

# Leadership Training for Proven Results



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## A letter from the Founder, Rocky White MBA, CPA

There are many reasons to bring everyone together within an organization. It could be new training to improve skill sets, addressing culture adjustments, familiarizing with a change in management, or periodical inspiration and motivation. As a business owner, financial officer, vice president of business development, and nonprofit leader; I am familiar with addressing these needs on both a large- and small-scale. These situations are universal in all job industries; from government to service providers, manufacturing to education. To fulfill an organization's mission and goals, its people need to be on the same page, growing and refining their skills.

The mission at Speakers you Need, LLC (SyN) is to provide the best, most cost-effective professional trainers and speakers to organizations to assist them in reaching their goals.

The vision at SyN is to help organizations develop employees professionally and personally, creating an environment that is fun, effective and goal-oriented.

As a leader in fulfilling the training and speaking needs of diverse industries, SyN prides itself on the consortium of professionals who are as comfortable addressing Fortune 500 companies as they are speaking with multigenerational family businesses. Our trainers are highly educated and experienced; many have advanced degrees, are award-winning professionals, and/or have professional accreditations. Our speakers can be found throughout North America, so whenever your event is taking place, we'll be there.

SyN is focused on building strong relationships with our clients. These lasting associations allow us to see the inspiration and knowledge from the keynotes and training spread through the workplace. Many organizations bring our speakers back again and again because we listen, consult, and offer solutions that fit your budget. We remove the fear from outsourcing your speaker needs, and we will contribute to the success of your company.

Call or contact us today.

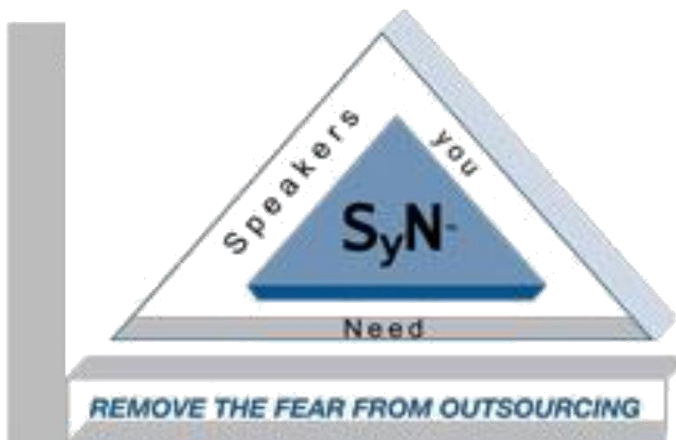
Kindest regards,

A handwritten signature in black ink that reads "Rocky White". The signature is fluid and cursive, with the first name "Rocky" and last name "White" clearly distinguishable.

Rocky White  
President and Founder  
**Speakers you Need, LLC**

### Member

- ATD Association for Talent Development
- SHRM Society for Human Resource Management
- AICPA American Institute of Certified Public Accountants
- MSCP Missouri Society of Certified Public Accountants



## Capability Statement

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## About Speakers you Need, LLC

At Speakers you Need, LLC it is our mission to provide the best, most cost-effective professional trainers and speakers to organizations to assist them in reaching their goals. As a leader in offering services to fulfill organizations' training and speaker needs, we have developed a consortium of professionals who have a proven record of speaking to Fortune 500 companies, government agencies, nonprofits, education, and many more. We have seen the learning and inspiration from the keynotes and training transfer to the workplace.

### CORE CAPABILITIES

- ⇒ Provide interactive consultation
- ⇒ Develop customized needs assessments
- ⇒ Match you with subject matter experts (SME) who know your industry
- ⇒ Bring professional trainers on - site who can impart relevant content
- ⇒ Do follow-up such as sending out surveys
- ⇒ Connect you and your employees to exceptional career coaches
- ⇒ Offer your staff certificate programs
- ⇒ Research current workplace and workforce trends
- ⇒ Serve as your professional training advisor
- ⇒ Over 100 soft- skill topics available customized to your organization
- ⇒ Over 100 Subject Matter Experts (SME's) for you to choose From

### PSC CODES:

R499 SUPPORT- PROFESSIONAL: OTHER

R799 SUPPORT- MANAGEMENT: OTHER

U001 EDUCATION/TRAINING- LECTURES

U008 EDUCATION/TRAINING- TRAINING/CURRICULUM  
DEVELOPMENT



NAICS : 611430

PROFESIONAL & MANAGEMENT DEVELOPMENT TRAINING

### DIFFERENTIATOR:

Speakers You Need, LLC is recognized by Society of Human Resource Professionals (SHRM) to offer Professional Development Credits (PDCs) for the SHRM-CPSM or SHRM-SCPSM. For more information about certification or recertification, please visit [www.shrmcertification.org](http://www.shrmcertification.org).

Continuing education credits (CEUs) are available jointly from Pensacola State College Institute for Corporate Professional Services and Speakers You Need, LLC.

### PAST PERFORMANCE:

- ⇒ US Army Corp of Engineers
- ⇒ Air force Personnel Center
- ⇒ Jessie brown VA Medical Center
- ⇒ US Air Force 561st Network Operations Squadron
- ⇒ Local and State Universities



US Army Corps  
of Engineers



JESSE BROWN  
VETERANS AFFAIRS MEDICAL CENTER  
Pittsburgh, Pennsylvania





## Accountability and High Performance 2 Day Program

Peak performance, 100% accountability, and full engagement – The expectations for those who serve as government employees are high. This class delivers powerful, practical and proven strategies so you can bring your “A Game” to work each day. Using cutting edge research and field-tested solutions, you’ll discover how to consistently and with sustainable energy create reputation-defining results.

The format for this class is lively and interactive. We’ll have plenty of activities and discussions to keep these golden nuggets of knowledge fun and relevant for your professional and personal life.

### LEARNING OBJECTIVES

- Accountability. It’s what everyone wants . . . for others!
- What teammates have a right to expect of each other, and how to make sure you’re holding up your end of the deal.
- Peak performers do just a few things differently to produce extraordinary results and to love the process.

