



**TOP** *Corp* LLC  
**TRAINING OF PROFESSIONALS**

“LEARN, FOCUS, SUCCEED”

2020 CATALOG

# Table of Contents

Basic-Level Foundational Commuunacation .....	1
Basic-Level Interpersonal Communication .....	1
Basic-Level Foundational Speaking .....	1
Basic-Level Leadership Management .....	1
Basic-Level Management Human Resource.....	1
Basic-Level Professionalism Organizational Mission .....	1
Basic-Level Professionalism Organizational Programs .....	1
Mid-Level Foundational Communication .....	1
Mid-Level Interpersonal Communication .....	1
Mid-Level Leadership Human Resource .....	1
Mid-Level Leadership Organizational Management.....	8
Mid-Level Professionalism Organizational Mission .....	1
Mid-Level Professionalism Organizational Program .....	1
Senior-Level Communication .....	1
Senior-Level Communication Speaking .....	1
Senior-Level Leadership Behavioral Analysis .....	11
Senior-Level Leadership Human Resource Development .....	1
Senior-Level Leadership Organizational Management .....	1
Quality Management Introduction .....	1
Quality Management Continuous Improvements.....	1
Other Services Offered .....	1

## Message from the CEO

First, I'd like to thank you for using our services. We are a Service-Disabled Veteran Owned Small Business (SDVOSB). We at TopCorp, LLC recognize that you have many choices about where to spend your hard-earned money and I appreciate that you have given us an opportunity to earn your business. Second, we strive to create the best possible professional and personal learning experience for you. Listening to our customers is very important and you can be assured that your voice will be heard. Our enthusiastic staff delivers effective sustainable training that will allow your staff to serve internal and external clients at a higher level. TopCorp, LLC offers you services that are of the highest standards at a value to you in developing your one, true competitive edge: PEOPLE!

If you want to develop your key resource, PEOPLE, please contact us to discuss any of the services that we can partner with you on. We guarantee satisfaction.

Respectfully,

Dr. William J. Freeman, Ed.D.

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[www/TopCorp.org](http://www/TopCorp.org)

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***“Stop viewing labor and training as costs;  
Labor is an asset, and training is an investment.”***

## Basic-Level Foundational Communication



### **BLCSFCS101 Introduction to Communication (2 hrs)**

The objective of this course is to comprehend how effective communication enhances organizational mission accomplishment



### **BLCSFCS102 Applying Communication Skills to the Work Place (1 hr)**

The objective of this course is to comprehend how effective communication enhances organizational accomplishment.

## Basic-Level Foundational Interpersonal Communication



### **BLCSIS101 Interpersonal Communication (3 hrs)**

The objective of this lesson is for each student to comprehend how effective interpersonal communication enhances organizational mission accomplishment.

## Basic-Level Foundational Speaking



### **BLCSIS101 Public Speaking (1 hr)**

The objective of this course is to comprehend how effective public speaking enhances organizational mission accomplishment.

## Basic-Level Leadership Management



### **BLLM102 Time Management Techniques (2 hrs)**

This lesson centers on time management attributes, prioritization techniques and how effective time management impacts organizational effectiveness.



### **BLLM103 Group Dynamics (4 hrs)**

The purpose of the lesson is to define group dynamics, how motives, values and personalities impact individual behavior, and how individual behavior impacts group dynamics.



### **BLLM104 Conflict Resolution (2 hrs)**

The purpose of the lesson is to comprehend how conflict resolution impact's group dynamics performance.



### **BLLM105 Team Development (5 hrs)**

The purpose of the lesson is to define types of teams, team roles and responsibilities, team needs, and stages of team development and comprehend the impact of team development on organizational performance.

*Learning occurs when there is a:*

*Significant Life Event (S.L.E.)*

*or*

*Significant Emotional Event (S.E.E.)*

## Basic-Level Leadership Management



### **BLLM106 Problem Solving (3 hrs)**

This lesson focuses on brainstorming, six steps to problem solving and how using a systematic approach to problem solving impacts organizations.



