

---

*The SyN Learning Institute*

# COURSE CATALOG

## FY25

REMOVING THE FEAR

**SPEAKERS  
YOU  
NEED**

THE SYN LEARNING INSTITUTE(R)  
EST 2013

OF OUTSOURCING

(913) 449-4041

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

[info@speakersyouneed.com](mailto:info@speakersyouneed.com)

---

## Table of Contents

<b>Communication</b>	<b>6</b>
Assertiveness Skills for Office Professionals	7
Assertiveness: Getting to Win/Win Communication	9
Collaboration and Communication Toolkit for Managers and Supervisors	11
Communicating with Impact and Influence	12
Communicating with Tact and Professionalism	13
Conflict Management	14
Dealing with Difficult and Emotional People Using Verbal Aikido	16
Effective Virtual Communication in Our Changing World	18
Powerful Communication for Women	19
Powerful Communication Skills	20
Skill Based Negotiation (Two Day Session)	21
The Art of Persuasion	24
The Essentials of Communicating with Professionalism and & Diplomacy	25
<b>Compliance Training</b>	<b>27</b>
Conflict Management	28
<b>Customer Service</b>	<b>30</b>
Customer Service for Maximum Outcomes	31
Developing Executive Presence: The Key to Your Career Success	32
Customers for Life – Gain and Retain Life-Long Customers	33
Dealing with Difficult People	34
Delivering Remarkable Customer Service	36
Developing Executive Presence: The Key to Your Career Success	37
Engaging Customer Services that Wows!	38
Exceptional Customer Service	40
<b>Course Objective:</b>	<b>40</b>
Organizing and Managing Accounts Payable	42
<b>Diversity</b>	<b>44</b>
Unconscious Bias in a Diverse Workplace	45
<b>Finance and Accounting</b>	<b>46</b>
Organizing and Managing Accounts Payable	47

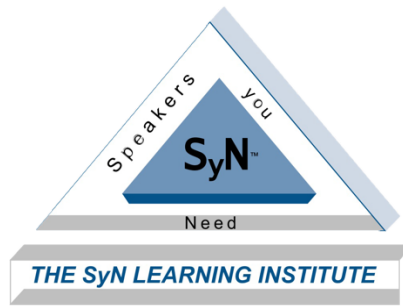
<b><i>Healthcare Act Made Easy</i></b>	<b>49</b>
HealthCare Act Made Easy 1.0	50
<b><i>Human Resources</i></b>	<b>51</b>
Delivering Exceptional Training	52
Facilitating with Impact and Effectiveness!	54
FMLA -- What Managers and Supervisors Need To Know	57
Front Desk Safety	59
Sexual Harassment and the Law	60
Sexual Harassment Training	61
<b><i>Interpersonal Skills</i></b>	<b>64</b>
Balancing Work and Life...in a Crazy, Connected World!	65
Becoming a Value-Added Office Professional	67
A Guide to Career Direction and Planning	67
Building Resilience	69
Building Win-Win Relationships	71
Business Professionalism	72
Coaching for Peak Performance	74
Developing a Beginner's Mindset	76
Interpersonal Relationship Skills	77
Living Well with Stress: Create Calm in Your Career/Change Your Outlook	79
Networking Skills: Getting to Know You	81
<b><i>Leadership and Management</i></b>	<b>83</b>
Change Management	84
Delivering Feedback with Positive Results	86
Developing Executive Presence: The Key to Your Career Success	87
Effective Leadership Skills	88
Emotional Intelligence for Leaders and Managers	90
Employee Engagement Strategies for Managers and Supervisors	92
How to Build a Positive, Respectful, and Successful Work Environment	95
Leading and Energizing Your Remote Workforce	98
Performance Management: Coaching for the Hybrid Workplace	100
The Critical Thinking, Decision making, and Problem Solving Workshop	101

Understanding Personality Styles and Their Significant Impact	103
<b>Office Professional Certificate Program</b>	<b>104</b>
Office Professional Certification Program - Module 1	105
Office Professional Certification Program - Module 2	107
Office Professional Certification Program – Module 3	108
Office Professional Certification Program – Module 4	109
Office Professional Certification Program – Module 5	110
Office Professional Certification Program – Module 6	111
Office Professional Certification Program – Module 7	112
Office Professional Certification Program – Module 8	113
<b>Organization</b>	<b>114</b>
<b>&amp; Time Management</b>	<b>114</b>
Managing Multiple Deadlines and Projects	115
Organizational Strategies that Get Results	117
Personal Accountability	119
Fundamentals of Effective Project Management	121
1-day outline	121
AGENDA	121
Fundamentals of Effective Project Management	123
2-day outline	123
AGENDA	124
Time Management	127
Time Management Skills for Busy Professionals	129
<b>Presentation Skills</b>	<b>131</b>
Effective Briefing and Presentation Skills	132
Facilitating with Impact and Effectiveness!	134
Poised and Powerful Public Speaking	137
Professional Presentation Skills	139
The Eloquent Executive:	141
Communication: The Language of Leaders	141
Knowing Your Audience	141
Leader-Speak: How to Speak so People Will Listen	141

Power through People: How to Build Instant Rapport	141
Keys to Powerful Meetings and Presentations	141
The Power of Listening	141
Difficult Conversations: How to Influence Others	142
Conflict: Real and Up-Front	142
Special Conversations Requiring Skills of the Savvy	142
Personal Action Plan	142
<b><i>Project Management</i></b>	<b>143</b>
Basics of Effective Project Management	144
AGENDA	144
<b><i>Organizing the Project Team</i></b>	<b>145</b>
Project Management	147
<b><i>Team Building</i></b>	<b>150</b>
Building a Dream Team	151
Coaching and Mentoring Skills	154
Developing Collaborative and Productive Teams	155
Developing Collaborative, Diverse and Inclusive Teams	157
Team Building	159
Virtual Management	161
<b><i>Technology</i></b>	<b>162</b>
Advanced Excel	163
Be the Boss of Outlook	164
Be the Boss of Word	165
Microsoft Excel – Tips, Techniques and Shortcuts	166
<b><i>Written Communication</i></b>	<b>167</b>
Writing and Grammar Skills for Today	168
Course Description	168
Editing and Proofreading for Today’s Workplace	171
Write for Results – Day One	172
Write for Results – A Two-Day Workshop	174
Writing and Grammar Skills for Today	176
Course Description	176



# Communication



## Assertiveness Skills for Office Professionals

### Session Overview:

Assertiveness is only difficult because it's misunderstood. Understanding what assertiveness really is gives us the comfort level to incorporate it into all our communication. Assertiveness becomes the one great option for effective communication. We'll build the comfort necessary to embrace the tools of assertiveness and improve communication with everyone!

### Learning Objectives:

- Overcoming discomfort and embracing assertiveness
- How to have those difficult situations
- 10 ways to delegate up
- Gender differences in communication
- How to manage your boss

### Understanding Assertiveness

- Skill Set one: Your Assertive Voice
- Skill Set two: Body Language
- Skill Set three: Gender Differences
- Activity: Paper folding instructions

### The Tough Stuff

- Skill Set one Eliminating Fighting Words
- Skill Set two Learning to say No
- Skill Set three Handling Difficult Situations
- Activity: Making Paper Cups

### Delegating Up

- Skill Set one 10 ways to Delegate Up
- Skill Set two Conversations with the Boss
- Skill Set three Organizing the Boss
- Activity: Practice!

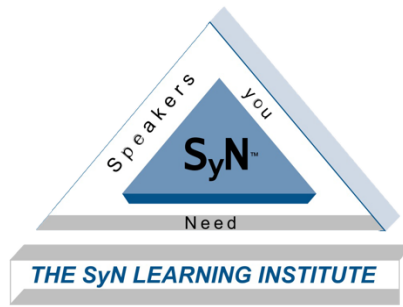
### Setting Boundaries

- Skill Set one Staying cool, calm and collected
- Skill Set two Handling Conflict
- Skill Set three De-stressing
- Activity: Using a script



Conclusion/Expected Results of Training/Take Away/Immediate Results. Assertiveness is Awesome!

When participants truly understand the value of REAL assertive communication they will feel far more comfortable embracing the skills and techniques in this program. Assertive communication will become a natural and effective process and they will incorporate these skills into their everyday lives.



## Assertiveness: Getting to Win/Win Communication

This seminar focuses on how to communicate to reach agreeable outcomes. It looks at how inappropriate communication can lead to misunderstandings, conflict, resentment and more. It demonstrates how passive, aggressive and assertive communication styles impact our ability to develop positive interpersonal relationships.

This seminar provides strategies, techniques and tools to become assertive, win/win communicators. .

### Course Objectives:

- Understand exactly what Assertiveness is.
- Use Assertiveness skills to attain win/win results
- Explain the differences in Passive, Aggressive and Assertive Communications
- Getting cooperation with co-workers and superiors
- Handle difficult team members with powerful scripting techniques

## AGENDA

### Define Assertiveness

- Exercise - Passive/Assertive/Aggressive
- The 3 Rs of Assertive Communicators
- What does it mean to get to Win/Win
- What causes miscommunications

### Communication Basics

- Words, Tone of Voice, Body Language
- Getting a Receipt for Communication
- Exercise: Words to Lose and Words to Choose

### Dealing with Tension and Conflict

- Conflict is.....
- Methods to reduce - proactive
- Methods to cope - responsive
- Scripting exercise

### Assertive Techniques

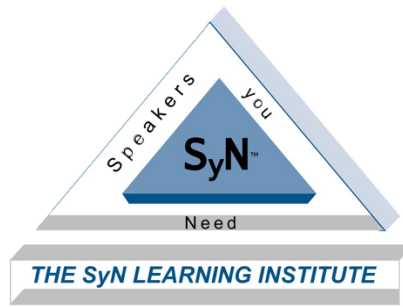
- Limit Setting
- Broken Record
- Fogging
- Negative Assertion and Negative Inquiry

### Growing the Skill

- Ways to move from being a passive to an assertive communicator
- Ways to move from being an aggressive to an assertive communicator

### **Action Planning**

After attending this information-packed seminar you will be able to use Assertive Communications to develop strong relationships and reduce conflict and confrontation.



## Collaboration and Communication Toolkit for Managers and Supervisors

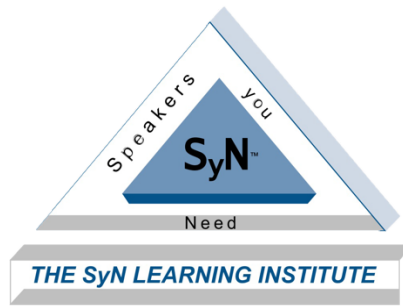
This interactive program involves participants in the collaboration/communication process from beginning to end with a simulation of the collaborative process. Clients may provide an organization-specific situation for the simulation to replace the more general standard simulation.

Participants will build a shared understanding of what collaboration is and what it can do for them and their organization. They will learn the necessary steps and practical strategies needed to achieve the best results. Communications techniques are embedded at each stage of the collaborative process to help participants use more effective communications to achieve better outcomes.

This program can be adapted for teams/departments or for front-line employees.

### Objectives

- Establish a common definition of Collaboration and its value
- Build an understanding of the four major options of collaboration and how they are applied
- Use planning tools to ensure greater success
- Learn and use a systematic process
- Improve communications when collaborating with one or many
- Create dynamic, productive meetings



## Communicating with Impact and Influence

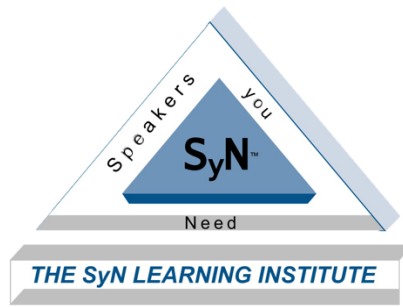
You cannot NOT communicate! Use the power of communication to build better relationships, improve customer interactions, enhance teamwork, and increase productivity. As a side effect, you'll reduce stress and conflicts, improve your work environment, enhance creativity, and build self-esteem. And if words are golden, why not start mining!

Communication is the key to superior relationships and success with everyone we encounter. Yet despite our good intentions, communication can flounder. Learn why communication problems arise and how to prevent them. In this valuable program, you'll learn more than just how to talk and listen. You'll learn priceless tools and techniques to enhance relationships and increase influence.

Present your ideas in a way that causes others to hear them with an open mind. Communicate with people of different personality types, ages, and tendencies. Learn how listening can give you stronger control over a conversation and increase understanding. Be able to take responsibility and raise issues with co-workers, clients, and others even when the conversation becomes difficult. Develop the courage and tools to communicate directly to people to increase teamwork, effectiveness and improve all relationships.

Course Objectives:

- Understand why communication can flounder and how to get it back on track
- Identify tactics to increase your influence
- Gain confidence as you share your thoughts and opinions
- Develop courage and tools to increase teamwork and improve relationships



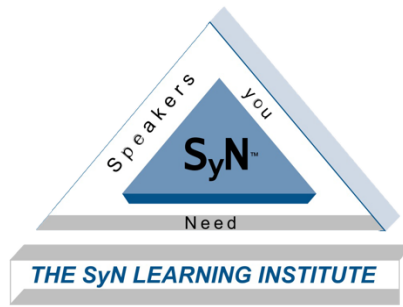
## Communicating with Tact and Professionalism

Professional communications involve two or more people, either in person or electronically. Rude, abrupt or graceless messages rarely build relationships and good will or persuade others to collaborate or cooperate, regardless of the method of delivery. Tact and diplomacy are not always natural skills, nor is the thinking which leads to the appropriate behaviors.

Participants in this highly interactive program develop the thought process and the language, as well as the behaviors of tactful, professional communications. Case studies, role plays, and scripting reinforce the course content.

### Course Objectives:

- Build Bridges or Build Walls
- Create a supportive environment for difficult messages
- Deliver clear, persuasive messages which put people at ease
- Handle challenging situations with grace and tact



## Conflict Management

### Course Description

*Conflict is normal.* As long as we are all different, we will have conflict. It is *how* we manage the conflicts we experience that is the key to superior relationships and success with customers, clients and team members. Through this highly interactive program, you will learn how conflicts arise and how to handle them.

Be able to take responsibility and raise issues with managers, co-workers, clients and others even when the conversation becomes difficult. Develop the courage and tools to tactfully address conflicts, increase team work, effectiveness and improve all relationships.

### Course Objectives

To understand the complex dynamics of conflict management and how to master your emotions and respond with confidence

Debunk the myths and confusion surrounding conflict

Develop conflict resolution strategies and application methods

### Agenda

#### Gaining a Healthy Attitude and Approach to Conflict

How you feel about conflict influences your ability to respond. See conflict as an opportunity to develop positive relationships.

- Finding the positives and opportunities of conflict management
- Discovering negatives in unresolved conflicts
- Eliminating five popular myths to conflict management
- Recognizing and eliminating personally engrained beliefs that get in the way
- Implementing positive conflict approaches with co-workers, customers, and more

#### Understanding the Dynamics of Conflict

Know why people respond the way they do in conflict and work toward preventing it in the first place. Also, know how to pick your battles and manage emotions.

- Why all the fuss
- Constructive conflict management: What's it all about
- How to know when you are overreacting and how to control it
- Picking your battles wisely: When to take it on and when to walk away

#### Developing a Conflict Management Game Plan

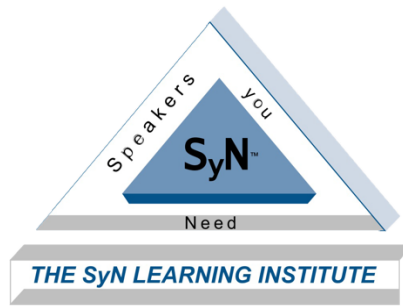
Select a current conflict, one from the past that did not go too well, or a chronic situation you encounter. Develop a plan as to how to use what you learned. Leave with an action plan ready to implement.

- Implementing what you learned
- Steps to developing your action plan
- Making the commitment, finding the courage and following through
- Making positive conflict management a habit

### **Course Outcomes**

Participants gain the knowledge and confidence to deal with conflict issues effectively. They see it as an opportunity to develop better relationships and enhance communication. By being able to identify key stages of conflict, they can approach each conflict with a strategy for success. Using assertive techniques, they can communicate and listen effectively to facilitate win-win resolutions while maintain emotional control. With these techniques, participants are able to prevent, cope, and respond to conflicts as they arise while maintaining healthy, professional relationships.





## Dealing with Difficult and Emotional People Using Verbal Aikido

# 合氣道

### Prevent and De-escalate Defensive, Angry People while Gaining Cooperation

**As we all know, these are tough times for a lot of people. And during times like this, more of the people you encounter on the job may respond with hostility or strong emotions. You need to ready!**

**Verbal Aikido** allows you to prevent many conflict situations from developing in the first place. And when they do occur, you will be able to de-escalate them quickly, while maintaining your professionalism and energy.

Aikido is a nonviolent martial art that never meets force with force and requires little energy. In Verbal Aikido, you respond to your opponent in a way that redirects negative emotions and allows you to work together to come to a resolution. By applying these principles, you can resolve situations faster and foster positive relationships with difficult customers and team members.

Learn to respond to heated situations assertively without being pulled into the battle. Establish win-win resolutions that maintain the relationship and reduce your stress. Use the secrets of Aikido masters to foster positive, productive relationships with anyone anywhere.

### Workshop Agenda

#### **Verbal Aikido and Difficult or Emotional People: It Starts with a Mindset**

Understanding the Art of the Verbal Masters

Seven Basic Principles to Applying Aikido to Difficult or Emotional People

Verbal Aikido Survey: Understanding the Difference in Mindset

#### **Understanding Yourself and Your Opponent**

Could You Be Your Worst Enemy

Five Important Questions to Diagnose the Cause of the Problem

Six Steps to Handling Difficult or Emotional People

#### **Managing Stress and Anger: Yours and Theirs**

Ten Techniques for Self Control

Proven Methods to Managing Tears

Five Keys to Staying Cool with Difficult People

### **Managing Stress and Anger: Yours and Theirs (continued)**

How to Assertively Raise Issues without Defensive Reactions

How to Redirect Negative Attacks without Losing Energy

### **Prevention: Identifying and Dealing with Communication Differences**

Personality Clashes that Create Difficulty

Common Communication Failures

Seven Destructive Habits that Kill Relationships

The Importance of Listening in Verbal Aikido

Seven Steps to Gaining the Others Viewpoint

### **Mastering the Art of Conflict and Interventions with Emotional People**

Six Important Points to Remember when Managing Conflict

Five Critical Stages How to Respond and De-escalate Each:

- Emotional Discomfort Stage
- Resistive Stage: Challenges and Refusals
- Verbal Outbursts/Threats
- Physical Actions
- Calming Down Stage

### **Good, the Bad, and the Awful: How to Deal with Dysfunctional Behaviors**

Successful Techniques for Dealing with Common Difficult Types, Including Bossy Ben, Conan the

Complainer, Know-it-all Nancy, and Procrastinating Pete

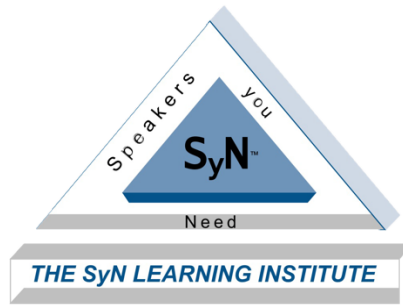
Dealing with Behavior Disorders

### **Change and Action Plans**

Developing a Plan to Deal with Your Most Difficult Person or Scenario

How to Build New Habits of Interaction

Developing the Courage to Become Your Own Hero in Challenging Situations



## Effective Virtual Communication in Our Changing World

### Course Description

Communication approaches have to “fit” the situation. That is why, in our virtual world of emails, virtual meetings, texting and more, even the most skilled communicator may experience challenges. What we do spontaneously face-to-face can get us lost in cyberspace.

The good news is there are amazing techniques we can employ to manage the virtual venue of communication and overcome obstacles. Through this fast-paced, information-packed training, we will cover “The You,” “The Who,” and “The How” of success virtual communication.

“The You” - Take charge of your virtual professional image. Develop the unique set of skills and techniques to communicate effectively. Be able to establish your best impression and ensure understanding while reducing conflicts and increasing trust and respect.

“The Who” - Recognize other people’s virtual personality and communication styles, as well as build awareness to your own. And even when you can’t “see” who you are communicating with, master the magic of verbal, mental and physical engagement to accomplish more.

“The How” - Know what best approaches to use when communicating information, requests and more. By applying these personalized approaches, you will have greater influence, increased collaboration and reduced misunderstandings.

Increase your productivity, as well as your team’s, by clarifying expectations and establishing agreements. Get responses in a more timely fashion and accomplish more in virtual meetings with less time and stress.

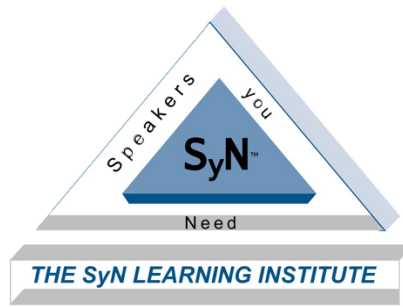
“The Outcome” - As a result of this training, you and your team will be able to navigate the nuances of virtual communication. And whether face-to-face or virtually, you will be able to masterfully get your message across in a way that best demonstrates your professionalism and integrity while building better relationships.

### Course Outline

#### The New Reality of Communication

- Challenges of communicating in a virtual world
- Steps to succeed and achieve effective virtual communication
- Setting personal goals

#### Creating Professional Communication Habits in a Virtual Environment- **The You**



## Powerful Communication for Women

Say what you need to say, when you need to say it. Powerful women learn how to communicate assertively without being labeled aggressive. Communication is an art, a dance that we do to gain rapport and credibility. “Power Communication for Women” will help you **master the art form of communicating with power and finesse.**

Communicating effectively gives you a leg up in every interaction. Though you may be amazing at what you do, if you cannot communicate effectively you will never excel. **In today’s world, top-notch communication skills are an absolute must.**

This, fast paced, hands-on workshop will help your team take their learning to a deeper level as they get involved in the development of the skills that will allow them to **better communicate and excel.**

### Learning Objectives:

Upon successful completion of this course, your team will be able to:

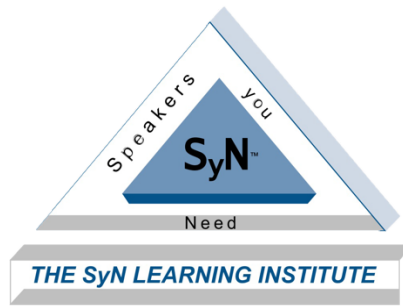
- Apply effective communication tools to create immediate results
- Demonstrate confidence and authority when speaking
- Develop rapport with the people around them
- Use assertiveness without being pushy
- Apply valuable techniques to be able to communicate calmly and professionally
- Employ strategies for keeping emotions under control
- Utilize effective listening strategies
- Design and implement a plan to improve their overall communication effectiveness

### Measurable Results:

- Greater rapport with everyone
- Increased job satisfaction
- More effective meetings
- Stronger teams
- Higher sales
- Improved customer service

Your group will **laugh** and **grow** as Janice takes them through powerful exercises where they will experience their **communication potential.**

**Bring this fun, interactive thought-provoking training to your event or organization and your attendees will leave enriched, invigorated and ready to make changes that will improve their lives!**



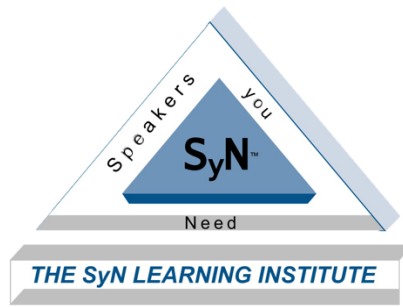
## Powerful Communication Skills

Communication is the key to superior relationships and success both with customers, clients and team members. Yet despite our good intentions, communication can flounder.

Learn why communication problems arise and how to prevent them. Know how to communicate with people of different personality types and tendencies. Be able to listen effectively, even if you initially disagree with the speaker. Be able to take responsibility and raise issues with managers, employees, co-workers, clients and others even when the conversation becomes difficult. Develop the courage and tools to communicate directly to people to increase team work, effectiveness and improve all relationships.

### What you will learn:

- To understand the complex dynamics of the communication process and why things go wrong
- How to prevent communication breakdowns and obstacles
- How communication is each person's responsibility
- The *secrets* to establishing "instant" rapport
- What your personality type is and how your communication style differs from others
- How to communicate to increase understanding and cooperation
- How different personality types respond to change and conflict
- What the best approaches are with each personality type when dealing with conflict or change issues
- What it takes to listen effectively to others
- The importance of words, voice and body language in the communication process
- How to use body language as a power tool in communication
- How to recognize the importance of open, direct communication
- The difference between assertive and aggressive communication
- Why assertiveness is necessary in healthy relationships
- A three-step formula to positive conflict management
- How to eliminate passive behaviors that get in your way of achieving your goals
- How to directly raise issues with others in a respectful and assertive manner
- Why it is important to have courage and confront issues early and directly
- How to effectively speak up in meetings
- Key pointers for giving presentations
- How to promote yourself



## Skill Based Negotiation (Two Day Session)

One of the biggest fears of negotiation is that money will be left on the table. In the extreme, this fear prevents some people from entering into – or staying in – the negotiation process. For others, money actually is left on the table because they haven't grasped all the nuances of the process.

And there is a process. It is made up of understanding five outcomes, two strategies and, of course, a myriad array of gambits that can be identified.

Build your confidence, sharpen your knowledge and hone your negotiating skill in this interactive workshop which makes negotiation an engagement to celebrate rather than a tough deal to get through.

Using accelerated learning principles for teaching and engaging adults, this workshop relies upon interactive exercises, relevant business examples and participant involvement to reinforce application.

What is outlined below is appropriate for an in-depth two-day program. A one-day version is more of a fast-paced survey of the objectives and topics described. The "SKILLS PRACTICE" is not included in the one-day version.

### **Learning Objectives:**

1. Determine which of five negotiation outcomes (e.g. defeat, accommodate, withdraw, compromise and win-win) to pursue before the negotiation begins.
2. Identify negotiating strengths and weaknesses in participants and predict negotiating strengths and weaknesses in the opposing team.
3. Understand and execute two broad negotiation strategies: positioning and issues negotiation.
4. Identify and counter both well-known (e.g. good guy/bad guy) and less well-known (e.g. the set aside) negotiation tactics or gambits.
5. Practice negotiation by creating and implementing a plan of action based upon outcomes, strategies and tactics.