### AGENDA

#### Self-Awareness

- Qualities individuals need for the team to be successful
- Your Point of Power lies in THIS moment. See it. Use it.
- Surprisingly small amount of info your reputation is based on
- Recognize and release these classic credibility killers
- Accidentally difficult? How to tell, and what to do if you are

#### Social Awareness

- The contagion of emotions – what you’re picking up and passing on
- Emotional mastery: 4 reminders before you go supernova
- What never to tell people at work, why, and what to say instead
- Taking negative feedback too personally? Rep-building responses
- Addressing conflict with diplomacy and tact: Scripts that work
- Optimism is overrated. Here’s how high performers weather chaos and crisis

**Priority Management**

- Bring the right amount of attention & energy to tasks with these 3 questions
- Time getting away from you? Refocus with this process
- Trade your “to do” list for this and you’ll stop spinning your wheels
- Problems with procrastination? Sure solutions for your biggest hurdles
- Simple formula for a seismic shift in productivity
- Most sacred time management myths – Busted. What really works
- Alarming insight into how you’re wasting time as you’re feeling extra busy

**Peak Performance**

- Dynamic duo of qualities that make you unstoppable
- Ready for sustainable motivation? Here’s how to make it stick
- Keystone habits. The tiny changes that make monumental differences
- 60-second thought exercise that turns you into a peak performer. Now.
- Emotional resilience. In tough times, bounce back, stronger than before.

**Expected Results of Training** – After attending this class leaders will be able to implement strategies to increase productivity and attain peak performance.





## **AFPC Leadership Certification Program**

### **15 Day Program**

The Air Force Personnel Center Leadership Certification Program is designed for individuals who are new to or preparing to move into a leadership role in the Air Force community or similar discipline. It also serves as a refresher course for those currently serving in a leadership or management position. Consisting of six modules, the program covers six important areas of leadership development; communication, work style diversity and collaboration, creativity and problem-solving, change management, influence and trust, and team-building through coaching and mentoring.

Each module stands alone allowing participants to enroll in just one module and receive a certificate of completion for the individual module. However, participants are encouraged to complete all six modules within a 2-year time frame to earn the Air Force Personnel Center Leadership Certification. Each module consists of 17 hours of training facilitated over two and a half days. Completion of the six modules provides 102 contact hours.

### **LEARNING OBJECTIVES**

- Identify their communication strengths, limitations, and specific areas for improvement.
- Participants will analyze and define their personal work styles, learn where to make improvements, and discover how to best leverage their own styles for success with their team.
- How to use creative problem solving for increased productivity and calculated risk taking, as well as teaching others to do the same.
- Understand the power of improved self-management skills, identify areas for personal improvement, and develop techniques for better self-management.
- Basic negotiation skills, strategies and techniques will be covered as well as guidelines for diplomatic approaches to challenging conversations.
- Help participants define and create an exceptional environment for developing good team members and encouraging best practices.

### **AGENDA**

#### **Module One**

#### **Communication Skills for Leaders and Dealing with Difficult People**

17 Contact Hours

- This module helps participants explore and understand their personal communication styles and preferences.
- Creating strategies and building skills to help participants improve communication with coworkers and customers with different styles.
- How to plan and create personalized scripts for handling common workplace communication challenges and deal with difficult situations and people.
- Discover ways to encourage and facilitate improved communication skills for their team members, a critical responsibility for leaders.

## **Module Two**

### **Handling Leadership Roadblocks & Collaborative Leadership**

17 Contact Hours

- Positive power of constraints and limitations, and how to leverage them for greater effectiveness and productivity.
- How to leverage the work style differences of coworkers for more collaborative efforts resulting in higher productivity and efficiency.
- Discuss and define possible professional, cultural, gender and age divides and best practices for overcoming potential roadblocks.
- Effective use of technology and best practices for leading collaborative and productive team meetings.

## **Module Three**

### **Problem Solving, Decision-making, and Leading a Team Through Change**

17 Contact Hours

- Learn to foster an environment of creativity and innovation.
- Participants will learn strategies and techniques for developing and using creative problem-solving skills, improved decision-making, and initiating innovation through to the successful execution of new ideas.
- Participants will gain skills to encourage creative problem-solving from team members and managing innovation through to successful execution.
- This module will also emphasize the need for energizing the office and explore simple, yet effective ways to re-energize employees in a high-stress environment.

## **Module Four**

### **Self-Management, Change Management and Creating an Environment for Successful Projects**

17 Contact Hours

- Learn to teach and encourage better self-management strategies and skills for their team members
- Insight into personal strengths and limitations to improve their ability to manage projects, priorities and deadlines.
- Help team members develop positive attitudes about change and embrace the benefits of change.
- How to build a team environment that supports completion of successful projects.



## **Module Five**

### **The Challenge of Leadership: Building Trust and Flexing Your Influence Muscle for Improved Outcomes**

17 Contact Hours

- Identify personal influencing styles and how to develop and use other styles.
- Benefits of building trust on a team, the levels of trust, and the steps required to build a team where trust levels are consistently high.
- Various approaches to influencing people and outcomes.
- Basic negotiation skills and diplomatic methods of approaching challenging conversations

## **Module Six**

### **Coaching & Mentoring for Excellence and Building An Exceptional Team (Even when you have imperfect team members.)**

17 Contact Hours

- The opening of this module focuses on what participants can do to improve their own team member skills and increase their value to the team they belong to.
- Learn to leverage the talent and resources they have and build a solid, high-performing team that works together.
- How to create a personal plan for developing a strong team that the best employees want to join.
- Techniques and strategies for coaching, mentoring, and promoting top talent to become strong allies within the organization.

**Expected Results of Training** – An increased development in communication, problem-solving, and management to build a better team and environment.



## Basics of Effective Project Management

### 2-3 Day Program

Basics of Effective Project Management addresses both technical skills and people skills of project management through three frames of reference: being on time, on target, and on budget. Whether project goals include planning a conference or planning a case management process, participants are constantly reminded of the necessity for making sure their projects hit the mark, and they are equipped with the practical skills to make sure they are successful. This seminar is divided into four segments:

*The Process of Project Management:* its uniqueness as a team entity and the characteristics successful project “managers” possess.

*The Project Team:* assessing, organizing, motivating, and scheduling for maximum performance.

*The Project-Planning Process:* identifies the techniques and tactics for cost containment, effective decision-making, and project fulfillment.