### **BLLM107 Maintaining Standards (4 hrs)**

This lesson covers the purpose of how maintaining standards and discipline impacts work center performance.



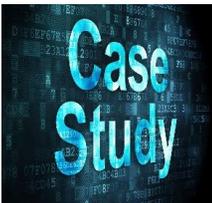
### **BLLM108 Performance Evaluation Concepts (2 hrs)**

This lesson explores evaluating concepts, evaluation and reporting and comprehend how evaluation concepts impact subordinate development.



### **BLLM109 Performance Evaluation Systems (9 hrs)**

This lesson covers the purpose of effective performance evaluations, the impact of performance evaluations, the importance of feedback, how to conduct a feedback session, and the evaluators' responsibilities.



### **BLLMCS100 Leadership and Management Case Study (2 hrs)**

This lesson centers on comprehending leadership principles in simulated situations.

\*Prerequisite all BLLM Courses must be taken prior to the Case Study

## Basic-Level Leadership Management Human Resource



### **BLLMHR101 Stress Management (2 hrs)**

This lesson explores stress management and the supervisors' role in stress management.



### **BLLMHR102 Leadership/Followership (3 hrs)**

This lesson centers on defining leadership and followership, leader and follower traits, leadership and followership influence, relationship between leadership and followership and how the relationship impacts organizational effectiveness.



### **BLLHR103 Equal Opportunity Issues (2 hrs)**

This lesson focuses on elements of organizational policies, unlawful discrimination, sexual harassment, dissident/hate groups, the supervisor's role in managing equal opportunity issues and to comprehend how equal opportunity issues impacts organizational effectiveness.

*"We will never reach our full potential, as we don't know what our full potential is" - Dr. William Freeman, Ed.D.*



### **BLLM104 Conflict Resolution (2 hrs)**

The purpose of this lesson is to comprehend what causes and values of conflict occur as well as approaches to conflict resolution and how conflict impacts group dynamics.

## Basic-Level Leadership Management Human Resource



### **BLLMHR105 Diversity (2 hrs)**

This lesson centers on elements of diversity, barriers to diversity and basic steps involved in managing diversity and the impact of diversity on work center effectiveness.



### **BLLMHR106 Professional and Unprofessional Relationships (2 hrs)**

This purpose of this lesson focuses on organizational policies on professional and unprofessional relationships and the supervisors' role.



### **BLLMHR107 Substance Abuse (3 hrs)**

The purpose of the lesson is to look at the organizational policy, how substance abuse impacts the professional environment, the supervisor's role in prevention, intervention and rehabilitation and what the overall impact is on organizational effectiveness.



### **BLLMHR108 Counseling (6 hrs)**

This lesson revolves around comprehending counseling's impact on subordinate's development level. This is accomplished by looking at interpersonal skills, pre-counseling, counseling, and post-counseling activities to include limitations and an exercise.

## Basic-Level Leadership Management Human Resource



### **BLLMHR109 Mentoring (1 hr)**

The purpose of this lesson is to comprehend mentoring relationships and mentee/mentor gains and the overall benefits of mentoring.



### **BLLMHRCS100 Human Resource Case Study (2 hrs)**

The purpose of this lesson is to comprehend human resource management principles in simulated situations.

\*Prerequisite all BLLMHR Courses must be taken prior to the Case Study.

*"When you're green, your growing.*

*When you're ripe, you rot." – Ray Kroc*

## Basic-Level Professionalism Organizational Mission



### **BLPROM101 Mission & Vision of the Organization (1 hr)**

This lesson is for each client to value development of mission and vision statements for the organization.

## Basic-Level Professionalism Organizational Mission



### **BLPROM102 History of the Organization (1 hr)**

This lesson is for each client to realize the importance of the history of the organization.

## Basic-Level Professionalism Organizational Programs



### **BLPROP103 Wellness (2 hrs)**

This lesson is for each client to value four aspects of wellness and how it promotes professionalism.

