

BOXERADVISORS
Translating Insights Into Action

2024 COURSE CATALOG

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Corporate Information

- Small business with over 25 years of consulting, coaching & training
- 30+ certified OD consultants, coaches & trainers
- Over 100 standard training offerings
- Support to over 50+ Federal agencies and Fortune 1000 companies
- 80% repeat business

NAICS CODES

309112	423430	424120	518210
519190	541199	541490	541611
541612	541690	541930	541910
541990	561320	561410	561440
561499	561990	611420	611430
611699	611710	624310	

DUNS: 079087954

Contract Vehicles (Subcontractor)

GSA Schedule Contract #GS-23F-9783H
OPM TMA Contract #OPM19-12-C-0046
HCATs

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Call us today to discuss how we can help you
Translate Insights into Action.

ABOUT US

Boxer Advisors, LLC is a Maryland based, small business engaged in providing leadership development, organizational development and employee engagement consulting, coaching, and training services to Fortune 1000 companies and Federal agencies. We are a full-service firm that combines the resources and expertise of more than 50 professional consultants, facilitators, and coaches. Collectively, our carefully selected partners have decades of experience providing consulting, coaching and training services.

EXPERTISE

As a boutique consulting firm, Boxer Advisors offers a comprehensive **single source solution** for addressing clients' needs. We are equipped to help organizations strengthen their capabilities, develop their efficiencies, and energize their workplaces by teaching the skills that drive collaboration, strong execution and productivity. Our team of highly specialized professionals bring strong, in-depth experience to our core capabilities including:

Human Capital Consulting <ul style="list-style-type: none">• Building Strategic Partnerships• Change Management Services• Communications Consulting• Core Competency Development• Organizational Development• Strategic Planning• Team Building Services	Professional Development Training <ul style="list-style-type: none">• Career Development• Communication Skills• Engagement and Retention• Instructional Design Services• Individual and Organizational Assessments and Tools• Leadership Development• Mentoring
Coaching and Facilitation Services <ul style="list-style-type: none">• Executive Coaching• Action Learning Coaching• Meeting Design and Facilitation• Seminars and Retreats	Measurement and Benchmarking <ul style="list-style-type: none">• Best Practices Research• ROI Assessments• Measurement Tools

PAST PERFORMANCE

Boxer Advisors brings superior performance and expertise in providing consulting, coaching and/or training solutions to over 50 Federal agencies and Fortune 1000 companies including the following select clients:

<ul style="list-style-type: none">• BAE Systems• U.S. Centers for Medicare & Medicaid Services• City of College Park, MD• U.S. Department of Agriculture• U.S. Department of Education• U.S. Department of Energy• U.S. Department of Health & Human Services• U.S. Department of Labor• U.S. Environmental Protection Agency• Federal Aviation Administration	<ul style="list-style-type: none">• Food and Drug Administration• Intelligence Community• Inter-American Development Bank• National Aeronautics and Space Administration• National Institutes of Health• National Security Agency• Patent and Trademark Office• The World Health Organization• The World Bank Group• U.S. Coast Guard• U.S. Patent and Trademark Office
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CORE COMPETENCIES

Training Delivery – Exceptional training experiences through certified instructors skilled in facilitation and adult learning methodologies.

Change Management – Navigate organizational change with precision by employing performance improvement strategies and effective communication techniques. Our experts excel at overcoming challenges and obstacles, ensuring a seamless transition in the face of change.

Program & Project Management—Boasting PMI certification, our project management professionals ensure the successful execution of projects, combining expertise with cutting-edge project management strategies to achieve optimal outcomes.

Performance Improvement – Elevate organizational performance with expert practitioners who bring a data-driven approach to enhance efficiency and effectiveness.

Coaching – Our cadre of International Coaching Federation (ICF) professionals excel in coaching and facilitation skills, offering expert guidance to individuals and teams for personal and professional development.

Virtual Learning – Leveraging years of experience even before the pandemic, we utilize virtual learning platforms to deliver engaging and effective training experiences.

Strategic Planning – Facilitate on- and off-site strategic planning sessions led by our seasoned experts. Our strategic planning services ensure a comprehensive and forward-thinking approach to organizational goals.

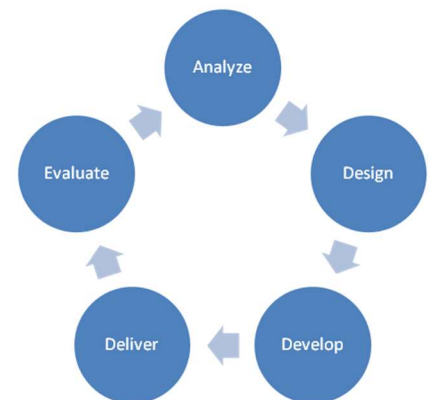
Keynote Speakers – Our roster of keynote speakers adds a dynamic element to your gatherings, providing valuable insights and perspectives to complement our training and development offerings.



TRAINING CAPABILITIES

Our team offers a comprehensive **single-source solution** for addressing our clients' training and development needs. We make it easy for our clients to offer the best possible learning experience and to leverage that experience across multiple courses. Our philosophy is simple: we believe the goal of every training program should be to improve the performance of an organization by improving the capabilities of its people. We don't teach theory; we teach skills. Each training program uses the most up-to-date techniques, including inquiry-based learning, to build practical and repeatable skills and competencies. Part of our customization process is to use situational examples taken from the learner's own environment to ensure the core training reflected in our materials is easy to understand and immediately applicable.

Our instructors are experts in adult learning methodologies and the key differences in learning styles, which may be generational, technical, or behavioral. Each workshop is designed to allow participants to bring their own style and experiences to the classroom. These experiences help shape relevant examples, engage and encourage participants to contribute, and assist in honing the application of specific skills to improve their daily work. They create each learning experience using a structured five-step design process to ensure the best possible fit with client expectations.



Step One: We take special care to first **analyze** the course requirements and expected outcomes by speaking with project sponsors and participants, to develop material targeted to client-specific needs.

Step Two: We **design** the course work, typically taking existing material, and modifying it to meet client-specific needs. This may involve creating hybrid lesson plans and taking the best from more than one source. In this step, we also design the course evaluation materials used at the end of each training/project. A rigorous design phase ensures there are no surprises, and each training experience meets or exceeds client expectations. Each design phase includes input from the client and final approval of the material by the customer.

Step Three: We **develop** the course materials. This involves the creation of any required custom content and the production of the final course materials. Each deliverable is produced to meet rigorous internal quality standards as well as client-specific requirements.

Step Four: We **deliver** each program per the agreed upon work plan and schedule. Our workshops and training programs can be tailored to be delivered on-site, off-site, remotely via web and teleconference or a combination of all three.

Step Five: We **evaluate** the results and outcomes of each program to ensure it fully met client objectives. Our evaluation process incorporates anecdotal data gathered by the instructors and end-of-day participant feedback. Our comprehensive evaluation processes assesses whether the training delivered the expected results, identifies opportunities for further tailoring, and recommends follow-up actions to reinforce the material learned or address any gaps that may have been identified.



HOW TO ORDER

We offer over 100 off-the-shelf courses and have years of experience in designing training that meets the needs of our clients. In this catalog you will find a list of our off-the-shelf training courses. If you would like more information regarding one of our workshops or if your organization has identified a training need that is not addressed in our catalog, please contact us!

CONTACT INFORMATION

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TRAINING OFFERINGS

Acquisition & Procurement

Basic COR

This 5-day Basic COR (Federal Acquisition Certification for Contracting Officer's Representatives (FAC-COR)) program is for acquisition professionals in the Federal Government performing contract management activities and functions. Contracting Officer's Representatives (CORs) play a critical role in ensuring that contractors meet the commitment of their contracts. FAC-COR Representatives facilitate proper development of requirements and assist Contracting Officers in developing and managing their contracts. This course establishes training and experience requirements for those acquisition professionals.

Contracting Officers Representative

This 4-day course is specifically designed for Contracting Officer Representatives (CORs) who are responsible for assuring that contractors are performing the technical portion of the contract. Acquire the breadth of knowledge required to perform the COR role, including knowledge related to roles and responsibilities, as well as fundamentals of contracting regulations; types, phases, and other elements of contracts; awareness of ethical, legal, and cultural factors that impact COR responsibilities; and information necessary to effectively evaluate situations, apply knowledge gained, and make correct decisions to carry out COR responsibilities.

Fundamentals of Contracting (FAC-P/PM Entry-Level)

In this 3-day interactive workshop, participants learn to describe the various contracting requirements in statements of work; concept of operations; and cost, schedule, scope, and support documents to provide planning for the intended procurement of programs or projects. Participants explore the three phases of the acquisition lifecycle: planning, contract formation, performance, administration, and gain a foundational understanding of Federal Contracting. This course is verified to meet the requirements for Federal Acquisition Certification for Program and Project Managers.

Planning and Managing Major Asset and Systems Acquisitions

In this course participants will learn the roles and responsibilities of program managers and organizational leaders in the acquisition of major systems and capital assets. You will identify the legal requirements, cost and risk concepts, and management strategies that surround and support the acquisition of major capital assets and major systems. You will examine systems acquisition methodologies for several major agencies, including the planning, resourcing, and decision-making strategies for each. You will learn how mission, management, law, business skills, regulation and finance work together to support your organizations' acquisition activities, and how you can better manage major acquisitions for performance and results. You will also gain an understanding of the roles and responsibilities of key players in the selection, financing, appropriating, contracting for, and managing major asset acquisitions.

Appropriations Law

Principles of Federal Appropriations Law

This course follows the general outline of Principles of Federal Appropriations Law ("The Red Book"), as published by the Comptroller General of the United States as head of GAO. Chapters 1 through 6 are covered in significant detail, along with the key points of Chapters 7, 8, and 9.

It is intended to provide the participants with a broad insight into the workings of, and the specific restrictions and limitations in Federal Appropriations Law, with the primary objective being to help the participants identify and avoid potential problems that may occur in the use of federal funds. It will enable participants to perform research to determine where they stand and what decisions are appropriate vis-à-vis appropriations law.

Appropriations Law- Advanced Update

This is a one-day, 8-hour course designed to provide participants with a detailed review of fundamental principles governing the use of federal appropriations, budget execution, obligation, disbursement, and payment of federal funds; and to update their knowledge with recent decisions by Congress, the courts and the United States' Comptroller General. The course updates federal managers on the recent changes that affect their professional financial responsibilities.