*The Problems of Project Management:* identifies team stress and project pitfalls that cause delays. This segment also addresses the issues of interpersonal relationships on a project team.

### LEARNING OBJECTIVES

- The course will provide methods to identify project scope, objectives and tasks to make it easier to focus on the desired outcomes.
- The participants will be able to assess a project team, and be able to distinguish project management demands from the demands of traditional management.
- The training will identify the steps of running a project. The participant will be able to respond to the changing needs of a project after attending these sessions to expand the learning beyond a current project.
- The seminar offers practical examples of project management. The participant will have the ability to apply basic assessment tools including: written documentation, risk assessment, problem analysis, and effective leadership during meetings.
- The participant will be able to plan and schedule a project.
- The participant will be able to use various tools to track time, cost and quality in the project.

## **AGENDA**

### **Getting Started**

This module takes a look at and identifies common traits for success. Specific attention will be focused on the differences between being a project member, a project champion, and the relationship of leadership to these topics.

- The Operating Environment
- The Organizational Culture
- Key Characteristics of Successful Projects
- Common Errors in Selecting a Project Leader

### **Defining Project Management**

Traditional management styles can discourage project efficiency. A new age and new philosophies have emerged to meet the specific demands of a project team. We'll define project management, and conduct an analysis of project risk.

- Four Basic Laws of Project Management
- Project Management vs. Traditional Management
- How Champions Differ from Managers
- What Kind of Leader Are You? (Assessment Tool)

### **The Project Management Process**

There is a cycle of life to every project. This module identifies the life cycle and plots the appropriate responses to the cycle.

- Four Leadership Styles
- The Project Life Cycle
- Ten Key Project Phases and When They Occur
- Life-Cycles

### **Initiating and Assessing the Project**

Some aspects of projects are neither glamorous nor exciting, but are necessary. This module develops practical ways to get the job done. Specifically: documentation, risk assessment, and the political issues of success.

- The Feasibility Study
- How Projects Vary Along Three Dimensions
- Nine Point Guide on Why Projects Fail
- Essential Items of Documentation
- Identifying Your Stakeholders
- What are Your Stakeholders' Agendas?

### **Organizing the Project Team**

Team-building and team management are indispensable tools for project managers. This module provides an overview of team dynamics and practical applications that provide vision for a project team.

- Getting Started
- Organization Dynamics When Teams Form

- Team Approach
- Team Leadership Skills
- Team Structure

### **Planning and Scheduling**

The basics of goal setting and strategic planning will be presented, and skills developed to make even the seasoned project member more effective in establishing a plan that can be followed.

- Sequencing Goals and Plans
- Setting Goals (A Healthy Struggle)
- Writing Your Plan for Others
- Mind Mapping Exercises

### **Charting and Graphic Techniques**

Outlining techniques, graphing techniques, and flow-charting will be discussed during this module. Software applications are discussed, and recommendations made for effective project-management scheduling.

- Software Evaluation Guide
- A Nine-Step Project Planning Process
- Charting Your Projects
- What Work Is Needed? The Outline
- Who Does What and When? (Gantt Charting)
- Are We Over-committed? (Pert/CPM Charting)
- Project-Management Charting (Exercise)

### **Implementing Your Projects**

This module presents the communication issues necessary for project leaders and members to effectively get the job done on time and on target. Communication dynamics will be examined carefully in this module. Oral and written skills will be developed that lead to more effective meetings.

- Building Project Pride
- Gaining Commitment to Self-Assessment
- Successful Project Meetings
- The Meeting Guide
- Communicating About Project Problems
- Estimating Time and Cost

### **Handling Problems**

Problems are an inherent part of project management, but they need not delay the project or cause undue stress. Participants will learn how to anticipate problems, avoid the predictable pitfalls, and manage the unexpected more efficiently.

- Strategy, Tactics, and Project Outcome
- Setting Up a Problem Alert System
- Anticipate Problems to Minimize Their Impact

- Roadblocks to Productivity
- Strategies for Handling Delays
- Five Ways to Prevent Conflict
- Conflict Resolution Alternatives
- Conflict Management Style Survey (Assessment Tool)

### **Wrapping it Up--How to End a Project**

This module offers a series of practical checklists and easy-to-implement advice on concluding a project. The effectiveness of a project, in the final analysis, is integration into daily operations. The participant will be able to wrap-up a project, treating it as a mini-project management task after the study of this module. There is a special emphasis on the people and process of wrap-up.

- Treat Project Termination as a Separate Project
- Be Sensitive about Staff Concerns
- Provide Ongoing Support
- Exercise Your Negotiating Skills
- Prepare a Phase II if needed
- Show Thanks and Appreciation then
- Bask in the results!

**Expected Results of Training** – The course will provide a realistic perspective of project management, identifying points that can be managed and clarifying traits that are an inherent part of project management.



## Coaching, Mentoring and Counseling Employees 3 Day Program

Being a leader today means more than just being a boss. It means being a motivator and coach!

Gain the critical skills it takes and achieve more than ever before!

Times have changed, and so has your role as a leader. Being a leader means more than just telling people what to do, then disciplining them when they don't do it. In today's world, it means creating an environment where people do without being asked. It means coaching people to become all they can be, and even more.

To make that happen, it takes a confident coach. Learn how to create a climate for effective employee coaching, learning, and mentoring. Gain an arsenal of tools and techniques to motivate peak performers, encourage promising employees, deal with poor performance, give feedback, and more. You'll gain important insights into what it takes to create an effective coaching environment, even if you've never done it before.