*“If your company is doing well, double your training budget, if your company is not doing well, quadruple it!” – Tom Peters*

## Basic-Level Professionalism Organizational Programs



### **BLPROP100 Successful Learning (2 hrs)**

This lesson is for each client to understand the keys to successful learning and the educational process.



### **BLPROP104 Standards (4 hrs)**

This lesson is for each client to value standards2 promote professionalism.



### **BLPROP101 Professionalism (2 hrs)**

This lesson is for each client to understand the importance of standards, traditions, and courtesies in promoting professionalism.



### **BLPROP105 Operational Risk Management (3 hrs)**

This lesson is for each client to apply principles of Operational Risk Management.



### **BLPROP102 Organizational Culture (2 hrs)**

This lesson is for each client to values professional culture promotes a professional climate.



### **BLPROP106 Environmental Issues (1 hr)**

This lesson is for each client to respond to the need for an organizational environmental program.

## Mid-Level Foundational Communication



### **MLLCSFCS201 Introduction to Managerial Communication (2 hrs)**

This lesson is for each client to comprehend how managerial communication enhances work center accomplishment.



### **MLLCSFCS202 Process of Managerial Communication (2 hrs)**

This lesson is for each client to comprehend how the process of managerial communication impacts work center effectiveness.

## Mid-Level Interpersonal Communication



### **MLLCSIS201 Interpersonal Communications for the Manager (3 hrs)**

This lesson is for each client to comprehend how effective managerial interpersonal communication enhances work center accomplishment.



### **MLLCSIS202 Public Speaking for the Manager (3 hrs)**

This lesson is for each client to comprehend how public speaking skills enhance managerial speaking effectiveness.

## Mid-Level Interpersonal Communication



### **MLLCSIS203 Performance Management (4 hrs)**

This lesson is for each client to comprehend how performance management influences organizational effectiveness.



### **MLLCSIS204 Preparing to Communicate (3 hrs)**

This lesson is for each client to comprehend the concepts of preparing to communicate.

*“None of us is as smart as all of us” — Ken Blanchard*



### **MLLCSIS205 Barriers to Communication (3 hrs)**

This lesson is for each client to comprehend how barriers impact the work center environment.



### **MLLCSIS206 Presentations Format (3 hrs)**

This lesson is for each client to understand what is expected on presentation skills.

## Mid-Level Interpersonal Communication



### MLLCSIS207 Effective Speaking (3 hrs)

This lesson is for each client to apply the elements and mechanics that lead to effective speaking.

## Mid-Level Leadership Human Resource



### MLLHR201 Time Management (3 hrs)

This lesson is for each client to comprehend that time management impacts effectiveness.



### MLLHR202 Stress Management (4 hrs)

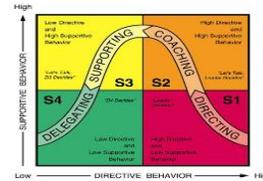
This lesson is for each client to comprehend stress management and its impact on organizational effectiveness.



### MLLHR203 Behavior Analysis (10 hrs)

This lesson is for each client to comprehend behavior analysis' impact on leader performance.

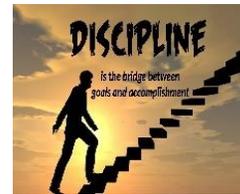
## Mid-Level Leadership Human Resource



### MLLHR204 Situational Leadership (4 hrs)

This lesson is for each client to comprehend that employing situational leadership will impact organizational effectiveness.

*“Leadership is where the most value is created, nurtured, and developed ” — Robert Reich*



### MLLHR205 Discipline (3 hrs)

This lesson is for each client to comprehend disciplines impact on organizational performance.



### MLLHR206 Creativity (2 hrs)

This lesson is for each client to comprehend that creativity impacts organizational performance.



### MLLHR207 Team Development (5 hrs)

This lesson is for each client to comprehend that team development impacts organizational performance.

## Mid-Level Leadership Human Resource



### MLLHR208 Human Relations Issues (3 hrs)

This lesson is for each client to comprehend human relations issues impact on work center performance.



### MLLHR209 Diversity (2 hrs)

This lesson is for each client to comprehend diversity's impact on work center performance.