Auditing

Auditing Fundamentals in the Federal Environment

The workshop aims to cover essential objectives in government audits, encompassing a comprehensive understanding of laws, regulations, and basic audit requirements. Participants will delve into the standards, methodologies, and approaches employed by government auditors, exploring diverse audit types and evidence identification. Emphasis will be placed on crafting effective audit recommendations to stimulate corrective actions and fostering collaboration within audit teams for impactful remedies. Additionally, the workshop will focus on cultivating productive relationships between auditors and auditees, emphasizing communication for audit reports that effectively contribute to program and operational enhancements.

Basic Governmental Auditing

This 2-day course is designed for professionals seeking an in-depth understanding of auditing practices within governmental organizations. This program delves into fundamental concepts, methodologies, and best practices essential for effective auditing. Participants will gain insights into the unique regulatory frameworks, compliance standards, and reporting requirements specific to governmental entities. Through a blend of theoretical learning and practical case studies, learners will develop a solid foundation in auditing principles, risk assessment, internal controls, and the nuances of financial oversight within the public sector. By the end of this course, attendees will possess the knowledge and skills necessary to navigate governmental auditing processes competently and contribute effectively to organizational compliance and accountability.

Detecting And Preventing Fraud in Government Activities

This two-day course is intended to inform federal officials who deal with federal resources on the risk they face from fraud and specific methods of prevention, identification, and detection of fraudulent activities. The course covers the full spectrum of fraud risks to federal resources, including federal property, cash, obligating instruments such as contracts and purchase cards; payment instruments such as time sheets and invoices; and personal expense instruments such as travel cards. By identifying the methods by which fraud typically occurs, and examining suitable methods that might have prevented the fraudulent activities from occurring, the course will enable all federal officials to better understand how to protect federal resources and typical methods to identify and report fraudulent activity that may have occurred.

Fraud in Federal Grants and Contracts: Detection, Identification and Prevention

This comprehensive 3-day course is specifically tailored for federal officials, aiming to educate them on recognizing, preventing, and addressing fraud within the realm of federal grants and contracts. Participants will gain in-depth knowledge about the perpetration of fraud, its legal implications, associated crimes, detection methods, and best practices for averting fraudulent activities in government agencies. Covering a wide spectrum of potential

fraudulent scenarios—from solicitation responses to final audit procedures—the course employs case exercises involving real and stereotypical events to engage participants in devising approaches and solutions. Emphasizing increased vigilance and the implementation of internal control techniques, the course equips attendees with the tools to identify risks, deter fraud attempts, and take necessary actions upon detecting potentially fraudulent activities.

Assessments

CliftonStrengths

The CliftonStrengths assessment, created by Gallup, is a tool that helps individuals identify their top strengths among 34 talent themes. It aims to highlight natural abilities and provides personalized insights on how to leverage these strengths for personal and professional growth. The assessment emphasizes focusing on strengths rather than weaknesses, aiming to maximize one's potential by developing and utilizing their inherent talents.

DISC

The DiSC assessment is a behavioral assessment tool used to understand an individual's behavioral preferences and tendencies in a workplace or personal setting. It categorizes behavior into four primary personality traits: Dominance (D), Influence (I), Steadiness (S), and Conscientiousness (C).

Individuals are typically assessed based on their responses to a series of questions, and their resulting DiSC profile helps in understanding their communication preferences, work styles, strengths, and areas for development. This assessment can aid in team building, conflict resolution, leadership development, and improving communication within organizations.

Myers-Briggs Type Indicator (MBTI)

The Myers-Briggs Type Indicator (MBTI) is a personality assessment tool that categorizes individuals into one of 16 personality types based on their preferences in four dichotomies: Extraversion/Introversion, Sensing/Intuition, Thinking/Feeling, and Judging/Perceiving. It aims to provide insights into how people perceive the world, make decisions, and interact with others. Despite its popularity, the MBTI's scientific validity has been a topic of debate in the field of psychology.

EQi 2.0

The EQi 2.0 assessment, developed by Multi-Health Systems, is a tool used to measure emotional intelligence (EI) in individuals. It evaluates various aspects of emotional and social functioning across five composite scales and 15 subscales. These scales include self-perception, self-expression, interpersonal, decision making, and stress management. The assessment aims to provide insights into an individual's emotional strengths and areas for development, helping individuals and organizations understand and improve their emotional intelligence skills for better interpersonal relationships, decision-making, and overall well-being.

Leadership Practices Inventory (LPI)

The Leadership Practices Inventory (LPI) is an assessment tool designed to evaluate leadership effectiveness based on five key practices: Modeling the Way, inspiring a Shared Vision, Challenging the Process, Enabling Others to Act, and Encouraging the Heart. It collects feedback from multiple sources through a 360-degree evaluation, helping individuals understand their leadership strengths and areas for growth.

Thomas-Kilmann Conflict Mode Instrument (TKI)

The Thomas-Kilmann Conflict Mode Instrument (TKI) is an assessment that identifies five primary conflict-handling styles:

1. Competing: Assertive and uncooperative.
2. Collaborating: Assertive and cooperative.

3. Compromising: Moderate in assertiveness and cooperation.
4. Avoiding: Neither assertive nor cooperative.
5. Accommodating: Cooperative but not assertive.

It helps individuals understand their default approaches to handling conflicts, enabling better communication and conflict resolution strategies in various settings, including workplaces and personal relationships.

Change Management

Managing And Leading Change

In times of significant change and uncertainty, the need for front-line and mid-level leaders to increase employee performance and engagement is at a peak. This session, based on a survey of senior executives, provides clear advice to front-line and mid-level leaders on how to improve their leadership effectiveness. This program provides participants with exposure to change management models and associated skills, a change toolkit, and additional opportunities for direct application.

Navigating Change and Transition

This course is designed to equip individuals with the essential tools to effectively manage transitions in personal and professional spheres. Students explore diverse theories and practical strategies to understand and embrace change, diving into topics such as resistance to change, psychological impacts of transition, models of change management (like Lewin's and Kotter's models), adaptability, resilience, communication strategies, leadership roles, and organizational change. Through case studies and real-life scenarios, participants apply these theories, fostering a comprehensive understanding of how to navigate change successfully at both individual and organizational levels.

Organizational Change Training

This is a dynamic 2-day course designed to navigate the inevitability of change within organizations. Participants engage in interactive sessions delving into the fundamentals of change dynamics, exploring reactions to change and effective handling strategies. This program focuses on fostering adaptability, generating employee buy-in, and steering clear of transitional pitfalls. By the end, attendees will adeptly identify and implement effective change strategies, equipped with the skills to manage and lead organizational transformation successfully.

Successful Decision Making

This workshop provides skills training in accessing and evaluating information to solve problems and make decisions. Participants learn to use a variety of tools, including decision making processes, criteria matrices, statistics, and others. This course provides participants with guidelines, so they can choose the right tools for each situation, and worksheets to use in applying the guidelines. Course activities include cases, games, and individual and small group exercises and discussions. The focus throughout the course is on application to situations that participants regularly encounter at work.

You Can Be a Change Agent

In this course leaders will learn how to effectively manage the constant changes that occur in their organization and the outside environment. Participants will understand what causes resistance and fear of change and learn how to deal with both individual and group resistance. They will know how to help employees better manage the workplace changes they face and will add new tools to their toolkits for successfully encouraging, implementing, and managing organizational change.

Resilience in Times of Change

This course is designed to equip individuals with the essential skills and mindset necessary to navigate and thrive in an ever-evolving world. This course explores the concept of resilience as a vital attribute during times of uncertainty, change, and adversity. Through a blend of theoretical insights, case studies, and interactive exercises,

participants will learn strategies to enhance their adaptability, emotional intelligence, and problem-solving abilities. Topics covered include resilience-building techniques, stress management, fostering a growth mindset, and cultivating resilience in personal and professional spheres. By the end of this course, students will emerge with a deeper understanding of resilience, equipped with practical tools to effectively confront challenges and flourish amidst change.

Coaching

Coaching Skills for Everyone

In this workshop, participants will acquire the skills necessary to recognize the fundamental role of a coach and understand how anyone can effectively assume this role. They will learn to adeptly coach individuals by employing specific techniques and providing timely, impactful feedback. Additionally, participants will be equipped to identify typical barriers to successful coaching and respond to them effectively. Furthermore, they will gain the ability to pinpoint scenarios where coaching proves particularly effective, enabling them to apply these skills across various contexts.

Coaching Skills for Managers

The tailored course for managers will focus on enhancing their coaching abilities within a managerial context. By the course's conclusion, managers will grasp the vital role a coach plays in leadership and understand how to embody this role effectively. They will be equipped to coach their team members proficiently by employing tailored techniques, providing constructive feedback promptly, and overcoming barriers to effective coaching within the managerial sphere. Furthermore, managers will learn to identify scenarios specific to their managerial responsibilities where coaching can significantly impact team performance and individual growth, fostering a more productive and supportive work environment.

How To Coach and Inspire Others

Participants will learn the benefits and skills necessary to provide superior coaching. What makes this course unique is that participants will write and work through their own case study and actually practice providing effective coaching with other participants. Everyone will assess their current skill level and determine objectives for which skills, if enhanced, would assist them in further developing their coaching skills. that participants are meaningfully engaged.

Communication/Interpersonal Skills

Basic Facilitation Skills

How many times have you doodled your way through a meeting? Let us put an end to ineffective meetings. Meeting facilitators will learn proven techniques to design and lead productive and efficient meetings with a thorough understanding of core facilitation skills. meeting to practice proven techniques to apply in your professional life right away.

Communicate for Success

Many people think that effective communication is easy, but it is actually an advanced skill that can be developed and refined. In this course, participants will identify challenging communication situations they have had, and practice using different and new communication techniques to deal with them. A special emphasis is placed on communicating virtually.

Conducting Effective Meetings

This workshop begins with participants completing an assessment that identifies practices that may be interfering with effective meetings. The course then provides information on and practice in the essential skills both leaders and participants need to ensure that all meetings are effective. These skills include:

- How to be a responsible meeting leader and participant
- How to run and participate in a problem-solving meeting, and
- How to facilitate productive discussions.