### LEARNING OBJECTIVES

- Establish an environment for continuous improvement and peak performance
- Involve employees and encourage them to take ownership in their performance
- Create relationships of collaboration while being able to confront conflict confidently
- Keep peak performers motivated and moving to the next level
- Coach average workers to higher levels of performance
- Build the trust and rapport needed to coach and mentor employees
- Turn around troublesome behaviors

### AGENDA

#### **But This Isn't Football: Understanding the Leader's Role as Coach**

- The new role of leadership and the need to be a coach
- Defining the coaching process: It takes more than pom poms and cheers
- What's in it for me: legacy planning and succession
- Overcoming four common obstacles to coaching involving organization culture, habit, and attitude
- Mentoring, coaching and counseling: Matching the approach to the employee's performance
- Understanding the eight important steps in the coaching process
- Assess your natural coaching strengths and areas for improvement

#### **Developing Critical Coaching Skills, Even if You Weren't Born Vince Lombardi**

- Developing climates of trust and a philosophy of "no surprises"



- Monitoring, measuring, and planning for performance improvement
- Delegating and pushing the envelope of personal growth and development
- Delivering praise and positive feedback with results
- Providing negative feedback or corrections with care
- Developing performance action plans

### **Grooming the Field: How to Establish a Coach Approach**

- Walking your talk as a leader and coach
- Maintaining a professional attitude toward performance and personnel
- How being visible and accessible are key
- Setting the stage of an employee performance meeting

### **Taking it from the Press Box to the Dugout: Observing and Monitoring Performance**

- The importance of monitoring employee performance long before trouble begins
- The how's and why's of documentation for improved performance
- Giving the benefit of the doubt and avoiding rash judgments and conclusions
- Analyzing and uncovering the root of performance issues
- Listening skills to engage employees in the coaching process
- How to avoid two communication killers in coaching

### **Communication Techniques of a Winning Coach**

- How to talk so people will listen
- Matching communication styles for greater success
- Using body language and environment as assets in a performance meeting
- The magic of precall techniques in open communication
- The art of using questions as a coach to elicit input and information from your employee
- Using a four-step process for bringing up issues without getting defensive reactions
- Maximizing on learning styles to get your message across and increase employee success
- What to do if they won't talk: Door openers that get the conversation going

### **Coaching Your Team to Greater Success**

- Why good performers can be even better
- Applying the 80-20 Rule to your staff
- How to use performance appraisals to raise the bar for continued improvement
- Setting new goals for enhance improvement
- Developing performance improvement plans
- The important role of training and continuous education

### **Payoffs for Performance: Building in Motivational Rewards**

- Understanding key motivators for most people
- How to use motivators that don't cost a cent
- Making the motivator match the person for maximum impact

- A proven dialog for delivering praise, compliments, and positive feedback for the best pay back

### **So They Dropped the Ball: Counseling the Under-achievers**

- Evaluating why employees make mistakes
- Developing the personal courage to confront poor performance
- Practical approaches to dealing with common employee problems
- A step-by-step approach to effectively discuss performance problems face-to-face
- What to do when they disagree
- How to deal with excuses, complainers, and blamers
- How to de-escalate anger, yelling and threats
- Addressing personal problems affecting performance
- Why it is important to involve the employee in the solutions
- Accountability and responsibility: the value of setting and enforcing clear limits
- Coming to agreement for change
- Rebuilding rapport and relationships

### **When Coaching and Counseling Don't Work**

- How to know when you've tried it all
- When it is best to "promote" others into the job market
- It's the how you do it that makes a difference: Allowing for self-esteem and dignity
- Following legal guidelines for termination and safety considerations

### **Keeping the Pros on Your Team: Mentoring Skills for Peak Achievers**

- Why it is important to pay attention to your peak achievers before they move on
- Essential skills needed to successfully mentor employees
- Common mentoring mistakes and how to prevent them
- Utilizing personal development plans to support employee development
- How to maximize on employees' personal strengths to go beyond expectations
- Developing employee mentoring plans for continuous improvement

### **Developing a Proactive Approach to Coaching a Winning Team**

- Making coaching a regular process for your team
- Proven techniques for keeping your staff energized even when under pressure and stress
- How to resolve issues with the "pass me down" poor performer
- Avoiding employee over-load: What to do when employees can't handle the workload
- Dealing with burn-out and negativity

### **Putting it into Play: Planning and Conducting Your Next Coaching Session**

- Choose a case situation and plan your coaching approach
- Brainstorm tactics, dialogs and possible responses
- Practice and role play coaching approach with others to be ready for the real thing
- Role playing from the other side: What it's like to be "the coached" employee

**Action Plans for Future Scores: A Team is only as Good as Its Coach**

- Setting personal goals as a leader for coaching success
- Developing an action plan for immediate application
- Setting sights on your life-long leadership development

**Expected Results of Training** – Through surveys and discussions, learn to leverage your personal style with the styles and diversity of your employees' communication and learning styles. Brainstorm solutions to common challenges faced in your special work environment and organizational culture. Develop coaching plans for employees and practice approaches with other participants. Leave this intensive 3-day program ready to turn your employees into self-motivated, peak performers!



## **Collaborative Leadership**

### **3 Day Program**

This seminar focuses on how each employee is important to overall organization and team performance. In today's competitive work environment, effective teams make the difference between success and failure. Leaders need to understand the process of team development and how to maintain motivation to achieve organization goals. This seminar provides strategies, techniques and tools to grow collaborative work groups and teams and meet challenges. We explore the methods to move from Forming to Performing as members learn to trust and respect one another.

#### **LEARNING OBJECTIVES**

- Develop collaborative teams that work together
- Get employees to value and respect one another
- Deal with problem team members
- Understand getting to consensus
- Gain group problem-solving methods
- Learn 10 steps to team development

#### **AGENDA**

##### **Building Collaborative Teams**

- The dynamics of working together using the Interactive Exercise - Tag Team Tic-Tac-Toe
- Definition of effective teams and positive team behaviors
- Team Phases - going from Forming to Performing
- Developing Trust and Respect between team members

##### **Tips to Team Development**

- Determining mission and goals.
- Understanding common values
- Developing team norms and boundaries
- Providing feedback and motivation

##### **Leading Through Team Tension**

- Maintaining standards and boundaries
- Dealing with interpersonal conflict
- Getting to win/win solutions
- How to handle submerged barriers to team thinking.

**Problem Solving and Consensus Development.**

- Getting outside-the-box solutions
- Tools for reaching consensus
- Problem-solving exercises
- Getting away from group "stink"

**Expected Results of Training** – After attending this information-packed seminar leaders and team members will be prepared to work together to achieve amazing results. The session will increase knowledge about each other and break down barriers keeping employees from working together to achieve organization goals.