## **AGENDA**

### **Negotiation is a process, not an event!**

- What is negotiation?
- Be tough on issues, soft on people – Really?
- Perceptions about winning and losing
- Three skills that are different: negotiation, persuasion and influencing
- What are you looking for?

### **The Neighbor's Dog – An analogy for understanding the process**

- The basic problem is with the neighbor not the dog
- Two goals for the conversation
- Two traps to avoid
- Three critical questions to answer

### **Five outcomes of any negotiation**

- Defeat – often perceived as “I win/you lose”
- Accommodate – often the default because the other party is my customer
- Withdraw – it is not the same as a well known tactic called “the walk away”
- Win-Win – just another name for collaboration
- Compromise – it is not bad, it is expedient and most of us must be better at it
- How to judge which outcome to chase and ways to execute the decision

### **Self-Assessment: Negotiating Style Profile**

#### **Strategy One: Positioning Negotiation**

- The tourist in the foreign bazaar – haggling one dollar at time
- The blueprint featuring six components
- Each side has three of the components separately
- Each side shares a closing point and a negotiation zone
- The most important component of the six
- CASE STUDY: Ball Bearing Bind

#### **Strategy Two: Issues Negotiation**

- The tourist in the foreign bazaar – taking a new approach for winning
- The blueprint featuring four components
- Why the best negotiators think in terms of agreement rather than just currency
- CASE STUDY: Ball Bearing Bind, Second Approach

### **SKILLS PRACTICE: Lab Supplies for the University**

#### **Negotiation style versus personality style – how to capitalize on your strengths from both**

- Self-Assessment: Personal Profile System
- Pacing with four different personalities – face to face, phone and email tips
- Negotiating with grizzly bears and other difficult personalities

#### **Using creativity and other tactics for breaking deadlocks**

- Osborn's four rules of brainstorming
- Three stages of creativity
- 20 ways to break a deadlock

### **SKILLS PRACTICE: Napa Valley Purple Pages**

#### **The Set Aside, Higher Authority and other common negotiation gambits**

- What's a red herring?
- Questionable authority versus higher authority
- Good guy/bad guy

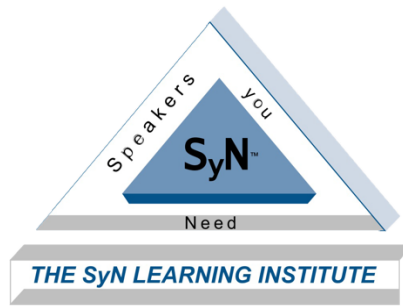
- Puppy dog close

## **Best practices for international negotiation**

### **Honing your negotiation approach for the future**

Negotiation is a skill. Every skill is comprised of understanding a body of knowledge and application (practice) of that knowledge. This workshop enables participants to take away specific and tangible insight about what needs to be done to continue honing the skill of negotiation.





## The Art of Persuasion How to Increase Your Influence and Achieve More

### **Understanding Communication and Influence: It's Not All Talk**

- Myths and facts about effective communication and influence
- The science of persuasion and influence
- Advantages to being a persuasive communicator

### **All Influence Starts with Understanding**

- Why good listeners have more control in a conversation
- Eliminating common obstacles and personal habits, so you can REALLY listen
- The secrets to “seeking to understand” a person’s perspective, emotional triggers, and communication style and fashion your message accordingly

### **How to Persuade and Influence Others**

- Discover six categories of psychological influence
- How to determine secret motivators of others
- Understand and apply the four critical elements of persuasion
- How to develop a value proposition

### **Becoming a Master Story-Teller for Greater Impact**

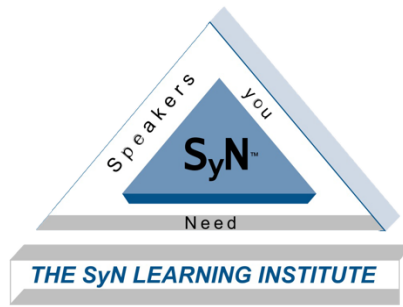
- The four-second rule: The power of a great opener
- Deciding your objectives: The why behind it all
- How to structure your story to have greater impact and influence
- Building the experience: How to generate emotions and psychological reactions through your delivery
- Creating a strong ending that brings results

### **Developing Your Image as a Powerful Persuader**

- How to build instant rapport and get everyone to like you every time
- Using your voice and body language as critical anchors to influence listeners
- How to use your voice to build rapport, trust, and more
- Using voice tone to emphasis point and create long lasting impact
- The power of body language in influencing others
- Appealing to the primal mind to reduce defensiveness and build trust

### **Putting it All Together**

- Apply the tools to design a persuasive strategy
- Create a story that uses the components
- Implement words, voice and body language to create full impact



## The Essentials of Communicating with Professionalism and & Diplomacy

**Session Overview: Communicating when faced with difficult people or situations is stressful and requires a special skill set for professional and personal success.**

This unique course allows to recognize four distinct stages of behavior demonstrated by anxious, defensive and even hostile people. You will learn to implement strategies and prevent the development of difficult behaviors and potentially reduce up to 70 percent of defensiveness responses. When faced with challenges, venting, and threats, you will confidently be able to diffuse the hostility and build relationships of trust.

You will be able to use words, voice, and body language in a way that has the greatest impact on reducing negative feelings. And you will understand the physiological changes experienced by anxious or angry people and why words don't always work. You'll prevent sending the wrong signals and get more and faster cooperation from defensive, difficult people. And you'll stay emotionally controlled no matter what the situation!

### Workshop Agenda

#### **Difficult People, Situations and You**

What influences people to become defensive: It may be more than what you think  
Seven Basic Principles to Difficult Situations and People  
Developing a Proactive Mindset: Could You Be Your Worst Enemy  
Six Steps to Handling Difficult People without Becoming One

#### **Managing Stress and Anger: Start with Your Own**

Thirteen Techniques for Self Control  
Proven Methods to Managing Tears, Reddened Faces, and More  
Five Keys to Staying Cool with Difficult People

#### **Managing Situations that Bring out the Worst in Others**

Recognizing Four Critical Stages in Interactions and How to Respond to Each  
Understanding the brain's role in communication and difficult situations  
How to use body chemistry and the primal brain to work for you not against you

#### **Starting Early to Build Rapport**

How to build instant rapport and trust  
The importance of active listening  
Using body language in a way that bonds  
Words to use and others to lose

#### **Dealing with the Defensive Stage and the Verbal Escalation Dynamic**

Knowing what to do when they challenge, refuse, yell, threaten and more  
How to redirect negative attacks without losing energy and being pulled into the battle  
How to redirect defensive people and gain cooperation

How to set and enforce limits without threats or coercion  
Secrets to gaining cooperation with difficult people

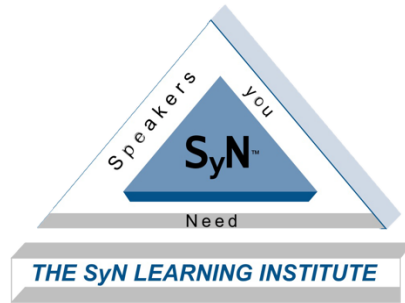
**Action Steps to Staying Safe when Dealing with Potentially Hostile Situations**

Key considerations when approaching a situation in the field for greater safety  
Six actions to better ensure your safety upon arrival and departure  
Keys to recognizing potential threats and dangers  
Knowing when to leave a situation and how to do it safely

**Change and Action Plans**

Developing a Plan to Deal with Your Most Difficult Person  
How to Build New Habits of Interaction

# Compliance Training



## Conflict Management

### Course Description

*Conflict is normal.* As long as we are all different, we will have conflict. It is *how* we manage the conflicts we experience that is the key to superior relationships and success with customers, clients and team members. Through this highly interactive program, you will learn how conflicts arise and how to handle them.

Be able to take responsibility and raise issues with managers, co-workers, clients and others even when the conversation becomes difficult. Develop the courage and tools to tactfully address conflicts, increase team work, effectiveness and improve all relationships.

### Course Objectives

- To understand the complex dynamics of conflict management and how to master your emotions and respond with confidence
- Debunk the myths and confusion surrounding conflict
- Develop conflict resolution strategies and application methods

### AGENDA

#### Gaining a Healthy Attitude and Approach to Conflict

How you feel about conflict influences your ability to respond. See conflict as an opportunity to develop positive relationships.

- Finding the positives and opportunities of conflict management
- Discovering negatives in unresolved conflicts
- Eliminating five popular myths to conflict management
- Recognizing and eliminating personally engrained beliefs that get in the way
- Implementing positive conflict approaches with co-workers, customers, and more

#### Understanding the Dynamics of Conflict

Know why people respond the way they do in conflict and work toward preventing it in the first place. Also, know how to pick your battles and manage emotions.

- Why all the fuss
- Constructive conflict management: What's it all about
- How to know when you are overreacting and how to control it

- Picking your battles wisely: When to take it on and when to walk away

#### Developing a Conflict Management Game Plan

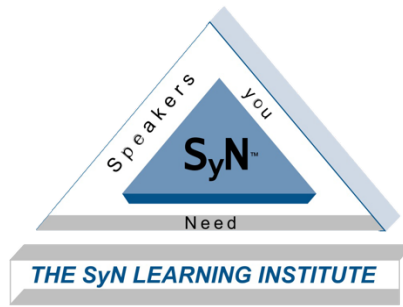
Select a current conflict, one from the past that did not go too well, or a chronic situation you encounter. Develop a plan as to how to use what you learned. Leave with an action plan ready to implement.

- Implementing what you learned
- Steps to developing your action plan
- Making the commitment, finding the courage and following through
- Making positive conflict management a habit

#### Course Outcomes

Participants gain the knowledge and confidence to deal with conflict issues effectively. They see it as an opportunity to develop better relationships and enhance communication. By being able to identify key stages of conflict, they can approach each conflict with a strategy for success. Using assertive techniques, they can communicate and listen effectively to facilitate win-win resolutions while maintain emotional control. With these techniques, participants are able to prevent, cope, and respond to conflicts as they arise while maintaining healthy, professional relationships.

# Customer Service



## Customer Service for Maximum Outcomes

High levels of customer satisfaction are central to your organization's ability to survive and prosper. This is true in both the public and private sector.

Today's customers are smarter, more demanding and more mobile than ever. Your customer will let their feelings determine the level of success. It will be up to your team to create an environment of exceptional customer service that has your customers not only returning but referring others in their network who have a need for your services.

### Learning Objectives:

Upon successful completion of this course, your team will be able to:

- Analyze the customer's true needs.
- Understand the importance of exceeding expectations
- Cope with difficult customers.
- Create trust with customers.
- Employ body language and listening techniques to build rapport.
- Use words and phrases that increase professional presence
- Design a plan for taking the next steps to improve their customer service skills.

## Agenda

### What Is Customer Service

- Understanding P/E Ratio for Customer Satisfaction
- Getting to MTIE
- What Customers Do
- How SKA Makes the Difference
- 4 Steps to Delivering Exceptional Customer Service

### Essential Communication Skills

- Listening
- Words, Tone of Voice, Non-Verbals
- Open-ended Conversations
- Phrases to Eliminate
- Phone Etiquette

### Dealing With Difficult/Dissatisfied Customers

- Lifetime Customer Value
- Moments of Truth
- Steps to Handle an Upset Customer
- MMFI Principle

### Action Plan



# Developing Executive Presence: The Key to Your Career Success

## Summary

Two to thirty seconds...in that time, people make a decision about you and your capabilities. Possessing executive presence means you make, shake, and deliver an immediate image that defines professional and powerful. It means you portray confidence, charisma, credibility, and calm.

And that is what it takes to become an influential woman leader.

Executive presence involves how you interact physically, emotionally, and communicatively. Through this high-powered webinar, you'll learn to what it takes to project your special brand of executive presence and set yourself apart. .

You'll learn to maximize on your strengths by using tactics to portray confidence and composure, even when under fire. You will be able to communicate in a way that demands attention, respect and results. And you will know what it takes to connect with nearly anyone at any time using verbal and nonverbal strategies. Plus, you will recognize and eliminate habits that may be sabotaging your brand of professionalism and your career.

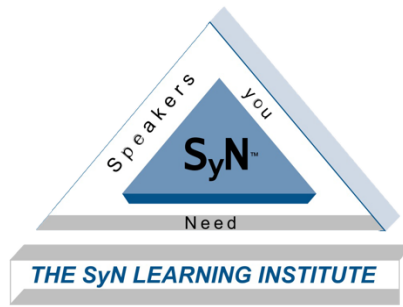
If being taken seriously, getting the recognition you deserve, and achieving success are important to you, developing your executive presence is critical. And so is this webinar.

## What You Will Learn

1. Understand what executive presence is and define your image a female professional
2. Embrace the three pillars of executive presence by maximizing on your strengths
3. What it takes to communicate in a way that demands attention, respect and results
4. Body language techniques that allow you to impact people upon sight
5. Gestures, posture, and space to positively engage and influence others
6. How to maintain grace under fire when faced with tough situations or people
7. How to build instant rapport and connect with nearly anyone

## Benefits

- Define your personal brand of executive presence
- Make powerful and positive first impressions
- Be able to demonstrate confidence and composure in any situation
- Use your voice, words, and body language to impact others and get the results you want
- Maintain grace and composure in any situation
- Exude that it takes to win the recognition and respect you deserve as a business profession



## Customers for Life – Gain and Retain Life-Long Customers

Utilize the secrets to gaining and retaining life-long customers. Discover how, in the age of the quick-change customer, you can **make and keep customers for life**. Learn how to earn the constant and well-deserved trust of customers and clients who will make you an important part of their support system.

Growth typically comes from two areas, current customers continuing to do business with you and the acquisition of new customers. **Loyal, happy customers** will continue to spend their dollars with your organization and they are also more likely to refer your organization to others. **Trusted referrals** can elevate your organization over the competition.

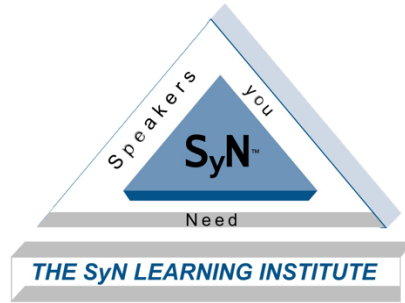
### Learning Objectives:

Upon successful completion of this course, your team will be able to:

- Analyze the customer's true needs
- Recognize and work with different personality types
- Employ techniques that build long-lasting relationships
- Utilize strategies to take their business beyond common
- Improve interactions and effectiveness in every customer interaction
- Employ body language and listening techniques to build rapport
- Design and implement a plan for gaining and retaining lifelong customers

### Measurable Results:

- Increased profits
- More growth
- Loyal Customers
- Higher sales
- Improved Image
- Improved customer service



## Dealing with Difficult People

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?

Bulls; Foxes; Time Bombs; Whiners ; Know-It-Alls; Stone Walls etc.: 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.

### **Course Objectives:**

Recognize your own reactions to different Communication Styles

- Identify and handle the most common types of difficult people
- Turn confrontation into an opportunity to cope with difficult behavior
- Understand what triggers difficult people’s behavior
- Manage emotions and maintain composure under fire

### **AGENDA**

How Communication Styles Drive Responses to Behaviors:

- What behaviors affect you?
- What is your preferred Communication Style?
- How do different styles make some people difficult?

Difficult People:

- 10 Classic Types
- Why they act the way they do
- Coping Mechanisms

Communicating Positive and Negative Messages:

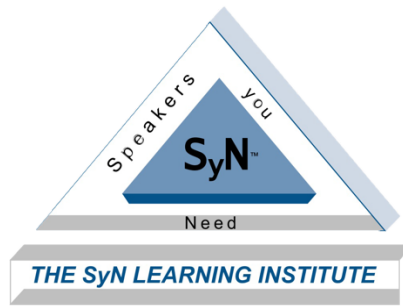
- 3 Truths about Difficult People
- Providing Feedback
- Handling Criticism and Complaints
- Using the SOFTEN Formula

Respond effectively to hardball tactics or attacks:

- Respond instead of react
- Set limits: when and how to
- Response Scripts

### Action Planning

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.



## Delivering Remarkable Customer Service

### Course Description

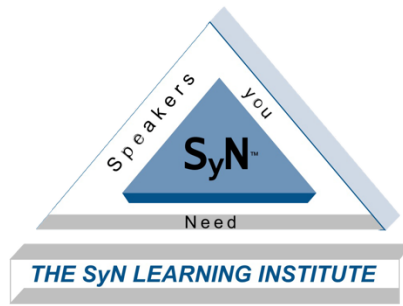
This customer service course is designed to meet the needs of both internal and external customer service representatives. No matter what job we are in we are dealing with customers. This course is designed to help each customer service representative focus their attention solely on a daily basis on what the customer needs.

### Course Curriculum Delivery

- Interactive Application Exercises
- Case Study
- Discussion groups
- Personal assessment

### Key Objectives

- Identify quickly and accurately the customer's needs
  - Personality assessment
  - Gender
  - Generationally
- Quickly build a positive connection with the customer
- De-escalate anger issues that the customer may start with
- Make sure the customer is satisfied both in words, tone and body language
- Promise only what you have the authority to deliver and make sure that the delivery is complete
- How to build loyalty and keep the customer for life
- Listening skills to make sure you hear what they are saying and what they are not saying
- How to deliver bad news
- Winning the customer back after bad service
- How to discuss policies and procedures



## Developing Executive Presence: The Key to Your Career Success

### Summary

Two to thirty seconds...in that time, people make a decision about you and your capabilities. Possessing executive presence means you make, shake, and deliver an immediate image that defines professional and powerful. It means you portray confidence, charisma, credibility, and calm. And that is what it takes to become an influential woman leader.

Executive presence involves how you interact physically, emotionally, and communicatively. Through this high-powered webinar, you'll learn to what it takes to project your special brand of executive presence and set yourself apart. .

You'll learn to maximize on your strengths by using tactics to portray confidence and composure, even when under fire. You will be able to communicate in a way that demands attention, respect and results. And you will know what it takes to connect with nearly anyone at any time using verbal and nonverbal strategies. Plus, you will recognize and eliminate habits that may be sabotaging your brand of professionalism and your career.

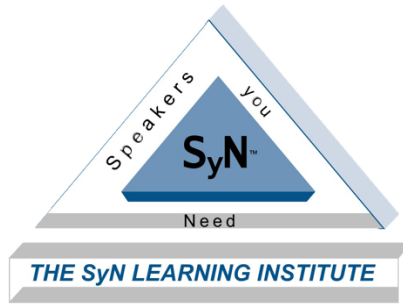
If being taken seriously, getting the recognition you deserve, and achieving success are important to you, developing your executive presence is critical. And so is this webinar.

### What You Will Learn

- Understand what executive presence is and define your image a female professional
- Embrace the three pillars of executive presence by maximizing on your strengths
- What it takes to communicate in a way that demands attention, respect and results
- Body language techniques that allow you to impact people upon sight
- Gestures, posture, and space to positively engage and influence others
- How to maintain grace under fire when faced with tough situations or people
- How to build instant rapport and connect with nearly anyone

### Benefits

- Define your personal brand of executive presence
- Make powerful and positive first impressions
- Be able to demonstrate confidence and composure in any situation
- Use your voice, words, and body language to impact others and get the results you want
- Maintain grace and composure in any situation
- Exude that it takes to win the recognition and respect you deserve as a business profession



## Engaging Customer Services that Wows!

Today's customer is more demanding than ever.

Kelli Vrla's fun and festive interactive learning experience will teach associates how to go above and beyond to make internal and external customers feel that WOW NOW experience....how to keep your customers for life ... how to handle difficult customers – and so much more.

### Hot Points Kelli will Cover:

- Define OPA-rational Excellence basics – What it means
- Just Say, “Yes! Mindset: Have Them at & AFTER ‘Hello’
- Master the essentials of WOW NOW service.
- Make every customer feel like number one- WOW is a moving target
- Handle difficult & demanding customers with confidence.
- Blow 'em away by going above and beyond.
- Transform customers into active advocates for your clients.

### Message Objectives

This session will increase participant knowledge and ability to:

- Identify the elements of WOW customer service — and how you stack up!
- Quickly “build a connection” with customers.
- Stay — and appear — calm, cool, and sympathetic under pressure.
- Deal with cynical customers who just don't believe you even want to help.
- Tell if customers are truly 100% satisfied — and that they know their satisfaction IS your goal.
- Use the right approach for the right person: powerful tips for dealing with different generations of customers.
- Say crucial phrases that will calm customers down — and get them to start listening.
- Learn the art of giving effective promises that you can really deliver on.

### Program Elements

- Facilitative lecture
- Individual reflective review
- Direct application
- Interactive group and partner activities
- Group discussion

**Lunch Time Plan:** (Some cool options to keep the learning going!)

**Meet n Greet, fun activities at each table:**

Lunch Bucket draw a Question, Can be Q & A, Discuss “How to Use Previous Tips” back at your location, or Case scenarios and how they’d handle a “Sticky Situation” with a Customer in a WOW NOW way.

**Kelli V. Part 2: Afternoon: Roll Up Your Sleeves Application Session**

How We’re Going to Use This: Take Homes / Recaps / ACTION PLANS and establish check-ins for Success!

Establish Accountability Partners and set up check-ins for WOW NOW

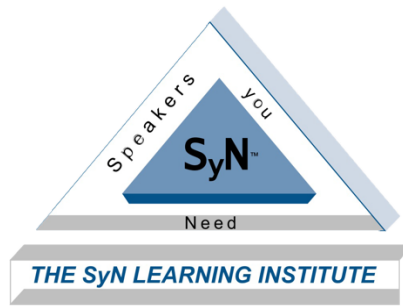
***Success! Big Finish----Whoo! Whoo!***

Greetings! I welcome the opportunity to inspire and delight your lifelong learners!

This WOW NOW SERVICE EXCELLENCE is available in multiple formats:

- Keynote | Half Day Workshop | Full Day Workshop
- Extend-the-Learning Custom Video RECAPS
- Extend-the-Learning Custom Podcasts (MP3)
- One-on-One Group Assessment and Coaching
- Leadership Coaching to Ensure Accountability / Compliance / Engagement !





## Exceptional Customer Service

### Course Objective:

The purpose of this course is to develop skills to provide exceptional customer service. The course will instruct the participant on how to quickly develop rapport with a customer over the phone or face to face. Learn skills that will enable you to take control of a call quickly determine personality type and use the information to better communicate. Find out how to defuse an irate caller and communicate with confidence. This workshop will include interactive participation and coursework. Participants will be able to easily apply the concepts to their day-to-day work requirements.

This is designed to be a full-day session. Modules include:

- Customer Service- see the big picture
- Who are our customers
- Communicating with Confidence
- Taking control of a call
- Understanding the 4 main personality types

### Agenda

Module 1: Customer Service – the big picture

- What Exceptional Customer Service looks like
- What customer Service is not
- Your role as a customer service professional

Module 2: Who are our customers

- Identifying internal customers who are they
- Identifying external customers
- Connecting through listening
- Understanding customer expectations

Module 3: Communicating with Confidence

- Increasing your credibility
- Assertive communication
- Words and phrases to use and lose

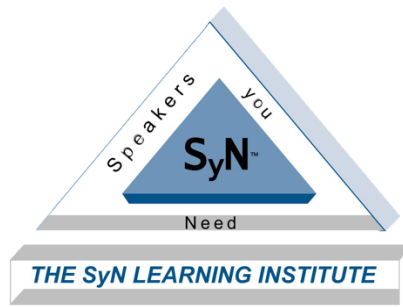
Module 4: Taking control of the call

- How to quickly assess a customer's needs
- Handling the request yourself, even when you don't know the answer
- 10 rules for staying on track
- Learning to say "NO"
- Avoid a "No-Win" situation
- Become a "Script-master"

Module 5: Understanding the 4 main personality types

- Taking ownership and your proper role for each call

- Dealing with irate customers
- How to keep from getting hooked



## Organizing and Managing Accounts Payable

### Session Overview:

Did you realize that it now typically costs between \$50 and \$150 to process a purchase order?

Whether you are new to AP or have been a dedicated professional for years, what your company doesn't know about accounts payable can be costing you thousands of dollars annually. In this eye-opening session, we examine accounts payable best practices so you can look like a hero!

### You will learn more effective ways to deal with:

- The three kinds of fraud
- The master vendor file
- The invoice, purchase order and receiving documents
- Should you take the discount?
- Courtesy calls
- Getting approvals and authorizations without headaches
- Limiting the number of rush checks
- Minimizing duplicate payments
- Using procurement cards to minimize your organization's number of small-dollar invoices
- 1099s
- Travel and entertainment expenses (usually the second biggest expense, after payroll, for a company)
- New technology to make your job easier and make you more efficient and effective

### Learning Objectives:

#### Topic

- Skill Set One: Click here to enter text.
- Skill Set Two: Click here to enter text.
- Skill Set Three: Click here to enter text.
- Activity: Click here to enter text.
- Activity: Click here to enter text.

#### Topic

- Skill Set One: Click here to enter text.
- Skill Set Two: Click here to enter text.
- Skill Set Three: Click here to enter text.
- Activity: Click here to enter text.
- Activity: Click here to enter text.

#### Topic

- Skill Set One: Click here to enter text.
- Skill Set Two: Click here to enter text.
- Skill Set Three: Click here to enter text.
- Activity: Click here to enter text.
- Activity: Click here to enter text.

### Topic

- Skill Set One: Click here to enter text.
- Skill Set Two: Click here to enter text.
- Skill Set Three: Click here to enter text.
- Activity: Click here to enter text.
- Activity: Click here to enter text.

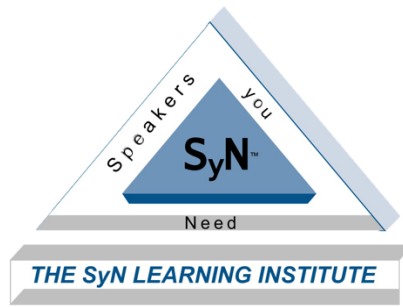
### Topic

- Skill Set One: Click here to enter text.
- Skill Set Two: Click here to enter text.
- Skill Set Three: Click here to enter text.
- Activity: Click here to enter text.
- Activity: Click here to enter text.

Conclusion/Expected Results of Training/Take Away/Immediate Results. (Choose the title that best describes your ending paragraph.)