### MLLHR210 Performance Management (16 hrs)

This lesson is for each client to comprehend that performance management influences organizational effectiveness.



### MLLHRCS100 Module Case Study (3 hrs)

This lesson is for each client to comprehend apply human resource leadership principles in simulated situations.

\*Pre-requisite all MLLHR modules must be taken prior to the case study.

## Mid-Level Leadership Organizational Management



### MLLOM201 Contemporary Supervisor Issues (3 hrs)

This lesson is for each client to comprehend selected contemporary supervisor issues impact work center accomplishment.



### MLLOM202 Change Management (2 hrs)

This lesson is for each client to comprehend change management's impact on work center accomplishment.



### MLLOM203 Conflict Management (2 hrs)

This lesson is for each client to comprehend conflict management's impact on work center accomplishment.



### MLLOM204 Substance Abuse (2 hrs)

This lesson is for each client to comprehend substance abuse issues' impact on work center accomplishment.

## Mid-Level Leadership Organizational Management



### MLLOM205 Problem Solving (4 hrs)

This lesson is for each client to comprehend the impact problem solving has on work center effectiveness.



### MLLOM206 Leader Influence (5 hrs)

This lesson is for each client to comprehend the impact leader influence has on organizational performance.



### MLLOM207 Functions of Management (10 hrs)

This lesson is for each client to comprehend the impact of the functions of management on organizational performance.



### MLOMCS200 Module Case Study (2 hrs)

This lesson is for each client to apply organizational management principles in simulated situations

\*Pre-requisite all MLLOM modules must be taken prior to the case study.

## Mid-Level Professionalism Organizational Mission



### MLPROM201 Mission & Vision of the Organization (1 hr)

This lesson is for each client to value development of mission and vision statements in the organization.



### MLPROM202 History of the Organization (1 hr)

This lesson is for each client to value the importance and history of the organization.

*“The only thing worse than training your employees and having them leave is not training them and having them stay.”*

*— Henry Ford, Founder, Ford Motor Company*

## Mid-Level Professionalism Organizational Programs



### MLPROP200 Successful Learning (2 hrs)

This lesson is for each client to understand the keys to successful learning, the educational process.

## Mid-Level Professionalism Organizational Programs



### **MLPROP201 Professionalism (2 hrs)**

This lesson is for each client to value that professional culture promotes a professional climate.



### **MLPROP202 Organizational Culture (2 hrs)**

This lesson is for each client to value that professional culture promotes a professional climate.



### **MLPROP203 Wellness (2 hrs)**

This lesson is for each client to value the four aspects of wellness promote professionalism.



### **MLPROP204 Standards (2 hrs)**

This lesson is for each client to value that standards of conduct promote professionalism.

## Mid-Level Professionalism Organizational Programs



### **MLPROP205 Operational Risk Management (2 hrs)**

This lesson is for each client to apply principles of Operational Risk Management to simulated situations.

*“The essence of professionalism is the focus upon the work and its demands, while we are doing it, to the exclusion of all else”*

— Unknown

## Senior-Level Communication



### **SLCPC301 Studying to Learn (2 hrs)**

This lesson is for each client how to apply study techniques for effective learning.



### **SLCPC302 Research Technologies (1 hr)**

The objective of this lesson is for each client to comprehend how the process of research works with current technologies.

## Senior-Level Communication



### **SLCPC303 Principles of Communication (4 hrs)**

This lesson is for each client to apply the elements of effective communication.

## Senior-Level Communication Speaking



### **SLCSS301 Effective Listening/Speaking (2 hrs)**

The objective of this lesson is for each client to broaden and enhance their communication skills to aid in their Senior Leader capabilities.

## Senior-Level Leadership Behavior Analysis



### **SLBA301 Senior Team Building (3 hrs)**

This lesson is for each client how to apply effective team building techniques in simulated situations.

## Senior-Level Leadership Behavioral Analysis



### **SLBA302 Personal Profile Systems (2 hrs)**

This lesson is for each client to identify behavioral tendencies and how they impact leadership effectiveness.