## Creating an Environment for Successful Projects

### 2 Day Program

There are a couple of factors to the success of any project: the support it gets from senior management and the attitude of the project workers toward the project. This hands-on workshop provides in the keys to creating a strong, focused, project organization. Managers and prospective managers get the cutting-edge information and tools they need to build and support the project management climate that is the fundamental key to making projects succeed.

This workshop teaches the information and practices key managers need to ensure projects are supported by senior management, customers, and workers. This is not a project management course, it is a workshop on *managing* project management.

#### LEARNING OBJECTIVES

- The project management initiative process and how to implement it
- Supporting the project team
- How to create the environment for successful projects

#### AGENDA

##### Forming an Effective Environment

- Planning the project environment
- Creating strategic emphasis for projects
- Organizing the project management effort
- How to use this information to get the visibility and support you need

##### Organizing the Project Team

- How upper management influences project success
- Understanding work types
- Developing project managers
- How to provide feedback that encourages change
- Exactly what inspires project workers, and how to make it happen
- How to build morale in your project

##### The Intricacies of Project Management

- How to develop a strong project management information system
- Handling problems
- Project review questions you need to ask
- Strategic change



- The things you want to change—fast
- How to successfully implement those changes
- Making change happen

**Expected Results of Training** – Attendees will be able to establish an environment that allows and grows an organization where project work thrives.



## Effective Briefing and Presentation Skills

### 2-3 Day Program

The most successful leaders, managers and employees share one key ability - excellent briefing and presentation skills. They understand how to build a briefing/presentation that provides punch and impact.

Whether speaking to a small group of associates or a large audience, poise and confidence are required to be effective and persuasive. Effective Briefing and Presentations Skills will provide the requisite tools to meet these challenges.

#### **LEARNING OBJECTIVES**

- Design and deliver remarkable briefings and presentations
- Improve poise and confidence when in front of the room
- Deliver content in a concise and persuasive manner
- Answer questions clearly and concisely
- Understand the power of body language and non-verbals

#### **AGENDA**

##### **Developing your briefing/presentation**

- Audience Analysis (Exercise and Discussion)
- Types of Briefings and Presentations
- Building in Threes (30 second speech exercise)
- Laws of Recency and Primacy

##### **Speaking with Polish**

- Words, Non-Verbals and Tone-of-Voice
- Linking Ideas and Information (Exercise on building the briefing or presentation)
- Gaining and Maintaining Interest

##### **Use of Visuals**

- Add Impact With Audio-Visuals
- Types and When to Use
- Equipment Testing
- PowerPoint Tips

**Managing the Process**

- Understand Stress and How to Use It to Your Advantage
- Defuse Difficult Situations
- Handle Questions with Poise

**Practical Application**

- Each participant will give a 5-7 minute video-taped briefing on a mutually agreed topic.
- Upon completion of the briefing, there will be a feedback session with the instructor and group about the positives and needs improvement of the briefing.

**Expected Results of Training** – Students will gain the tools to improve their comfort and ability at the end of this informative and active course which will allow them to give more polished and professional briefings and presentations. They will truly become more talented and confident as they step in front of their audiences.



## Embracing a Leadership Mindset 3 Day Program

Leadership may include position power but not always. Relying too heavily on position power typically gets compliance instead of cooperation and an unpleasant culture. In this three-day program you'll learn how to be inspiring, convincing and persuasive, and when to be which.

You'll further develop the knowledge, attitude, skills and habits necessary for cooperative relationships and focused results.

### LEARNING OBJECTIVES

- Learn how to bring your team's mission and values into daily action.
- Increase awareness of how your thoughts and actions affect performance.
- Become skilled at creating and sustaining rapport, leading to greater cooperation.
- Get fresh insights for motivating yourself and others.

### AGENDA

#### Living Your Mission & Values

- Identify your "best" behavior and how to bring it out of others.
- Cultivate a culture in which people hold each other accountable for living up to their mission and values.

#### Your Mindset & Its Impact on Performance

- Nourish a growth mentality and inspire it in others.
- Become skilled at identifying what needs to be worked on next and executing impactful development plans.

#### Creating & Sustaining Rapport

- Develop the attitude and skills that make healthy long-term relationships possible.
- Learn how to positively overcome conflicts that might otherwise damage rapport.

#### Motivating Yourself & Others

- Learn how to motivate instead of manipulate.
- See how the right mindset leads to positively responding instead of negatively reacting.

**Expected Results of Training** – Those attending this session will leave knowing how to best lead their teams. They'll have a leadership mindset that results in improved relationships and better outcomes.



## Emotional Intelligence - A Leader's Guide

### 3 Day Program

Emotional intelligence is an integral part of professional image and effectiveness. This highly interactive session helps participants expand their understanding of Emotional Intelligence and its practical business application in a variety of workplace situations. In addition, participants develop a better understanding of the potential benefits and bottom-line results which can be achieved through consistent use of Emotional Intelligence practices.

A series of interactive activities and discussions engages participants in applying both principles and techniques of Self-Awareness and Management, Group Awareness, and Relationship Management in their unique work situations.

#### LEARNING OBJECTIVES

- Define Emotional Intelligence and its Return on Investment
- Determine how EI impacts the workplace and people
- Learn practical strategies to enhance personal effectiveness and impact organizational success
- Develop EI techniques which engage employees

#### Agenda

##### **Define Emotional Intelligence and how it works**

- Identify the four quadrants of Emotional Intelligence
- Recognize how each quadrant impacts communications, leadership, employee engagement and management.
- Build personal awareness skills as baseline for EI
- EI Personal Assessment
- Brainstorming session to identify the Return on Investment for increasing levels of Emotional Intelligence as a business practice.

##### **Determine how EI impacts the workplace and people**

- Recognize how EI affects leadership and management effectiveness.
- Recognize the costs and impacts of low EI.
- Case studies for participants to analyze for levels of EI demonstrated and how EI might have affected the outcomes. When client can provide specific organizational situations, they are incorporated for greater realism.
- De-brief – discuss results of case studies.

**Learn practical strategies to enhance personal effectiveness and impact organizational success**

- How to manage thinking, emotions, and behaviors related to Emotional Intelligence.
- How to improve communications and collaboration.
- How to use EI in emotionally-charged or conflict situations
- Each small group will be assigned a work-related situation and given background information. They will develop it into a demonstration of how to engage EI to influence a more useful or effective outcome.
- The entire group will be asked to observe and identify the behaviors and communications which are incorporated during each demonstration. Suggestions for “next time” will be part of the de-brief.

