

Muddy's Work/Life Training Classes

Our "secret recipes" for how we work at Muddy's. The same classes we've taught internally for years, now available for you (or your whole team!).

Classes available virtually or in-person and always include:

- * at least one instructor
- * our instructors are experienced in both practicing & teaching the content
- * in the moment Q&A and audience engagement
- * teaser video for your group promoting your event (for private groups)
- * participant PDF/workbook for class content & additional resources

Looking to expand your own abilities?

We offer most "work/life" classes twice a year as open-to-the-public ticketed events. Class size is small so everyone has plenty of time to ask questions etc. Check out muddysbakeshop.com to see class schedule.

Interested in a private group for your team?

We love sharing how we work with other teams! Any of our classes below can be offered to your private group. We are happy to host you in our Muddy's classroom, come to you or gather virtually.

Pricing & Participants

Unless otherwise noted, classes run 2 ½ - 3 hours and are \$695 for up to 10 participants. Additional participants are \$20 each. We can accommodate up to 20 total participants.

EMAIL KIRBY@MUDDYSBAKESHOP.COM TO GET STARTED

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Menu of Classes

Intro to Visioning

Learn one of the core tools we use to identify what we want (both personally and organizationally) and then clearly communicate it so we're all rowing in the same direction. Learn the basics of visioning (what is it? when to use it? how does it work?) and actually get started on an individual vision in the class.

Hospitable Leadership

We believe the best leaders have a lot in common with the best hosts. Learn what hospitable leadership is and why it works, the 6 key habits of hospitable leaders, and how you can be a more hospitable leader at work, on a team, in your family... whether you occupy a formal leadership role or not.

Fearless Feedback

No one is born knowing how to give feedback well and most of us are never actually taught how either! And yet, as professionals, we're all expected to give & receive feedback. It doesn't have to be scary! Learn our accessible- and effective- feedback recipe to help your team gain momentum, build trust, and stop beating around the bush.

Customer Service Basics

Legendary customer service brings people back again and again, but when was the last time you intentionally trained about it? How does your team give great service to customers? To each other? To themselves? Learn basic "recipes" for proactive customer service including proactive customer care, handling complaints, and service to coworkers. (3 ½ hour/ \$795)

Visioning Masterclass

Learn the basics of visioning, draft a vision, complete activities to hone the vision and create a compelling 2nd draft, build a toolkit of vision exercises, and get started on a strategic plan to implement. (3 two-hour sessions or a full day "Camp" / inquire for price)

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FAQ

Q. Who takes these classes?

A. All were originally designed for & taught to staff of Muddy's. Since 2017, other organizations have hired us to share them with their teams. We've taught hospital administrators, nonprofits, school faculties, indie small businesses, arts groups, and teams from large corporations. If you'd like references, email kat@muddysbakeshop.com

Q. How should participants prepare for a virtual class?

A. Print the workbook, grab a pen, find a quiet spot with good internet. Turn off phone & notifications-- limit distractions. Perhaps grab a snack and a hot beverage... get comfortable and ready to learn!

Q. What about customized retreat facilitation?

A. Yes! If you're interested in facilitation for a private group vision retreat, please email. Prices range depending on length of day.

Q. Are workshops recorded?

A. No. In our experience, recording workshops inhibits student participation. In non-recorded classes, students feel less self-conscious and are more likely to ask questions and keep their video on, which helps everyone learn and have a great time. As they say in theater, there's nothing like doing it live!

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THANK YOU!

Kat Gordon, owner of Muddy's Bake Shop // kat@muddysbakeshop.com

Muddy's Bake Shop is a homestyle bakery making cakes, cookies, pies, cupcakes, and more in Memphis, TN since 2008. Over the years, Muddy's has received much national recognition as one of America's favorite local bakeries but we have also gained a reputation for legendary customer service, strong community impact, great culture, and staff development.