**Doing things “the same old way” can be costing your organization hundreds or even thousands of dollars. Don’t continue to handle your money the way you always have. By doing a thoughtful analysis of the best practices we present, you can streamline your accounts payable operations to make it more efficient and profitable!**

# Diversity



## Unconscious Bias in a Diverse Workplace

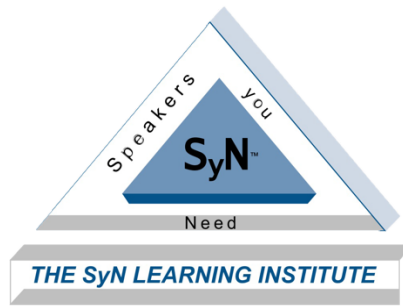
Individuals unconsciously isolate, prejudice, or discriminate against others in the workplace. This session increases awareness of when that happens. Participants become aware of how these behaviors impact productivity, morale, and turnover ultimately causing the organization to lose a competitive advantage. Participants will quickly recognize the five characters from the diversity awareness profile and be able to address any inappropriate behavior as well as model behavior that values and embraces diversity.

In preparation for the webinar, please download and complete the assessment before the webinar begins. The assessment can be accessed [here](#).

### Takeaways

- Introduction to How People Respond to Bias Assessment
- Review of Assessment Scores
- Explanation of the 5 Characters (Naive Offender, Perpetuator, Avoider, Change Agent, Fighter)
- Strategies to Correct Inappropriate Behavior
- Application- Case Study Review (if time allows)

# Finance and Accounting



## Organizing and Managing Accounts Payable

### Session Overview:

Did you realize that it now typically costs between \$50 and \$150 to process a purchase order?

Whether you are new to AP or have been a dedicated professional for years, what your company doesn't know about accounts payable can be costing you thousands of dollars annually. In this eye-opening session, we examine accounts payable best practices so you can look like a hero!

### You will learn more effective ways to deal with:

- The three kinds of fraud
- The master vendor file
- The invoice, purchase order and receiving documents
- Should you take the discount?
- Courtesy calls
- Getting approvals and authorizations without headaches
- Limiting the number of rush checks
- Minimizing duplicate payments
- Using procurement cards to minimize your organization's number of small-dollar invoices
- 1099s
- Travel and entertainment expenses (usually the second biggest expense, after payroll, for a company)
- New technology to make your job easier and make you more efficient and effective

### Learning Objectives:

#### Topic

- Skill Set One: Click here to enter text.
- Skill Set Two: Click here to enter text.
- Skill Set Three: Click here to enter text.
- Activity: Click here to enter text.
- Activity: Click here to enter text.

#### Topic

- Skill Set One: Click here to enter text.
- Skill Set Two: Click here to enter text.
- Skill Set Three: Click here to enter text.
- Activity: Click here to enter text.
- Activity: Click here to enter text.

#### Topic



- Skill Set One: Click here to enter text.
- Skill Set Two: Click here to enter text.
- Skill Set Three: Click here to enter text.
- Activity: Click here to enter text.
- Activity: Click here to enter text.

### Topic

- Skill Set One: Click here to enter text.
- Skill Set Two: Click here to enter text.
- Skill Set Three: Click here to enter text.
- Activity: Click here to enter text.
- Activity: Click here to enter text.

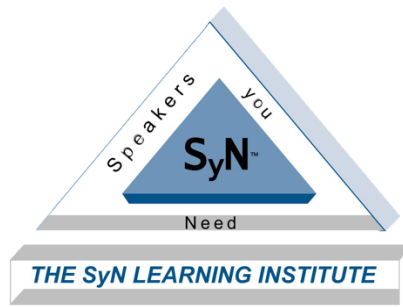
### Topic

- Skill Set One: Click here to enter text.
- Skill Set Two: Click here to enter text.
- Skill Set Three: Click here to enter text.
- Activity: Click here to enter text.
- Activity: Click here to enter text.

Conclusion/Expected Results of Training/Take Away/Immediate Results. (Choose the title that best describes your ending paragraph.)

**Doing things “the same old way” can be costing your organization hundreds or even thousands of dollars. Don’t continue to handle your money the way you always have. By doing a thoughtful analysis of the best practices we present, you can streamline your accounts payable operations to make it more efficient and profitable!**

# Healthcare Act Made Easy

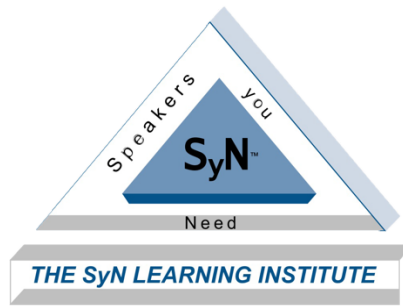


## HealthCare Act Made Easy 1.0 (Explained in an easy to follow/easy to understand format)

### What Attendees Will Learn

1. **What Obama Care will mean for:**
  - a. Large businesses.
  - b. Small businesses.
  - c. Employees who work for large businesses.
  - d. Employees who work for small businesses.
  - e. Doctors.
  - f. All Other Healthcare Professionals.
  - g. Nursing Homes.
  - h. Unions and Union Contracts.
  - i. Employees already insured.
  - j. Employees uninsured.
  - k. Working families.
  - l. Young Adults 18 to 29 years old.
  - m. Much more
2. **The Multiyear Timetable explained.**  
By law, what will happen in 2014, 2015, 2016, 2017, and 2018
3. **The Much Talked About Individual Mandates explained.**
4. **The Much Talked About Health Insurance Exchanges explained:**  
There will be Four Standardized plans: Platinum, Gold, Silver, and Bronze, all explained!
5. **What are the essentials every employee and employer must know before January 2014 (coming up fast!) and much more.!**

# Human Resources



## Delivering Exceptional Training

### Deliver training that goes back to work!

#### Session Overview:

Training is both a science and an art. Good trainers are keenly aware that there is more to good training than just good content. Whether you train employees occasionally or regularly, doing it effectively pays off in retention and application of what is taught – which ultimately affects bottom-line results for you, the organization, and the employees.

This program is an opportunity to experience multiple training tools and methods as part of the training. Attendees will fully engage in the experience, with lots of discussion, hands-on exercises and practice to bring the content to life.

#### Learning Objectives:

- Identify key components of successful training
- Analyze personal skills and gaps
- Create a positive, safe learning environment
- Present yourself! Verbal, vocal & non-verbal techniques
- Learn and practice delivery & facilitation techniques
- Use PowerPoint as a supplement, not a substitute
- Manage group dynamics and challenging individuals

## **Seminar Agenda**

### **Part One – Identify Key Components of Successful Training**

- Exercise and Discussion
- Before, During, and After – What works?

### **Part Two – Analyze Personal Skills and Gaps**

- Play to your strengths
- Work on the challenges
- You are a “work in progress”

### **Part Three – Create a Positive, Safe Learning Environment**

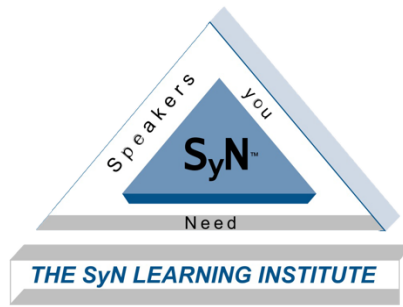
- Content do’s and don’ts
- Set the stage for learning
- Physical environment – positives and negatives
- Technology, equipment, and materials
- Techniques to overcome fear, uncertainty, and resistance

### **Part Three – Present Yourself!**

- Use body language and movement effectively
- Vocal strategies to get and hold their attention
- Delivery techniques – It is what you say and how you say it!
- Facilitate - skills to engage learners and make training more meaningful
- Put the POWER in PowerPoint – tips and tricks

### **Part Four – Manage Group Dynamics and Challenging Individuals**

- How to keep the group (or individuals) focused
- Strategies for dealing with problem behaviors
- Respond professionally to hecklers, stonewalls, and bullies



## Facilitating with Impact and Effectiveness!

**This workshop can be presented as a one- or two-day session, designed to fit your needs.**

Being an effective instructor mean more than just knowing your stuff! It takes connecting, engaging and facilitating learning. Whether you're a subject matter expert or a full-time instructor, this highly interactive workshop will give you the tools it takes to create a positive learning experience that guarantees retention and success.

You will learn what it takes to make training come to life by addressing the essentials of adult learning. From tools and techniques to create high-energy learning to managing disruptive participants, you will walk away with must-have tools for group instruction as well as on-the-job and virtual training.

### One-day Workshop

#### Facilitation Skills: What's in It for You

- Training versus presenting: Making the difference
- Where do you stand: A personal survey
- Defining personal objectives

#### Understanding How Adults Learn

- Dynamics of adult learners
- Understanding group dynamics
- Defining your instructional style
- Identify three styles of learning
- Recognize how to build retention
- Pacing methods for short attention spans

#### Facilitation and Training Methods that Work

- How to manage anxiety and nervousness
- Using effective delivery techniques
- Setting the stage for a positive learning climate
- Capturing attentions with a dynamic opening and a memorable closing
- Using questions to promote understanding
- Using visual aids with impact

#### How to Get the Audience Involved: Retention and Prevention

- The importance of involving your audience
- How to think like a director: Establishing objectives and action scenes
- Implementing problem-solving approaches
- Directing role plays with results
- Activities that demand implementation of learning

#### Dealing with Difficult Participants and Situations

- Focus on prevention first
- Ground rules that work
- How to assertively deal with disruptive participants
- What to do when they challenge you
- Dealing with resistive learners
- Setting limits and gaining cooperation

**Methodology:** Participants will engage in the same activities they would use to facilitate effective training sessions. These techniques would include ice breakers, discussions, games, brainstorming, surveys, and more. They would also discuss how the methods they experience could be applied to presentations or training sessions they conduct.

## **Two-day Workshop with Participant Demonstrations**

### **Facilitation Skills: What's in It for You**

- Training versus presenting: Making the difference
- Where do you stand: A personal survey
- Defining personal objectives

### **Understanding How Adults Learn**

- Dynamics of adult learners
- Understanding group dynamics
- Defining your instructional style
- How to flex your style to be more effective
- Identify three styles of learning and how to identify them
- Recognize how to build retention
- Pacing methods for short attention spans
- Adult learning concepts that work
- Gaining buy-in with WIIFM
- How to begin training sessions with impact: activities, ice-breakers, and more
- Using the environment as a tool: Room-setting ideas for impact
- Application: Participants will be asked to select activities, ice breakers and games that fit different learner styles and their audiences

### **Facilitation and Training Methods that Work**

- Using effective delivery techniques
- Setting the stage for a positive learning climate
- Implementing techniques that increase participation
- Capturing attentions with a dynamic opening and a memorable closing
- Using four types of questions that promote understanding and involvement
- Facilitating productive discussions
- Providing opportunities for skill practice
- Application: Participants will choose topics, design and opening and closing and deliver to the group

### **Using Visual Aides for Impact**

- The importance of visual aides
- Moving beyond death by power point: Effective use for learning
- How to create dynamic power points
- Making the most out of video clips as a learning tool
- Making music a motivator and mood-setter
- Using best practices to design handouts



- Making the most out of workbooks and handouts
- Optional Application: Participants will design a five-slide power point for a presentation

### **How to Get the Audience Involved: Retention and Prevention**

- Involving your audience for maximum impact
- Pacing techniques to eliminate boredom
- How to think like a director: Establishing objectives and action scenes
- Implementing problem-solving approaches
- Directing role plays with results
- Activities that demand implementation of learning
- Facilitation strategies for experienced learners
- Application: Participants are asked to take a presentation outline (theirs or one supplied) and build in activities, apply pacing, and the above techniques

### **Dealing with Difficult Participants and Situations**

- Focus on prevention first
- Ground rules that work
- Why people resist changes in what they know
- How to help people accept what has changed and get buy-in
- Five types of difficult participants and what works
- What to do when they challenge you
- Dealing with resistive learners
- How to assertively deal with disruptive participants
- Setting limits and gaining cooperation
- Role play: Dealing with difficult and resistive people

### **Making Learning Stick: Keys to Increasing Retention**

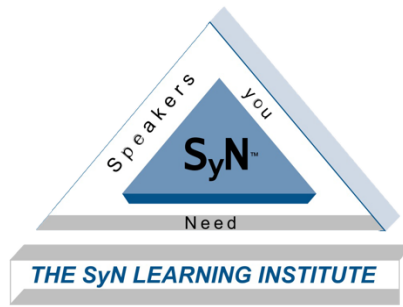
- Judging post training effectiveness
- Knowing what causes a transfer of knowledge
- Identifying barriers to applying what they learned
- Moving from compliance (I have to do it) to commitment (I want to do it.)

### **Grand Finale**

Working in small groups, participants will take a topic, use the facilitation concepts covered over the past two days, and give a demonstration. This will be recorded for their own benefits.

### **Methodology**

Participants will experience the same facilitation skills they are encouraged to use such as brainstorming sessions, discussions, games, ice breakers, activities, and more. They will also have opportunities at the end of each module to apply what they have learned to a current program they instruct, design a new facilitation guide to a future course, or may select one from the instructor.



## FMLA -- What Managers and Supervisors Need To Know

### Session Overview:

All too often managers and supervisors erroneously believe that the administration of all employee benefit and leave programs, including the Family and Medical Leave Act (FMLA), is the sole responsibility of the HR Department (HR). They also falsely believe that they are immune from personal liability if they deny an employee rights the worker might have under the FMLA.

Managers and supervisors must know and understand that it is the responsibility of an organization, through its managerial personnel, to ensure that the company properly identifies any and all situations that may indicate a need to advise an employee about FMLA.

An employee does not have to specifically request FMLA, but it is the responsibility of managers and supervisors to be sensitive to identifying situations that may warrant this type of leave. Failure to do so places the organization in a non-compliance situation with federal law and regulations and is liable to any and all disciplinary actions deemed necessary by the Department of Labor. It may also result in direct, personal liability to a manager or supervisor that denies an employee his or her rights under the FMLA.

Managers/supervisors should be aware that if any of the following situations arise with an employee, it may indicate a need for FMLA consultation:

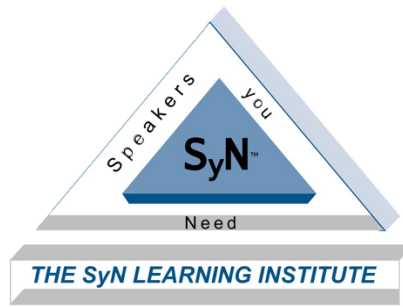
- Appears to have a chronic situation requiring continual time away from work or if an employee is absent more than 3 days from the workplace
- Advises that they need to be out of the workplace for personal medical reasons
- Advises that they need to be out of the workplace to care for a medical condition of a spouse, parent or child
- Advises that they need to be out of the workplace for the birth of a child, or adoption of a child, or the placement of a foster child
- Advises that another employee is ill

### Agenda

This information-packed, fast-paced seminar provides managers/supervisors the information they need to protect the rights of the employees, and the organization, in the administration of this important federal law.

What Participants will learn:

- Core FMLA coverages
- What employers are subject to the FMLA
- How to determine if an employee is eligible for FMLA leave benefits
- How the 75-mile rule impacts employee eligibility
- What employees are actually eligible for – and, what they’re not
- Comprehending the “unpaid” nature of FMLA leave and its interface with company vacation and sick leave policies
- What continuing medical coverage an employee on FMLA leave is entitled to
- When and how an employee can request FMLA leave
- What certifications and re-certifications the employee must provide, and when
- The nature of job reinstatement at the conclusion of an FMLA leave
- How to recognize and reduce FMLA leave abuse and fraud
- How to untangle the Bermuda Triangle of FMLA, ADA and workers’ compensation coverages



## Front Desk Safety

### Course Overview

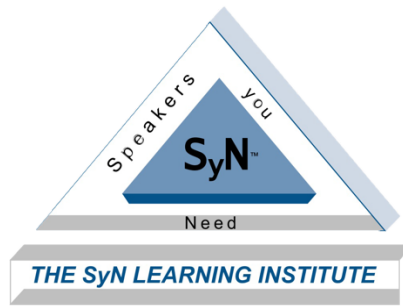
As a dedicated front desk professional, you juggle many tough responsibilities. One of the most important is serving as “lookout” for anything that might threaten the safety and security of employees and guests. And, in this day and age, there’s really no telling how serious a security threat you may find yourself coming up against. Should the worst-case scenario actually occur, and workplace violence threatens, you’ll know exactly what to do – without putting yourself at greater risk.

Your organization counts on you to handle any and all situations that come in the front door. Don’t run the risk of being unprepared or unsure of how to respond in an emergency situation. The safety and security of your co-workers and visitors – not to mention yourself is far too important to be left to chance.

You’ll master dozens of proven methods for spotting and effectively handling suspicious behavior . . . you’ll discover the safest ways to accept deliveries . . . learn which policies and procedures may be putting employees at risk and find out how other companies have beefed up security without looking like Fort Knox.

### Learning Objectives

- Handle irate, aggressive behavior quickly and professionally – before it gets out of hand
- Discover which spots in the reception area are danger zones – and learn the best methods for tightening security
- Learn to spot “red flag” behavior that indicates a person may be emotionally unstable – and learn how to handle it
- Find out how to manage visitor access to your facility without creating an unfriendly image
- Recognize weaknesses in front desk procedures that leave your organization open to unnecessary risks
- Learn emergency-response procedures that could save lives – including your own
- Experience less stress – and more peace of mind – knowing you’re prepared to handle anything that comes your way



## Sexual Harassment and the Law

With numerous court decisions and rapidly changing employment laws giving employees new protection in the workplace, it's far too easy for employees to sue their employers. It doesn't matter if it is a misguided manager or a disgruntled employee, the grievance can cause extraordinary disruptions to a company, a career or an employee and cost big bucks in liability to everyone involved before it's all over.

### **What It Is and Isn't –Sexual Harassment and the Law**

- Do you think “that” crossed the line?
- The 2 types of Sexual Harassment

### **When Does An Employer Become Liable?**

- When horseplay crosses the line
- How your response can make an employee sue

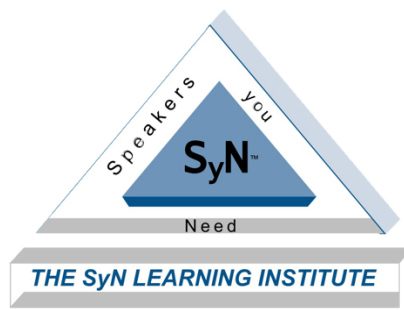
### **Conducting a Thorough and Legal Investigation**

- Know your rights under the law
- Why you can't afford to brush off any complaint

### **A Complaint Against Management Is A Whole New Ball Game**

- Can the employee sue you and the company too?
- What does your Sexual Harassment policy say?

This legal survival guide is important training no organization should be without. Managers and employees who thoroughly understand the consequences of their personal decisions and actions are less likely to end up in court.



## Sexual Harassment Training

### What you probably know:

- California law mandates that:
  - Employers with 50 or more employees must provide at least two hours of classroom or other effective interactive training and education regarding sexual harassment to all supervisory employees within six months of their assuming a supervisory position, and
  - Sexual harassment training and education must be provided to each supervisory employee once every two years.

### What you may not know:

- California's sexual harassment training requirements were updated to include a training component related to "inappropriate behavior" (meaning "bullying").
- California Fair Employment and Housing Act ("FEHA") regulations were changed to require employers to have a discrimination, harassment, retaliation, and prevention policy, with many specific requirements regarding what elements the policy must include.
- FEHA now sets benchmarks for mandatory sexual harassment training procedures. Also, the new law makes individuals personally liable for their acts of sexual harassment (which is very different from federal court decisions throughout the country). The new FEHA regulations add to the already lengthy list of California harassment compliance requirements for training in terms of process, recordkeeping, and content. They place restrictions on previously existing regulations. While previously existing regulations refer to other means of training such as audio, video, or computer technology in conjunction with classroom, webinar, and e-learning trainings, the new regulations clarify that these "other" methods are merely "supplemental" and, by themselves, cannot fulfill the FEHA training requirements. (Accordingly, employers should not rely on training that consists solely of these methods.)
- The requirements for trainers have also been expanded. In order to be considered a qualified trainer, in addition to previously outlined requirements, the trainer also must now have the ability to train supervisors on identifying behavior that may constitute unlawful harassment, discrimination, and retaliation under both California and federal law, as opposed to just defining these concepts. Additionally, trainers must be able to train on supervisors' obligations to report harassing, discriminatory, or retaliatory behavior of which they become aware.
- Effective January 1, 2018, new regulations require that training must include information on policies that prohibit harassment based on gender identity, gender expression, and sexual orientation. This training is to be provided as a component of the required anti-harassment curriculum.

Although anti-harassment training is only mandated for supervisory personnel, in order to ensure a safe, respectful and legally compliant workplace, it is a best practice to provide anti-discrimination and harassment training to all employees. The curriculum for supervisory and general staff should be different and focus on the very different roles, responsibilities and duties of these parties.

Copyright © 2018 Max Muller & Associates, LLC. All rights received.

These sessions are fast-paced, information-rich and highly interactive. They feature numerous examples, scenarios - textual, verbal and video-based - that participants must discuss and debrief. Discrimination,

harassment and bullying are fully explored with actionable do's and don'ts provided.

## **SUPERVISORY SESSION CURRICULUM**

*Time: 3.5 to 4 hours*

**By the end of this session attendees will be able to:**

- Define what constitutes discrimination or sexual harassment - and, what does not – under federal and California laws and the organization's policies
- Recognize the 17 protected classes of individuals protected by California laws, regulations and case law
- Explain the difference between gender identity, gender expression, and sexual orientation
- Summarize and apply the organization's anti-discrimination and harassment policies
- Initiate steps to insulate the organization from charges of discrimination or sexual harassment
- Analyze factual settings to determine if a sexual harassment charge is "quid pro quo" or "hostile environment"
- Prevent "improper behavior" (bullying) as defined by California law and the Organization's policies
- List the remedies available to employees under federal, California and local laws, and the organization's policies
- Comprehend their own personal liability for violations of the law and/or organizational policies
- Create an environment in which aggrieved employees can air their concerns without fear of retaliation
- Participate in an effective investigation of discrimination and/or sexual harassment allegations
- Recognize the legal and social nature of office romances
- Apply the organization's sexual harassment policies to consensual relationships that turn sour
- Design "love contracts" that can serve to protect the organization and the individuals involved

## **GENERAL STAFF SESSION CURRICULUM**

*Time: 2 hours*

**By the end of this session attendees will be able to:**

- Define what constitutes discrimination or sexual harassment - and, what does not – under federal and California laws and the organization's policies
- Recognize the 17 protected classes of individuals protected by California laws, regulations and case law
- Explain the difference between gender identity, gender expression, and sexual orientation
- Summarize and adhere to the organization's anti-discrimination and harassment policies
- Describe the elements of the organization's anti-discrimination and harassment policies including their complaint reporting, confidentiality and anti-retaliation provisions
- List the remedies available to them under federal, California and local laws, and the organization's policies
- Analyze factual settings to determine if a sexual harassment charge is "quid pro quo" or "hostile environment"
- Avoid "improper behavior" (bullying) as defined by California law and the Organization's policies
- Comprehend their own personal liability for violations of the law and/or organizational policies

## **COURSEWORK, CERTIFICATES AND ACKNOWLEDGEMENTS OF TRAINING**

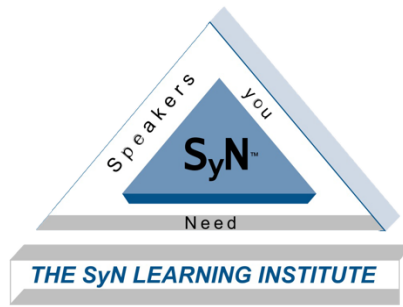
### **Each participant will receive:**

- Participant Guide
- Certificate of Achievement [Retention of these types of certificates and other evidence of training is a
- requirement of new FEHA regulations]

**Note:** There will also be an Acknowledgement of Training form for each participant that, after it is signed by the attendee, will be given to the organization for its personnel files.



# Interpersonal Skills



## Balancing Work and Life...in a Crazy, Connected World!

### **Brief Description:**

In this crazy, connected world, you have instant access to everything/everybody via electronic devices. But those *entryways to your attention* cause a myriad of distractions that leave you unfocused, stressed...and out-of-balance! This session will get you back in the swing of balance with an energetic power charge! You will learn how to apply attention and mindfulness to your own work/life experiences. And you will learn common-sense strategies to cope with commotion, keep your cool, and claim your life balance.

### **Learning Objectives: This experiential session will engage you to:**

1. Understand the balance/positive energy connection.
2. Recognize catalysts that affect Work/Life Balance: Focus, Creativity, and Relaxation.
3. Identify practical strategies to restore positive energy.
4. Examine the connection between maintaining your positive energy state, handling stressful challenges and creating more balance in your work and personal life.

### **Content:**

It's hard to separate work-life from personal-life anymore. Richard Branson (of Virgin Airlines) says: "I don't think of work as work and play as play. It's all living." These strategies will connect you to your positive energy....exactly where you need to be in order to keep your life balanced.

### **Part I: Sharpen Your Focus.**

Technological devices are designed to be convenient and helpful, but they can provoke a torrent of interruptions.

- A. Corral your runaway mind.
- B. Prioritize.
- C. Celebrate successes.

### **Part II: Tap Your Creativity**

Creativity is an inherently energetic act. Reclaim your creative genius.

- A. Create better tech habits.
- B. Create better boundaries.
- C. Create better-feeling thoughts.

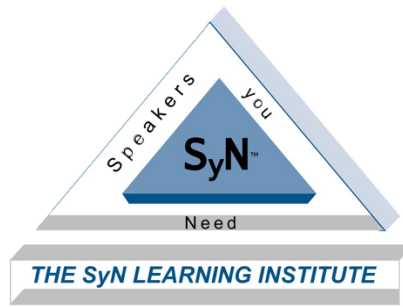
### **Part III: Practice Relaxation**

The mind---relieved of the pressure of thoughts for a few minutes---taps into the relaxation response.

- A. Engage your senses.
- B. Focus on your breath.
- C. Find calm space.

**Format:**

This interactive presentation will give you an energetic power charge and teach you practical strategies for keeping your balance intact. It will build positive energy with stories, humor, and audience interaction. Cathy has an innovative style of engaging you with quick and fun interactive challenges to inspire you to internalize habits for higher performance.



## Becoming a Value-Added Office Professional A Guide to Career Direction and Planning

This highly interactive session is designed to assist individuals in developing a Personal Professional Career Plan. It will enhance their contributions in their current roles and add to their skill base for the future. Participants will examine career options, the skills needed for advancement, and their current readiness to expand their responsibilities. Participants will actively create a plan for themselves that includes continuing education, building relationships, mastering technology, perfecting interviewing skills for internal movement, and using performance reviews as growth opportunities. They will match their skills to the organization's strategic goals.