**Develop EI leadership techniques which engage employees**

- Develop a vision of your desired results. What do you want from your employees? What level of engagement would help you and your organization increase competitiveness and/or effectiveness?
- Connect EI practices to desired outcomes. Engage employees from the first day; recharge current employees.
- Practices which help employees increase their use of EI in workplace situations.
- Action Plan. Participant chooses specific elements within each of the four quadrants which will they will incorporate to help achieve the vision created at the beginning of this section.

**Expected Results of Training** – Participants will clearly understand the potential impact of Emotional Intelligence behaviors on bottom line results. Equipped with specific techniques and practices from the program, participants will choose and commit to practicing those which best serve their needs and the goals of their organization.





## Employee Engagement (EE) Strategies for Leaders

### 2 Day Program

Employees with the highest level of commitment perform 20% better and are 87% less likely to leave an organization. Disengaged employees are one of the biggest costs to organizations in today's workplace. In this course managers and supervisors will gain the understanding and tools to increase employee engagement (EE) which will allow the organization to be more productive.

#### LEARNING OBJECTIVES:

- Define what Employee Engagement really is – and what it isn't
- Assess the potential ROI for the organization, department, employees
- Understand Four Core Elements of an effective EE strategy
- Define employee roles and how each affect organizational performance
- Engage new employees immediately
- Re-engage disconnected or discouraged employees
- Identify behaviors and communications techniques which reinforce EE
- Practice and adapt techniques to fit workplace environment
- Develop a preliminary, customized EE Action Plan to implement immediately.
- Create a checklist of long-term action items

#### AGENDA

##### What it is and what it isn't

- Small Group Discussion:
- What is Employee Engagement? Why do it?
- Does it differ from "motivation" or is it the same?
- Establish a common definition as framework for the seminar
- Separate Attitudes from Behaviors
- Differentiate EE from "motivation"
- Introduce Four Core Elements of EE strategy
- Trust (behaviors of leadership and coworkers which develop trust)
- Respect (mutual respect at all levels – demonstrated and fostered)
- Contribution (to overall performance and success of the organization)
- Development (learning, skill building)

##### Benefits and Challenges of EE

- Brainstorm session: to list benefits of EE to organization, department & employees
- Discussion: How does/could EE give an organization a competitive edge?

- Identify conditions which support Employee Engagement
- Individual exercise and small group discussion
- Evaluate current environment for challenges and opportunities
- Clarify the role of the Manager or Supervisor
- Use of assessments to get employee perspective
- Assessment tools for all budgets or conditions
- Ask – and then - LISTEN
- Action Plan – What will I do to begin/expand EE in my workplace? Who will I enlist as champions? What resources will I need?

### **Employee Engagement Influencers and Practices**

- The Employee Factor: Personalities, Values, Beliefs, Past Experiences, Goals, Dreams, WIIFT
- Generational influences
- Five Roles of employee performance
- Basic – job description
- Innovator – improving processes, generating or participating in new ideas or solutions
- Professional Development – personal improvement
- Collaboration/Team member – working with others to accomplish goals
- Contributor – working in the best interests of the organization

### **Employee Engagement Influencers and Practices, cont.**

- Individual Exercise: Rate the value of each in your organization/department
- Individual Exercise – Current practices for each of the roles?
- Small group discussion and brainstorming:
- Compare current practices and reach a consensus on top 4-6 to list on flip chart
- Group “walk-around” to collect (and note) ideas for consideration

### **Use Proactive and Interactive Tools**

- Small group exercise/Large group discussion: Video or case studies for groups to analyze. Choose what encouraged employee engagement and what discouraged it.
- Leadership/Management Role: Demonstrate respect and build trust, self-management, give authority, empower decision making, and leverage employee strengths
- Communications
- Giving feedback: positive and negative
- Clear, concise messages which engage
- Use WIIFT to gain attention
- Email that strengthens working relationships
- Tools of Opportunity: Leadership, Cross training, Learning & Skill building
- Tools to Empower: Innovation, Decision-making, Authority
- Phase Two of opening exercise: Re-engineer the situation to incorporate components of this section.

### **Special Situations**

- On-boarding New Employees: engage from the beginning, immersion, social media, and the “Welcome Talk”
- Re-engage the disengaged employee: sincere dialogue, ask for opinions and suggestions, follow-through is critical
- Conflict management: “Hot Button” controls, creating a “win-win” environment, respectful dialogue, five-steps to finding a solution, and what to do when it’s not working
- Small group exercise/Case studies: Selection of typical workplace interactions (team assignments, problem-solving, process improvement, taking over a new team/dept.). Each small group must develop a strategy AND the language they would use in the situation to increase employee engagement. Depending upon group size, either all will present or a selection.

**Expected Results of Training** – As a result of this session, participants go beyond basic leadership to learn how to lead from processes that energize and empower employees.



## Leadership Skills for Non-Supervisors

### 3-5 Day Program

Leadership skills for non-supervisors training course is designed to teach you how to lead from your role in the organization. This course helps you improve the key skills you would need to gain the respect and support of others.

It is often thought that leadership belongs only to supervisors, managers, CEOs, and other top executives of an organization, while leadership is an essential skill which every individual at any level should learn and develop for the organization to grow and reaches its goals and objectives. The leadership skills for non-supervisors course helps you develop such skills. This training helps you step by step to become a leader. The leadership skills for non-supervisors course teaches you how to communicate effectively, manage your time, prioritize your tasks, solve problems, make decisions, build strong relationships, and align your goals with your organization's goals and mission.

