting.net](mailto:tawnyamitchell@tm2consulting.net)

# Classes Currently Offered

## Button Pushers - Dealing with Difficult Situations

*(This course is available live and by Virtual Learning)*

Identify the top five “button pushing” situations and discuss why situations often escalate to conflict rather than resolution. Learn appropriate non-escalating interventions and practice techniques with peer critique and discussion.

## Communicating Effectively with Different Personalities (Virtual Learning)

Understanding the power of personality is important when it comes to effective communication. Learn to create a more effective conversation and written messages based on personality preferences. Identify the characteristics of the four different personality types. Also, identify preferences in non-verbal, verbal, and written communication that motivate each type.

## Diversity Awareness

*(This course is available live and by Virtual Learning)*

Today more than ever before, we engage with a variety of cultures. Understanding the cultural dimensions that exist in every culture will assist us in understanding behaviors and adapting our communication style to increase the effectiveness of our interactions. Define and identify the six cultural dimensions found in the research of Geert Hofstede and provide ways to apply information about the dimensions to specific business interactions. Explore how differences in perceptions of the cultural dimensions may occur and how they can manifest in business interactions. Discuss and develop personal plans to adjust behaviors to accommodate differences in the workplace.

# **Cont'd Classes Currently Offered**

## **Generational Differences** *(This course is available live and by Virtual Learning)*

Four different generations are now working side-by-side in America and each has a set of characteristics and preferences. In this course, we will define and identify the four generations and explore the behavioral characteristics and preferences of each generation. We will also identify how those differences in generational preferences may arise in business interactions and develop personal plans to adjust our behaviors to accommodate differences.

## **How Do I Manage My Time? Time Management Assessment and Improvements (Virtual Learning)**

Review a quick and easy-to-use tool for identifying your personal time management style. The self-assessment measures an individual's preference for one or more of the four basic behavioral styles. Learn how to capitalize on your strengths and understand how to avoid potential time management trouble spots. Identify ways to improve interaction with others who have different time management styles.

## **Leadership 101**

Address everything from trust to perception to attitude to give new and experienced leaders and managers the tools and techniques for developing and refining their skills. Learn to make better decisions and improve performance. Identify key characteristics of leaders and learn how to build trust and confidence with employees. Learn how to promote teamwork, act decisively, and demonstrate leadership in a crisis.

## **Learning to Listen (Virtual Learning)**

Learn how to focus and explore the visible and invisible aspects of effective listening behavior. Assess your personal listening skills in three dimensions. Learn what traits and behaviors are needed for both physically and mentally listening to maximize your strengths and improve your weaknesses. Understand common barriers to stay focused, capture the message, and help the speaker.

# Cont'd Classes Currently Offered

## Managing Across the Generations

*(This course is available live and by Virtual Learning)*

Four different generations are working side-by-side in America. Each generation has a set of characteristics and preferences. Each generation responds differently to authority and has a different set of motivators. Managing across the generations requires knowledge and agility. Define and identify the four generations in the current workplace and explore the perceptions of authority and chief motivators in each generation. Identify ways to flex communication and leadership styles to appeal to different generations and more effectively manage performance.

## Managing Performance – Key Conversations

Addressing unsatisfactory performance as soon as it becomes apparent is crucial. It is important to be able to recognize the types of poor performance and understand which responses are likely to be most effective for each. Learn to appreciate the importance of gathering facts and data rather than rumors, assumptions, or guesswork. Learn positive and constructive methods for handling unacceptable performance, including tips on how to provide corrective feedback. Identify and practice key communication techniques.

## Projecting Professionalism

Learn the importance of projecting a professional image through email, correspondence, and phone etiquette by understanding the impact of first impressions. Identify techniques to improve and polish speaking skills. Also, learn specific tips to improve professional image through dress, posture, poise, and body language to match experience with expectations and performance.

## Cont'd Classes Currently Offered

### Ready, Set, Present!

The ability to give an effective presentation is an essential skill and effective delivery and a poised presence can help send a message that influences an audience in memorable ways. Recognize and practice using tips and techniques to structure information and delivery designed for desired outcomes. Identify and implement strategies to increase audience engagement and attention with confidence, clarity, and cohesiveness. Practice techniques by developing and delivering a 3-minute mini-presentation to a small group.

### The Art of Influencing

#### Others

Learn how to lay the foundation for more effective communication. Develop creative ways to build rapport and genuine relationships. Learn to improve communication skills, including verbal and non-verbal messages, to be more effective with others and identify how to avoid common communication barriers. Recognize communication styles preferences, and tailor your communication to be more effective with each style. Learn methods for de-escalating difficult situations and resolving conflict effectively.

### The Positive Impact of Emotional Intelligence

Emotional intelligence is essential in achieving goals and maintaining productive, effective relationships. Learn how to enhance and improve your emotional intelligence to improve your professional and personal performance. Understand how emotions and thoughts work together to impact behavior. Recognize the differences between automatic limbic decisions and intentional conscious decisions and identify how they affect outcomes. Practice agile thinking and increase self-awareness and intentional thinking. Also, develop cognitive and behavioral strategies to manage emotions.

# Cont'd Classes Currently Offered

## Under Construction – Grammar and Usage Booster Session (Virtual Learning)

Learn how to use appropriate sentence grammar and utilize grammatical conventions to write accurate texts that are appropriate to the task.

## Under Construction – Punctuation, Booster Session (Virtual Learning)

Define, recognize, and correctly use periods, commas, apostrophes, colons, semicolons, hyphens, and question marks. You will learn tips and tools to enhance editing skills.

## Under Construction – Punctuation, Grammar and Basic Structure

Learn and practice rules to correct common punctuation and grammar errors. Learn the common mistakes of spelling and usage errors with confusing words, prefix and suffix use, and abbreviations. Get help developing a personal writing plan to implement immediately.

## What's My Role? - Team Role and Dynamics (Virtual Learning)

Identify your personal team member style and develop the interpersonal skills needed for effective teamwork. Understand how to capitalize on style strengths and how to improve on trouble spots. Identify your fellow team members' styles to better understand their behavior, learn how to adapt to it to improve interpersonal relationships, and develop rapport to become an effective team.

# Cont'd Classes Currently Offered

## Working With You is Killing Me!

*(This course is available live and by Virtual Learning)*

We have all worked with someone who makes work impossible, but it does not have to be that way. From chronic complainers to idea-stealers, boundary pushers to just plain jerks, a toxic co-worker can ruin your day – and your life! The amount of time spent worrying, avoiding, raging and obsessing over toxic employees can affect performance on the job and peace at home. Learn to identify traits of a toxic personality and toxic behaviors. Examine how your own reactions can enable the situation to continue or worsen. Understand and implement a series of proven responses to problem behavior. Leave the session with practical tools to respond in healthy ways to the toxic co-worker.



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