### **SLBA303 Stress and Senior Leaders (3 hrs)**

This lesson is for each client to apply effective stress management principles in simulated situations.



### **SLBA304 Values (4 hrs)**

This lesson is for each client how to apply values principles in simulated situations.



### **SLBA305 Diversity in the Workplace (4 hrs)**

This lesson is for each client how to apply diversity management techniques in simulated situations.

## Senior-Level Leadership Behavioral Analysis



### SLBA306 Organizational Morale (5 hrs)

This lesson is for each client to identify and solve issues with certain organizational norms and commitment levels that impact organizational morale and mission accomplishment.



### SLBA307 Mental Health and Suicide Prevention (1 hr)

This lesson is for each client to comprehend that mental health and suicide impacts effectiveness.



### SLBA300 Behavioral Analysis Case Study (4 hrs)

This lesson is for each client to apply behavioral analysis principles in simulated situations.

\*Pre-requisite all SLBA modules must be taken prior to the case study.

*“A man who wants to lead the orchestra must turn his back on the crowd.” - Max Lucado*

## Senior-Level Leadership Human Resource Development



### SLLHRD301 Senior Situational Leadership (4 hrs)

This lesson is for each client to apply situational leadership principles in simulated situations.



### SLLHRD302 Power (2 hrs)

This lesson is for each client to apply appropriate power bases in simulated situations.



### SLLHRD303 Contemporary Motivation (2 hrs)

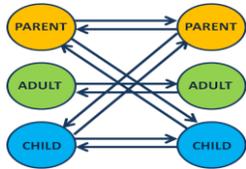
This lesson is for each client to apply contemporary motivation techniques in simulated situations.



### SLLHRD304 Organizational Discipline (4 hrs)

This lesson is for each client to apply effective discipline to impact organizational morale and mission accomplishment.

## Senior-Level Leadership Human Resource Development



### SLLHRD305 Transactional Analysis (3 hrs)

This lesson is for each client to transactional analysis techniques in simulated situations.



### SLLHRD306 Performance Counseling (4 hrs)

This lesson is for each client to apply performance-counseling principles in simulated situations.



### SLLHRD307 Substance Abuse (4 hrs)

This lesson is for each client to comprehend the supervisor's role in substance abuse activities as it impacts the professional environment.



### SLLHRD308 Equal Employment Opportunity (4 hrs)

This lesson is for each client to comprehend the supervisor's role in equal employment opportunity activities as it impacts the professional environment.



### SLLHRD300 Human Resource Case Study (4 hrs)

This lesson is for each client to apply human resource principles in simulated situations.

## Senior-Level Leadership Organizational Management



### SLLOM301 Decision Analysis (3 hrs)

This lesson is for each client to apply decision analysis techniques in simulated situations.



### SLLOM302 Organizational Design (2 hrs)

This lesson is for each client to apply decision analysis techniques in simulated situations.



### SLLOM303 Managing Organizational Conflict (2 hrs)

This lesson is for each client to apply organizational conflict management principles in simulated situations.



### SLLOM304 Problem Solving (4 hrs)

This lesson is for each client to apply problem-solving techniques in simulated situations.

*"Catch someone doing something right."*

*— Kenneth Blanchard and Spencer Johnson*

## Senior-Level Leadership Organizational Management



### SLLOM305 Project Management (4 hrs)

This lesson is for each client to apply project management principles in simulated situations.



### SLLOM306 Self-Awareness and Feedback (3 hrs)

This lesson is for each client to comprehend the impact of proper feedback and the role it plays in mentoring and improving performance of subordinates.



### SLLOM305 Effective Meetings & Conferences (3 hrs)

This lesson is for each client to comprehend how to conduct effective meetings and conferences.



### SLLOM300 Organizational Management Case Study (3 hrs)

This lesson is for each client to apply organizational management principles in simulated situations.

\*Pre-requisite all SLLOM modules must be taken prior to the case study.