### LEARNING OBJECTIVES

- Identify the characteristics and styles of effective leaders
- Use proper and effective techniques of interpersonal communication and conflict management
- Learn about the role of power in effective leadership to build working relationships
- Manage time and prioritize their projects to be most productive
- Use negotiation, problem-solving, and team-working skills to accomplish the team and organizational goals
- Become skillful managers or supervisors in future
- Identify factors associated with leadership and how to overcome fear and build confidence
- Develop values-based leadership practices

### AGENDA

#### Overview of leadership

- Leadership Characteristics
- Definition of Leadership
- Power
- Facilitative Leadership Skills
- Who is a real leader?
- Leadership vs. management
- Role of communication

**Introduction to Leadership**

- Qualities of leadership
- Leadership characteristics
- Leaders as Change Agents
- Implementing Organizational Change
- Dealing with Resistance to Change
- Developing leadership skills

**Time Management**

- Identifying long-term goals
- Making short-term plans
- Organizing office work
- Personal goals and objectives
- Organization and professional goals and objectives

**Decision making and problem solving**

- Decision making skills
- Effective thinking and decision making

**Communication**

- Common communicational issues
- Active listening skills

**Analytical Problem Solving for Effective Leadership**

- Conceptual Blocks for Effective Leader
- Applying Creativity to Problem Solving and Decision Making
- Ethical Decision Making
- Responsibility Charting
- Team Dynamic Roles
- Building Relationships
- Working in Teams
- Self-Awareness and Feedback
- Self-Control and Flexibility
- Self-Development and Organization Awareness

**Expected Results of Training** – Through the leadership skills for non-supervisors training course, you learn how to become an essential element of your organization. This course introduces you to the strategies via which you can even manage your supervisor to accomplish higher team results. The leadership skills for non-supervisors training course also improves your confidence as you promote to a leadership role.



## Leading in Times of Change

### 3 Day Program

Learn practical tools to define your role as leader during organizational and industry changes. Understand the dynamics of change and improve your efficiency and the productivity of your team. Establish a foundation of stability that allows you and your team to accept and succeed during change and turbulence. Be able to head off potential problems and orchestrate a team that not only survives, but thrives during times of uncertainty and drastic change.

#### LEARNING OBJECTIVES

- Discover success strategies for leading teams during times of change
- Identify ways to lead a productive team during periods of change
- Discover communication strategies that build trust and stability

#### AGENDA

##### Leading and Succeeding in Times of Change

- The Reality of Change
- Ten Traits Possessed by Successful People during Times of Change
- The Ten Biggest Mistakes in Managing Change and Lessons Learned
- Keys to Embracing Change and Becoming Your Own Hero

##### Mastering Leadership and Change Dynamics

- Understanding Change Dynamics
- Managing Endings
- Transition into Change: Leading through Limbo
- Providing Stability in Times of Transition
- Developing a Winning Team
- Motivating Your Team to Peak Performance

##### Communicating Change

- The Importance of Keeping People Informed
- Delivering Potentially Bad News in a Good Way
- Communication that Builds Trust and Stability
- Update Meetings to Build Stability
- What to Say When You Can't Say a Thing about Upcoming Changes



**Coaching Employees through Change**

- Communicating in Times of Change
- Listening Like a Leader
- Confidently Communicating Your Message
- Powerful Delegation Skills to Motivate Employees
- How to Diplomatically Deal with Conflict
- Addressing Poor Performers for Positive Results
- Leading in the New Beginnings Stage of Change

**Building Change Resilience and Self-Management**

- Developing a Resilient and Change-Oriented Culture
- Self-Management during Times of Change
- Managing Changing Priorities and Regaining Your Balance
- Developing an Action Plan for Lasting Results

**Expected Results of Training** – As a result of attending this session, participants will identify the essential leadership best practices for developing a resilient and change-oriented culture that achieves peak performance during times of change.



## Team Development 3 Day Program

Gain the tools to get people of diverse backgrounds, experiences, and attitudes working together to accomplish common goals and work together as a team. Energize and motivate others to greater productivity, translating into greater student achievement. Enhance your abilities to lead, mentor and motivate to achieve phenomenal success with exceptional results.

### LEARNING OBJECTIVES

- Have the tools it takes to get people working together.
- Be able to diminish conflict and resistance among individuals.
- Clearly communicate goals and objectives while getting the “buy-in” of others to rapidly move toward their accomplishments.
- Foster cooperative attitudes that enhance problem solving and collaboration.

### AGENDA

#### What It Takes to Get People Working Together

- Identify key elements to cohesive collaboration and cooperation
- Recognize the roadblocks and identify ways to overcome the obstacles

#### Your Role as a Facilitator, Coach, and Leader

- The importance of your role
- Identify ten keys to effective coaching to gain cooperation and enhance collaboration
- Recognizing your personal leadership style
- Find out if your style helps or hurts your efforts to gain cooperation

#### Elements of a Peak Performance Team

- Discover five elements crucial for peak performance and effective collaboration
- Learn to lay a foundation to get different people working together
- The importance of mission statements and norms of behaviors
- Using mission statements to draw diverse people together
- How to use norms to gain cooperation and buy-in

#### Stages and Transitions

- Team Life Survey
- What's normal, what's not
- Evaluating attitude and climate
- What to expect and how to use each stage as a building block

**The Language of a Leader:**

- Developing a Cooperative Communication Style
- Identify ten powerful communication traits of a powerful facilitator
- Develop the communication image of an influential leader
- Learn words that gain cooperation, and eliminate words that encourage resistance
- Learn how to pump people up without being a mere “cheerleader”
- Be more persuasive: Learn to sell them, not just tell them
- Master effective listening: The lubricant to cooperative action
- How to give effective feedback and enhance cooperation

**Successfully Facilitating Diverse Individuals to Achieve Common Goals**

- Learn the communication secret to successful leaders and facilitators
- Learn to successfully manage personality differences
- Know how to bring out the best in diverse individuals
- Anticipate “change reactions” from different individuals
- Learn the best way to get “buy-in” from diverse people

**Dealing with Resistance: A Natural Response**

- Why people resist and how to reduce its occurrence
- Know the secret to masterful diplomacy
- Know how to handle difficult behaviors and coach for cooperation
- Master conflict management: Know the four stages of conflict development
- Know what to do as conflict arises to gain cooperation and build strong relationships
- Master a five step formula for successfully requesting change

**Turning Negatives into Positives: Coach Your Way to Success**

- Engage in an interactive exercise to trouble-shoot current obstacles
- Brainstorm practical solutions and personal experiences
- Develop game plans and approaches to bring about resolution and change

**Developing Team Pride while Developing Momentum and Morale**

- Gain buy-in to common goals
- Lay the groundwork for trust and mutual respect
- Know how to keep the lines of communication open
- Empower others to use their personal strengths and contribute to others
- Know how to energize your team even when under pressure, crisis or change

**Expected Results of Training** – Leaders will develop teams that are cohesive and results-oriented. They will be able to use tools to maximize each member’s skills to create optimum team results. Using knowledge gained in the training, they will be able to use member differences to orchestrate a harmonious team with various skills to achieve organizational missions and goals.