Crucial Conversations®

This is a transformative training workshop designed to equip individuals with the necessary skills to navigate challenging discussions effectively. This course focuses on enhancing dialogue in high-stakes situations, offering tools to manage emotions, build mutual understanding, and reach productive outcomes. Participants learn to address sensitive topics, speak candidly yet respectfully, and foster open communication to achieve alignment and resolve conflicts constructively. Through engaging activities, role-playing scenarios, and practical strategies, this workshop empowers attendees to confidently approach crucial conversations in both personal and professional settings, fostering a culture of trust, collaboration, and positive relationships.

Crucial Conversations for Mastering Dialogue v5 Classroom

Crucial Conversations® for Mastering Dialogue teaches nine powerful skillsets grounded in decades of social science research. Whether experienced on-demand, virtually, or in-person, the course helps learners develop these vital skills through instruction, application, practice, group discussion, and self-reflection—not just theory—for lasting improvement.

Crucial Conversations for Mastering Dialogue Add On v5

Crucial Conversations for Mastering Dialogue Add-on takes a deep dive into the skills for turning disagreement into dialogue. It is a learning option for graduates of Crucial Conversations for Accountability. The Add-on course teaches skills 6 through 9 of the Crucial Conversations for Mastering Dialogues Course.

Crucial Conversations for Accountability v5

Crucial Conversations® for Accountability teaches a process for managing performance, strengthening trust and reliability, and eliminating inconsistency. It provides skills for holding peers accountable—regardless of position or authority. And whether participants take the course on-demand, virtually, or in-person, they learn the skills through instruction, reflection, practice, and coaching.

Crucial Conversations for Accountability Add On v5

Crucial Conversations for Accountability Add-on takes a deep dive into the skills for managing performance. It is a learning option for graduates of Crucial Conversations for Mastering Dialogue. The Add-on course teaches skills 6 through 9 in the Crucial Conversations for Accountability course.

Effective Communications using Wiley's Everything DiSC Workplace® Assessment

This course centers on comprehending one's DiSC style and its impact on interpersonal communication. Participants will explore their DiSC® style, gain insights into different communication styles, and learn strategies to engage effectively with others. The course aims to cultivate stronger relationships by emphasizing the understanding of individual styles and how they interact. Optional activities involving People-Reading and Comparison Reports will further enhance comprehension. Additionally, the course will delve into refining listening skills and understanding the vital communication proficiencies necessary for success in the workplace.

Effective Briefings

This course emphasizes the art of crafting and delivering briefings that capture attention, convey complex information succinctly, and inspire action. Participants delve into strategies for structuring content logically,

utilizing visuals effectively, and adapting the delivery to engage and persuade various audiences. Through practical exercises and personalized feedback, attendees develop confidence in their briefing abilities, mastering techniques to streamline information, articulate key points persuasively, and leave a lasting impact on their listeners. Whether in corporate boardrooms or public forums, this course equips individuals with the tools to deliver compelling briefings that drive understanding and decision-making.

How to Write for Success

This course introduces a reader-focused writing process that begins with critical thinking—a consistent practice of analyzing the intended audience and the specific purpose for the writing. This foundation guides the writer in developing focused content and choosing a suitable structure for the message. Writers will learn to improve the conciseness, clarity, and accuracy of their work, thereby enhancing both their efficiency and their professionalism.

Presentation Skills

In this workshop, presenters learn strategies for engaging the audience and inspiring them to action. Recognizing presenting as an opportunity for connection, communication, and influence, participants will practice crafting and delivering messages that meet their intended goals with the target audience through well-planned content and effective delivery.

Business Writing Basics

This course provides instruction in the key tasks all professional writers need to master. Participants learn how to write clear, grammatically correct sentences and how to streamline sentences to remove unnecessary words. In addition, participants learn how to write coherent paragraphs and then, in several writing exercises, have an opportunity to practice clear, concise, and coherent writing.

Train-the-Trainer

In these sessions, participants will explore key skills in the trainer's toolbox (analyzing learning needs, writing learning objectives, setting up the classroom, using audiovisuals, and evaluating impact.) Participants will discuss an easy-to-understand instructional model and will demonstrate skills preparation and delivery of strong content. This training session is designed to help participants improve their day-to-day interactions with employees by incorporating the skills learned in the workshop. Some of the skills to be improved include their ability to communicate, as well as the delivery of concepts in one-on-one coaching and group training sessions.

Email Etiquette

Most of us spend at least three hours a day writing and reading emails. When used correctly, email is an affordable and highly efficient tool for communicating. When used incorrectly, it can waste time and expose its users to legal and professional liability. This course teaches attendees how to get the most of email while also protecting themselves and their agencies from its hazards.

Positive Workplace Communication

Communication is the lifeline of business and workplace information exchange. Having effective interpersonal communication skills separates employees in their performance and advancement. Employees with informed perspectives, and awareness of others non-verbal's, communicate better. Communication skills are essential for understanding information more accurately and quickly. Whatever the role; whatever the task, communication is a factor.

This course explores the principles and processes of communication that determine success and failures at work. Participants benefit by learning how to be clear, concise, complete, and consistent aid in better communication. Real workplace communication challenges will be explored through the lens of emotional intelligence, which helps employees to express ideas in ways that gain the attention, support, and respect of others.

Working Magic with Language

In this 1-day highly interactive workshop, participants will learn how to look, listen, assess, and understand other people's communication styles from a deep, subconscious place. With this level of awareness, participants can determine how best to adjust their verbal and non-verbal delivery styles to reach and connect with their audience. The benefits and skills necessary to become a master communicator come from the field of Neuro-Linguistic Programming (NLP), which studies the principles and structure of verbal and body language. Applied NLP turns those understandings into tools and techniques that participants can use to enhance their written and spoken communications, as well as their powers of persuasion.

iLoveFeedback®

This course aims to achieve several key objectives by introducing a straightforward, five-step process. Participants will grasp this simple, yet effective method designed to cultivate the right mindset for feedback reception, ensuring an open and constructive attitude. Additionally, they will learn techniques for delivering feedback effectively, pinpointing solutions for ongoing improvement and sustainability. The primary focus of the course is to boost participants' confidence in providing and receiving feedback, empowering them to navigate these interactions with assurance and skill.

Fostering Civility in the Workplace

To address the growing problem of incivility in the work setting, this workshop introduces the concept of civility, its importance to an organization, as well as its typical causes and effects. We will also present skills needed to effectively practice civil behavior, as well as different ways organizations can systematize civility in the workplace. The personal benefits of a civil workplace are countless and will pay off immensely in every aspect of your job.

Mastering Public Speaking

Public speaking is a critical skill in today's professional world and mastering it can greatly enhance your ability to communicate effectively and influence others. In this training workshop, participants will learn the essential principles and techniques for delivering confident and compelling speeches, presentations, and pitches.

Conflict, Negotiation & Mediation

Managing Conflict Effectively

In this workshop, participants will assess their own usual mode of responding to conflict situations. They will also learn that they can make different choices that can produce more favorable results. Instructor will offer proven strategies which neutralize some conflicts straight out or simplify complex conflicts into manageable ones. This is a highly interactive session with many round-robin discussions where participants will be invited to relate the principles presented to their own experiences.

Creative Problem Solving

This dynamic 1-day workshop is designed to equip participants with a comprehensive toolkit for tackling business challenges through both creative and systematic approaches. Through a blend of engaging activities, games, and discussions, this course hones skills in maintaining an open mind and applying proven techniques to think innovatively. Covering problem-solving processes, analytical tools, and decision-making strategies, participants learn to discern various situations, define problems accurately, and generate solutions. Key components include understanding the creative problem-solving process, gathering pertinent information, employing different problem definition tools, conducting brainstorming sessions, utilizing idea generating tools like affinity diagrams and the six thinking hats, and evaluating solutions against specific criteria. Moreover, the course emphasizes the integration of factual analysis and intuition in decision making, the importance of solution refinement, implementation planning, and post-implementation assessment. Participants gain practical insights into addressing real workplace challenges, fostering a proactive approach to solution implementation, celebration of successes, and continuous improvement.

Dealing with Difficult People

This course delves into key discussion topics, including understanding the traits of 'difficult people,' exploring the physiological impacts of stress on our bodies, and identifying counterproductive reactions. Participants learn to pinpoint their personal triggers and adopt effective strategies for self-reflection and potential transformation. Focused on empowering individuals, this course reframes interactions with challenging personalities by emphasizing proactive self-assessment and personal development. By addressing these pivotal discussion points, attendees acquire practical insights and actionable techniques for effectively managing difficult situations and fostering healthier interactions.

Problem Solving and Analytical Thinking

Problem solving and analytical thinking both require the careful and thorough evaluation of information using a variety of tools, including problem solving processes, criteria matrices, statistical analyses, decision making processes, heuristics, and others. This course introduces participants to key analytical thinking tools and provides them with guidelines so they can choose the right tools for each situation. Course activities include cases, games, short lectures, and individual and small group exercises and discussions. The focus throughout the course is an application to situations that participants regularly encounter at work.

Resolving Conflict

Difficult conversations are inevitable in any workplace. Those conversations can create unhappiness, stress, and tension. They can also impair and even destroy relationships. When handled poorly, they are likely to result in serious problems that interfere with productivity and leave everyone involved feeling frustrated and dissatisfied. You can't avoid these kinds of conversations, but you can learn how to handle them more effectively. Developing the ability to handle these challenges will pay off in terms of reduced stress, increased confidence, improved relationships, increased trust, fewer problems, better teamwork, higher productivity, and better career opportunities. In this interactive, one-day workshop, you will learn techniques to resolve conflict.

Conflict Management and the TKI Conflict Mode Instrument

This course is designed to equip participants with essential skills for effectively handling and resolving conflicts within professional settings. This program focuses on practical strategies to enhance relationships and navigate conflicts constructively. Participants will learn to administer and interpret the TKI assessment, gaining insights into their conflict-handling styles. The course delves into the diverse causes of conflict and their impact on team dynamics. Through real-life examples, attendees will explore improved communication methods as key tools for conflict resolution. Additionally, the program covers a range of conflict resolution techniques, providing insights into their appropriate application based on specific circumstances. By the course's end, participants will have a robust toolkit for managing conflicts and fostering healthier workplace relationships.