## Quality Management Introduction



### QM101 Quality Management Introduction (5 hrs)

This lesson is for each client to know quality concepts and to value quality practices in the organization.



### QM102 Quality Organizational Systems (3 hrs)

This lesson is for each client to know quality assessment programs and comprehend quality organizational systems.

\*Pre-requisite QM101 must be taken prior to QM102.

*"Do it right the first time -Peter Drucker*

## Quality Management Continuous Improvement Process

### Quality Metrics

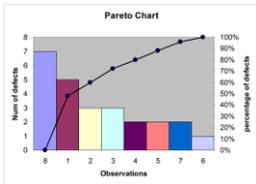


### QMCIP101 Quality Metrics (8 hrs)

This lesson is for each client to comprehend how useful metrics are used to improve processes.

\*Pre-requisite This lesson must be taken prior to QMCIP102 through QMCIP109.

## Quality Management Continuous Improvement Process



### QMCIP102 Quality Tools (8 hrs)

This lesson is for each client to comprehend the use of selected tools and techniques enhances continuous improvement efforts.

\*Pre-requisite This lesson must be taken prior to OMCIP103 through OMCIP109.



### QMCIP103 Identify Improvement Opportunity (1 hrs)

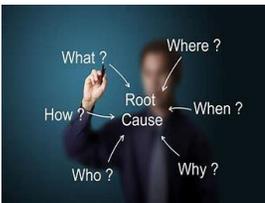
This lesson is for each client to comprehend how to select an appropriate process for improvement



### QMCIP104 Evaluate (4 hrs)

This lesson is for each client to comprehend selecting a challenge/problem and a set target for improvement, and apply selected quality tools to evaluate a process.

\*Pre-requisite This lesson must be taken after QMCIP103.



### QMCIP105 Analyze the Process (6 hrs)

This lesson is for each client to comprehend analyzing the process to verify root causes of a problem, and apply selected quality tools to analyze a process.

\*Pre-requisite This lesson must be taken after QMCIP104.

## Quality Management Continuous Improvement Process



### QMCIP106 Take Action (3 hrs)

This lesson is for each client to comprehend how to take action to correct root causes of a problem.

\*Pre-requisite This lesson must be taken after QMCIP105.



### QMCIP107 Check Results (2 hrs)

This lesson is for each client to comprehend checking results of actions taken to achieve a target.

\*Pre-requisite This lesson must be taken after QMCIP106.



### QMCIP108 Standardize the Solution (2 hrs)

This lesson is for each client to comprehend how standardizing the solution ensures the improved performance level is sustained.

\*Pre-requisite This lesson must be taken after QMCIP107.



### QMCIP109 Plan for the Future (1 hr)

This lesson is for each client to comprehend (1) Plan for the Future (2) Use of the 7-Step CIP to improve processes.

## Other Services Offered

### Fast Track Development

TopCorp©, LLC develops and conducts fast track processes to reduce cycle time for development within your organizational needs.

### Job Task Analysis

TopCorp©, LLC conducts Job Task Analysis with Subject Matter Experts (SMEs) and develops individual training plans based on career fields to standardize and formalize training. This allows your organization to maintain consistency in training, capture corporate knowledge, ensure individuals are being trained the same way and provides career path opportunities both technically and professionally.

### Course and OJT Development

TopCorp©, LLC can develop courses and OJT to suit your organizational needs.

### Individual Career Development Plans

TopCorp©, LLC can develop courses and OJT to suit your organizational needs.

### Self-Assessments

TopCorp©, LLC develops and conducts organizational self-assessments tailored to your organizational needs.

## Other Services Offered

### Coaching (one-on-one/group)

We provide personal and professional coaching working in partnership between coach and clients to provide structure, guidance and support for clients to:

- Take a complete look at their current state, including their assumptions and perceptions about their work, themselves and others;
- Set relevant and realistic goals for themselves, based on their own nature and needs;
- Take relevant and realistic actions toward reaching their goals; and
- Learn by continuing to reflect on their actions and sharing feedback with others along the way.