### Learning Objectives

Create a meaningful Personal Professional Career Plan

- Learn how to stay current with the new technologies
- Prepare for performance reviews and use feedback for personal development
- Open communication channels with managers and coworkers
- Capitalize on internal mobility to grow within the organization
- Manage work-life and assume more personal responsibility

### Agenda

#### Career Management Matters

- Workplace trends and their impact
- Assessing work environment knowledge
- Assessing self-knowledge
- Integrating self and work knowledge
- Developing career goals
- Moving from planning to action

#### Continuing Education

- Determining factors that should be considered
- Assessing options and training classes
- Identifying available resources to hone skills
- Keeping up with technology

#### Professional Networking

- Discovering different kinds of networks
- Growing a professional network
- Determining LinkedIn netiquette
- Identifying mentors and their impact
- Enhancing network resources

### **Look to the Future - Plan for Internal Mobility**

- Identifying best practices for successful internal interviews
- Preparing for a performance review
- Seeing the benefits of the performance review
- Applying feedback and opening communication after the review

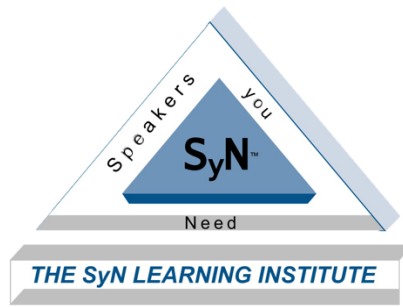
### **Work-Life Significance**

- Understanding that Work and life can co-exist
- Discovering seven ways to enhance work-life significance
- Tips for finding the best resources

### **Putting Plans into Actions**

#### **Expected Results of Training**

As a result of this session, participants will develop the skills to create a Personal Professional Career Plan that will be aligned with organizational needs. This creates enhanced career satisfaction and loyalty to the organization and increases employee engagement, making succession planning much easier.



## Building Resilience

**How well do you recover from adversity? Does it bring out the best in you? Or do you find yourself engaging in negatively and feeling fatigued?**

**Resilience** is the ability to recover and bounce back from adversity and hardships. It is what makes you stronger and more capable to cope with obstacles that come your way. It is a critical factor to your emotional intelligence and success.

In today's ever-changing work environment, resilience is a key factor for success. Through this interactive webinar, learn what it takes to develop resilience that will take you through the storm of change and challenge.

Deal with real-life situations, not theory, and apply tools that build resilient personalities such as changing mindsets, applying problem-solving tools, corralling drama, and taking proactive approaches.

At the conclusion of this practical, engaging training, you will have an arsenal of tools to help you deal with whatever challenges come your way. You will be able to approach situations with a "can-do" approach and at the same time, build resilient teams.

### Agenda

#### The New Reality

- How challenges affect us
- Emotional reactions to challenges
- Why resilience is critical to dealing with a fast-paced, changing world

#### Understanding Resilience and its Importance

- Identifying components of resilience
- Testing your levels of resilience

#### What it Takes to be Resilient: It is More than Just a Positive Attitude

- Basic skills of resilient individuals
- Taking personal responsibility for reactions

#### Replacing Negative Responses with Empowering Tools

- Changing mindsets from positive to negative
- How to keep level headed under pressure
- Controlling drama and emotional overload

#### Enhancing Creativity and Problem-Solving Approaches in Times of Challenge and Change

- Why using logical problem-solving tools can bring the best solutions  
Appreciative Inquiry: A power tool to positive problem solving

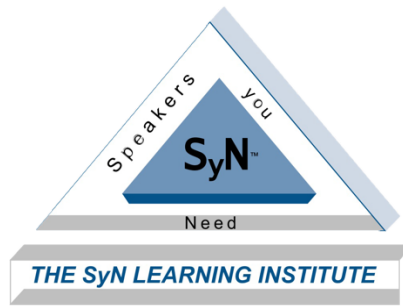
### **Helping Others Become More Resilient**

- Tools to build awareness
- Challenge the way they think
- Creating ground rules for team interactions
- Coaching for positivity while still being a realist

### **Benefits**

#### **At the conclusion of this training, you will be able to:**

- Have a more flexible, creative and positive approach when challenged by change
- Manage unexpected changes that challenge your resistance
- Have an increase in performance and flexibility to handle workload and other commitments
- Have a more realistic sense of optimism and a can-do attitude
- Be more level-headed and calm under pressure
- Apply logical problem-solving techniques that replace obstacles
- Influence your team and others to become more resilient and productive



## Building Win-Win Relationships

### Scope of Work:

General Assembly keynote  
One or two breakout sessions

### Overview of general content. Breakout sessions: content to be determined with client

- What exactly is a “win-win” relationship?
- Three Keys to Success
  - Create a climate of Value and Respect
  - Build Bridges instead of Walls
  - Take an Interest instead of a Position

*Note: Keynote will include audience engagement and participation.*

### Topic content of “Three Keys to Success”

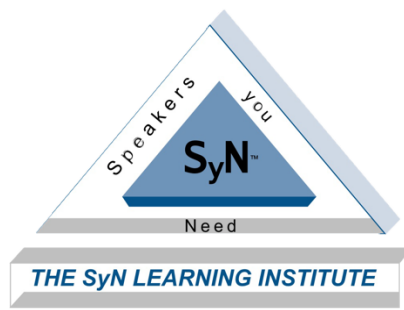
- Techniques to foster the Culture of Value and Respect
- Communications strategies which consistently Build Bridges instead of Walls
- Negotiating for better outcomes (Take and Interest instead of a position)

Breakout Sessions: Participants can focus on specific areas from the Keynote session. Interactive sessions to apply keynote content and collaborate with colleagues to create a menu of options to pursue back in the workplace.

### Suggestions:

- Build a culture of Value and Respect – Specific behaviors, programs, actions, and environmental changes would reinforce this?
- Communications – step-by-step ways to Build Bridges
- Negotiations – daily practices which work with one-one or group interactions





## Business Professionalism

A professional is someone who has great skill and/or experience in a particular field or activity. It is someone who demonstrates the methods, standards and characteristics that are communicated through their competence in fulfilling the responsibilities of a particular field or occupation.

This session is designed to provide participants with skills for fulfilling their existing roles. It also instills a sense of protocol and attitude that will enhance their standing and opportunities to excel in building a satisfying career.

### Learning Objectives

- Identify the traits and characteristics of a business professional
- Determine opportunities for professional development
- Develop effective self-management skills for personal and professional growth

### Agenda

#### Understanding the Impact Your Role plays within the Organization

- Using your self-assessment to determine your personal development opportunities
- Identifying the areas requiring development
- SWOT

#### Identifying the Traits & Characteristics of a Professional

- Identifying the amateur and the professional
- The signs that scream amateur
- Determining whether you are perfectionist
- Striving for excellence instead and understanding the reasons why

#### Projecting an Image that Commands Respect

- Understanding the hand shake and what it really represents
- Evaluating body language...communication is more than words spoken
- Your tone says more than your words
- Practicing active listening skills

#### Overcoming the Victim Mentality

- Relinquishing victim mentality and the toxic impact it fosters
- Identifying career killers
- Eliminating image killing words and phrases

#### Effective Self-Management Skills

- Creating new habits and breaking old bad habits
- Managing your time effectively

- Balancing your career and personal life
- Being flexible when dealing with change

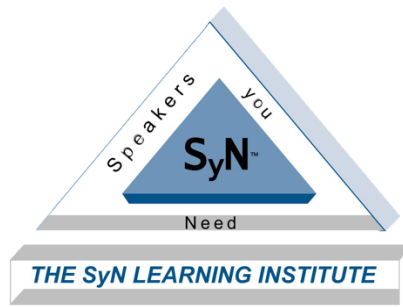
### **Credibility...How's Your Business Etiquette**

- Business etiquette assessment
- Telephone etiquette tips
- Identifying common career killers

### **Establishing an Action Plan**

#### **Expected Results of Training**

As a result of attending this session, participants will gain knowledge of what it means to be a professional in skills, attitude and physical presentation. They will learn the keys to garner respect and credibility from their peers and superiors while creating and maintaining balance in their personal lives. Through assessments, exercises and discussions, participants will gain insight on what it takes to grow not only themselves, but to also grow their careers.



## Coaching for Peak Performance

### Webinar Description

Want a successful team where everyone preforms at their best abilities? That only happens in an environment where people do without being asked, assume accountability and make things happen! And that takes coaching!

Coaching empowers people to become all they can be, and even more. In workplaces filled with a new kind of worker, coaching can make the difference between a committed growth culture or one with a revolving door. Plus, coaching increases productivity, morale, and accountability.

Through this highly interactive training session, you'll learn the critical skills a quality coach possesses. Plus, you'll know what to say when with valuable dialog templates for addressing performance issues, building accountability, and increasing motivation. And included you will get tips on how to coach a diverse and remote team.

### Learning Objectives

1. Understand the importance of coaching and the value of your role as a coach
2. Be able to raise issues without defensive reactions, while building accountability
3. Be able to coach effectively even when time is an issue
4. Build motivation and take performance to the next level
5. Coach diverse individuals on site or remotely

### Speaker Bio- cut and paste or type in

Kathy has over 20 years of training, coaching and development experience in 14 different countries. She provides practical solutions and tools on a variety of topics from leadership skills to communication skills. She integrates her personal knowledge from being a past agency director, editor and business owner, making her programs based on real-world situations, not theory.

Kathy has provided training, facilitated retreats and meetings for the following: Alaska Airlines, HBO, Time Warner, Flowers Foods, Bradken International, McCain Foods, Kellogg's, Elizabeth Arden, GE Aviation, Boeing, John Hopkins, Goodwill, Notre Dame University, Toshiba, Toyota, Navy, Air force, Corp of Engineers, Federal Reserve, VA Hospitals, and many more.

Her ability to relate to people makes it easy for them to problem-solve and brainstorm solutions. She readily bonds with audiences to create positive, interactive programs that are fun, energizing, and immediately applicable.

### Target Audience: Workforce Training

### Expected Results of Training/Take Aways/Immediate Results.

- Develop the necessary skills to coach people to perform at their peak potential
- Create a coaching culture with clear expectations, trust, and motivation

- Be able to effectively communicate with others, even when addressing poor performance, without defensive reactions.
- Build accountability and increase team productivity.

## **Outline:**

### **1. Understand the importance of coaching and the value of your role as a coach**

- Recognizing coaching styles and selecting ones that work
- The importance of establishing a trusting relationship
- Building motivation: How to deliver praise and positive feedback effectively: Dialog template

### **2. How to Talk so People Listen and Listen so People will Talk**

- Do's and don'ts of effective coaching conversations
- How to ask smart questions, and get them engaged
- The importance of listening even if you don't always agree

### **3. Coaching Keys for Continued Success**

- How to encourage problem-solving
- How to deliver on-the-spot coaching: Dialog template

### **4. Coaching for Behavior Changes or Performance Improvement**

- How to prevent defensive reactions when delivering feedback or corrections
- How to raise issues and engage others in diplomatic discussions: Dialog template
- Building accountability by setting effective limits: Dialog template

### **5. Your Turn: Developing a Coaching Plan**

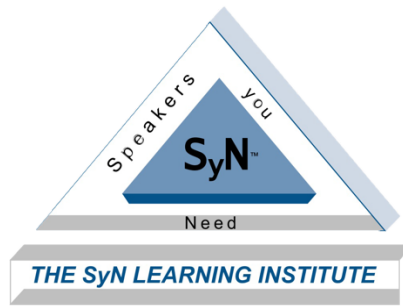
- Setting goals for future development
- Applying what you learned to life

## **Notes-include benefits of training; why should people attend**

- Save time by being able to reduce performance issues
- Increase the productivity of your team
- Retain employees with coaching (this is especially important with millennial workforces)
- Be able to communicate effectively with team members, even when conversations are difficult
- Push employees to perform at their true potential
- Know how to coach diverse personalities
- Develop coaching skills for remote employees

Note: Coaching is critical. You cannot hold someone accountable for their performance if they did not know or did not know how.

Coaching must be timely. When you see something, you need to say something.



## Developing a Beginner's Mindset

*"In the beginner's mind there are many possibilities, in the expert's mind there are few."*

— Shunryu Suzuki

**“Been there. Done that.”**

**“That’s the way we’ve always done it before.”**

**“I know.”**

**“That won’t work.”**

Are you surrounded by people who utter these statements? Do you find yourself thinking or saying these yourself? If so, you may be holding yourself back from peace of mind, creative solutions, and learning.

Developing a Beginner's Mindset can set you free and unleash your personal and organization's potentials. And in today's world, it is even more important. Learn to see things from a new perspective by dropping expectations and preconceived ideas and instead, seeing things with the curiosity and wonder of the open mind of a beginner.

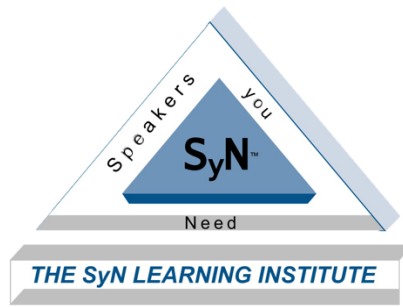
Discover techniques you can use personally and professionally to improve relationships, reduce stress and decrease anxiety. Implement innovative techniques when working with others to develop innovative and creative solutions and practices, while squelching expert dogmatism and ego. And learn how you can make a Beginner's Mindset an empowering part of your organizational culture.

### **Here is what you will learn during this stimulating presentation:**

- Understand what a Beginner's Mindset is and why it matters more now than ever
- How being an “expert” can hold you back
- Advantages of having a Beginner's Mindset
- Five ways to cultivate a Beginner Mindset and make it a daily practice
- How to approach problems as a novice or beginner
- Nine statements you'll want to eliminate that squelch a Beginner's Mindset
- Techniques to apply a Beginner's Mindset for innovative solutions as a team
- Making a Beginner's Mindset a part of your organizational culture

*"Imagination is more important than knowledge. Knowledge is limited."*

— Albert Einstein



## Interpersonal Relationship Skills

We are always communicating. Whether we're speaking, listening, or even sitting still, something is always being communicated. However, no one is born a great communicator; we generally pick up skills (and bad habits!) along the way.

This workshop will provide insights into the key components of effective communication while engaging the participants through hands-on experiential group activities.

### Learning Objectives:

- Build a foundation for strengthening relationships
- Gain techniques for effectively engaging with all types of individuals
- Handle conflicts and eliminate poor communication
- Identify ways to enhance work relationships through better communication strategies

### Agenda

#### Communication Basics

- Understand the flow of effective communication
- Learn how different people communicate
- Understand how to approach different communication styles
- Exercise: Dealing With Different Communication Styles

#### Listening Skills

- Learn the difference between listening and waiting to speak
- Decipher the key points or details in information being communicated
- Understand and interpret body language
- Improve ability to effectively paraphrase information

#### Developing Empathy

- Recognize one's listening style
- Understand the many emotions/feelings in oneself and others
- Improve ability to show others care and understanding
- Learn how nonverbal cues impact the communication process
- Learn how tone of voice, pacing, and other verbal cues make a difference

#### Building Trust

- Identify the costs of low trust
- Understand the different types of trust
- Learn the elements necessary to build trust
- Learn how to restore trust

#### Relationship Building

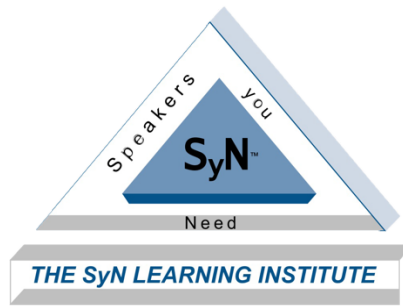
- Learn the foundation for healthy relationships

- Identify hazards to healthy relationships
- Recognize when a line has been crossed and handle it accordingly

**Difficult Conversations**

- Identify a difficult conversation
- Prepare for difficult conversations
- Learn the process for handling difficult reactions
- Learn various methods to exit/end a difficult conversation

**Expected Results of Training** – After attending this session, attendees will achieve practical methods to improve their ability to be an effective communicator and relationship builder.



## Living Well with Stress: Create Calm in Your Career/Change Your Outlook

6 Hours

### Session Overview

This course is designed to help the learner better understand stress, how we react to stress and how we think in stressful situations. It will help them identify strategies that will lead to less negative stress and improve their productivity. They will also learn coping techniques to serve as stress relievers during stressful situations.

### Learning Objectives:

- Better Understand Stress
- Explore the Response Options
- Learn the Different Strategies in Coping with Stress
- Determine Ways to Impact the Causes of Stress
- Practice Techniques that Will Provide Relief from Stress

### Topic: Understanding Stress

- About Stress
- Positive / Negative Stress
- Causes of Stress
- Signs of Stress
- Reactions to Stress

### Topic: How Stressed Are We?

- Assessment
- Impact of Perceptions

### Topic: Dealing with Stress

- Types of Strategies
- Action Oriented Strategies
- Improving Productivity as a Strategy
- Attitude Control as a Strategy
- Emotional Oriented Strategies
- Stop / Think / Do Response
- Acceptance Oriented Strategies

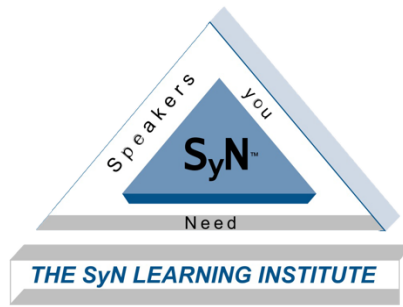
### Topic: Identify Solutions

- Flexibility
- Burden of Perfection
- Learn to Pause
- Help from Technology
- Set Goals

### Conclusion/Expected Results of Training.



Participants will leave with an understanding of stress, how we react to it, strategies to deal with it and identify individual solutions that work for each participant. They will practice some of the techniques to provide immediate, temporary relief from a stressful situation and ideas to prevent the circumstances from occurring again. They will each set unique goals to create better environment that promotes a healthier, more productive situation.



## Networking Skills: Getting to Know You

### Session Overview:

At many conferences, the opening session is all about a famous (or not-so-famous) person talking about his or her success.

But sometimes the person at a conference who could really have the biggest impact on **your** life is sitting right next you. Someone who has experienced some of the same challenges and successes in business that you have. (After all, you are attending the same conference!) Someone you could call a month from now when you have a business issue you'd like to get their feedback on. (Just try calling the keynote speaker a month from now!) But you will never get the chance to meet that person, because the speaker is dedicating the time to discuss themselves.

And, sure, we all enjoy social media, but most real business is still conducted **face-to-face**. Because of our current reliance on electronic communication devices, we are actually losing our in-person networking skills!

Join us for a fun, fast-paced, energetic and interactive kickoff presentation in which you will meet and start to learn about other conference attendees.

We'll start off by discussing how to better relate to those people around you who are similar, and different from you. And we'll finish by giving you tips you can apply right away on how to more effectively network throughout the conference, so that you can truly benefit from your investment in attending the conference.

(Face it, if all you wanted from the conference were to attend the educational sessions, you could simply attend the webinar or buy the recordings - and save a lot of money!)

### Learning Objectives:

In being able to more comfortably meet and network with people, starting right at this conference, you can help ensure your personal and professional success!

#### Topic

- Skill Set 1: [Click here to enter text.](#)
- Skill Set 2: [Click here to enter text.](#)
- Skill Set 3: [Click here to enter text.](#)
- Activity: [Click here to enter text.](#)
- Activity: [Click here to enter text.](#)

#### Topic

- Skill Set 1: [Click here to enter text.](#)
- Skill Set 2: [Click here to enter text.](#)
- Skill Set 3: [Click here to enter text.](#)
- Activity: [Click here to enter text.](#)
- Activity: [Click here to enter text.](#)

### Topic

- Skill Set 1: Click here to enter text.
- Skill Set 2: Click here to enter text.
- Skill Set 3: Click here to enter text.
- Activity: Click here to enter text.
- Activity: Click here to enter text.

### Topic

- Skill Set 1: Click here to enter text.
- Skill Set 2: Click here to enter text.
- Skill Set 3: Click here to enter text.
- Activity: Click here to enter text.
- Activity: Click here to enter text.

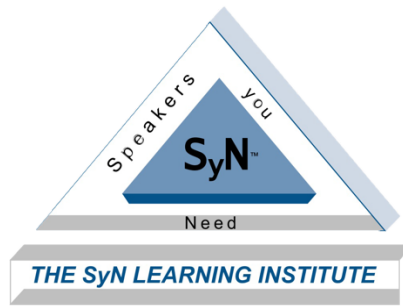
### Topic

- Skill Set 1: Click here to enter text.
- Skill Set 2: Click here to enter text.
- Skill Set 3: Click here to enter text.
- Activity: Click here to enter text.
- Activity: Click here to enter text.

Conclusion/Expected Results of Training/Take Away/Immediate Results. (Choose the title that best describes your ending paragraph.)

**In being able to more comfortably meet and network with people, starting right at this conference, you can help ensure your personal and professional success!**

# Leadership and Management



## Change Management

This interactive session is designed to provide participants with tools and resources for thriving during times of change. Change generally takes people by surprise. But it is their change reaction that causes the biggest problems. By better understanding change and the stages of reactions, individuals can maneuver and adapt faster. Participants will gain techniques for anticipating change and developing a proactive attitude toward it.

### Learning Objectives

- Identify factors that cause a “change reaction”
- Discover the stages of change
- Identify ways of finding stability in an ever-changing world
- Gain a better understanding of yourself, your reactions, and your motivations
- Learn ways of becoming proactive with change

### Agenda

#### Managing Changing Priorities and Regaining Balance

When change occurs, most people have difficulty with the transition of responsibilities and workload. Trying to deal with the past, taking on new methods, and transitioning into new jobs often slows down productivity when it comes to establishing priorities and getting things done. Learn to clarify what to take on and what to let go of. Develop survival skills to manage ever-growing workloads.

- Realize when there is simply too much to do
- Discover the benefits of planning
- Determine whether you’ve taken on too much
- Use delegation as a survival tool
- Gain techniques to confidently say “no” to trivial matters

#### Gaining Cooperation while Achieving Efficiency

To accomplish great things, you need cooperation from your team. Unfortunately, the stress created by change can sometimes bring out the worst in people. Learn how to get more mileage from your thorough planning, collaboration and negotiation. Be willing to effectively confront obstacles and conflicts and use innovative thinking to develop new solutions.

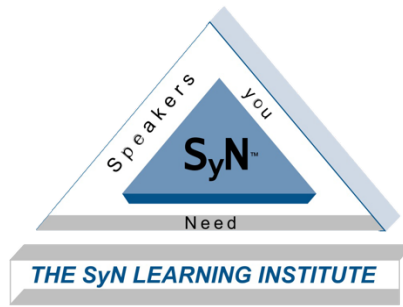
- Discover how to get the most out of your day
- Identify ways of seeing your point of view
- Follow best practices for dealing with the difficult situations
- Develop skills for confronting problems effectively
- Identify ways of becoming an innovative thinker

#### Taking Care of Yourself while Coping with Change

Change and dealing with the unexpected creates stress...even if the change is good. Discover the danger signs of stress overload and learn effective ways to manage stress while building in pleasure.

- Defining exactly what stress is
- Identifying symptoms of stress
- Generating stress-busting ideas
- Building in opportunities for fun

**Expected Results of Training** – As a result of attending this session, participants will identify the best practices for handling change by anticipating it and developing a proactive attitude towards it.



## Delivering Feedback with Positive Results

Feedback is an essential component of positive communication between managers and employees. It can enhance performance, increase motivation, and prevent problems from occurring. Yet most do not provide feedback on a regular basis for a number of reasons. Mostly, they do not know how, and they fear the responses they may receive.

Through this highly interactive webinar, you will learn the importance of feedback, as well as gain confidence in how to deliver it. You will discover fears that may be holding you back and overcome them with strategies and step-by-step dialogs that make feedback positive, effective, and result-oriented. With this approach, you will find responses to feedback more positive. Yet, you will learn how to be prepared to deal with those who may respond defensively and engage them for positive results.

### **The Importance of Feedback as a Leadership Tool**

- The benefits of giving effective feedback
- Why it is more important today than before
- Facing the fears and obstacles of giving feedback

### **Feedback Essentials**

- Credibility comes first: The importance of walking the talk
- Building feedback during your already busy schedules
- Identifying opportunities for giving informal and formal feedback
- Establishing ground rules and expectations in advance with employees

### **Developing a Productive Feedback Model**

- Examining preferences in feedback approaches
- Examining best practices
- Creating ground rules for feedback with employees
- Developing a step-by-step approach for effective feedback conversations

### **Delivering Feedback for Maximum Benefits**

- Face-to-face or email
- Choosing high impact words
- You are the message: Maximizing body language and voice

### **Managing Responses**

- Using listening skills as a tool
- Dealing with defensive or aggressive responses

### **Following up on Feedback**

- Developing a after-feedback plan
- The importance of providing tools and information
- What to do if they do not change despite your efforts

# Developing Executive Presence: The Key to Your Career Success

## Summary

Two to thirty seconds...in that time, people make a decision about you and your capabilities. Possessing executive presence means you make, shake, and deliver an immediate image that defines professional and powerful. It means you portray confidence, charisma, credibility, and calm.

And that is what it takes to become an influential woman leader.

Executive presence involves how you interact physically, emotionally, and communicatively. Through this high-powered webinar, you'll learn to what it takes to project your special brand of executive presence and set yourself apart. .

You'll learn to maximize on your strengths by using tactics to portray confidence and composure, even when under fire. You will be able to communicate in a way that demands attention, respect and results. And you will know what it takes to connect with nearly anyone at any time using verbal and nonverbal strategies. Plus, you will recognize and eliminate habits that may be sabotaging your brand of professionalism and your career.

If being taken seriously, getting the recognition you deserve, and achieving success are important to you, developing your executive presence is critical. And so is this webinar.