Everything DiSC® Productive Conflict

Workplace conflict is inevitable. Everything DiSC® Productive Conflict helps learners improve self-awareness around conflict behaviors. Rather than focus on a step-by-step process for conflict resolution, Everything DiSC Productive Conflict helps learners curb destructive behaviors so that conflict can become more productive, ultimately improving workplace results and relationships. By increasing self-awareness around conflict behaviors, Everything DiSC Productive Conflict helps learners effectively respond to the uncomfortable and unavoidable challenges of workplace conflict.

Customer Service

Customer Service Excellence

Our customer service excellence workshop caters to both employees and managers, imparting essential skills applicable not only in the workplace but also in fostering strong relationships in everyday life. Emphasizing a

customer service philosophy centered on the reciprocity of aiding others, our approach focuses on benefiting both the customers and the employees/managers. We align with Maya Angelou's sentiment that people remember how they were made to feel, underlining the importance of respect and dignity at all organizational levels. This workshop delves into understanding customer needs, efficiently addressing them, and aligning activities with the organization's mission for enduring success. Through varied methods like lectures, interactive exercises, and videos, we explore attitudes and best practices in customer service.

Diversity, Equity & Inclusion

Communication Skills in a Culturally Diverse Workplace

This workshop is designed to equip participants with the essential tools for effective communication in diverse professional settings. This interactive program focuses on understanding and navigating the intricacies of cultural diversity within the workplace, emphasizing the development of communication strategies that bridge cultural gaps. Throughout the workshop, participants will explore techniques to enhance cross-cultural understanding, adapt communication styles for various cultural contexts, and foster inclusive and harmonious working environments. Through a blend of engaging discussions, practical exercises, and real-world case studies, attendees will gain invaluable insights and skills to communicate confidently and respectfully in today's culturally diverse workplaces.

Diversity & Inclusion Best Practices

Effective Diversity & Inclusion (D&I) programs are more critical than ever in the current workplace and understanding our unconscious/implicit biases is a critical step to the success of such programs. We all have biases: some based on fear of the unknown, some on experience. There are also those that are culturally ingrained, and some that are so subtle, we don't realize they exist. Incivility in the workplace can often be due to a misunderstanding of fellow employees' cultural background and can be reinforced with personal biases. Recognizing these behaviors and addressing them can lead to a more civil workplace. The objective of Diversity and Inclusion Training is to create an atmosphere of inclusion and openness where constructive feedback and implementation of creative ideas are used to resolve underlying and pre-existing sensitivity issues. The goal is to achieve an organizational environment where everyone feels valued and they believe their opinions are sought, valued and implemented. This Training is intended to achieve the following outcomes.

Engage and Inspire Millennials

Millennials are the most diverse generation in the federal workplace; the Pew Center suggests that they range in age from 24 – 40. This workshop provides a clear road map to help leaders, managers and supervisors identify and execute effective tools and strategies to engage and inspire Millennials.

Generational Differences

Today's workplace consists of five (5) generations in certain industries. This requires you to have generational intelligence. Generational intelligence opens the door for you to build opportunities and mitigate misunderstandings that could threaten a cohesive work environment. This workshop will help you learn the strategies to effectively communicate with an understanding of the characteristics, misconceptions, and advantages of a multi-generational workforce.

Unconscious Bias

Unconscious bias occurs when you make spontaneous judgements about people or situations based on your past experiences, culture, background, or exposure to media. These hidden preferences or prejudices can affect nearly every decision you make. Unconscious bias is part of being human. In the workplace, however, it has broader implications, some of which might be detrimental. This could result in your organization being unable to reach its full potential. The goal of the training is for your employees and managers to be fair and make the most objective decisions possible. If employees recognize their tendencies, they can proactively identify these blind spots and avoid

non-objective decisions. This training is about recognizing how our assumptions can influence our decisions and making a conscientious effort to overcome those assumptions.

Understanding the Cost of Workplace Bias & Bullying

Bias and bullying in the workplace are a serious issue that affects productivity and workplace success. This training provides each participant with a better understanding of emotional intelligence, bias, and bullying. Participants are equipped with the tools and resources to act against negative behaviors. Students review statistics and research on bias and bullying effects in the workplace and use them to craft strategies to deal with them. This course will jumpstart your organization in the fight against bias and bullying.

Financial Literacy, Budgeting, Accounting

Budgeting and Accounting- Making the Connection

Federal agencies receive no money unless they prepare successful budgets, gain the approval of OMB and the President, and ultimately the approval of Congress. Then, the agencies must use the funds they receive effectively and efficiently, then provide detailed accounting information on the use of funds and the outcomes and outputs the agencies produce. Finally, agencies must report financial results using standard federal financial reports. This course provides an understanding of how the processes of budget formulation, budget execution, accounting, and financial reporting work together to support and report on agency activities. With the principles presented, participants are enabled to “trace a dollar” from the idea to the purchase, to the federal income and balance sheets, and thence to the succeeding year’s budget request.

Federal Budget Execution

This 3-day course provides participants with an in-depth introduction and review of the processes, authorities, and responsibilities involved in federal budget execution. Building on a solid basis of legal authorities, restrictions and responsibilities, participants will learn the proper types and uses of Budget Authority, and examine the key functions and activities required to execute federal funds. The key elements of fiscal control: purpose, time and amount, will be reviewed as they apply to participants’ agencies’ appropriations. The major limitations of the Anti-deficiency Act will be reviewed and discussed, as will the potential penalties for violations. Participants will learn to determine their own potential liability for misuse of federal funds, as well as the standards for relief. Internal funds controls will be discussed, and budget execution/ spending plans will be covered. Key budget execution reports will be reviewed, including the Standard Form 133, the Statement of Budgetary Resources, and the Standard Federal Financial Statements.

Federal Budgeting for Non-Budgeting Personnel

This 3-day course is intended to train non-budget personnel working in the Federal Government in the fundamentals of the federal budgeting process, and to enable them to actively participate in the annual budget development, justification, examination, and defense process, as well as to understand how their budget work and the work of their colleagues affects the overall budget success of their agency.

Introduction to Federal Financial Management

Introduction to Financial Management is a 2-day course for professionals who seek to expand their knowledge in the field of financial management. To develop a sound basis for understanding the proper use of federal money, this course begins with the U.S. Constitution and then covers the relevant laws that govern proper obligations and expenditures of federal funds. Building on that firm legal basis, the course then presents the key elements of financial management with specific attention on the elements of proper financial controls, the accounting cycle and the Standard General Ledger, and what to expect during a financial or performance audit. During this course, the agency’s actual documents will form the basis for most discussions, and the course will focus specifically upon the host agency’s appropriations and authorities.

Management Accountability and Internal Controls

This course equips U.S. federal managers with essential knowledge and skills to establish and execute an efficient Management Accountability and Control System within federal agencies. It caters to officials overseeing resources, covering aspects of internal control regulations impacting departments, agencies, and individual roles. Participants will gain expertise in creating, implementing, evaluating, and reporting internal controls in compliance with legal mandates and regulations. Focused on core elements, the course delves into defining Management Accountability and Control, emphasizing the significance of internal controls, exploring various types and methods, understanding federal legislation driving these controls, and highlighting key techniques, limitations, and standards. Additionally, it covers risk assessments, the management control process, and procedures for accurate reporting and necessary corrective actions.

Navigating Management Minefields in Federal Finance

This 2-day course is designed to acquaint senior management-level personnel with the perils and pitfalls that challenge all managers who must use, deal with, or distribute federal funds. Since all federal activities depend upon the use of federal funds, all federal managers should be highly interested in learning more about these challenges, and how to meet them. This course is particularly suited for political appointees, personal services contractors and personnel in the Excepted Service.

Practical Budgeting for Professionals

This 3-day course is intended for government professionals who wish to develop a better understanding and improved performance in the practice of budgeting in an operational environment. It provides an experience-based approach, using current best practices, through which participants actively develop budget estimates and consolidations suitable for their professional needs. Appropriate for either business or government professionals, the course develops key skills in the elements of strategic planning, environmental scanning, forecasting, SWOT Analysis, operational planning, cost estimating, cost-benefit analysis, net-present value analysis, risk analysis, budget consolidation and execution-tracking.

Understanding & Responding to RFI's, RFQ's, and RFP's

This course is a comprehensive guide to proficiently crafting and overseeing federal contracts, focusing on RFI's, RFQ's, and RFP's to gather crucial information from potential contractors. It navigates participants through the project management phases, ensuring a strong project commencement. The objectives include understanding the distinctions among RFI, RFP, and RFQ, adept acquisition planning for selecting suitable solicitations, mastering the art of drafting Statements of Work, and familiarizing with essential terminology and resources linked to each procurement type. Additionally, the course explores the development of Statements of Work and various types of federal contracts, offering a well-rounded understanding of federal procurement processes.

Understanding and Preparing Federal Financial Statements

This 2-day course is designed to inform federal managers, officials, and employees on the source, content, and development of Federal Financial Statements used to report annual and quarterly financial results to congress, the public, OMB, and the President. The course will enable personnel responsible for financial reporting to rapidly develop and report financial results, and it will enable others to understand in detail the meaning and content of their agencies and our government's consolidated financial reports. Delivered in a two-day online or classroom format, the course will begin with a fundamental understanding of the United States Standard General Ledger, the two federal accounting systems (budgetary and proprietary) and the requirements for reporting financial results to congress and the public.

Women and Their Money

This is a comprehensive two-day course crafted to address the persisting gender pay-gap challenges that impact women's financial stability and long-term investment prospects. Despite advancements in labor participation, women continue to face hurdles in saving, spending, and investing due to this pay gap. The pandemic has further

exacerbated these issues, affecting women-owned businesses and overall labor participation rates negatively. This course aims to combat these challenges by focusing on financial empowerment, guiding participants through essential financial literacy skills required for economic stability. From foundational concepts to advanced topics, this program covers a range of subjects, including understanding economic realities for women, emotional aspects of financial decision-making, credit management, insurance, investment strategies, retirement planning, estate planning, and more. By delving into the emotions behind financial fears and providing tools to create and execute effective financial strategies, this course empowers women to take control of their financial futures.