### Mastermind Groups (in-person/virtual)

Through a mastermind group process, we assist you in creating a goal, then design a plan to achieve it. We help you with creative ideas and wise decision-making. Then, as you begin to implement your plan, you bring both success stories and problems to the group. Success stories are applauded (loudly!), and problems are solved through peer brainstorming and collective, creative thinking.

### Keynote Speaker

Provides keynote speaking on specific topics based on organizational needs.

## Other Services Offered

### **Team Building**

Team building provides a means for individuals to value group development and its impact on organizational success.

### **Half-day and Full-day Workshop/Seminar**

Maximize team building, analyzing learning styles, and using practical exercises and activities to achieve team consensus.

### **Lunch & Learns**

A distinctive opportunity to increase employee value, boost morale, reinforce company culture, use time wisely, creativity, communication, learn or enhance personal/work skills in a variety of training topics in an open forum.

### **In-House Corporate Training**

Focuses on the best of individual and corporate culture coupled with gap analysis, goal setting, and maximize efficiency for impeccable results.

*“The will to win, the desire to succeed, the urge to reach your full potential... these are the keys that will unlock the door to personal excellence.” - Confucius*

## Other Services Offered

### **Managing Failure**

Every one of us has experienced a disappointing loss in our own personal growth or leadership. How we have responded to those mistakes, errors, slips in judgment or just plain missing the goal has formed us even now. No bad experience has to ultimately defeat us. This topic helps light the path to a more fulfilling life by examining loss, not from measuring what one does not have, but how loss can bring abundance. Every negative event or loss that occurs can become a great learning opportunity to take us all the newer and greater heights in our own lives.

### **Understanding the Value of a Team**

We generate great leaders, and we have the tendency to assume their accomplishments came about regardless of the assistance they received from others. The truth, however, is that no leader would be great without the support and help of teammates. As a leader, you will never get ahead until your people are behind you.

### **Mapping the Journey to Success**

**Success is:** knowing your purpose in life; growing to your maximum potential; sowing the seeds that benefit others. It is a rather simple recipe yet requires awareness, study, practice and mentoring to achieve.

### Maximizing Your Influence

You don't have to be in a high-profile occupation to be an influencer; whenever your life connects with another person, you exert influence. Everything you do— at home, at work, or at play—has an impact on the lives around you. No matter what your goals are in life, you can achieve them faster, you can be more effective and the contribution you make can be longer lasting if you learn to develop your influence.

### Reaching Your Fullest Potential

Your dream has power. It can inspire you. It can empower you. But will it reward you? Most people fail to realize their potential because their dream remains hypothetical. Take your dream from ethereal to achievable. You will be shown how to crystallize your vision and galvanize your commitment to reach your fullest potential.

### YouthMax

A youth leadership curriculum, designed to give today's young people practical tools and ideas to help them navigate life and develop their leadership potential.

*“The mind, once stretched by a new idea,  
never returns to its original dimensions.”*

— *Ralph Waldo Emerson*

## Is your business as successful as it can be?

Honestly evaluate your organization by answering these questions.

1=Never 2=Rarely 3=Sometimes 4=Often 5=Always

- \_\_\_ Does your company continuously improve its products and/or services?
- \_\_\_ Do you truly know what your customers need?
- \_\_\_ Do your workers feel empowered, confident, and committed?
- \_\_\_ Do you know what to measure, and why; to evaluate how well you are meeting business goals and objectives?
- \_\_\_ Are your decisions based on facts, supported by data?
- \_\_\_ Do you understand what causes behavior that impacts the dynamics of a group?
- \_\_\_ Do you use conflict resolution techniques to reach group consensus?
- \_\_\_ Do you empower your people at the lowest level?
- \_\_\_ Do your employees know what the standards and expectations are?
- \_\_\_ Do your communication efforts achieve the desired results?
- \_\_\_ TOTAL

50 points = I can learn from you

40-40 points = Very good, you need little assistance

30-39 points = OK, you would benefit from additional training

20-20 points = Not so good, let's turn your business around

10-10 points Call 911 or TopCorp, LLC it's an emergency