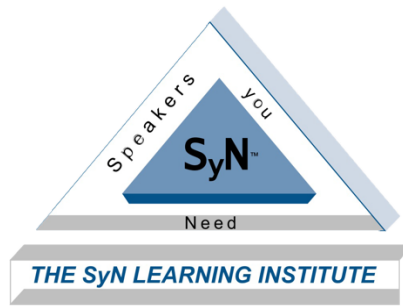
## What You Will Learn

8. Understand what executive presence is and define your image a female professional
9. Embrace the three pillars of executive presence by maximizing on your strengths
10. What it takes to communicate in a way that demands attention, respect and results
11. Body language techniques that allow you to impact people upon sight
12. Gestures, posture, and space to positively engage and influence others
13. How to maintain grace under fire when faced with tough situations or people
14. How to build instant rapport and connect with nearly anyone

## Benefits

- Define your personal brand of executive presence
- Make powerful and positive first impressions
- Be able to demonstrate confidence and composure in any situation
- Use your voice, words, and body language to impact others and get the results you want
- Maintain grace and composure in any situation
- Exude that it takes to win the recognition and respect you deserve as a business profession





## Effective Leadership Skills

The old strategies of managing and supervising simply do not work for today's workforce. The objective of this seminar is to develop and reinforce strong leadership skills to motivate by focusing on the coaching approach. Participants will learn how to determine and address the needs of the team members, build morale, and provide a motivating environment that will inspire and guide their staff to new levels of success. This workshop will be fast-paced and highly interactive, allowing participants to tap into the expertise of their peers and gain strategies and solutions that will translate into phenomenal leadership abilities.

### Learning Objectives

- Identifying key leadership qualities
- Discovering essential coaching techniques
- Gaining tips for communicating effectively with direct reports
- Providing best practices for mentoring individuals

### Agenda

#### The Essentials of Leadership

- Identifying the critical qualities of successful leader
- Recognizing your strengths and limitations
- Understanding the difference between coaching and mentoring
- Making your employees feel valued by you and the organization

#### Coaching Employees to become Top Performers

- Creating a positive, energized work environment
- Coaching the different generations
- Motivating your staff...it is not about money
- Creating an 'Action Plan' for and with your employees

#### Coaching the Underachiever

- Identifying the Top '6' Reasons for Poor Performance
- Discovering common employee problems
- Determining ways to handle an employee who brings problems from home to work with them
- Confronting the underachieving employee
- Coaching the 'inherited employee'

#### Communication is Key to Effective Leadership

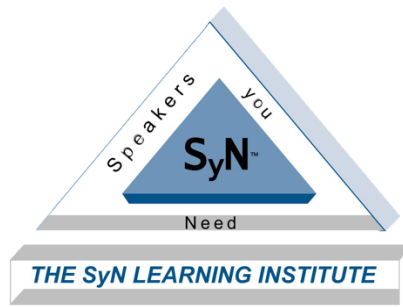
- Identifying the strengths and limitations in communication
- Assessing ways to build credibility with the members of your team
- Providing constructive feedback that will be accepted
- Determining whether you are really 'listening' or are you just 'hearing'
- Communicating to those who process information differently from you

### **Mentoring Employees Effectively**

- Discovering techniques for building trust
- Demonstrating essential 'how to's for effective mentoring
- Avoiding common mentoring mistakes
- Empowering employees to tap into their strengths consistently
- Identifying tips for avoiding 'burn-out'

### **Expected Results of Training**

This session is designed for managers, supervisors and team leaders who desire results. Participants will be encouraged to step outside of their comfort zones, to grow themselves which will enable them to develop an exceptional team. This seminar will focus on practical, meaningful, and powerful techniques. The insights gained will inspire participant to a new level of leadership that will produce exciting results. The tools and techniques provided can be applied immediately.



## Emotional Intelligence for Leaders and Managers

### Session Overview:

Emotional intelligence is an integral part of professional image and effectiveness. This one- or two-day 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.

*Note:* this program can be customized for front-line employees.

### 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

### 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.

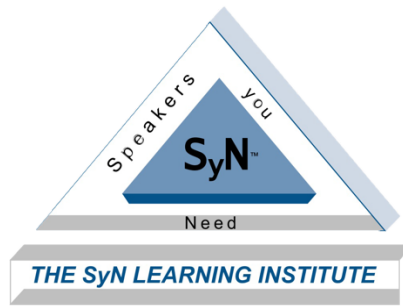
- The entire group will be asked to observe and identify the behaviors and communications which are incorporated during each demonstration. Suggestions for “next time” will be part of the de-brief.

### **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 they will incorporate to help achieve the vision created at the beginning of this section.

### **Expected Results**

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 Strategies for Managers and Supervisors

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 engagement which will allow the organization to be more productive.

### 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 affects organizational performance
- Engage new employees immediately
- Re-engage disconnected or discouraged employees
- Identify behaviors and communications techniques that 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

### Skills to be taught – How to:

- Manage teamwork for maximum engagement
- Build respect and trust with every interaction and expectation
- Influence the engagement of direct reports and co-workers
- Use social media as an engagement tool at work
- Monitor emotions, thoughts, behaviors and communications
- Encourage collaboration and innovation
- Acknowledge and reward desirable engagement behaviors
- Help employees self-manage disagreement or conflict

## Agenda

### Section I: 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)*

## Section II: 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?

## Section III: 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

## Section IV: 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

## Section V: 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
    - Emotions & Behaviors
    - Follow through
  - Give authority
  - Empower decision making
  - Leverage employee strengths

### Communications

- Giving feedback: positive and negative
- Clear, concise messages which engage
- Include them in the “big picture”
- Clarify their role in the organization’s effectiveness or success

- Influence and persuasion
- Bridge-building language
- 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.

## Section VI: Special Situations

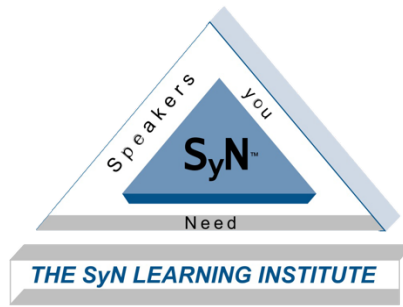
### On-boarding New Employees

- Engage from the beginning
- The “Welcome Talk”
- Immersion
- Use of Social Media
  
- Re-engage the disengaged employee
  - Sincere dialogue
  - Ask for opinions and suggestions
  - Offer
  - Follow-through is critical
  
- Conflict management
  - “Hot Button” controls
  - Create a “win-win” environment
  - Respectful dialogue
  - Five-steps to finding a solution
  - 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.

## PERSONAL ACTION PLAN

Three sections:

1. What I can do NOW
2. What will require resources and support
3. What I WILL do within the next three days



## How to Build a Positive, Respectful, and Successful Work Environment

### **Course Description:**

Without respect, you have nothing. Feeling a lack of respect is the cause of 70 percent of people leaving well-paying jobs according to recent research. And it is the source of unaddressed conflicts, repressed productivity, and evasiveness.

Instead of becoming victims of challenged workplaces, why not empower yourself and others? It will take a culture change. It will take agreement on **what** respectful behavior is and enforcement of that behavior to come from the workforce or team itself, rather than just management. And that is what this interactive workshop is about.

Your team will be stronger, more successful, and more committed. The end result will be increased positivity and productivity with attitudes of collaboration and employee engagement dramatically increased.

### **Methodology**

Goals are achieved through lively discussions, activities, and fun! The approach is totally positive and encourages all participation.

## **Agenda**

### **The Importance of Developing Respectful Relationships**

- The impact of having a positive and respectful relationships
- Harassment and discrimination: Defining the danger signs of disrespect
- Is your organization at risk: Signs of respect and trust issues
- What it takes to build respectful relationships

### **Understand the importance of building a respectful team environment and remove obstacles**

- Identify symptoms that your team may be at risk
- Uncovering what gets in the way of people feeling respected
- Dealing with differences in personality, gender, age, and culture

### **Embracing Diversity through Understanding**

- R-E-S-P-E-C-T Find out what it means to me...Addressing different perspectives
- Getting to what's behind feelings of disrespect
- Personality differences and interactions that create feelings of respect
- Addressing challenges in culturally diverse environments
- Gaining understandings of differences: age, gender, cultural, and more

Implementing MPI (Most positive interpretatio



# Management & Leadership Skills for New Supervisor

Session Overview: This intensive two-day workshop is a highly interactive workshop designed for new supervisors who want to grow their management skills fast — and get on the fast track to achieving leadership success. This training will focus on proven management techniques and powerful strategies required to transition from a team member to a strong, confident and respected leader.

## Acquiring the Mindset of a Leader

- Identifying the roadblocks to successful leadership
- Supervising your coworkers who are friends
- Thinking like a leader
- Handling jealous coworkers who backstab
- Building trust and gaining respect by building relationships

## Identifying Your Leadership Style

- The emotional requirements of supervising
- How to communicate effectively to different personalities
- Supervising the different Generations
- What to do when you are compared to the old supervisor
- Shifting your mental focus from staff member to supervisor
- Mentors...do you have one? And why it is important to have one

## Creating Productivity and Building Morale

- Clarifying the expectations of your staff members
- Techniques for leading and not bossing
- Giving constructive feedback that inspires
- Keys to making every staff members feel valued
- Being friendly with your team while building respect and compliance

## Getting Things Done on Time and on Target

- Active Listening Skills that ensure you hear what is being said
- Words and phrases that destroy your credibility
- Knowing what and who to delegate to
- Giving clear instructions when delegating
- Aligning your priorities with your bosses priorities
- Getting organized
- Mastering your time by identifying your time wasters
- Open door policy, when it works and when it doesn't

## Turning Around Difficult Employees

- Handling the chronic complainer
- Dealing the team member who has a bad attitude
  - Dealing with the argumentative combative team member
  - How to confront in a professional, productive way
  - Your role in settling disagreement between team members

## Staying on Top

- Develop your Action Plan
- Recognizing the game and playing it well

- Dodging the pitfalls of stress
- Avoiding Burnout
- Staying promotable

### **Expected Results of Training:**

Through accelerated learning techniques, the participant will gain the solid skills and supervisory "how-to's" needed to get others to go that extra mile! The comprehensive agenda covers the essential building blocks to supervisory excellence, how to build morale and increase productivity, strategies for handling the difficult team member with an attitude, time-management and organizational tips no supervisor should be without, and how to acquire a supervisor's mindset and image.

- n) to eliminate misunderstandings and assumptions

### **Communicating with Respect**

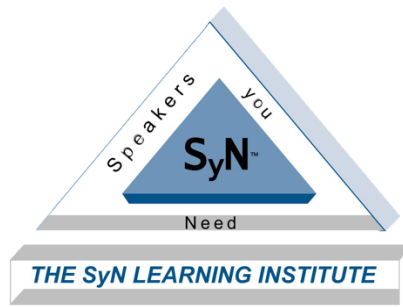
- Communicating in a respectful manner
- The importance of listening for understanding and empathy
- Using words that create positive impact and eliminating others
- Body language that builds rapport in 30 seconds or less

### **Managing Conflicts to Build Trust and Respect**

- The importance of dealing with conflicts to maintain and build respect
- Is it real or perceived? The art of picking battles wisely
- How to raise issues to build cooperation and win-win resolutions
- Assertive ways to teach people how to treat you

### **Team Accountability for Maintaining a Respectful Environment**

- Getting commitment as an organization
- Establishing agreed-upon rules of behavior that demonstrate respect to you, your customers, patients, and more
- The importance of follow through and personal commitment
- How to respond when someone violates the rules of behavior
- Reinforcing the rules of respect in daily interactions



## Leading and Energizing Your Remote Workforce

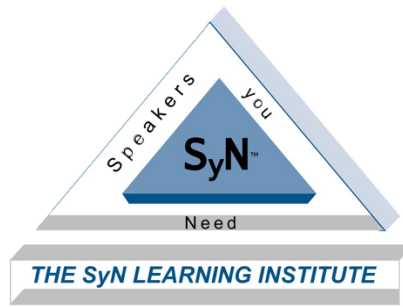
No one said it would be easy, but no one expected the challenges you would face with managing a remote workforce! Without the structure of the workplace and day-to-day interactions, many managers may find employees who are struggling with remote life. And that effects productivity, accountability, and quality.

Discover how to solve the most common challenges of managing a remote workforce. Know how to keep your team engaged, even when they are miles or time zones apart! Learn why trust is the most important element to keeping remote employees accountable, and how to build and maintain it despite fears and frustrations. Transform your employees into a remote super force where they fuel each other and get the job done!

- Special challenges of managing a remote workforce
- Flexing your leadership style to deal with this new environment
- Build trusting relationships: It takes both sides
- Develop communication patterns to adjust to the remote work world
- Discover ways to pump up and energize your remote workforce

### **Outcomes:**

Confidently lead a remote workforce to perform at their best! Implement proven communication strategies that allow for collaboration and accountability. Bring out the best in your employees, even when they work at a distance.



## Understanding Personality Styles and Their Significant Impact

### Session Overview

This course will teach participants to identify, acknowledge and work successfully with all personality types.

### Learning Objectives:

- Identify different personality/behavioral patterns or styles.
- Learn powerful communication skills with each style.
- Develop and maintain successful, productive working relationships with diverse styles.
- Discover how to make valuable, first impressions and build rapport with each interaction.
- Become familiar with difficult behavioral choices that are most likely with each style.

### The four most common personality styles

- Personality assessment
- Recognizing behavioral patterns
- Become familiar with personalities you're comfortable with and the ones you aren't

### Powerful Communication skills

- Analyze your current communication pattern verbally, visually and vocally
- Understand which personality styles respond well and not so well to your style
- Discover common barriers to effective communication

### Building relationships with others

- Identify interpersonal skills
- Become familiar with mistakes that sour relationships
- Assertive vs. Aggressive approaches

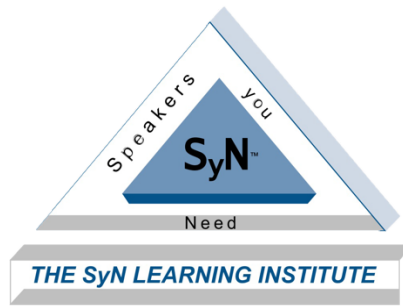
### Making a lasting, positive first impression

- Make a strong first impression
- Learn the art of effective small talk
- Keep conversations meaningful and positive

### Using personality styles to handle difficult situations

- What difficult behaviors are most likely with each style
- Avoid the "speak now and apologize later" syndrome
- Keeping emotions in check when dealing with difficult situations

The immediate results of this program are to build confidence levels during interactions with a diverse workplace. Once a level of understanding has been accomplished through the above activities, tolerance and conflict resolution become the order of the day. Measurable increases in productivity levels will surface as well as a more harmonious and constructive working environment.



## Performance Management: Coaching for the Hybrid Workplace

Effective talent management is a composite of short-term coaching and counseling coupled with long-term, outcome-driven mentoring. Doing this with a remote or hybrid workforce requires even more skill.

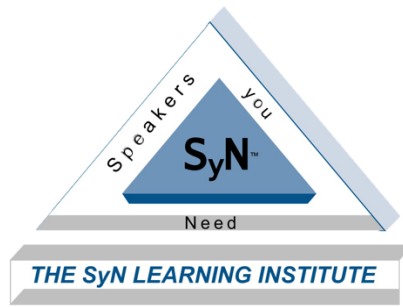
This information and guidance-filled, highly interactive, and fast-paced class provides participants with the how-tos of providing individualized direction, being a “Sherpa” and dealing with below-average performers for both in-office and remote workers.

### Topics Covered

- Behaviors and Characteristics of an Effective Coach/Mentor/Counselor
- Mastering the Performance Management/Behavior Management Process
- Understand the Pros and Cons of Coaching Remote Workers

### Agenda

- **Coaching, Mentoring and Counseling Overview**
  - Essential behaviors needed for effectiveness
  - Leadership insights
  - Six approaches that help any team win
  - Performance Management/Behavior Management Process
- **Coaching Techniques**
  - Eight ideas to enhance coaching success
  - Keys to effective coaching
  - SIPS Feedback method
- **Mentoring Techniques**
  - 6 ways people learn and process information
  - 3 Phases of learning
  - Mentoring Workshop/Case Study
- **Counseling Techniques**
  - Methods to discover performance problems
  - 6 step process to gain agreement and commitment to improvement
  - Techniques and scripts to address shortcomings
  - Counseling Workshop/Practice



## The Critical Thinking, Decision making, and Problem Solving Workshop

Problems, problems, problems...life is full of them and the decisions you must make to solve them. Your professional and personal success depends upon your ability to solve problems and make good decisions using critical thinking! 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.

During this fast-paced, practical workshop, you'll learn why many of us hold back from effectively solving problems and making decisions and how to develop the confidence it takes to implement critical thinking to make the best decision and solve the right problem - even if it is multilayered. Discover your specific problem management style, know when it is most effective, and figure out when to adapt your style to different problem-solving and decision challenges.

Implement step-by-step processes and models, so ultimately you can be confident you've discovered the best solution and made the right decision using critical thinking in any situation. And just as importantly, learn how to sell your solution and get buy in to follow through

### Agenda

**What is Critical thinking? How do I use it to solve the right problem and make the best decisions?**

#### **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

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

- Setting ground rules
- Establishing values
- Defining the problem

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

1. Frame the problem
2. Choose the people
3. Choose the process
4. Create alternatives
5. Define value
6. Analyze information

### **Identifying Alternatives: Creating options**

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

### **How to have a creative mindset**

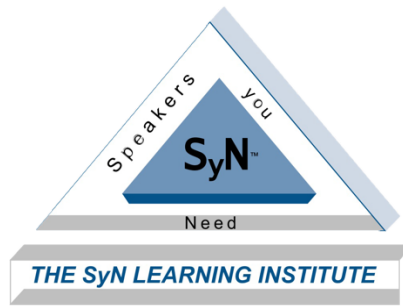
- What is it
- Why is it so crucial to critical thinking?
- Take the mindset quiz
- Find out the steps to take to maintain a creative mindset regardless of the situation

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

- The pro/con T chart
- 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



## Understanding Personality Styles and Their Significant Impact

### Session Overview

This course will teach participants to identify, acknowledge and work successfully with all personality types.

### Learning Objectives:

- Identify different personality/behavioral patterns or styles.
- Learn powerful communication skills with each style.
- Develop and maintain successful, productive working relationships with diverse styles.
- Discover how to make valuable, first impressions and build rapport with each interaction.
- Become familiar with difficult behavioral choices that are most likely with each style.

### The four most common personality styles

- Personality assessment
- Recognizing behavioral patterns
- Become familiar with personalities you're comfortable with and the ones you aren't

### Powerful Communication skills

- Analyze your current communication pattern verbally, visually and vocally
- Understand which personality styles respond well and not so well to your style
- Discover common barriers to effective communication

### Building relationships with others

- Identify interpersonal skills
- Become familiar with mistakes that sour relationships
- Assertive vs. Aggressive approaches

### Making a lasting, positive first impression

- Make a strong first impression
- Learn the art of effective small talk
- Keep conversations meaningful and positive

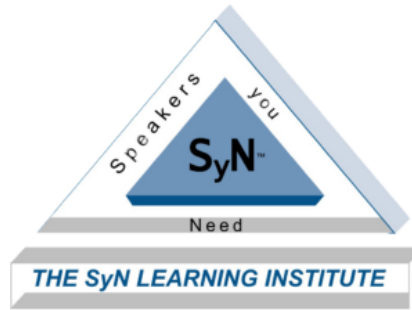
### Using personality styles to handle difficult situations

- What difficult behaviors are most likely with each style
- Avoid the “speak now and apologize later” syndrome
- Keeping emotions in check when dealing with difficult situations

The immediate results of this program are to build confidence levels during interactions with a diverse workplace. Once a level of understanding has been accomplished through the above activities, tolerance and conflict resolution become the order of the day. Measurable increases in productivity levels will surface as well as a more harmonious and constructive working environment.



# Office Professional Certificate Program



## Office Professional Certification Program - Module 1

### The Ultimate Brand: Professionalism

- The role of the office professional has changed. New knowledge, skills, and behaviors are required to be a valued employee and a top performer in today's business world.
- Everyone must assess the image he/she projects and recognize where improvements need to be made to become the Ultimate Professional. This brand impacts how the organization is viewed and future career options for the individual.
- Professionals know how to act and what to say in every situation. They are confident, competent, and command respect. They manage themselves and show grace under pressure.
- Professionals know that change is inevitable and they welcome the opportunity to expand their skills, propose innovative solutions to new problems, and use technology to increase productivity and profitability.
- They know how to live life to its fullest, by balancing work and home life, and being 100% engaged and committed to each.
- They never stop learning and actively seek to expand their skill sets so that they can take on new responsibilities, reach their full potential, and help the organization meet its strategic goals.

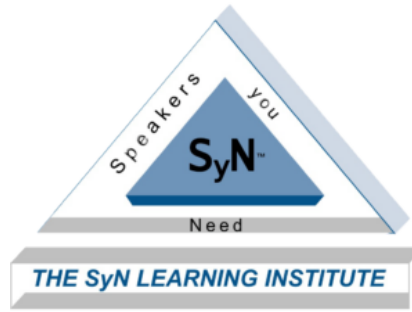
#### Objectives

- Recognize the impact of the role of the office professional
- Identify the characteristics employers value today
- Project a professional image that consistently commands respect, instills confidence, and displays competence
- Manage yourself in every situation
- Show credibility through proper business etiquette
- Demonstrate flexibility; adapt to change
- Balance a successful career and personal life
- Continue to grow and develop, to be ready for new and expanded responsibilities

#### Participants will:

- Assess the brand they project to others and identify their strengths and any gaps from the ideal where they need further development. They will note any discrepancies between how they thought they were being perceived and how others actually see them.
- Recognize the importance of branding – be it an organization or an individual – and analyze brands that have fallen short and others that have increased in value.
- Identify the traits of a polished professional, noting how they have changed over time.
- Project the appearance of a confident individual who commands respect.
- Identify areas of competencies and how they could document and display their skills so that others see and acknowledge their contributions.
- Show that they know proper business etiquette for any situation in which they might find themselves. They will be able to interact with all levels of individuals and know how to manage themselves with grace and self-assurance in a variety of business settings.

- Be comfortable accepting change and view it in a positive and constructive way. They will not be stuck in the past or worried about the future, but embrace change for the opportunities it brings.
- Have the tools to balance work and home life so that each can be enjoyed, provide fulfillment, and neither is shortchanged. The goal is 100% engagement in all facets of life.
- Commit to continuous learning, always seeking self-improvement. They will devise a Personal And Professional Development Plan to prepare themselves for future opportunities.



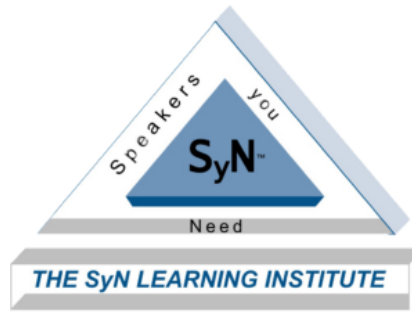
## Office Professional Certification Program - Module 2

### Successfully Working with Others

- To be successful, you must recognize the benefits of working well with others, to achieve organization goals and advance your career. The 2020 workplace requires it – it's the competitive edge.
- Uncovering and facing biases can allow you to develop successful diverse relationships. It will help you understand where misguided and preconceived notions may have come from and how to reframe them.
- Effectively using Emotional Intelligence can improve communication and teamwork.
- Developing cooperative and collaborative alliances with coworkers, business partners, allies, and other professionals will expand the organization's reach. It will assist in the attainment of goals through co-ventures, mutual support, and sharing resources .
- Creating a regular stream of information updates will help individuals develop an arsenal of tools that can be adopted and modified to improve contributions and relationships
- A Personal Action Plan will assure the transfer of concepts and skills learned to the work environment. It will enhance individual contributions and the potential to expand responsibilities.

#### Objectives

- Identify the benefits of working with others, including increasing productivity, profitability, innovation, and teamwork
- Challenge assumptions of oneself and others that may not be true, that stem from biases, or hold back teams and careers
- Apply 4 elements of Emotional Intelligence in the workplace
- Forge cooperative and collaborative alliances with bosses, co-workers, customers, stakeholders, and others
- Select tools to adopt and modify to specific workplace issues and the particular environment where you work
- Develop an action plan to strengthen skills contributing to better work relationships and stronger interpersonal skills



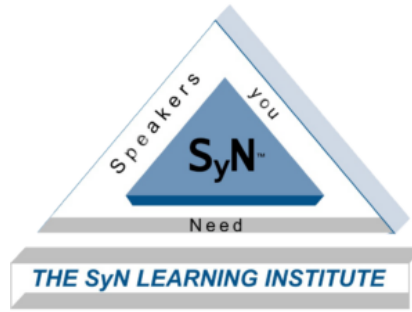
## Office Professional Certification Program – Module 3

### Essential Management Skills for Office Professionals

- Thinking like a manager requires a strategic focus - seeing the big picture and aligning with organization goals.
- In today's business, the key to success is building relationships – with bosses, colleagues, and teams. It means putting emotions and self-interests aside.
- The end goal for all employees is getting results – by doing the job themselves and/or through others, by prioritizing, managing tasks and projects, delegating, negotiating, and providing constructive feedback.
- Problem solving is a no. 1 must-have skill. It means using innovative, futuristic, and critical thinking to achieve a desired outcome.
- In a project-based work environment, you must demonstrate effective presentation skills in order to communicate well with individuals, live and virtual teams.

#### Objectives

- See the big picture, think beyond daily tasks, functions, and individual responsibilities; focus on organizational needs and goals
- Think strategically; anticipate problems; look for opportunities; get comfortable with ambiguity; align with organizational plans
- Understand roles; create better relationships with managers; work effectively within teams
- Prioritize tasks and manage projects, using delegation where appropriate to increase productivity and develop skill sets for others
- Put self-interests aside and control emotions under pressure
- Develop a positive attitude, using every opportunity to learn – from failures, as well as successes
- Give effective feedback to shape desired behaviors; create a learning environment where workers are constantly seeking to improve and add new skills
- Apply critical-thinking techniques when examining problems, approach them logically and with an open-mind, look for innovative solutions
- Improve decision-making skills by using analytics and weighing risk vs. reward
- Negotiate for win/win outcomes so that all parties feel their basic needs have been met and the relationship has been strengthened
- Hone presentations skills to share information and reports within a group settings – live and virtual

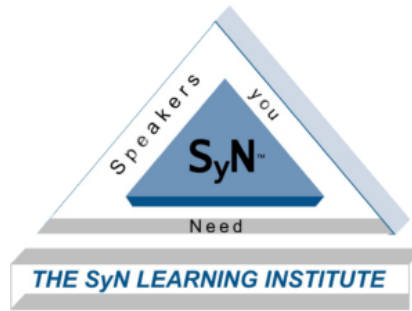


## Office Professional Certification Program – Module 4 Interpersonal Skills: Making the Connections

- In today's world of business, professionals must be able to communicate and work with a variety of individuals – across generations, with many ethnicities and cultures, and personalities different from their own.
- In order to connect, we must understand the communication process – how to send a message so others will hear what we mean; how to interpret messages coming to us through words while reading the accompanying body language; actively listening; and using questions to clarify and validate our understanding.
- There are different communications styles and when we communicate with people who have styles different than our own, we must know how to best approach them and deliver a message.
- Professional networking is one way to make a connection. There are tips that can help us get the most from a networking experience.
- Diversity covers many things – cultures, ethnicities, genders, religions, handicapping conditions, and other factors. To reach others, we need to appreciate the differences, but look for commonalities. The most successful organizations use diversity as a competitive edge.
- There needn't be a generational divide. They all have valid reasons for embracing preferences and values. If we understand where each is coming from, we can work together and learn from one another. No one generation is right and no one generation is wrong – we just have different, but valid viewpoints.

