

Muddy's Bake Shop Virtual Work/Life Training Classes

Our “secret recipes” for how we work at Muddy’s. These are the same classes we’ve taught internally for years, now available for your team.

Private virtual training session includes:

- * live program with an on-screen instructor & a sidekick to facilitate Q&A
- * in the moment Q&A and audience engagement
- * teaser video for your group promoting your event
- * PDF for participants of workbook & follow up resources

Unless otherwise noted, workshops are 2 - 2 ½ hours each, \$650 per session. Choose the format that best fits your organizations needs:

- * **Interactive workshop:** best for groups of 5-15 (20 max)
Class involves in-the-moment interaction and Q&A from both instructor (verbal) and a sidekick host (via Chat) as well as live discussion around the activities.
- * **Presentation:** best for large groups, up to 300
Some Q&A available via chat at specific points throughout; reflection activities throughout so participants can engage content as we go.

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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 hour class... \$750

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" ... \$1,825

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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 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 retreat facilitation?

A. Yes! If you're interested in facilitation for a private group vision retreat, please email. Prices range, but typically \$975 for half day, \$1,825 for a full day.

Q. Are sessions recorded?

A. No. We want students to ask questions, share examples, and let their hair down a bit in order to have the best learning experience, not feel self-conscious about "performing" for future unknown viewers.

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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.