Human Resources

Agile Talent Acquisition

This comprehensive one-day course is crafted to equip HR professionals, recruiters, and talent acquisition leaders with the tools needed to revolutionize recruitment practices in today's rapidly changing business landscape. This course is tailored to instill agile principles into the recruitment process, guiding participants through the nuances of agility in hiring. It covers essential aspects such as understanding agile recruitment versus traditional methods, constructing adaptable recruitment frameworks, fostering innovation within recruitment strategies, streamlining processes for efficiency, and designing personalized agile recruitment models aligned with organizational objectives. Through a blend of engaging lectures, interactive discussions, case studies, and practical exercises, attendees will gain a deep understanding of agile talent acquisition and hands-on experience in implementing agile methodologies within their recruitment endeavors.

Establishing Performance Standards

Management is about getting things done. And in purposeful organizations, it's increasingly understood, that "what gets measured gets done." So, it's not surprising leaders today are focusing on what to measure. What's the bottom line? Performance goals and the management of them is no longer optional. You can develop your strategic plan, manage your funding and fiscal controls, and yet fail in reaching the desired results due to failing to manage performance in a proactive manner. In this workshop, we will focus on aligning tasks to strategic initiatives and developing clear expectations of what is expected at the completion of the project.

Federal Change Management in HR

This course addresses managing change within federal HR organizations, focusing on adaptation to new regulations, technologies, and workforce needs. Participants will master strategies for facilitating successful transitions and adapting to HR practice changes.

Federal Employee Benefits

This training explores the federal employee benefit programs, including health insurance, retirement, and leave policies. Participants will understand federal employee benefits, how to assist employees in optimizing their benefits and ensure compliance with benefit regulations.

Federal Equal Opportunity Employment (EEO)

This training delves into EEO laws and regulations, promoting diversity and inclusion, and preventing workplace discrimination. Participants will learn how to handle EEO complaints and create inclusive work environments. Participants will learn to handle EEO complaints, create inclusive work environments, and promote diversity.

Federal Hiring & Recruitment

This course focuses on federal hiring procedures, including creating job announcements, conducting interviews, and adhering to merit system principles. Participants will learn how to navigate USAJOBS and select the best

candidates. Participants will learn how to effectively recruit, assess candidates, and navigate the USAJOBS platform.

Federal HR Analytics & Data Management

This course concentrates on equipping participants with the skills needed for leveraging data in human resources. Attendees will master the art of collecting, analyzing, and interpreting HR data to drive informed decision-making across workforce planning, recruitment, and performance management strategies. Objectives include acquiring proficiency in utilizing HR metrics to evaluate strategy effectiveness, recognizing data's pivotal role in identifying HR trends and improvement opportunities, and developing adeptness in utilizing data for evidence-based decision-making in HR practices. Key competencies covered encompass HR data collection and analysis, workforce planning and forecasting, HR metrics and reporting, as well as fostering a culture of data-driven decision-making within HR processes.

Federal HR Basics

This is a comprehensive 2-day training program that delves into the core principles, regulations, and operational processes integral to HR within the federal government. This course equips participants with a solid understanding of federal HR, encompassing compliance prerequisites, the pivotal role of HR professionals, and critical regulatory frameworks. Through this training, attendees will achieve proficiency in grasping federal HR policies and procedures, gaining essential insights into compliance requirements and the roles HR professionals play within the federal workforce. The course also emphasizes competencies such as HR roles and responsibilities, compliance with regulations, adept documentation, and recordkeeping, as well as effective communication and interpersonal skills development.

Federal HR Ethics & Professional Conduct

This training emphasizes ethical considerations in federal HR, including conflicts of interest, nepotism, and maintaining the highest standards of professionalism and integrity. Participants will understand ethical guidelines, maintain professional standards, and uphold integrity in HR practices.

Federal HR Legal Compliance

This course explores the legal aspects of federal HR, including the Civil Service Reform Act, Fair Labor Standards Act (FLSA), and Family and Medical Leave Act (FMLA). Participants will understand how to ensure compliance and mitigate legal risks. Participants will learn to ensure legal compliance and mitigate risks associated with federal HR practices.

Federal Introduction to Employee Relations

This 1-day workshop offers a comprehensive overview of federal employee relations principles and resolution methodologies for workplace issues. Participants will delve into the intricate processes involved in federal employee relations, gaining a solid grasp of the federal position classification system. Throughout the course, attendees will master the evaluation and assignment of occupational series and grade levels, ensuring compliance with federal standards in position classification assessments. Emphasis will be placed on understanding the impact of position classification on federal HR processes and efficient workforce management. By focusing on competencies such as position classification standards, determination of occupational series and grade levels, compliance with classification regulations, and precision in position classification, participants will attain proficiency in accurately classifying positions based on duties, responsibilities, and organizational requirements.

Federal Introduction to Position Classification

This targeted course is focused on providing participants with comprehensive expertise in navigating the federal position classification system, notably the General Schedule (GS) and associated standards. This training ensures participants achieve proficiency in federal position classification methodologies, enabling precise assignment of job series and grades. In addition to mastering position classification, the course delves into the fundamentals of federal

employee relations, encompassing labor-management relations and dispute resolution. Attendees will develop skills vital for fostering a harmonious workplace environment by applying employee relations principles effectively and fairly. The course also emphasizes the acquisition of knowledge regarding federal employees' rights and responsibilities concerning workplace matters. Key competencies addressed include dispute resolution processes, employee rights and protections, conflict resolution techniques, and labor-management relations, equipping participants with the necessary tools to navigate complex employee relations scenarios within the federal sector.

Federal Labor Relations

This course covers labor relations within the federal government, including collective bargaining, union negotiations, and resolving labor disputes. Participants will gain insights into maintaining positive labor-management relationships. Participants will learn to maintain positive labor-management relationships, negotiate, and resolve labor disputes.

Federal Leadership & Supervisory Skills for HR Professionals

This training is designed for HR professionals transitioning into supervisory roles, covering leadership, team management, and HR-specific communication. Participants will develop leadership and supervisory skills tailored to HR functions.

Federal Performance Management

In this 2-day highly interactive workshop, participants learn how to improve their ability to manage performance in the federal government. Inspiring someone to be their best is no easy task. Just how do you manage optimum performance? How do you create a motivating environment that encourages people to go beyond their best? This workshop equips you with best practices to plan, monitor, coach, and evaluate employee performance.

Participants explore how to give and receive effective feedback, diagnose performance issues, and coach employees through challenges. We practice skills using role-play activities, self-assessments, and case studies.

Federal Performance Management & Appraisal

This training explores the federal performance management system, including setting performance standards, conducting appraisals, and addressing performance issues. Participants will learn strategies for providing constructive feedback and fostering employee growth. Participants will master the federal performance appraisal process, providing constructive feedback and fostering employee growth.

Federal Writing Position Descriptions

This training provides guidance on crafting comprehensive and accurate position descriptions in compliance with federal regulations. Participants will learn to create precise position descriptions that effectively communicate job duties and requirements while complying with federal regulations.

HR 101 for Supervisors

In today's fast-moving world, many managers and supervisors are expected to deal with some human resource issues. They may be asked to take part in developing job descriptions, take part in interviews, or take responsibility for discipline. This three-day workshop will introduce those managers to human resource concepts. We will walk you through the hiring process, from performing a skills inventory to conducting the interview; discuss orientation; and cover some issues that arise after the hiring (such as diversity, compensation, and discipline).

Navigate the Terrain of Talent Mapping

In today's dynamic job market, talent acquisition professionals face the constant challenge of identifying and acquiring the right skills to drive organizational success. This one-day course designed to equip HR professionals, recruiters, and talent acquisition specialists with the skills and knowledge needed to effectively map and leverage the skills within their organization. Participants will discover proactive skills research methodologies, enabling them to build a Skills Based Recruiting Framework and Methodology to enhance recruitment strategies.

Recruit Like a Warrior

In a competitive job market, talent acquisition professionals are faced with constant challenges and opportunities. "Recruit Like a Warrior" is a one-day course that draws inspiration from the timeless wisdom of Sun Tzu, the ancient Chinese military strategist, to empower HR professionals, recruiters, and talent acquisition specialists with unique strategies and philosophies. By integrating Sun Tzu's methodologies into your talent acquisition efforts, you'll gain the skills to approach recruitment with strategic precision and success.

Trends in HR and How to Navigate Them

This one-day course is designed to address the contemporary hurdles confronting HR professionals. The course will center on pivotal challenges within today's workforce dynamics, notably focusing on but not limited to the employee experience, fostering a more human approach to employee-manager relationships, navigating talent shortages, optimizing hybrid work environments, enhancing employee visibility, fostering robust employee development strategies, and promoting diversity, inclusion, and engagement. Acknowledging the shift in employee needs towards additional flexibility, meaningful work, and increased trust in leadership, this program aims to equip HR professionals with strategies and insights to effectively navigate and overcome these multifaceted challenges in the modern workplace.

Writing in Plain Language

In today's fast-paced business world, effective communication is paramount, especially within the Human Resources (HR) field. Clear and concise writing is essential to convey important information, policies, and procedures to employees, managers, and stakeholders. This one-day virtual workshop is specifically designed for HR professionals who want to enhance their writing skills and improve their ability to communicate in plain language.

Leadership, Management & Supervision

Aspiring Leaders

This program aims to equip participants with the essential competencies required for successful leadership roles. The program's primary purpose is to enable candidates to assess and enhance their readiness for such positions, identifying additional training or experience needed for personal readiness and potential promotions. It seeks to ready existing talent for future supervisory and leadership roles by focusing on continuous learning and skill development. The competencies encompass a range of crucial skills, including flexibility, conflict management, decision-making, strategic thinking, interpersonal skills, and effective communication, among others, identified through comparative studies of industry-standard requirements for leaders. The program's design involves participants evaluating their leadership competencies using an assessment instrument based on OPM's proficiency levels, followed by instructional content, discussions, and case studies aimed at enhancing proficiency in each competency. Additionally, participants will create individual development plans to guide ongoing discussions with their supervisors about performance and career aspirations.