### Objectives

- Understand the communication process; how to accurately transmit a message to another and how to be sure you are correctly interpreting a message being sent to you
- Effectively delegate, manage, and collaborate with others
- Demonstrate assertive behaviors to get your needs met
- Improve listening and questioning skills
- Identify their own and other communication styles and apply strategies for working with all of them
- Discuss the role networking plays in business today and why business etiquette is important for all professionals
- Examine the facets of cultural diversity and how it affects communication and teamwork
- Explore the four generations, in terms of: values, motivators, learning styles, and more
- Recognize the value of diversity, accept differences, and build on commonalities

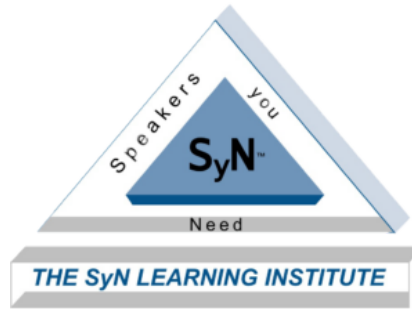


## Office Professional Certification Program – Module 5 Leadership for Office Professionals

- Everyone is expected to be a leader in organizations today. This means you have to understand how the concept of leadership has changed and assess your readiness for it.
- Social Intelligence provides guidelines for working with team members in the workplace.
- Conflict is inevitable and healthy if we have the tools to resolve and learn from it.
- Individuals have different motivators. We need to know what they are and equitably provide incentives to maximize engagement and productivity.
- To leave a legacy and help in succession planning, we must each become a role model, coach, and mentor to others.
- Best practices can be used to reduce conflict, decrease negative behaviors, replace them with acceptable and productive ones, and get team buy-in for organizational goals.
- We should all evaluate our comfort level for taking risks. And, we need to understand how to deal with team members with varying levels of risk-taking comfort. We can assess risk by focusing on consequences and what we have to win and lose by taking a certain risk.
- Change is inevitable and a constant. We need to be prepared to overcome resistance to change by understanding why people avoid and/or fight it and what we can do to make it more acceptable to them.
- We all should examine our own and the team's core beliefs and values. This knowledge will build provide insight and create a more cohesive team.
- We can produce desired outcomes by setting SMART goals and using them as our guide.

### Objectives

- Define effective leadership and assess one's potential to lead
- Apply Social Intelligence to build credibility and instill respect
- Learn how to motivate yourself and your team
- Become a successful role model, coach, and mentor
- Resolve team conflict; reduce negative behaviors; get buy-in
- Understand risk acceptance and how to evaluate the wisdom of taking certain risks
- Overcome resistance to change; view change as an opportunity
- Build confidence leading a team; build team confidence
- Examine core beliefs and values – for yourself and the team
- Set goals and promote successes



## Office Professional Certification Program – Module 6

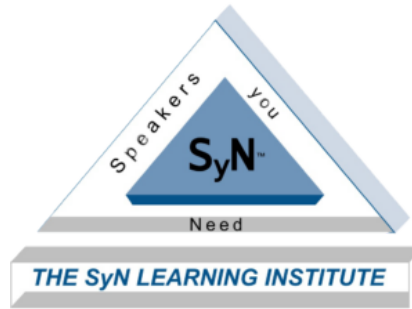
### Effective Writing for Results

- Effective written communication requires you write with a purpose, know your audience, and identify your desired end result.
- Organizations and workers are judged by the correct use of grammar and their writing styles. Poor writing reflects badly on the organization and damages the credibility of the writer.
- A consistent tone reinforces the message and should be the aim.
- To help convey the message, make your writing clear, precise, and concise. Wordy writing loses the reader and fogs the content.
- The best writing uses smooth transitions and has paragraphs and sentences of lengths that make the information easy to absorb. It is written for the reading level of the reader.
- A document that is well edited and carefully proofread so that it is error free represents you and the organization well. It is the goal of every writer and the pride of every company.

#### Objectives

- Create documents and correspondence that is grammatically correct, error free, gets the message across as intended, produces the desired results, and represents the writer, the organization, and their brands well
- Identify the purpose of the writing so that you can write to achieve the outcome you want and maintain focus
- Profile the audience so you can write to their reading and experience level, know their expectations, and be aware of any underlying issues or biases
- Provide clarity and visual appeal to the document so that it is opened, easily read, and the contents fully understood
- Deliver a concise and precise message so a person will read the material, comprehend it, and not get lost in details or sentences that are unclear or convoluted
- Offer credibility with excellent grammar so that the piece represents you and the corporation well and doesn't make people question your ability to provide products and services. This could alienate current and potential customers and lose contracts
- Write effective sentences and paragraphs with a clear messages that flows and is logically sequenced
- Use an appropriate and consistent tone for each message to be delivered
- Edit and proofread to deliver an error-free document each and every time





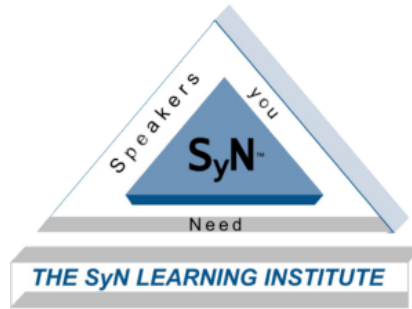
## Office Professional Certification Program – Module 7

### Communication Skills: Relationship Building

- Today's global world requires that we communicate effectively with all types of Individuals – people with styles, genders, and cultures different than our own.
- In addition to physically hearing a message, we must read non-verbal cues to get the complete story. By interpreting body language and noting other signals, we may find that the body is delivering a different message than the spoken words. When in doubt, “listen” to the body language. It is usually right.
- To have trusting relationships, we must develop empathy and understand the feelings behind words and actions. We must “walk in their shoes.”
- Emotional Intelligence is the best tool for relating to others and handling conflict.
- We all need to master the art of making small talk, to be comfortable conversing with anyone in all situations, including networking functions.
- In order to appropriately use social media, we must be cognizant of how social media is best used and the ways it can make or break a professional reputation.

#### Objectives

- Effectively engage all types of individuals for better communication
- Use active listening; interpret non-verbal cues
- Develop empathy; build trust; restore lost trust
- Use Emotional Intelligence; handle difficult conversations; reduce conflict
- Practice small talk; get savvy on gender and cultural differences
- Learn the right time and way to network
- Understand pros and cons of social media and how to manage a public and private image



## Office Professional Certification Program – Module 8

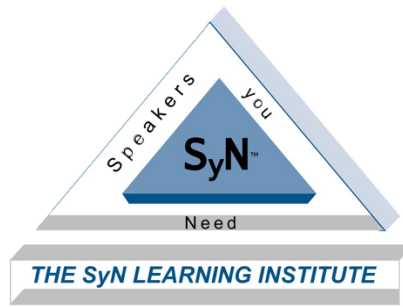
### Communication Skills: Relationship Building

- Each of us should assess personal continuing education needs. We can do this by identifying the future needs of the organization, looking at our current skills, and determining areas where skill development is needed. Then, we should explore the best options for achieving our goals.
- To stay current with new technologies, we need to develop a resource network of end users, pertinent newsletters, websites, magazines, RSS feeders, and product-specific hot lines.
- To develop a network of professionals, we need to establish personal relationships with individuals in our industry and field who will counsel us, serve as mentors, answers questions, and take an interest in our career and advancement. Then, expand our network to encompass related fields.
- The steps for preparing for a performance review include: creating documentation for the next review by starting a file of accomplishments and kudos; collecting samples of work showcasing skills; indicating responsibilities outside your current job description; verifying continuing education and volunteer work; having a detailed plan for building new skills; asking for support; reviewing our own performance; and being prepared for suggestions and recommended changes.
- Success today requires you to study the corporate and department strategic plan and align your goals with them. Look for internal mobility and rate your readiness for the next job. Network between and among departments and with higher-ups. Opt for activities that will increase your visibility.
- To balance home and work, look for ways to manage your time better, ask for support whenever and wherever you need it, share responsibilities with others, let small things go, and be in the moment wherever you are.

### Objectives

- Create a meaningful Personal Development Plan
- Assess continuing education needs and determine best-learning strategies
- Learn how to stay current with new technologies
- Use networks for a professional advantage
- Prepare for performance reviews, apply feedback, and open communication channels
- Capitalize on internal mobility and grow with the company
- Review activities for work/life significance and develop strategies for personal control

# Organization & Time Management



## Managing Multiple Deadlines and Projects

This session is designed to identify ways to effectively manage multiple deadlines and priorities to increase your ability to work smarter and achieve results and increase awareness of our individual organizational behaviors and how that might help or hinder the results we're trying to achieve.

### Learning Objectives:

- Increase awareness of our individual organizational behaviors and how that might help or hinder the results we're trying to achieve
- Provide principles and techniques for managing priorities
- Share principles and techniques for managing time most effectively
- Provide practical principles, tips and solutions to create the best workspace environment to be the most productive
- Increase awareness of "other factors" that directly impact getting results

### Agenda

#### Evaluating- The "Me" In Time

- Discovering effective techniques for managing time, being more organized, and focusing on the bigger picture
- Identify the benefits of clarifying results for achieving success
- Recognizing that in order to get results, you've got to be a skilled manager of time
- Realizing that it all begins here, the "Me" formula
- Identifying the impact of emotions and decision making and understanding it's an inside job
- Focusing on the bottom line and realizing that it is all about decisions

#### Managing Time, Priorities & Tasks

- Managing time, priorities and tasks, it is the heart of achieving results
- Achieving better results during the peak productivity period
- Understanding the impact of procrastination, perfectionism and interruptions
- Identifying the best practices for managing interruptions
- How to run, effective, productive meetings
- How to handle competing priorities and deadlines when working for more than one boss
- Use an  $I \times U = S$  formula to confidently handle changing priorities

#### Managing Space & Stuff

- Realizing that it is all about find-ability and scan-ability
- Determining the best workspace solutions for increased productivity
- Identifying 5 Power Principles to Maintain Your Space

#### Managing Information

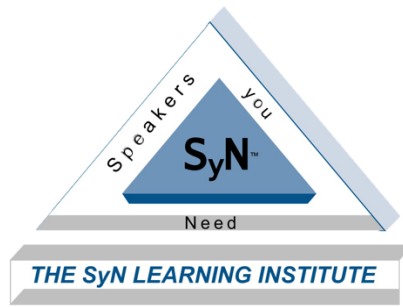
- Evaluating how your information flows
- Gain tools for effectively managing your information flow

- Establish tools and techniques for managing piles effectively

## **Q & A, Technology Updates, and Miscellaneous Tips**

### **Expected Results of Training**

As a result of attending this session, participants gain the tools for effectively managing their daily workflow. By implementing these tools, they increase their confidence and build a reputation for getting things done and meeting essential deadlines.



## Organizational Strategies that Get Results

### Course Overview

Identify ways to effectively manage your time, space, & priorities to work smart, and get results. Increase awareness of our individual organizational behaviors and how that might help or hinder the results we're trying to achieve.

### Seminar Objectives

- Increase awareness of our individual organizational behaviors and how that might help or hinder the results we're trying to achieve
- Provide practical principles, tips and solutions to create the best work space environment to be the most productive
- Provide principles and techniques for managing priorities
- Provide principles and techniques for managing time most effectively
- Increase awareness of "other factors" that directly impact getting result

### Module 1 - The "Me" In Time

- Managing Time, Being More Organized – the Bigger Picture
- Results Clarified
- To Get Results – You've Got to Be a Skilled Manager
- The 7 Managers
- It All Begins Here - The "Me Formula"
- Emotions & Decision Making – It's an Inside Job
- The Bottom Line – It's All About Decisions

### Module 2 - Managing Space & Stuff

- It's All About Find-ability & Scan-ability
- Want Space? – Principles for a Workable Space
- 5 Power Principles to Maintain Your Space

### Module 3 - Managing Information

- Do You Know Your Information Flow?
- How to Manage Your Information Flow
- Effectively Managing Piles

### Module 4 - Managing Time, Priorities & Tasks

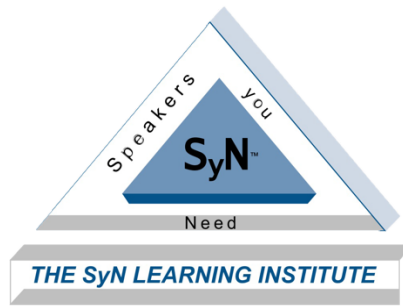
- Managing Time, Priorities & Tasks – The Heart of Getting Results
- Get Better Results - Peak Productivity Period
- Benefits & Use of a Time Map
- Procrastination, Perfectionism, & Interruptions
- Managing Interruptions

### Module 5 – Q & A, Technology Updates, Misc. Tips

## **Program Benefits**

The 10 most important benefits that participants can expect to achieve as a result of attending this session:

1. Increase confidence in managing daily work flow
2. Develop a reputation for getting things done
3. Reduce personal stress by learning how to eliminate the non- essentials
4. Increase trust and reliability with team members and direct reports
5. Learn how to not let important items fall through the cracks again
6. Be able to meet essential deadlines
7. Increase self-esteem
8. Learn how to manage interruptions diplomatically
9. Free yourself from organizational tools that don't fit you
10. Become known as a high contributor to team productivity – by being able to find anything in less than 30 seconds.



## Personal Accountability

This session is designed to identify ways to effectively manage your time, space, and priorities to increase your personal accountability to work smarter and achieve results. Increase awareness of our individual behaviors and how that might help or hinder the results we're trying to achieve.

### Learning Objectives:

- Increase awareness of our individual organizational behaviors and how that might help or hinder the results we're trying to achieve
- Provide practical principles, tips and solutions to create the best workspace environment to be the most productive
- Provide principles and techniques for managing priorities
- Provide principles and techniques for managing time most effectively
- Increase awareness of "other factors" that directly impact getting results

### Agenda

#### Personable accountability starts with "Me"

- Discovering effective techniques for managing time, being more organized, and focusing on the bigger picture
- Identify the benefits of clarifying results for achieving success
- Recognizing that in order to get results, you've got to be a skilled manager of time
- Discovering the seven (7) time managers
- Realizing that it all begins here, the "Me" formula
- Identifying the impact of emotions and decision-making and understanding it's an inside job
- Focusing on the bottom line and realizing that it is all about decisions

#### Managing Space & Stuff

- Realizing that it is all about find-ability and scan-ability
- Determining the best workspace solutions for increased productivity
- Identifying 5 Power Principles to Maintain Your Space

#### Managing Information

- Evaluating how your information flows
- Gain tools for effectively managing your information flow
- Establish tools and techniques for managing piles effectively

#### Managing Time, Priorities & Tasks

- Managing time, priorities and tasks, it is the heart of achieving results
- Achieving better results during the peak productivity period
- Discovering the benefits of using a time map
- Understanding the impact of procrastination, perfectionism and interruptions

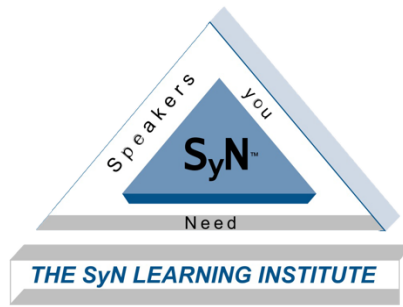


- Identifying the best practices for managing interruptions

## **Q & A, Technology Updates, and Miscellaneous Tips**

### **Expected Results of Training**

As a result of attending this session, participants gain the tools for effectively managing their daily workflow. By implementing these tools, they increase their confidence and build a reputation for getting things done and meeting essential deadlines.



## Fundamentals of Effective Project Management 1-day outline

### Course Objectives

- 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.
- The course will provide methods to identify project scope, objectives and tasks to make it easier to focus on the desired outcomes.
- The training will identify the steps of running a 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, and problem analysis
- 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.

### Course Overview

*Fundamentals 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.

The seminar is divided into four segments:

- The Process of Project Management, its uniqueness as an entity and the characteristics successful project “managers” possess.
- The Project-Planning Process identifies the techniques and tactics for cost containment, effective decision-making, and project fulfillment.
- The Problems of Project Management identifies stress and project pitfalls that cause delays.

## AGENDA

### Getting Started

This module takes a look at and identifies common traits for success. The Operating Environment

- The Organizational Culture
- Key Characteristics of Successful Projects

### Defining Project Management

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

### 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?

### **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
- Estimating Time and Cost

### **Controlling the Flow of Work**

This module develops time-management strategies for the project. Step-by-step exercises will be conducted to assist in identifying priorities and communicating those priorities to others.

- Separating the Tasks
- Pareto Principle
- The Negotiation Worksheet

### **Charting and Graphic Techniques**

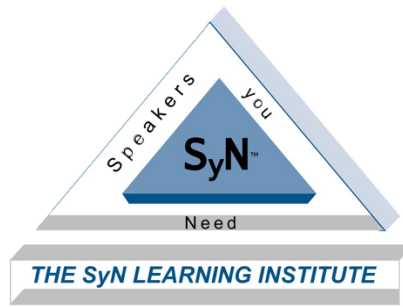
Outlining techniques, graphing techniques, and flow-charting will be discussed during this module. Software applications are discussed, and recommendations made for effective project-management scheduling.

- 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)

### **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.

- Treat Project Termination as a Separate Project
- Be Sensitive about Staff Concerns
- Provide Ongoing Support
- Exercise Your Negotiating Skills



## Fundamentals of Effective Project Management

### 2-day outline

#### Course Objectives

- 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.
- 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.

#### Who Should Attend

- Executives
- Executive assistants
- Upper management
- Supervisors

#### Course Overview

*Fundamentals 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.

The 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.

# AGENDA

## Getting Started

This module looks 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

### **Controlling the Flow of Work**

This module develops time-management strategies for the project. Step-by-step exercises will be conducted to assist in identifying priorities and communicating those priorities to others.

- Separating the Tasks
- Pareto Principle
- Set-up a System
- Analyze Activities and Results
- The Negotiation Worksheet

### **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.

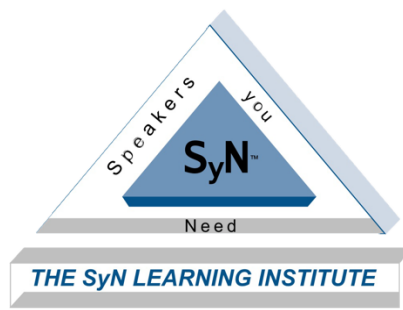
- Strategy, Tactics, and Project Outcome
- Setting Up a Problem Alert System
- Anticipate Problems to Minimize Their Impact
- Roadblocks to Productivity
- Strategies for Handling Delays
- Five Ways to Prevent Conflict
- Conflict Resolution Alternatives
- Conflict Management Style Survey (Assessment Tool)

### **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!



## Time Management

This session is designed to identify ways to effectively manage your time, space, and priorities to increase your ability to work smarter and achieve results. Increase awareness of our individual organizational behaviors and how that might help or hinder the results we're trying to achieve.

### Learning Objectives:

Increase awareness of our individual organizational behaviors and how that might help or hinder the results we're trying to achieve

- Provide practical principles, tips and solutions to create the best workspace environment to be the most productive
- Provide principles and techniques for managing priorities
- Provide principles and techniques for managing time most effectively
  - Increase awareness of “other factors” that directly impact getting results

## Agenda

### Evaluating- The “Me” In Time

- Discovering effective techniques for managing time, being more organized, and focusing on the bigger picture
- Identify the benefits of clarifying results for achieving success
- Recognizing that in order to get results, you've got to be a skilled manager of time
- Realizing that it all begins here, the “Me” formula
- Identifying the impact of emotions and decision making and understanding it's an inside job
- Focusing on the bottom line and realizing that it is all about decisions

### Managing Space & Stuff

- Realizing that it is all about find-ability and scan-ability
- Determining the best workspace solutions for increased productivity
- Identifying 5 Power Principles to Maintain Your Space

### Managing Information

- Evaluating how your information flows
- Gain tools for effectively managing your information flow
- Establish tools and techniques for managing piles effectively

### Managing Time, Priorities & Tasks

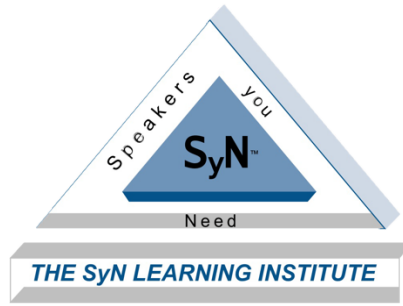
- Managing time, priorities and tasks, it is the heart of achieving results
- Achieving better results during the peak productivity period
- Understanding the impact of procrastination, perfectionism and interruptions
- Identifying the best practices for managing interruptions
- How to run, effective, productive meetings
- How to handle competing priorities and deadlines when working for more than one boss
- Use an  $I \times U = S$  formula to confidently handle changing priorities



## **Q & A, Technology Updates, and Miscellaneous Tips**

### **Expected Results of Training**

As a result of attending this session, participants gain the tools for effectively managing their daily workflow. By implementing these tools, they increase their confidence and build a reputation for getting things done and meeting essential deadlines.



## Time Management Skills for Busy Professionals

### Course Objective:

The purpose of this course is to develop skills to gain tips and tools for organizing your work life, schedule and space. The course will instruct the participant on how to develop a personalized action plan for staying on track and managing projects. Learn skills that will move you out of crisis mode into productive mode. This workshop will include interactive participation and coursework.. Participants will be able to easily apply the concepts to their day-to-day work requirements.

This can be a half day or full day session with the client's choice of modules:

- Step 1 – see the big picture
- Learn to prioritize and set realistic goals
- Making decisions based on clientele
- Stop procrastination
- Learn to say “NO”
- Effectively manage projects and meetings
- How to delegate to your team members and peers
- Taking ownership and a proper role for each task

### Agenda

#### Module 1: Identifying Time --Stealers

- How to spot time-stealers and rid yourself of them
- Dealing with procrastination
- 4 steps for prioritizing tasks
- The ABC's of planning
- How to manage interruptions
- Formula for prioritizing your clientele
- Managing meetings effectively
- How to rid yourself of nervousness when presenting

#### Module 2: The Art of Getting Things Done

- See the big picture
- Take time to plan and set realistic expectations
- Techniques for prioritizing
- Learn to say “NO”
- What is My Role
- Effective scheduling techniques
- Proven tips to dealing with email
- How to stay on course

#### Module 3: Managing Meetings

- When and where to meet
- Tweaking your invite list
- The parking lot
- What's on the agenda

- Keeping the meeting on track
- Keeping attendees accountable
- Handling difficult people in attendance
- 5 steps unproductive meetings include
- When and how to conduct a successful question- and-answer period

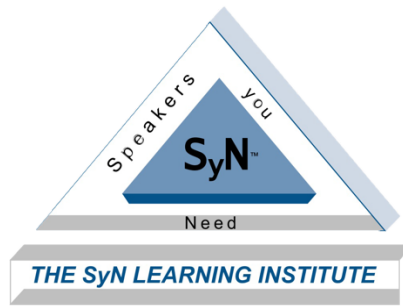
#### **Module 4: Managing Projects**

- Project Management Plan
- How technology can assist
- 10 rules for staying on track
- Schedule and delegate tasks
- Tools to make your action plan work for you and the client
- Managing team members including peers

#### **Module 5: Taking Control of the Driver's Seat**

- How to meet every deadline
- Communicating through crisis
- Managing yourself and others
- Rid yourself of stress
- Time to celebrate

# Presentation Skills



## Effective Briefing and Presentation Skills

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.

### Course 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

### Course Agenda

#### Day One (up to 30 participants):

##### 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

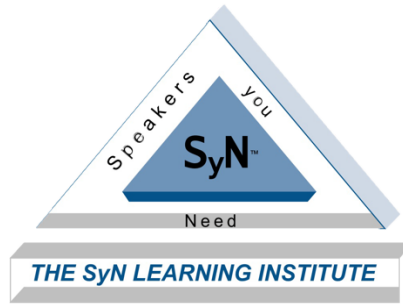
##### Managing the Process

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

#### Day Two (up to 15 participants):

Each participant will give a 7-10 minute videotaped 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. We recommend this Application Day occur 2-6 weeks after the initial training date to allow the participants to properly prepare and rehearse their briefings.

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.



## Facilitating with Impact and Effectiveness!

This workshop can be presented as a one- or two-day session, designed to fit your needs.

Being an effective instructor mean more than just knowing your stuff! It takes connecting, engaging and facilitating learning. Whether you're a subject matter expert or a full-time instructor, this highly interactive workshop will give you the tools it takes to create a positive learning experience that guarantees retention and success.

You will learn what it takes to make training come to life by addressing the essentials of adult learning. From tools and techniques to create high-energy learning to managing disruptive participants, you will walk away with must-have tools for group instruction as well as on-the-job and virtual training.

### One-day Workshop

#### Facilitation Skills: What's in It for You

- Training versus presenting: Making the difference
- Where do you stand: A personal survey
- Defining personal objectives

#### Understanding How Adults Learn

- Dynamics of adult learners
- Understanding group dynamics
- Defining your instructional style
- Identify three styles of learning
- Recognize how to build retention
- Pacing methods for short attention spans

#### Facilitation and Training Methods that Work

- How to manage anxiety and nervousness
- Using effective delivery techniques
- Setting the stage for a positive learning climate
- Capturing attentions with a dynamic opening and a memorable closing
- Using questions to promote understanding
- Using visual aids with impact

#### How to Get the Audience Involved: Retention and Prevention

- The importance of involving your audience
- How to think like a director: Establishing objectives and action scenes
- Implementing problem-solving approaches
- Directing role plays with results
- Activities that demand implementation of learning

## **Dealing with Difficult Participants and Situations**

- Focus on prevention first
- Ground rules that work
- How to assertively deal with disruptive participants
- What to do when they challenge you
- Dealing with resistive learners
- Setting limits and gaining cooperation

**Methodology:** Participants will engage in the same activities they would use to facilitate effective training sessions. These techniques would include ice breakers, discussions, games, brainstorming, surveys, and more. They would also discuss how the methods they experience could be applied to presentations or training sessions they conduct.