## **The Challenge of Leadership**

### **3 Day Program**

This workshop provides a clear, practical look at the qualities and characteristics of leaders and leadership situations and focuses on practical problems and situations of the work environment. The emphasis is on learning proven ways of thinking and acting in leadership situations. Baseline definitions of leadership will provide a starting point for the discussions of the workshop. These skills are essential in effectively leading organizations and keeping the workforce engaged and focused.

#### **LEARNING OBJECTIVES**

- Communication
- Time/Priority Management
- Team Development
- Motivation
- Performance Feedback.

#### **AGENDA**

##### **Introduction**

- Definitions of leadership
- Leadership styles
- Leader qualities
- How Leadership differs from Management

##### **Leadership Concepts**

- A composite leadership model
- Situational considerations
- Formal vs. Informal Leadership
- Acting like a leader
- Thinking like a leader

##### **Communication Skills**

- Understanding the Model of Effective Communication
- Properly providing expectations and task requirements
- Building credibility
- Effective listening
- What you can do about it
- Leading effectively

**Time/Priority Management**

- Determining and managing priorities
- Assessing and dealing with risk
- Decision making
- Differentiating activity from progress

**Team Building and Motivation**

- 10 tips for team development
- Building Trust and Commitment
- Motivating the entire workforce
- What makes some people want to "get the job done?"
- Why doesn't everyone want to get the job done?
- The dangers of thinking out loud
- How to avoid Burn out

**Providing Performance Feedback and Dealing With Conflict**

- Delegating
- Recognizing success
- Recognizing failure
- Building effective feedback loops
- How to earn respect...even when they disagree
- Conflict management

**Expected Results of Training** – This class will set leaders up to take on the challenge of leadership by understanding and implementing the actions and behaviors required for successful leaders.



## **The Problem Solving and Decision-Making Workshop**

### **2-3 Day Program**

Problems, problems, problems...life is full of them and the decisions you have to make to solve them. Your professional and personal success depends upon your ability to solve problems and make good decisions.... fast! Bad decisions or delayed decisions cost your company and team time and money. Learn what it takes when you need to know what to do and following a mere hunch won't work.

Implement step-by-step processes and models, so ultimately you can be confident you've discovered the best solution and made the right decision in any situation. And just as importantly, be able to communicate to get commitment and follow through

#### **LEARNING OBJECTIVES**

- Why many of us hold back from effectively solving problems and making decisions
- How to develop the confidence it takes to make the leap
- Discover your special problem management style and
- Know when your style is most effective and when to adapt your style to different problem-solving and decision challenges.

#### **AGENDA**

##### **Facts about problem solving and decision-making**

- Six ways to improve problem-solving and decision making
- Defining a good decision: Why problem-solving is key
- What gets in your way: A personal survey

##### **Facing the Fear**

- Dealing with the fear of tackling problems and making decisions
- Addressing procrastination and avoidance
- Three approaches to breaking through decision deadlock

##### **Establishing a positive problem-solving and decision-making environment**

- Setting ground rules and establishing values
- Defining the problem
- Four problem-solving and decision-making styles
- Deciding your own with a self-survey
- Benefits and detriments of the four styles
- Working with other styles to solve problems

**Six steps to problem-solving and making high quality decisions:**

- Frame the problem
- Choose the people
- Choose the process
- Create alternatives
- Define value
- Analyze information

**Identifying Alternatives: Creating options**

- Mindmapping
- SWOT
- 80/20
- The Four Perceptions
- 7 Thinking Hats
- Two Attitudes Approach

**Next steps: Managing the stress of making decisions**

- Why decision-making creates stress and the impact on your abilities
- How to manage your mind

**Five tools to take the stress out of picking the right solution**

- The pro/con T chart
- Decision Wheel
- Decision Trees
- Decision Matrix
- Forced Decision

**Getting agreement**

- Keys to collaborating on a decision
- Managing the conversations
- Selling others on the solution or decision once it has been made

**Expected Results of Training** – Upon completion of this class participants will have a toolbox with proven methods to do problem analysis that leads to effective decisions in the workplace.

# Winning Techniques for Dealing with Difficult People

## 2 Day Program

When we see them approaching, do we slide into the nearest vacant office? Does their voice on the telephone or name on the “sender” line cause prickles of unease? Exploders – Bullies – Know-It-Alls – Whiners – Snipers – Sneaks – Backstabbers: these are just a few of the well-known, but not-beloved characters who rob us of energy, reduce teamwork, and challenge our patience.

This program helps participants identify their reactions to difficult people and learn new ways to flex their behavior and communications for better results. Participants will learn to think and act confidently when interacting with them.

### LEARNING OBJECTIVES

- Define difficult people types and their goals
- Revenge is not an option: how to remain calm and in control
- Act and speak more effectively – prepare for encounters
- Respond effectively to hardball tactics or attacks
- Survive and thrive in negative environments

### AGENDA

#### **Define difficult people behaviors**

- What makes them difficult?
- Are they difficult or just different?
- What strategies do they use?
- Interactive exercise: analyze a conflict

#### **Revenge is not an option: how to remain calm and in control**

- Changing mindset can change outcomes
- Understanding common values
- Commit to the power of RESPECT

#### **Act and speak more effectively – prepare for encounters**

- Plan your strategy
- Create scripts to use instantly
- Case Studies: Interactive exercise

#### **Respond effectively to hardball tactics or attacks**

- Respond instead of react
- Set limits: when and how to
- Use power questions



**Survive and thrive in negative environments**

- Identify and weigh options
- Protect yourself: three things you must do
- Stress reduction techniques

**Expected Results of Training** – Seminar participants will increase their understanding of types of difficult people and how to interact with them in positive ways. Participants will be able to choose specific strategies that respect their personal style and help retain personal power in difficult situations. For those situations which may not improve, participants will know how to cope and reduce stress levels.