Building Psychological Safety in the Workplace

This course unveils nine powerful strategies aimed at fostering trust and psychological safety within teams. Participants will engage in practical exercises to harness these strategies effectively, enabling them to assist their clients in cultivating a work environment conducive to success. Through this program, attendees will delve into creating team environments that inspire and motivate employees toward achieving collective success. They will also gain insights into facilitating open communication and active contribution among team members. Emphasis will be placed on comprehending the essence of trust and psychological safety, recognizing the impactful role that even small managerial actions can play in shaping a positive workplace culture. Practicing these strategies will be a key focus, ensuring their sustainability. Furthermore, participants will craft actionable plans and identify the

subsequent steps vital to their roles as HR Professionals, fostering an environment that nurtures trust and psychological safety in the workplace.

Creating Thinking, Problem Solving & Decision Making

This two-day workshop delves into the synergy between critical thinking, problem-solving, and decision-making. Critical thinking involves analyzing and enhancing thinking processes, while problem-solving entails finding solutions through a 7-step model. The amalgamation of these approaches fosters a structured method for scrutinizing problems and potential solutions. Decision-making, rooted in the decision-maker's values and beliefs, culminates in selecting among alternatives, leading to action or inaction. Throughout the workshop, participants will harness critical thinking skills to navigate the 7-step problem-solving model, applying decisive thinking at each stage to develop effective solutions and make informed decisions.

Creative Problem Solving

Effective problem solving and decision making both require the careful and thorough evaluation of information using a variety of tools, including problem solving processes, criteria matrices, statistical analyses, decision making processes, heuristics, and others. This course introduces participants to key analytical thinking tools and provides them with guidelines so they can choose the right tools for each situation. Course activities include cases, games, short lectures, and individual and small group exercises and discussions. The focus throughout the course is on application to situations that participants regularly encounter at work.

Critical Thinking and Decision Making

Critical thinking is the art of analyzing and evaluating thinking with a view to improving it. Critical Thinking is the process of evaluating the truthfulness and value of information and opinions in a systematic, purposeful, and efficient manner. Decision-making is a reasoning process based on assumptions of values, preferences, and beliefs of the decision-maker. The decision-making process produces a final choice among alternatives that may or may not cause action.

Critical Thinking and Problem Solving

Thinking is the process of evaluating the truthfulness and value of information and opinions in a systematic, purposeful, and efficient manner. Problem-solving is the process of finding solutions to problems encountered in life. While there are various models of problem-solving, we use the 7-step model. The combination of critical thinking and problem-solving brings together a process for solving problems with the process of questioning and evaluating your thinking about the problem(s) and potential solution(s).

Critical Thinking Skills

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Dealing with Difficult People

This course delves into key discussion topics, including understanding the traits of 'difficult people,' exploring the physiological impacts of stress on our bodies, and identifying counterproductive reactions. Participants learn to pinpoint their personal triggers and adopt effective strategies for self-reflection and potential transformation. Focused on empowering individuals, this course reframes interactions with challenging personalities by emphasizing proactive self-assessment and personal development. By addressing these pivotal discussion points,

attendees acquire practical insights and actionable techniques for effectively managing difficult situations and fostering healthier interactions.

Employee Engagement (Love ‘Em or Lose ‘Em)

This is a comprehensive program designed to equip managers with the essential skills and strategies necessary to foster a unified culture and significantly improve employee retention. This workshop focuses on enhancing communication capabilities among leaders to create a cohesive organizational culture. Managers are empowered with retention strategies that become integral to their managerial approach, featuring 26 easy-to-implement tactics aimed at bolstering employee engagement and loyalty. The course further guides managers in crafting personalized retention plans tailored to the needs of individual team members, emphasizing a proactive and customized approach. By providing clear actions and processes, this workshop enables managers to take ownership of their roles, fostering an environment where staff feel engaged, valued, and motivated to contribute positively to the organization's success.

From Super Worker to Supervisor

So, you have attained a level of proficiency and technical skill in your current job. You have received a continuous stream of recognition and praise for your work and high-performance reviews. You are beginning to think about next steps in your career. Is supervision the right path for you? In this workshop, we will explore the challenges faced in transitioning from highly proficient front-line employees to supervisory management. We will look at the role of the supervisor from many aspects. How do you communicate? How do you delegate? The bottom line, how do I go about getting jobs done effectively through others. Through lecture, interactive discussion, team and individual activities, participants will have a chance to look at very aspects of supervisory management and create an action plan for determining what lies ahead in their career well next steps to achieving the next rung on the organizational ladder.

Giving and Receiving Feedback

This course stresses the importance of establishing clear expectations and performance measures and providing ongoing feedback to ensure effective employee performance. Supervisors will learn two processes, one for dealing with performance or conduct situations and another for coaching employees to develop new skills and competencies. The course includes self-assessments, small group activities and practice, games, and discussions to ensure that participants acquire key skills for managing performance.

Influence / Organizational Engagement

This workshop is foundational to the skill of leading and managing others. Some employees may require a great deal of direction, while others respond best to encouragement and recognition. Effective managers learn how to diagnose the situation and how to select the appropriate leadership style to match the skills and commitment of their employees. Leaders learn to build skills in diagnosing the competence and commitment of people to their tasks.

Influencer® Training

This two-day leadership course addresses how to influence human behavior and drive rapid, sustainable changes in individuals, teams, and/or organizations. Identify underlying resistant human behavior and provide leaders proven techniques to help discover, diagnose, and counteract the problems.

Leadership Excellence

This course is designed for senior executives and experienced project managers seeking to elevate their leadership prowess. Gain contemporary insights and essential skills crucial for thriving in today's dynamic business landscape. Explore diverse topics including effective communication across various frames of reference, building trust, understanding motivational needs, identifying strengths and blind spots in others, optimizing team dynamics, SMART goal setting, involving teams in goal planning, clarifying roles, measuring outcomes, delineating leadership from management, mastering ten key leadership principles, understanding leadership expectations and styles, and

crafting a personalized leadership philosophy. Transform your leadership style and excel in steering organizations towards success in the modern world.

Leadership for Non-Supervisors

The workshop is designed for individuals who are not yet supervisors. The course will prepare them with the experience, knowledge and ability to fill a leadership void when necessary. At any time an individual contributor can influence an outcome, decision process or procedure, therefore displaying leadership capability. To achieve desired results leadership skills are required.

Leading in Times of Change

In times of significant change and uncertainty, the need for front-line and mid-level leaders to increase employee performance and engagement is at a peak. This session, based on a survey of senior executives, provides clear advice to front-line and mid-level leaders on how to improve their leadership effectiveness. This program provides participants with exposure to change management models and associated skills, a change toolkit, and additional opportunities for direct application.

Personify Leadership®

This highly interactive two-day training program provides comprehensive leadership skills development. The eight-core body-focused leadership competencies are taught through a variety of learning methods including classroom lessons, video examples and experiential activities – making the skills easy to apply and retain.

Preventing Workplace Bullying & Incivility

In this course, participants explore the following key areas: Management/Employee incivility and how to recognize it, gossip and negative consequences, micro-inequities, unconscious bias, bullying and its effects on morale/productivity, 25 common workplace bullying tactics, and office etiquette. Training combines small and large group activities and lectures. Participants complete a course evaluation following the training.

Successful Decision Making

This workshop provides skills training in accessing and evaluating information to solve problems and make decisions. Participants learn to use a variety of tools, including decision making processes, criteria matrices, statistics, and others. This course provides participants with guidelines, so they can choose the right tools for each situation, and worksheets to use in applying the guidelines. Course activities include cases, games, and individual and small group exercises and discussions. The focus throughout the course is on application to situations that participants regularly encounter at work.

The Leadership Challenge®

"The Leadership Challenge®" course is a transformative program designed to enhance leadership skills and capabilities. Rooted in empirical research and practical application, this course empowers individuals to become exemplary leaders by exploring five fundamental practices: Model the Way, Inspire a Shared Vision, Challenge the Process, Enable Others to Act, and Encourage the Heart. Through a blend of theoretical frameworks, case studies, experiential exercises, and self-assessments, participants cultivate a deeper understanding of their leadership style and learn actionable strategies to inspire and mobilize others toward shared goals. By the end of this course, participants emerge with heightened self-awareness, strengthened leadership competencies, and a roadmap for fostering positive change within their organizations and beyond.

What Motivates Me®

"What Motivates Me®" is a transformative course designed to uncover the intrinsic drivers behind individual motivation. This course delves into the core elements that ignite passion and drive within individuals, exploring the diverse spectrum of personal motivators that fuel engagement and performance. Through introspective exercises and insightful discussions, participants gain a deeper understanding of their unique motivations and how these

drivers impact their professional pursuits. The course equips attendees with actionable strategies to align their passions with their work, fostering a more fulfilling and productive professional journey.

Managing Up

Communicating with Senior Management

This course is aimed at empowering individuals to effectively capture and maintain the attention of decision-makers, whether within or outside their organization. Focused on providing strategies for garnering support and consensus, this course delves into best practices for presenting ideas, approaches, and products to senior leaders, facilitating buy-in and actionable outcomes. Specifically tailored for engaging senior leaders, the program emphasizes crafting clear and influential messages, designing impactful presentation materials, and delivering compelling formal or informal pitches. Participants gain insights into increasing their influence during persuasive presentations, handling challenges when communicating with powerful audiences, and making adept on-the-spot recommendations. Moreover, while targeting senior leaders, the principles and techniques explored in this program are equally applicable to engaging with decision makers across various organizational levels.

Cooperate And Collaborate with Supervisor

This working together workshop teaches participants how to increase cooperation and collaboration between those who have different power levels and perspectives. This workshop will help you consciously develop highly effective relationships with their supervisors and learn to obtain the best possible results for themselves, their boss, their peers, and their organization.

Exercising Influence

This course is tailored for non-supervisory individuals seeking to develop effective strategies for cultivating a constructive relationship with their supervisors. This program introduces the concept of managing up and delves into methods to foster a positive working dynamic that benefits both the team and the organization. With a focus on communication excellence, participants learn the nuances of active listening to unravel complex problems while building trust and rapport. Emphasizing the articulation of necessary procedures and policies to achieve quality outcomes, the course equips individuals with skills to navigate performance discussions that maintain relationships while ensuring task completion. Moreover, attendees explore collaborative problem-solving, creative thinking, conflict resolution techniques, and the art of finding solutions that cater to the needs of all stakeholders involved.