## **Two-day Workshop with Participant Demonstrations**

### **Facilitation Skills: What's in It for You**

- Training versus presenting: Making the difference
- Where do you stand: A personal survey
- Defining personal objectives

### **Understanding How Adults Learn**

- Dynamics of adult learners
- Understanding group dynamics
- Defining your instructional style
- How to flex your style to be more effective
- Identify three styles of learning and how to identify them
- Recognize how to build retention
- Pacing methods for short attention spans
- Adult learning concepts that work
- Gaining buy-in with WIIFM
- How to begin training sessions with impact: activities, ice-breakers, and more
- Using the environment as a tool: Room-setting ideas for impact
- Application: Participants will be asked to select activities, ice breakers and games that fit different learner styles and their audiences

### **Facilitation and Training Methods that Work**

- Using effective delivery techniques
- Setting the stage for a positive learning climate
- Implementing techniques that increase participation
- Capturing attentions with a dynamic opening and a memorable closing
- Using four types of questions that promote understanding and involvement
- Facilitating productive discussions
- Providing opportunities for skill practice
- Application: Participants will choose topics, design and opening and closing and deliver to the group

### **Using Visual Aides for Impact**

- The importance of visual aides
- Moving beyond death by power point: Effective use for learning
- How to create dynamic power points
- Making the most out of video clips as a learning tool
- Making music a motivator and mood-setter



- Using best practices to design handouts
- Making the most out of workbooks and handouts
- Optional Application: Participants will design a five-slide power point for a presentation

### **How to Get the Audience Involved: Retention and Prevention**

- Involving your audience for maximum impact
- Pacing techniques to eliminate boredom
- How to think like a director: Establishing objectives and action scenes
- Implementing problem-solving approaches
- Directing role plays with results
- Activities that demand implementation of learning
- Facilitation strategies for experienced learners
- Application: Participants are asked to take a presentation outline (theirs or one supplied) and build in activities, apply pacing, and the above techniques

### **Dealing with Difficult Participants and Situations**

- Focus on prevention first
- Ground rules that work
- Why people resist changes in what they know
- How to help people accept what has changed and get buy-in
- Five types of difficult participants and what works
- What to do when they challenge you
- Dealing with resistive learners
- How to assertively deal with disruptive participants
- Setting limits and gaining cooperation
- Role play: Dealing with difficult and resistive people

### **Making Learning Stick: Keys to Increasing Retention**

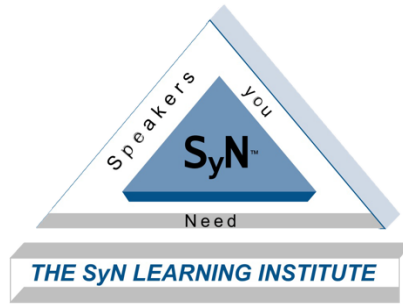
- Judging post training effectiveness
- Knowing what causes a transfer of knowledge
- Identifying barriers to applying what they learned
- Moving from compliance (I have to do it) to commitment (I want to do it.)

### **Grand Finale**

Working in small groups, participants will take a topic, use the facilitation concepts covered over the past two days, and give a demonstration. This will be recorded for their own benefits.

### **Methodology**

Participants will experience the same facilitation skills they are encouraged to use such as brainstorming sessions, discussions, games, ice breakers, activities, and more. They will also have opportunities at the end of each module to apply what they have learned to a current program they instruct, design a new facilitation guide to a future course, or may select one from the instructor.



## Poised and Powerful Public Speaking

### Session Overview:

This program deals with identifying the purpose, preparation, and delivery of powerful presentations as well as overcoming stage fright. Whether the speaking venue is for meeting facilitation, training or client presentations, public speaking has become a necessary skill for any professional. The class is effective for participants just learning public speaking skills as well as veteran speakers looking to enhance their existing skill set.

### Learning Objectives

- Clarity in the purpose for the presentation.
- Preparation techniques to ensure an effective presentation.
  - Homework/research
  - Presentation development
  - The 3 “T’s” of presentations
- Delivery tips to ensure audience engagement.
- Stage fright...what is it, what causes it and how to overcome it
- Crowd Control - Handling hecklers
- Delivering extemporaneous presentations...no time to prepare.

### Topic: What’s your purpose for presenting?

- Skill Set 1: Identify one of three reasons to present
- Skill Set 2: What does your audience expect of you?
- Skill Set 3: What are your strengths and challenges of public speaking?
- Activity: Deliver first presentation within 15 minutes of class start
- Activity: Group discussions on strengths and challenges

### Topic: Preparation techniques

- Skill Set 1: The purpose of homework/research
- Skill Set 2: Mind mapping for content organization
- Skill Set 3: Opener, Body and Close
- Activity: Mindmapping
- Activity: Deliver second presentation on opener

### Topic: Audience Engagement

- Skill Set 1: Using multiple sensory tools for engagement and retention
- Skill Set 2: Getting connected/developing audience rapport
- Skill Set 3: The need for energizers and powerful openers
- Activity: Practice connecting to audience
- Activity: Practice movement based on room configuration

### Topic: Stage Fright

- Skill Set 1: Recognize that stage fright/fear is normal
- Skill Set 2: Reasons for stage fright
- Skill Set 3: Confidence and being prepared
- Activity: Process their first presentation of the day – did they survive?
- Activity: Group discussion about their anxiety

**Topic: Crowd Control**

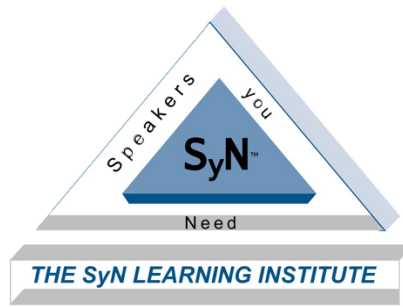
- Skill Set 1: Handling questions/formal or informal presentation
- Skill Set 2: Handling the unexpected
- Skill Set 3: Hecklers
- Activity: Have groups practice heckling
- Activity: Create their buy-time questions

**Topic Impromptu speaking**

- Skill Set 1: Preparing a last minute impromptu speech
- Skill Set 2: Be clear about intention and message
- Skill Set 3: Keep It Simple Speaker
- Activity: Third presentation of the day
- Activity: Action plan for improvements they can work on immediately

Conclusion/Expected Results of Training/Take-Away/Immediate Results. (Choose the title that best describes your ending paragraph.)

The immediate results of this training are for the participants to develop and strengthen their levels of confidence with public speaking. Learning the techniques for research, content development and delivery will enable them to become more effective as presenters in any situation. Overcoming stage fright will allow them to face a fear that can be paralyzing to even the best presenters. Skills, tips and techniques will be also be shared regarding crowd control and last-minute presentations.



## Professional Presentation Skills

### Session Overview:

This training is the follow-up class for “Poised and Powerful Public Speaking”. Further practice will polish many of the skills learned in the first program. The focus is on more in-depth feedback and one-on-one guidance from the trainer regarding platform skills such as movement, audience interaction and body language.

### Learning Objectives:

- Polishing the public speaking skill set.
- Working the room.
- Targeted feedback.
- Preparing and presenting a full five-minute speech.

### Topic: Polishing existing skills

- Skill Set one: Identifying challenges
- Skill Set two: The secret and power of self-esteem
- Skill Set three: The confidence of being prepared
- Activity: First presentation within 20 minutes of class start
- Activity: Self-analysis

### Topic: Working the room

- Skill Set one: The purpose and need for movement
- Skill Set two: Your visuals are aids...not your presentation
- Skill Set three: Stay connected through activities
- Activity: Group discussion about effective activities
- Activity: Second presentation using movement and activities

### Topic: Targeted feedback

- Skill Set one: The difference between feedback and criticism
- Skill Set two: The necessity of honest feedback
- Skill Set three: What did you hear? Are you listening?
- Activity: Giving and receiving feedback
- Activity: Third presentation implementing feedback received.

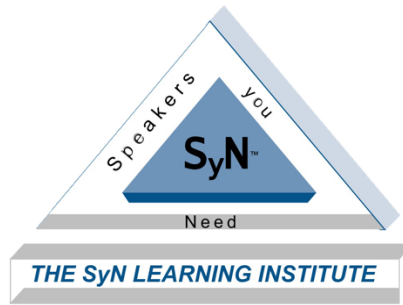
### Topic: Preparing and presenting five minute speech

- Skill Set one: Using skills learned for impromptu speaking
- Skill Set two: Dealing with the fear
- Skill Set three: Focused preparation
- Activity: Preparation and content development
- Activity: Fourth presentation with targeted feedback

**Conclusion/Expected Results of Training/Take-Away/Immediate Results.**

(Choose the title that best describes your ending paragraph.)

The immediate results of this training are more polished and confident speakers for any situation. Time is spent on giving and receiving feedback which will apply to manager/supervisor responsibilities as well as meeting facilitation, training and client presentations.



## The Eloquent Executive: How to Communicate with Tact and Skill for

### Communication: The Language of Leaders

- Dynamics of communication: Why talk is so technical
- The Zone: How to develop communication habits that work
- The Right Stuff: What it takes to speak the language of leaders whatever your title

### Knowing Your Audience

- Recognizing personality and learning style differences and taking charge
- Speaking to the person and personality: Recognizing individual differences
- How to adapt using the Platinum Rule of communication

### Leader-Speak: How to Speak so People Will Listen

- The tremendous three: Critical communication components
- How to get others to take you seriously
- Avoiding the passive or pushy labels
- Body language: Demonstrating credibility and power using unspoken messages
- Vocalizing to gain support: It's the "How," not the "What"
- Word power: It's more than vocabulary
- How to get what you want from others through the psychological impact of word choice and persuasive tools

### Power through People: How to Build Instant Rapport

- Mastering the critical moment: First impressions
- Using what you have to connect
- The secret of the masters: How to eliminate defensiveness and win acceptance
- How to create that "I feel like I've known you forever" feeling even with perfect strangers
- Speaking their language: Using auditory, visual and kinesthetic language

### Keys to Powerful Meetings and Presentations

- It all begins with a plan
- Taking charge of the setting
- Positioning information for impact
- Developing visuals and using them to *enhance* your presentations
- Secrets to being heard and moving people to action
- Getting results: The test of a productive meeting or presentation

### The Power of Listening

- How to turn "it" off to turn them on
- Building relationships the silent way
- How to draw people outside themselves to discover what's going on inside
- How to use listening to build strong teams and win cooperation

### Difficult Conversations: How to Influence Others

- Dealing with negative emotions and difficult behaviors
- Knowing when to intervene: coaching, counseling, mediating
- Operating within the control zone
- Coaching for powerful performance
- Gaining cooperation from boss and colleagues

### Conflict: Real and Up-Front

- Why it's not all bad
- Understanding the dynamics of conflict
- How to confront to achieve cooperation and get the behavior you desire
- How to create accountability
- Setting limits that work
- Negotiating for agreement

### Special Conversations Requiring Skills of the Savvy

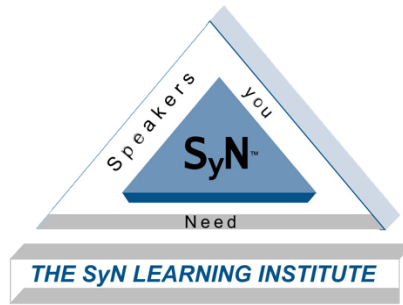
- How to deliver criticism and feedback effectively
- Chronic complainers: A key to quiet the cranky
- Gossipers and backstabbers: How to exterminate the varmints
- Countering the Negative Nellies and Neds
- Dealing with bullies: From playground to boardroom

### Personal Action Plan

- Where do I go from here: My plan for improvement
- What will I do
- How will I judge my success
- What's in it for me
- Keys to creating long-term success

# Project Management





## Basics of Effective Project Management

**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.

### Course Objectives

- 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.
- 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 looks 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**

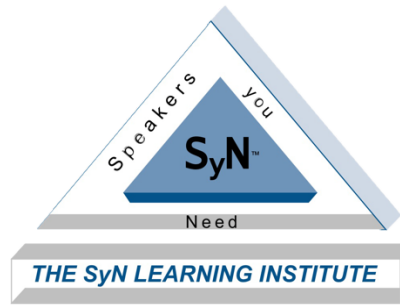
Problems are an inherent part of project management, but they need not delay the project or cause undue stress. Participants will learn how to anticipate problems, avoid the predictable pitfalls, and manage the unexpected more efficiently.

- 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!



## Project Management

### Project Management

This series of project management training is designed for people that have a **responsibility to manage or those who contribute to the results of a project**. It is an ideal course for team members, managers of project managers, and students of project management who want to learn the modern practices of project management. To succeed in today's world, it is imperative for professionals to constantly upgrade their skills to meet the constantly changing work environment. Due to what is occurring in all industries, budgets get smaller, deadlines get tighter and projects are becoming more complex. This project management certification increases the opportunities for success for you, your organization and your team. The series of sessions takes the components of project management and focuses on how to use the methods to achieve needed outcomes and results.

- Stakeholders
- Organizational Executives
- Project managers
- Team members

We will explore the reasons for high failure rates and examine key strategies for ensuring success through planning and execution. We will examine the leadership challenges of influencing others when you have limited formal authority. We will discuss the role of culture and the impact it has on our project's success. We are working with more culturally diverse teams and customers than ever before and learning to address this component becomes a significant factor in success as well.

Participants will develop an understanding of the most common principles, processes, and tools that are necessary for results in the modern-day environment. Participants will learn how to plan (or be a part of the planning), manage, and monitor (and include holding team members accountable for assisting in monitoring) a project with a focus on results.

- planning, (the course will include how to develop a project plan)
- implementation – while managing resources
- monitoring progress,
- reporting and communicating to stakeholders and team members
- conducting effective meetings
- updating project plans, and
- managing project issues

The course will include exposing participants to typical problems that occur during projects. These will include examples of:

- Scope Changes
- Communication breakdowns
- Unexpected stakeholder requests

Upon successful completion participants will have knowledge and skills to evaluate project status, monitor and analyze progress on an ongoing basis, identify issues and solutions and be an integral player in achieving the desired outcomes.

### **Project Management Overview**

- Overview of project management
- Typical project management constraints and challenges
- Introduction Project Management Process Management
  - Initiation and Planning
  - Scope and project plan management
  - Schedule Management
  - Budget Management
  - Quality Management
  - Team and Stakeholder Management
  - Communication and Information Management
  - Risk and Contract Management
  - Implementation Management
  - Change and Close-Out Management

### **Roles, Responsibilities, and Skills**

- Role and responsibilities of the project manager
- Managerial skills of project managers
- Interpersonal skills for project managers
- Influence and power of the project manager
- Project management competencies

### **Scope Management**

- Scope Management Process
- Defining Project Scope
- Assigning Scope of Work
- Verifying the Work
- Adapting the Scope

### **Schedule Management**

- Schedule Management Process
- Defining the Schedule
- Publish the Schedule
- Monitor the Schedule
- Update the Schedule

### **Contract Management**

- Contract Management Process
- Contract Planning
- Contract Administration
- Contract Monitoring
- Contract Modifications

### **Team Management Including Diversity Positives Using Straightforward Applicable Actions**

Build a project management team with a culture of Impact and positive outcomes with team diversity in skill set, age,culture, race, backgrounds, etc

## **How to Include and Build Diversity Allies and Advocates to Improve Project Management**

Team Identification

Team Building

Team Performance

Team Improvement

## **Communication & Information Management**

Communication & Information Management Process

Communication & Information Planning

Management of Communication & Information Processes

Communication and Information Management Checks and Controls

Communication and Information Management Improvements

## **Stakeholder Management**

Stakeholder Management Process

Stakeholder Engagement

Stakeholder Management Evaluation & Improvement- Ongoing

## **Budget Management**

Budget Management Process

Estimating the Budget

Executing the Budget

Budget Control

Budget Updates

## **Quality Management**

Quality Management Process

Quality Standards

Quality Assurance

Quality Control

Quality Improvement

## **Risk Management**

Risk Management Process

Risk Planning

Risk Mitigation and Monitoring

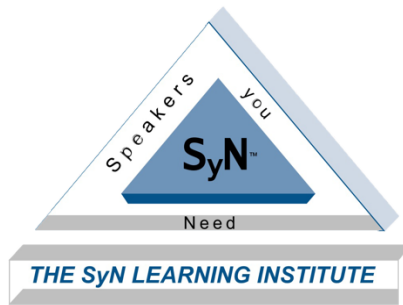
Risk Response

Risk Management Improvement

Successful project management has become imperative for organizations and a critical skill for an individual to have. The ability to deliver projects on-time and within scope is essential.

During this training you will learn practical approaches and techniques to effectively analyze, plan, execute, lead and/or be an integral player in project success.

# Team Building



## Building a Dream Team

### Course Description

Teams are like blended families. To “live” under the same roof, it takes commitment, communication, and collaboration. More importantly, it takes agreeing on a vision and valuing each member’s strengths to make that vision a reality. And it takes training and practice. It involves a process to become a Dream Team.

Through this course, team members will not only gain an understanding on what it takes to build a positive productive team. They will clarify visions of what that team would look like to them and action steps they need to take to make their “dream team” a reality.

Participants will be engaged in lively discussions and brainstorming sessions. These will be combined with training on what it takes to be a productive team, dealing with different personalities, collaborative communication techniques as well as conflict management. Participants will also be involved in activities and challenges that force them to immediately apply learning principles, as well as build trust and commitment.

### Goals

- Learn what the special ingredients necessary to become a positive productive team
- Establish vision and values fitting of their teams
- Develop the necessary team skills of collaborative communication, conflict management, and dealing with differences
- Build trust and commitment to manage changes and move to the peak productive team level
- Establish agreed-upon practices to build harmony and synergy
- Be able to deal with difficult team members and win their commitment and cooperation
- Take your team to the next level

### Agenda

#### Learning Objective: What it Takes to Become a Winning Team

- Team defined
- Advantages of working as a team
- Team activity to show value of team involvement and impact on success
- Characteristics of a high performance team
- Down and dirty diagnosis: Determining where you stand as a team
- Know what is normal: Stages to team development

#### Learning Objective: Breaking Out of the Comfort Zone Connection

- How to go from me to we: Dealing with ego and turf issues
- What you contribute as a team member
- Developing a team player attitude



- Developing Candor, Trust and a Common Vision

### **Developing a positive team culture**

- Identifying what a “dream team” or ideal team would be
- Maximizing on achieved strengths
- Identifying areas of focus and obstacles to overcome for a dream team to exist

### **Embracing Differences**

- Recognizing individual differences
- Activity on what each personality brings to the team
- Developing flexibility in dealing with people different from you
- Learning how to bring the best out in each other
- Teaching others what you need give your best
- Implementing MPI (most positive interpretation) when dealing with each other

### **Learning Objective: Communicating as a Dream Team**

- How to make sure what you say is what they hear
- Body language impact: Making the neuro connection
- How to choose words that have positive impact even in difficult situations
- The importance of listening to what is really said
- Encouraging others to engage, even when they seem reluctant
- Critical tools to team collaboration
- Fostering open communication

### **Learning Objective: Structuring Your Dream Team**

- Starting with a strong foundation
- Establishing a vision and common purpose
- Evaluating what you would have to be like as a team to create your vision
- Developing team values and guidelines through interactive brainstorming
- Establishing rules of engagement to create synergy and enhance collaboration

### **Learning Objective: Dealing with Conflict**

- Why conflict is normal and necessary for peak team development
- Developing common rules of engagement regarding conflict
- How to raise issues and gain cooperation
- How to deal with defensive reactions without losing emotional control
- Success techniques for dealing with difficult team members

### **Learning Objective: Encouraging Creativity and Problem Solving**

- When two heads are better than one
- Getting past the blame game to create positive solutions
- Collaborative brainstorming techniques that ensure everyone’s input
- Three techniques to problem-solving that result in the best solution

### **Learning Objective: Maintaining Commitment, Motivation, and Energy**

- The importance of keeping your team on track
- How to keep motivated, especially during high-pressure times
- Celebrating successes as a dream team
- Keys to maintaining team atmosphere and commitment long after training day

- Building bonds and setting goals to take your team to the next level

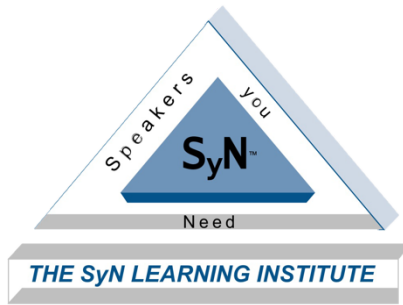
### **Learning Objective: Making Commitments Toward Future Growth**

- Review the Dream Team list
- Decide which of the qualities you will work on to make your dream team a reality
- Set goals and get commitment
- Final Dream Team Exercise
- Close

### **Course Outcome**

Both intact and newly forming team members learn what it takes to be a positive productive team. This can be applied to any team they become a member of. Teams also are able to identify what their Dream Team would look like and take action steps to making that a reality.

Individuals embrace differences, engage in collaborative communication, and develop trusting relationships where conflicts can be resolved quickly. Focus is put on what is best for the team. Team members develop synergy as they continue their efforts to creating and maintaining a Dream Team.



## Coaching and Mentoring Skills

Effective supervisory talent management is a composite of short-term coaching, long-term outcome driven mentoring, and merging a diverse number of individuals into an efficient team rather than merely being a group of people who work with or around one another.

This information and guidance-filled, highly interactive, and fast-paced seminar/workshop provides participants with the how-tos of providing individualized direction, being a “Sherpa” and dealing with below-average performers.

### Topics Covered

- Behaviors and Characteristics of an Effective Coach/Mentor
- Insights Leaders Must Possess
- Mastering the Performance/Behavior Management Process
- How to Coach
- Mentoring to Someone’s “Thinking Style”
- Phases of Learning
- Counseling Fundamentals

### Agenda

#### Coaching, Mentoring and Counseling Overview

- Essential behaviors needed for effectiveness
- Leadership insights
- Six approaches that help any team win
- Performance Management/Behavior Management Process

#### Coaching Techniques

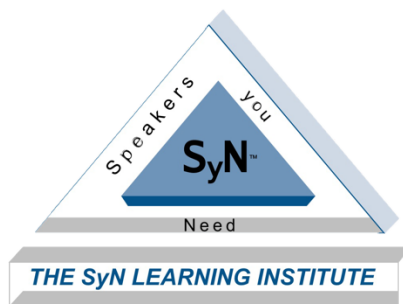
- Eight ideas to enhance coaching success
- Keys to effective coaching
- SIPS Feedback method

#### Mentoring Techniques

- 6 ways people learn and process information
- 3 Phases of learning
- Mentoring Workshop/Case Study

#### Counseling Techniques

- Methods to discover performance problems
- 6 step process to gain agreement and commitment to improvement
- Techniques and scripts to address shortcomings
- Counseling Workshop/Practice



## Developing Collaborative and Productive Teams

This seminar focuses on how each team member is important to overall 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 teams and meet challenges. We explore the methods to move teams from Forming to Performing as members learn to trust and respect one another.

### Course Objectives:

- Develop collaborative teams that work together
- Get team members 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

### Dealing with Team Tension

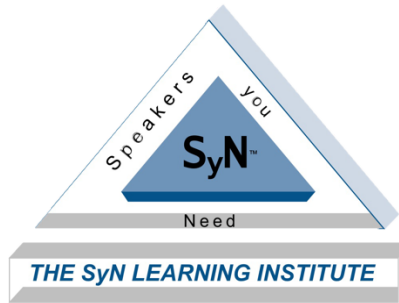
- Maintaining standards and boundaries
- Dealing with interpersonal conflict
- Getting to win/win solutions
- How to handle submerged barriers to team thinking.

### Problem Solving and Consensus Development.

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

**Action Planning**

After attending this information-packed seminar leaders and team members alike will be prepared to work together to achieve amazing results. The session will increase knowledge about each other and break down barriers keeping team members from working together to achieve organizational goals.



## Developing Collaborative, Diverse and Inclusive Teams

This seminar focuses on how each team member is important to overall team performance. In today's competitive work environment, effective teams make the difference between success and failure. Leaders need to understand the process of developing inclusive teams with diverse members and how to maintain motivation to achieve organization goals.

This seminar provides strategies, techniques, and tools to grow teams and meet challenges. We explore the methods to move teams from Forming to Performing as members learn to trust and respect one another.

### Course Objectives:

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

### AGENDA

#### Building Collaborative Teams that are Inclusive

- 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 of diverse backgrounds

#### Tips to Team Development

- Determining mission and goals.
- Understanding common values
- Learning how to include diverse viewpoints and backgrounds in team decisions
- Developing team norms and boundaries
- Providing feedback and motivation

#### Dealing with Team Tension

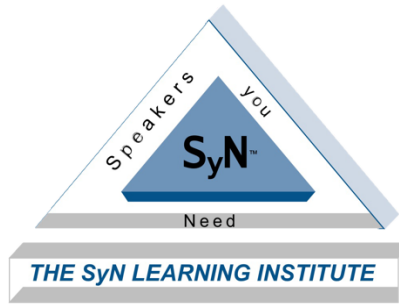
- Maintaining standards and boundaries
- Dealing with interpersonal conflict
- Getting to win/win solutions
- How to handle submerged barriers to team thinking.

**Problem Solving and Consensus Development.**

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

**Action Planning**

After attending this information-packed seminar, leaders and team members alike will be prepared to work inclusively to achieve amazing results. The session will increase knowledge about each other and our diverse differences, while breaking down barriers keeping team members from working together to achieve organizational goals.



## Team Building

This seminar focuses on how each team member is important to overall 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 teams and meet challenges. We explore the methods to move teams from Forming to Performing as members learn to trust and respect one another.

### Course Objectives:

- Develop collaborative teams that work together
- Get team members to value and respect one another
- Deal with problem team members
- Handle conflict among 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

### Dealing with Team Tension and Conflict

- 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.

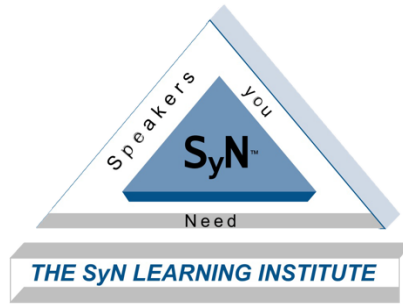
- Getting outside-the-box solutions



- Tools for reaching consensus
- Problem-solving exercises
- Getting away from team "stink"

### **Action Planning**

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



## Virtual Management

Making and managing the transition from traditional models of organizational operations to a virtual environment requires a strong foundation of trust, communication and camaraderie essentials this session will teach you. Participants in this workshop will learn how to communicate effectively within a virtual team setting and build a cohesive team that best facilitates communication and collaboration among virtual team members.