Mentoring

Leading Without Authority

This workshop is designed to dissect the crucial competencies of power and influence in leadership roles, particularly in driving change and accomplishing goals within and beyond one's business sphere, irrespective of organizational hierarchies or titles. Through interactive sessions, this workshop navigates the dynamics of leveraging relationships, credibility building, and persuasive communication to achieve results even in the absence of direct authority. Participants learn effective strategies to cultivate workplace relationships, enhance credibility, and communicate persuasively, essential for navigating resistance and obtaining results from individuals without direct authority. The course also delves into understanding valuable information sought by sponsors and crafting appropriate sponsor communications with the right level of detail to garner support.

Launch A Mentoring Relationship

If you'd like to be a mentor or find a mentor, where do you start? In this workshop, participants will learn what a successful mentoring relationship is and isn't and how it differs from supervisory or coaching relationships. Whether you want to be mentored or be a mentor, success needs to start with the basic elements that will be taught.

Professional Development

Advanced Analytics

This specialized course is tailored for employees aiming to elevate their analytical capabilities. Participants have the flexibility to choose topics from a comprehensive list for a customized workshop experience. The course culminates in a project where newly acquired skills are applied to solve a data-related issue. The key objectives include equipping participants with advanced techniques for analyzing extensive datasets, enabling them to effectively communicate findings through visual representations, enhancing proficiency in Excel and PowerPoint for creating comprehensive briefing documents, utilizing a 7-step problem-solving model for case study analysis, and refining presentation skills through delivering briefings to peers.

Basic Analytics

This workshop is designed for employees of all levels, offering a customizable curriculum where participants can select topics tailored to their needs. Throughout the course, individuals will explore various data types, learn survey creation and analysis, enhance Excel and PowerPoint skills for briefing documents, apply problem-solving models to case studies, master root cause analysis methods, and refine briefing delivery techniques. The workshop culminates in a capstone project, enabling participants to apply their skills in practical scenarios.

Building Your Brand

The Building Your Brand experience is an innovative strategy that assists supervisors and leaders in managing their reputations within the organization. Every participant will discover ways to ignite their careers, re-energize their development and polish their networking skills through this interactive workshop. Participants examine how others see them in the workplace, learn the importance of networking and discuss strategies for becoming more career savvy in the organization.

Cool, Calm, Collected

In a world of impermanence, uncertainty and seemingly unrelenting demands on our time and space it is no wonder that everyone from time-to-time experiences feelings of emotional and physical unease and distress. For many, it is a fleeting sense. For some it can be pervasive and leads to more serious health issues. Understanding stress and being able to recognize and find coping strategies is what this workshop is all about. We look at the root causes of stress and anxiety and how they manifest in the workplace. We look at the impact of how our private lives and work lives create stress and explore ways to find a balance. Using lecture and interactive discussion, this workshop incorporates activities, exercises, and audio/visual presentations to help you stay cool, calm and collected under any conditions you encounter.

Critical Thinking

In this intensive one-day course, participants will delve into the core principles of critical thinking to enhance their analytical skills and decision-making abilities. Through interactive sessions, the course will explore various elements crucial to critical thinking, such as evidence assessment, sound reasoning, and identification of fallacies. Participants will gain a comprehensive understanding of deductive and inductive reasoning, discerning their differences and applications. Moreover, the role of language in critical thinking will be scrutinized, highlighting its impact on shaping perspectives and arguments. Additionally, the course will focus on equipping attendees with the tools to effectively present coherent and persuasive written and oral arguments. Finally, major elements of critical thinking and problem-solving will be elucidated to empower participants with practical approaches to analyze and address complex issues. This course offers a compact yet comprehensive exploration, providing participants with actionable strategies to elevate their critical thinking skills in various contexts.

Emotional Intelligence

Emotional Intelligence is defined as a set of competencies demonstrating the ability one has to recognize his or her

behaviors, moods, and impulses, and to manage them best according to the situation. This course will give you the tools you need to be emotionally intelligent in your workplace. An employee with high emotional intelligence can manage his or her own impulses, communicate with others effectively, manage change well, solve problems, and use humor to build rapport in tense situations.

First Time Job

This transition from academia to the traditional hierarchical workplace, even within the federal government, has become the source of dissatisfaction, energy loss, stress, illness, creativity loss, relationship problems and even disillusionment and depression for young talent.

This workshop teaches participants how to successfully navigate the transition from college to the workplace and offers a prescription for building not only a successful productive career but also a good and meaningful life.

Navigating Your Career Path

Managing your career is a lifelong journey that requires intentional planning and strategic decision-making. In this workshop, participants will gain valuable insights and practical tools to effectively navigate their career path, maximize their professional potential, and achieve their career goals.

Networking And Building Relationships

In this workshop, you will develop skills to avoid obstacles, increase communication, and build relationships that last over time. Employees who understand and embrace the aspects of networking in the workplace will grow their professional presence and create a more engaging environment.

Stress Management in the Workplace

Join us for an immersive one-day training course focusing on stress management techniques tailored for navigating workplace changes effectively. This course will delve into seven practical strategies empowering individuals to cope better with the stress induced by workplace transformations. Participants will learn how to apply these methods personally and extend support to their teams, fostering resilience and adaptability. Through interactive sessions, discussions, and real-life scenarios, attendees will gain invaluable insights and actionable tools to navigate and thrive amidst dynamic workplace environments.

Successfully Navigate the Work World

Organizations, through teams and individuals, are all focused on achieving a set of goals. Bringing team members together can sometimes be a challenging task. This workshop identifies these challenges and helps you cultivate a positive workplace image, adapt successfully to organizational culture, and ultimately accomplish the goals set before you.

Time Management

This course provides participants with key tools for addressing time management concerns. Participants learn a system for setting goals and priorities and for scheduling tasks. They learn how to overcome time wasters, deal with procrastination, and handle the inevitable shifts in focus each day brings. In addition, they learn the Action Planning System for managing projects. Staff come away from this course with a new set of tools and a renewed motivation for managing time and self.

Work-Life Balance

Join us for a transformative 1-day workshop focused on achieving optimal Work-Life Balance. In this course, participants will explore strategies to harmonize professional responsibilities with personal well-being. Through interactive sessions and practical exercises, attendees will delve into effective time management techniques, stress reduction methods, boundary setting, and mindful practices. Learn how to prioritize tasks, create healthy routines, and establish boundaries for a fulfilling work-life equilibrium. This workshop aims to empower individuals to enhance productivity, reduce burnout, and cultivate a more balanced, fulfilling lifestyle.

Program & Project Management

Introduction to Project Management

Project management is the most effective method of delivering products within cost, schedule, and resource constraints. In this highly interactive workshop, participants learn skills to ensure projects are completed on time and on budget while giving the user the product they expect. Participants gain a strong working knowledge of the basics of project management and are able to use that knowledge to effectively manage work projects. By the end of the course participants are able to identify and manage the product scope, build a work breakdown structure, create a project plan, create the project budget, define, and allocate resources, manage the project development, identify, and manage risks, and understand the project procurement process. Learners will review case studies, build a work breakdown structure, create a project plan, and much more.

Foundations of Project Management (Intermediate)

The Foundations for Project Management is a four-day intermediate-level class designed to enable federal employees who are Project/Team Leads at the GS-11-GS-14 level to build skill strength in the area of project management with the outcome of developing great leaders in the Federal environment. Participants will learn intermediate project management principles, tools, and techniques used to manage projects, as well as an understanding of the critical role of the project manager.

Managing Projects and Priorities

This course is tailored for modern professionals grappling with overwhelming workloads and demanding deadlines. Participants will identify and address counterproductive habits hindering progress, acquiring effective techniques to replace them with successful practices. This program equips attendees with the tools to establish priorities, set goals, and streamline efforts for optimal results. It delves into the reasons behind project failures, enabling participants to avoid common pitfalls. Objectives include enhancing productivity by eliminating time-wasting practices, effortlessly meeting deadlines, identifying, and managing priorities, adeptly handling project changes and obstacles, cultivating success-driven habits, preempting issues, and streamlining organization through a concise three-step process. Moreover, the course addresses tackling procrastination, minimizing interruptions, and employing the 80/20 rule to focus efforts strategically. Addressing competencies such as organization, problem-solving, leadership, collaboration, critical thinking, and technical competence, this course provides actionable strategies and tools to navigate complex workloads effectively and achieve better results.

Negotiation Skills for Project Managers

In this interactive course, participants become skillful at dealing with difficult people and situations where there seems to be no compromise. This course teaches how to work toward agreements where all parties are pleased with the outcome. This course will enhance a participant's personal and professional life with powerful new negotiation skills. Participants explore typical negotiation situations at key points in the project lifecycle. Participants are presented with negotiation techniques and receive feedback for further development and improvement.

Project Cost Estimating

This course equips students with the essential skills needed for proficient cost estimation in project management. Through comprehensive training, participants will grasp the fundamentals of cost estimating, including terminology and concepts like the basis of estimate. They will learn to construct and effectively utilize a robust work breakdown structure (WBS) and resource breakdown structure to estimate costs and workload accurately. Various cost estimating techniques will be explored, empowering students to create precise cost estimates. Moreover, students will gain expertise in applying a formalized process to generate cost estimates for diverse project scenarios upon completion of this training.

Project Leadership, Management, and Communications

This interactive course is designed to provide a solid foundation in key leadership competencies and gives participants a truly transformational leadership experience. Participants complete a self-assessment of their leadership skills and master the basics of the following leadership competencies: aligning people, motivating, and inspiring, leading teams, communicating, building relationships, facilitating ethical conduct, negotiating, and leading change. Participants create a personal leadership vision and work on strengthening their leadership competencies as they develop their personal Leadership Development Plan. Participants learn to empower themselves and other team members. Participants engage in revealing case studies, open discussion, and practical exercises.

Project Management Tools

In this immersive workshop, participants delve into the integral stages of project management—planning, execution, and closure—through interactive sessions and hands-on activities. Emphasizing a systematic approach to future projects, this session equips attendees, even those juggling multiple responsibilities, with practical tools such as the scope statement, project kick-off meetings, Work Breakdown Structure, Gantt Chart/Timeline, Action Plans, and Risk Assessment Matrices. Each participant will receive these essential tools digitally for immediate integration into their work. Moreover, the workshop's problem-solving and decision-making segments provide valuable practice and tools for making impactful decisions and tackling problems and opportunities in ways that optimize positive outcomes.

Project Planning Analysis and Control

This course reviews project management fundamentals across the entire project life cycle. Participants explore proven strategies and practical tools for planning, executing, and controlling a variety of projects. Participants improve their ability to define the scope of a product development project and manage within that scope. They learn to identify and sequence tasks, estimate durations of tasks, schedule events and activities, plan for delays, manage costs, and utilize resources. Participants explore techniques for identifying, analyzing, and mitigating risk, as well as the best ways and times to apply these techniques to the project environment. Participants put these techniques to work through case studies and group discussion.

Project Risk Analysis and Management

Project and Program Management is risky. Something is bound to go wrong. Even successful projects must identify, assess, and mitigate risk. This risk management course explores best practices that are critical to delivering projects that adhere to timeframes, budgets, and quality requirements. Participants learn different approaches to risk management, including how to respond to risk, monitoring and controlling and communicating risks throughout the project lifecycle. Risk is inevitable, but this course teaches participants how to mitigate it and keep projects effective and successful.

Quality for Project Managers

This course explores the essentials of project quality management and its vital link to business success. This course focuses on the tools and essentials of effective quality management that work for any organization. Participants learn to integrate quality management concepts with project management to support business success. Participants learn about the philosophy and principles of quality management and learn how to translate these concepts into specific actions that are key to successful project quality efforts. Participants practice concepts, and techniques using case studies.

Unlocking the Power of Earned Value Management

This 3-day course equips participants with the knowledge and skills required to assess the status of your projects in terms of cost, schedule, and scope. Participants learn to objectively measure project performance. This course teaches the common language in communicating project status and helps improve project productivity and performance. This course provides an overview of EVM, the misconceptions of implementing an EVM system, and

the fundamental elements necessary to support a successful EVM system. At the end of this training, participants gain knowledge, boost their skills, and become proficient in Earned Value Management.

Retirement

FERS Early-Career Retirement

This course is designed for FERS employees that have more than twenty years of federal service before their planned retirement. The course will cover the main elements of FERS to include how to compute the basic FERS annuity and survivor benefits; Thrift Savings Plan with Roth Option and importance of matching contributions; Planning for retirement; Health Benefits; Social Security; Federal Employee Group Life Insurance; Long-Term Care; overview of Financial Planning. The course will also address Special Provisions for Law Enforcement Officers, Fire Fighters and Air Traffic Controllers when necessary. The focus in this course is on understanding the 'whys' and 'how's' to building good financial and investment habits.

FERS Mid-Career Retirement

This course is designed for FERS employees that have more than five years, but less than twenty years of federal service left before their planned retirement. The course will cover the main elements of FERS to include how to compute the basic FERS annuity and survivor benefits; Thrift Savings Plan with Roth Option; Health Benefits; Social Security; Federal Employee Group Life Insurance; Long-Term Care and a brief overview of Financial Planning. The course will also address Special Provisions for Law Enforcement Officers, Firefighters and Air Traffic Controllers when necessary. Multiple day seminars include Retirement and Financial Planning. The focus is on continuing good savings and investing habits for financial security. Multiple day seminars include Retirement and Financial Planning.

FERS Late-Career Retirement

This course is designed for FERS employees that are eligible for retirement in the next five years. The course will cover the main elements of FERS to include how to compute the basic FERS annuity and survivor benefits; Thrift Savings Plan with Roth Option; Health Benefits; Social Security; Federal Employee Group Life Insurance; Long-Term Care, Financial Planning and Estate Planning concepts. The course will also address Special Provisions for Law Enforcement Officers, Fire Fighters and Air Traffic Controllers when necessary. Our focus in this course is to help attendees understand their retirement planning pieces and address retirement issues.

Early-Career Retirement (non-governmental)

This course is designed for employees that have more than twenty years to go before their planned retirement. The course will cover the main elements of building successful retirement resiliency and will include how to compute long term benefits of retirement contributions (Roth and Traditional), and participation in any company sponsored retirement plans; Planning for retirement; Health Benefits and integration with Medicare; Social Security; Long-Term Care; overview of Financial Planning. The focus of this course is on understanding the 'whys' and 'hows' to building good savings and investment habits.

Mid-Career Retirement (non-governmental)

This course is designed for employees that have more than five years, but less than twenty years to go before their planned retirement. The course will cover the main elements of building successful retirement resiliency and will include how to compute long term benefits of retirement contributions (Roth and Traditional), and participation in any company sponsored retirement plans; Planning for retirement; Health Benefits and integration with Medicare; Social Security; Long-Term Care; brief overview of Financial Planning. The focus is on continuing good savings and investing habits for financial security. Multiple day seminars include Retirement and Financial Planning.

Late-Career Retirement (non-governmental)

This course is designed for employees that are eligible for retirement in the next five years. The course will cover the main elements of building successful retirement resiliency and will include how to compute long term benefits of retirement contributions (Roth and Traditional), and participation in any company sponsored retirement plans; Planning for retirement; Health Benefits and integration with Medicare; Social Security; Long-Term Care; Financial Planning and Estate Planning concepts. Our focus in this course is to help attendees understand their retirement planning pieces and address retirement issues.

Teambuilding

Working Collaboratively

Building coalitions and working collaboratively plays an important role in breaking down business silos, promoting thinking outside of the “usual suspects” to solve problems, reaching critical business goals, improving work processes, and enhancing work quality at the Census. During this interactive workshop, we offer a set of easy-to-use tools to help you create a collaboration map to help you achieve your business goals. The program is experiential and uses a business simulation as the primary learning method. You will leave with a plan that can be easily implemented.

Being an Effective Team Member

This is a transformative program aimed at enhancing participants' understanding of their strengths, roles, and contributions within teams, fostering team effectiveness and growth. Tailored for intact work teams, this course equips individuals with the knowledge of team dynamics, strategies to enhance team functionality, and methods to optimize personal contributions. It's designed for organizations aspiring to empower their workforce in collaborative settings. Offering a comprehensive toolkit comprising tools, techniques, and approaches, the workshop facilitates a deeper comprehension of individuals' roles within a team, amplifying their effectiveness while nurturing team maturity and overall growth.

Team Building

This workshop equips participants with essential strategies in leading and nurturing effective teams. It focuses on empowering current and prospective leaders to facilitate well-rounded, secure, proficient, and productive leadership and team development endeavors. Throughout the course, participants will assess their individual roles within a team, establish a shared vision, set common goals, and outline behavioral norms. They'll craft a communication charter designed to address diverse cultural aspects, language usage, and other related challenges. Additionally, attendees will learn actionable steps to foster collaboration, including the implementation of clear objectives and agendas. Techniques to cultivate a trusting team environment will also be emphasized.

The Five Behaviors of a Cohesive Team

The Five Behaviors is based on New York Times best-selling author Patrick Lencioni's groundbreaking model for developing cohesive teams through five key behaviors: Trust, Conflict, Commitment, Accountability, and Results. With more than 3.2 million copies in print, *The Five Dysfunctions of a Team* is a cornerstone methodology for teamwork and organizational development.

Virtual/Hybrid Work

Building and Working with High Functioning Virtual Teams

High functioning teams are collaborative, agile, mutually supportive and accountable, effective, productive, and committed to the success of team efforts. Building effective teams is a complex process that can seem like “mission impossible.” However, with the right tools, participants can be well on their way to creating a highly functional team. In this class, supervisors and managers will learn proven keys and techniques for improving overall team

performance. The past year has seen the even greater need to not only lean heavily on team engagement but to do so in a completely virtual environment. This workshop explores the implications of time and distance on team effectiveness and discusses ways to ensure these issues are directly addressed and managed insuring goals and objectives are met.

How to Become an Expert Virtual Trainer

This workshop will show you how to leverage, adapt, and transition your skills and experience to the virtual classroom through on-line practice and participation. Everyone will learn the differences between virtual, classroom, webinar Training, the setup, delivery and evaluation of virtual training through the use of three invaluable checklists, roles in a virtual classroom, as well as proven tips and tricks to stimulate active learning.

Leadership From a Distance

This workshop is designed to equip participants with the essential skills and strategies required for effective leadership in remote, hybrid or dispersed work environments. In this course, participants will delve into the intricacies of leading teams across geographical boundaries, exploring communication techniques, fostering team cohesion, and cultivating a thriving remote work culture. Through a blend of interactive discussions, case studies, and practical exercises, attendees will gain insights into leveraging technology, managing diverse teams, building trust, and motivating individuals from afar. Whether leading a fully remote team or navigating a hybrid work model, this workshop empowers leaders with the tools to excel in the dynamic landscape of distance leadership.

Managing a Virtual Workforce

This workshop is designed to equip participants with the skills and strategies necessary for effective management of remote teams. This course focuses on navigating the unique challenges of leading a dispersed workforce, emphasizing communication techniques, team collaboration, performance tracking, and fostering a cohesive virtual work environment. Through a combination of theoretical insights and hands-on activities, attendees will explore best practices for leveraging technology, enhancing team engagement, addressing remote work challenges, and cultivating a productive and motivated virtual team. Whether overseeing a fully remote team or adapting to a hybrid work model, this workshop provides practical tools and actionable insights essential for successful virtual workforce management.

Managing Hybrid Teams

This workshop is designed to equip participants with the essential skills and strategies required to effectively lead and manage teams operating in a hybrid work environment. This course delves into the intricacies of navigating the unique challenges posed by a workforce that blends in-office and remote employees. Participants will explore key topics such as fostering inclusivity, optimizing communication across diverse settings, implementing equitable policies, leveraging technology for seamless collaboration, and maintaining team cohesion and productivity. Through interactive discussions, case studies, and practical exercises, attendees will gain insights into striking a balance between remote and in-person dynamics, enabling leaders to create an inclusive, flexible, and high-performing environment for their hybrid teams.

Succeeding in a Hybrid Work Environment

This half-day course empowers leaders to support their teams' facing challenges like returning-to-work fears, adapting to hybrid environments, communication gaps, and the absence of a cohesive team setting. The focus is on refining communication skills by setting clear expectations, sharing timely advisories, and maintaining employee focus amidst change. Leaders will learn resilience techniques, effective change management strategies, empathetic listening, stress management, and virtual leadership skills. The course emphasizes translating insights into action through accountability partnerships, action plans, and effective team communication.