### Learning Objectives

- Define and differentiate the difference between co-located and virtual teams
- Identify the essentials that make a virtual team successful
- List ways to build trust and camaraderie in a virtual environment
- Define your current processes and brainstorm ways to do it virtually

### Agenda

#### The Communication Connection: Getting it Right

- Learning to work together as if they were in the same room
- Overcoming the inability for virtual teams to “connect” due to distance parameters
- Becoming proactive in developing strategies so that virtual teams are enabled with the right tools to excel in the absence of a face to face environment
- Increasing awareness of the relationship between individual behavior styles and the team performance

#### Optimizing Virtual Team Meetings

- Identify the skills needed to effectively facilitate a virtual team meeting
- Identify 5 techniques to improve your virtual meetings
- Discuss challenges to effective virtual meeting and develop solutions to those challenges
- Identify best practices for effective virtual meetings

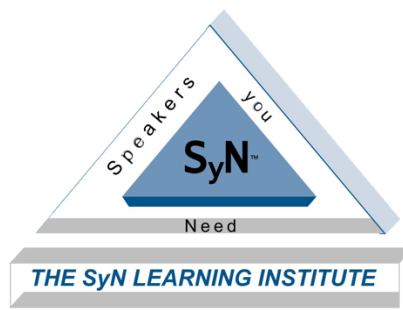
#### Creating a Team Operating Agreement (TOA)

- Describe the role that expectations play and how to manage them
- Analyze how a Team Operating Agreement (TOA) can help build a cohesive virtual team
- Define the components of a Team Operating Agreement (TOA)
- List a seven step process to creating a Team Operating Agreement (TOA)
- Develop the guidelines by which your team will operate the tracking component

#### Expected Results of Training

As a result of this session, participants will gain techniques for managing a virtual team effectively.

# Technology



## Advanced Excel

Excel is one of the most commonly used business spreadsheet programs on the planet. Sadly, the average user is only using 20% of Excel's capabilities. Imagine learning the other 80% to make your job easier and less stressful. Sometimes learning the countless features available to you can be a daunting and boring task. This workshop will not only entertain your team but also, teach them the most advanced features Excel offers—taking your level of proficiency from basic to advanced. After one day of training, you'll be exposed to all of the features outlined below and more.

### Learning Objectives:

- To tap into the advanced features and functions for increased efficiency and productivity.
- Analyze millions of cell values and distill that data into meaningful information you can use.

### Agenda

#### Pivot Tables 101

- Creating a Pivot Table in Under 3 Seconds Flat.
- Understanding the Pivot Table Environment
- Creating and Formatting Pivot Table Reports
- Performing Calculations in Pivot Tables

#### Formulas and Functions

- Reviewing Arrays
- Using and Creating Aggregate Functions ie: IF
- Using Lookups to Compare Data

#### Data Analysis

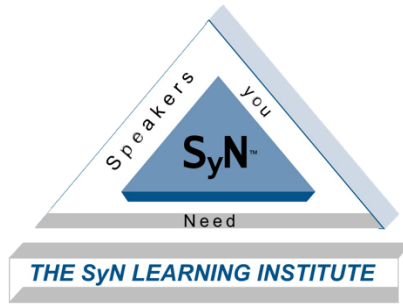
- Using the Advanced Filter and Autofilter to Display the Information You Need
- Extracting Filtered Ranges
- Using Multiple Criteria for Creating Advanced Filters, Databases and List Management
- Generating Subtotals Easily with Multiple Columns.

#### Macros

- Creating Mini Programs in Excel That Will Do the Work for You.
- Assigning Macros to the QAT
- Creating a Macro Button to Appear on the Spreadsheet.

#### Expected Results of Training

After attending this session, attendees will aware of practical methods to improve their ability to be an effective use of Microsoft Excel. With practice, their efficiency should improve by at least 40%.



## Be the Boss of Outlook

### Course Description

As a busy professional, you know how to create emails and calendar entries. So why is your inbox still brimming with a blizzard of emails? Let's connect the dots with your current Outlook skills in order to create a system that many Fortune 500 companies are now using. They have become 38% more efficient and over 42% more productive by utilizing this very simple 3-step system.

**Upon successful completion of this course will increase participant knowledge and ability to:**

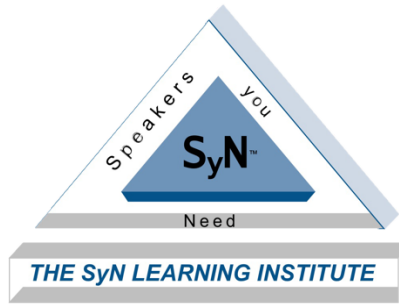
1. Discover even more in-depth secrets and features of Outlook
2. Learn to organize your overflowing mailbox to make it manageable
3. Uncover hard-to-find information in seconds with advanced search features

### What do the participants need to bring to this Outlook class?

A current knowledge of Outlook (sending, receiving emails, creating events appointments and contacts) but open to learning about secrets hacks and utilizing them to organize their day, week and life.

### This session covers timesavers like:

- Color-coding important can't miss emails
- Conquering your mountain of messages on a daily basis using Outlook's version of macros.
- Unleashing your calendar's power to stay more organized and motivated on the job
- Plus a lot of Outlook hacks to maximize your time!



## Be the Boss of Word

Finally, a Training Course Where There is No “Beginning”, “Intermediate” or “Advanced”.

### Working with Shapes/Pictures

- Inserting Clip Art/Pictures
- Inserting Screenshots
- Removing a Picture's
- Background
- Formatting Shapes
- Grouping Objects
- Flipping/Rotating/Layering
- Objects
- Text Boxes

### Working With Smart Art/Charts

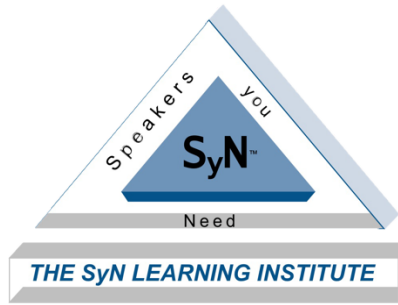
- Inserting WordArt
- Formatting WordArt
- Inserting SmartArt
- Formatting Smart Art
- Inserting/Formatting a chart

### Tables

- Creating a Table
- Working with a Table
- Resizing/Moving
- Inserting/Deleting
- Rows/Columns
- Drawing Tools
- Borders/Shading

### Mail Merge

- Setting Up a Document
- Setting Up Source Data
- Mail Merge
- Filtering Information
- Creating Labels



## Microsoft Excel – Tips, Techniques and Shortcuts

Finally a Training Course Where There is No “Beginning”, “Intermediate” or “Advanced”.  
Just Learn What YOU Want To Learn.

### 1. Navigating Like a Pro

- What’s New in 2010
- Selecting Ranges
- AutoFill
- Printing Options
- Outlines
- Paste Special

### 2. Protecting Your Work

- Protecting a Worksheet
- Protecting a Workbook

### 3. Formulas

- 3 Ways to Sum
- Auto Calculat
- Moving and Copying Sheets
- Grouping Worksheets
- 3D Formulas
- Range Names/Arrays

### 4. Formatting Tips & Tricks

- Merging, Rotating, Wrapping
- Column Widths/Row Heights
- Hiding
- Format Painter
- Conditional Formatting
- Templates
- Comments

### 5. Charts

- Creating Charts
- Editing/Formatting Charts
- Templates

### 6. Advanced Formulas

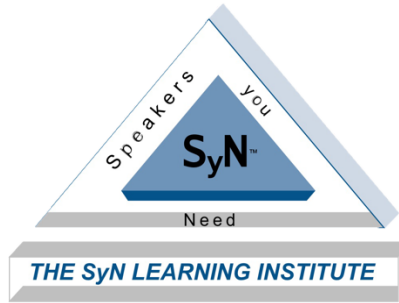
- VLookups/HLookups
- IF Statements

### 7. Other Excel Features

- Pivot Tables
- Macros

# Written Communication





## Writing and Grammar Skills for Today

### Course Description

Develop the writing skills necessary for managing business in today's fast-paced world. With time crunches and the need to get information faster, business writing has changed. Learn how to meet these challenges by writing better, faster, and get better results.

This course is customized to reflect the preferred writing styles of your organization, including BLUF (bottom line up front).. Participants learn how to write e-mails, reports, memos and more in the most effective manner. Participants also learn how to properly write using protocol even when delivering bad news, providing technical information to nontechnical people and more.

Through innovative techniques, participants learn how to reduce writing time by one-third, eliminate writer's block, and create more concise, clear documents that achieve their targets.

They learn quick and easy editing tips to eliminate sentence structure errors, punctuation forepaws, and grammar goofs. And they acquire tools to make sure every document is high quality and reflects the professionalism of their department. And as they move through the course, participants will put knowledge into practice with fun exercises and writing challenges.

And here is a bonus! Participants get cheat sheets with six punctuation formulas to speed decisions and create perfect sentences. They also learn tips and tricks for perfect grammar. Ultimately, they build confidence and skills in creating dynamic, professional e-mails, reports, briefs, and memos.

### Goals:

- Understand what is considered important for today's business writer
- Learn the preferred writing styles and formats (e-mail and more) of your organization
- Learn time-saving techniques to reduce writing time and improve the quality of all written documents
- Learn quick and easy editing tricks to reduce wordiness, improve clarity and achieve desired results
- Use simple formulas and tricks to eliminate common punctuation and grammar errors
- Improve the overall quality of documents produced by your organization

### Agenda

#### **Learning Objective: Understand the demands and challenges for today's writer**

- Things have changed: What's new in language and writing styles
- Dealing with a new kind of reader
- Why there is never a stupid question when it comes to English and writing styles
- Preparing to learn: Brainstorming what you need to know

#### **Learning Objective: The Importance of Putting Your Reader First**

- Knowing who determines if a document or e-mail is “good”
- Examining your organizations preferred style (we promote your style or help develop one)
- Defining your audience
- Designing your document for specific reader’s needs
- How to create one-person profiles to simplify writing

**Learning Objective: How to Write Faster and Better**

- Understanding how your brain works and eliminating writer’s block
- Four steps to faster writing
- Secrets to planning and timing in improving writing efficiency
- How to improve writing quality by grouping writing tasks

**Learning Objective: Beginning with Prewriting Strategies**

- The importance of pre-writing
- Getting ideas flowing through associations, brainstorming, and other creative techniques
- Mind mapping as a fast “get-started” tool
- Visio and other software programs that help speed the pace
- Gathering and organizing information

**Learning Objective: Free writing Techniques**

- How free writing improves quality and speed
- Techniques for effective free writing
- What to do when you get stuck
- How to unleash the creative mind even in a technical document

**Learning Objective: Rewriting and Editing**

- How to efficiently edit your documents for quality and readability
- A quick editor’s trick to eliminating wordiness
- Doing a sound check on tone
- Checking readability and technical knowledge from the reader’s standpoint
- Positioning information for best results: BLUF and more
- Seven areas to focus on for fast editing

**Learning Objective: Techniques to Strengthening Your Writing**

- Developing powerful paragraphs
- Creating sentences that promote interest and understanding
- Eliminating passive sentences with a simple question
- Effective phrases and clauses
- Incorporating action-oriented words and when to eliminate jargon

**Learning Objective: Perfecting Grammar and Punctuation Habits**

- How exposure to bad habits affects writers and how inoculate against it
- Common grammar goofs with tricks for quick and easy cures
- Correcting confusing words (affect/effect, who/whom, insure/ensure and more)
- How to have perfect punctuation every time using six easy formulas
- Dealing with the mechanics of numbers and abbreviations

**Learning Objective: Creating Professional E-mails and Documents**

- Time-saving business letter tips and formats

- Easy memo templates
- The value of the BLUF approach
- Applying e-mail etiquette
- Three cases where e-mailing is best avoided
- Professional e-mail formats for your organization
- Simplified report and brief formats

**Learning Objective: Addressing Difficult Writing Situations**

- Responding to complaints
- Writing complaint e-mails and letters and getting results
- How to write persuasively without being pushy
- How to deliver bad news

**Learning Objective: Appearances and How to Increase Readability**

- How to format documents and e-mails for quick reading
- Using bullets for easy scanning and faster responses
- How to use white space to increase readability
- Keys to getting people to read the entire document using boxes, lists, and more

**Learning Objective: Proofreading for Perfect Documents and E-mails**

- Why we frequently miss errors despite our efforts
- The hazards of relying on spell check alone
- Knowing what to look for: Creating your personal checklist
- Techniques for quick proofreading to catch errors every time

**Learning Objective: Applying What You Learn for Continued Success**

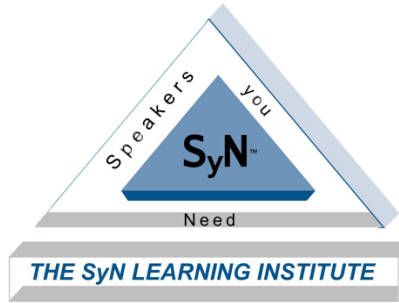
- A final checklist for excellent documents
- Key areas of focus for writing success
- Developing your personal continuous improvement program
- Setting goals and following through

**Course Outcome:**

Participants will be able to use writing techniques and strategies that meet the demands of business today. They will significantly reduce writing time while increasing the quality of their e-mails and documents.

Participants will be able to master common writing issues such as sentence structure, grammar and punctuation through the use of tips, tools, tricks and punctuation “Cheat Sheets.” Debates on punctuation and grammar will be eliminated, as will time wasted on re-writes.

Participants will also be familiarized with the preferred writing and e-mail styles and formats of their organization. They will be able to produce documents that get consistently get more results and reflect the professionalism of their organization.



## Editing and Proofreading for Today's Workplace

### Overview

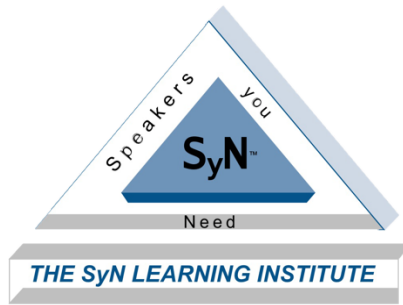
Editing and proofreading are the final two stages of document creation. Their importance is often acknowledged, but not practiced. Techniques and strategies presented in this seminar are proven, practical approaches which work in the real world. Participants will be challenged to adopt or to adapt these strategies for their unique needs. The principles apply to all written communications – basic email to lengthy reports or proposals.

### Objectives

- Produce clear and concise documents consistently
- Quickly assess how much time to spend on each process
- Manage the challenges of on-screen editing and proofreading
- Streamline sentences and paragraphs for greater impact
- Edit a document to align with its purpose and audience
- Determine when to edit or proofread from hard copy.
- Reduce time spent editing and proofreading while maintaining quality
- Minimize image-killing errors and omissions

A prerequisite for this course is previous training or experience in business writing. This interactive seminar provides ample opportunity to apply the techniques and strategies presented in the program.

As an added enhancement, clients are encouraged to provide sample documents which the instructor could alter to provide practice exercises relevant to the participants.



## Write for Results – Day One

It's a fact – written communication is the most easily misunderstood form of communication. It's often difficult to organize thoughts and content so that the reader gets the same message the writer intended. This interactive program addresses the needs of both the writer and the reader using systems and strategies to effectively select and organize content, as well as meet the needs of the reader. Included are strategies for any document as well as specific tips for email communications. Content is practical and real-world, based on the instructor's years of experience as a business writer and document designer.

Participants are encouraged to bring writing samples which they will analyze and compare to the model presented. Working with their own samples helps participants decide how they might benefit from using the program content in their own work.

The goal is to save time and effort while creating more powerful, effective written communications which achieve the purpose of the writer.

### **Objectives – interactive, experiential learning**

- Learn and use the best pre-writing strategies to save time and editing
- Target messages to achieve desired results
- Understand the power of carefully crafted emails
- Organize the message to quickly get (and keep) the reader's attention
- Edit and proofread faster – catch more errors
- Produce polished, professional communications

### **Seminar Overview**

#### **Part One – Begin at the Beginning: Save time and effort**

- Interactive discussion to identify writing challenges
- How has the communication revolution affected writing trends? Why do we care?
- How to define purpose and goals
- Key questions to answer before writing a word

#### **Part Two – Audience Needs and Wants**

- Identify readers' styles
- Understand what each style seeks in a written communication
- Interactive exercise: analyze a document to determine how each style might interpret it

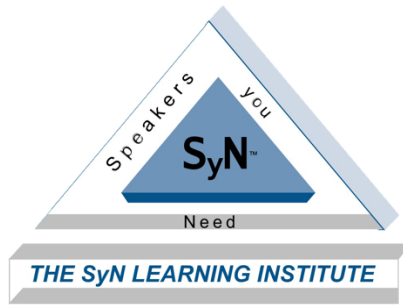
#### **Part Three – Use the System!**

- Organize any content so it serves the purpose of the writer and meets the needs of the readers.
  - Fast technique for emails or short documents
  - Organizing map for longer or more complex documents

- Email tips and strategies
- Interactive exercise: Small groups use the techniques from Parts 1-3 to organize and write a draft document using material supplied by the instructor.

#### **Part Four– Edit and Proofread for Polish and Style**

- Edit for content, flow and meaning
- Proofread faster – and reduce the errors
- Interactive exercise: Groups edit and proofread documents which were created in Part Three.



## Write for Results – A Two-Day Workshop

Strategies and Systems to Improve Grammar and Writing Skills

It's a fact – written communication is the most easily misunderstood form of communication. It's often difficult to organize thoughts and content so that the reader gets the same message the writer intended. This interactive program addresses the needs of both the writer and the reader using systems and strategies to effectively select and organize content, as well as meet the needs of the reader. Included are strategies for any document as well as specific tips for email communications. Content is practical and real-world, based on the instructor's experience as a business writer and document designer.

Even a well-organized document may end up as an image killer because of poor grammar or sentence structure, bad punctuation or mistakes in word usage. This two-day program includes a refresher/update in grammar, sentence structure, and punctuation. A quick reference guide of misused words and outdated verbiage is also included.

Participants are encouraged to bring writing samples which they will analyze and compare to the model presented. Working with their own samples helps participants decide how they might benefit from using the program content in their own work.

The goal is to save time and effort while creating more powerful, effective written communications which achieve the purpose of the writer.

### **Objectives – interactive, experiential learning**

- Learn and use the best pre-writing strategies to save time and editing
- Define purpose and goals to better target the audience
- Adopt a system of information organizing to quickly get (and keep) the reader's attention
- Use the psychology of language and voice to achieve the goal of the communication
- Edit and proofread faster – catch more errors

### **Seminar Overview**

#### **Day 1 -**

#### **Part One – Begin at the Beginning: Save time and effort**

- Interactive discussion to identify writing challenges
- How has the communication revolution affected writing trends? Why do we care?
- How to define purpose and goals
- Key questions to answer before writing a word

#### **Part Two – Audience Needs and Wants**

- Identify readers' styles
- Understand what each style seeks in a written communication
  - Interactive exercise: analyze a document to determine how each style might interpret it

- How to put body language and facial expression into written communication
- Build a positive image and rapport with people you may never meet

### **Part Three – Use the System!**

- Organize any content so it serves the purpose of the writer and meets the needs of the readers.
  - Fast technique for emails or short documents
  - Organizing map for longer or more complex documents
- Email tips and strategies
- Interactive exercise: Small groups use the techniques from Parts 1-3 to organize and write a draft document using material supplied by the instructor.

### **Part Four – Words do matter! So does grammar!**

- Exercise: Test your knowledge – Do you remember as much as you think you do?
- Top Ten Traps and how to avoid them! (Note: this section may be customized to meet the needs or challenges of the client group.)
- Words, Words, Words – frequently misused words and outdated phrases

## **Day 2 -**

### **Part Five– Edit for content, flow and meaning**

- Difference between editing and proofreading
- Techniques to test content flow and meaning against purpose or goals
- Make the document reader-friendly
- Interactive exercise: Groups edit documents which were created in Part Three and transfer to flip charts for class viewing.

### **Part Six – Punctuation, sentence structure, and other tricky technical issues**

How a misplaced comma cost millions (and other common punctuation errors)

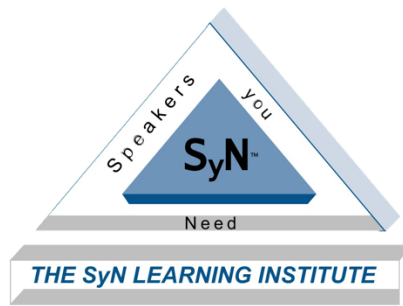
- Fragment or run-on – find and fix these image killers
- Capitalization, Numbers
- Exercise: Find and fix errors in documents provided by instructor

### **Part Seven – Proofreading: it’s more than reading**

When is it okay to proof on-screen and when is it dangerous?

- Important techniques to increase accuracy of on-screen proofing
- Working with hard copy:
  - Four ways to ensure greater accuracy
  - Proofing techniques for distracting environments
  - Three-pass proofing process for better results





## Writing and Grammar Skills for Today

### Course Description

Develop the writing skills necessary for managing business in today's fast-paced world. With time crunches and the need to get information faster, business writing has changed. Learn how to meet these challenges by writing better, faster, and get better results.

This course is customized to reflect the preferred writing styles of your organization, including BLUF (bottom line up front).. Participants learn how to write e-mails, reports, memos and more in the most effective manner. Participants also learn how to properly write using protocol even when delivering bad news, providing technical information to nontechnical people and more.

Through innovative techniques, participants learn how to reduce writing time by one-third, eliminate writer's block, and create more concise, clear documents that achieve their targets.

They learn quick and easy editing tips to eliminate sentence structure errors, punctuation forepaws, and grammar goofs. And they acquire tools to make sure every document is high quality and reflects the professionalism of their department. And as they move through the course, participants will put knowledge into practice with fun exercises and writing challenges.

And here is a bonus! Participants get cheat sheets with six punctuation formulas to speed decisions and create perfect sentences. They also learn tips and tricks for perfect grammar. Ultimately, they build confidence and skills in creating dynamic, professional e-mails, reports, briefs, and memos.

### Goals:

- Understand what is considered important for today's business writer
- Learn the preferred writing styles and formats (e-mail and more) of your organization
- Learn time-saving techniques to reduce writing time and improve the quality of all written documents
- Learn quick and easy editing tricks to reduce wordiness, improve clarity and achieve desired results
- Use simple formulas and tricks to eliminate common punctuation and grammar errors
- Improve the overall quality of documents produced by your organization

### Agenda

#### **Learning Objective: Understand the demands and challenges for today's writer**

- Things have changed: What's new in language and writing styles
- Dealing with a new kind of reader
- Why there is never a stupid question when it comes to English and writing styles
- Preparing to learn: Brainstorming what you need to know

#### **Learning Objective: The Importance of Putting Your Reader First**

- Knowing who determines if a document or e-mail is “good”
- Examining your organizations preferred style (we promote your style or help develop one)
- Defining your audience
  - Designing your document for specific reader’s needs
  - How to create one-person profiles to simplify writing

**Learning Objective: How to Write Faster and Better**

- Understanding how your brain works and eliminating writer’s block
- Four steps to faster writing
- Secrets to planning and timing in improving writing efficiency
- How to improve writing quality by grouping writing tasks

**Learning Objective: Beginning with Prewriting Strategies**

- The importance of pre-writing
- Getting ideas flowing through associations, brainstorming, and other creative techniques
- Mind mapping as a fast “get-started” tool
- Visio and other software programs that help speed the pace
- Gathering and organizing information

**Learning Objective: Free writing Techniques**

- How free writing improves quality and speed
- Techniques for effective free writing
- What to do when you get stuck
- How to unleash the creative mind even in a technical document

**Learning Objective: Rewriting and Editing**

- How to efficiently edit your documents for quality and readability
- A quick editor’s trick to eliminating wordiness
- Doing a sound check on tone
- Checking readability and technical knowledge from the reader’s standpoint
- Positioning information for best results: BLUF and more
- Seven areas to focus on for fast editing

**Learning Objective: Techniques to Strengthening Your Writing**

- Developing powerful paragraphs
- Creating sentences that promote interest and understanding
- Eliminating passive sentences with a simple question
- Effective phrases and clauses
- Incorporating action-oriented words and when to eliminate jargon

**Learning Objective: Perfecting Grammar and Punctuation Habits**

- How exposure to bad habits affects writers and how inoculate against it
- Common grammar goofs with tricks for quick and easy cures
- Correcting confusing words (affect/effect, who/whom, insure/ensure and more)
- How to have perfect punctuation every time using six easy formulas
- Dealing with the mechanics of numbers and abbreviations

**Learning Objective: Creating Professional E-mails and Documents**

- Time-saving business letter tips and formats
- Easy memo templates
- The value of the BLUF approach
- Applying e-mail etiquette

- Three cases where e-mailing is best avoided
- Professional e-mail formats for your organization
- Simplified report and brief formats

**Learning Objective: Addressing Difficult Writing Situations**

- Responding to complaints
- Writing complaint e-mails and letters and getting results
- How to write persuasively without being pushy
- How to deliver bad news

**Learning Objective: Appearances and How to Increase Readability**

- How to format documents and e-mails for quick reading
- Using bullets for easy scanning and faster responses
- How to use white space to increase readability
- Keys to getting people to read the entire document using boxes, lists, and more

**Learning Objective: Proofreading for Perfect Documents and E-mails**

- Why we frequently miss errors despite our efforts
- The hazards of relying on spell check alone
- Knowing what to look for: Creating your personal checklist
- Techniques for quick proofreading to catch errors every time

**Learning Objective: Applying What You Learn for Continued Success**

- A final checklist for excellent documents
- Key areas of focus for writing success
- Developing your personal continuous improvement program
- Setting goals and following through

**Course Outcome:**

Participants will be able to use writing techniques and strategies that meet the demands of business today. They will significantly reduce writing time while increasing the quality of their e-mails and documents.

Participants will be able to master common writing issues such as sentence structure, grammar and punctuation through the use of tips, tools, tricks and punctuation “Cheat Sheets.” Debates on punctuation and grammar will be eliminated, as will time wasted on re-writes.

Participants will also be familiarized with the preferred writing and e-mail styles and formats of their organization. They will be able to produce documents that get consistently get more results and reflect the professionalism of their organization.