

2026/2027

TRAINING CATALOG





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FOUNDER & CEO, KEVIN MITCH GROUP

At Kevin Mitch Group, we believe workforce excellence is created where leadership, innovation, strategy, and people development come together. These are more than professional ideals; they are the foundation of resilient organizations, high-performing teams, and meaningful community impact.

As organizations navigate constant change, evolving workforce expectations, and increasing demands for operational excellence, we are committed to equipping leaders and employees with practical skills, strategic insight, and the confidence to lead effectively in today's environment.

Our mission is simple: to empower people and organizations to reach their highest potential. We want every participant, partner, and client we serve to leave our programs with stronger leadership capabilities, clearer communication, greater accountability, and tools they can immediately apply to drive measurable results.

At Kevin Mitch Group, training is more than professional development. It is transformation in action — strengthening individuals, elevating teams, and helping organizations build cultures of excellence, innovation, and service.

Training & Development Course Catalog

Workforce Excellence Programs

About Kevin Mitch Group

Kevin Mitch Group is a strategic consulting and workforce development firm that empowers organizations to unlock the full potential of their people, leadership, and operations through innovative training, data-informed decision-making, and organizational development solutions.

We specialize in delivering customized workforce development and leadership training solutions for government agencies, educational institutions, nonprofits, and private-sector organizations.

Our programs are designed to strengthen leadership effectiveness, improve organizational performance, enhance customer service delivery, foster collaboration, and equip employees with practical skills that can be immediately applied in the workplace.

Kevin Mitch Group combines strategic business expertise, leadership development methodologies, analytics capabilities, and practical facilitation techniques to deliver engaging, results-oriented training experiences.

Why Organizations Choose Kevin Mitch Group

- Public/Private sector and workforce development expertise
- Customized and interactive training delivery
- Experienced facilitators and Subject Matter Experts (SMEs)
- Practical, real-world learning applications
- Flexible delivery formats (in-person, virtual, hybrid)
- Data-informed adult learning and organizational development approach
- Executive-level facilitation and coaching capabilities
- Commitment to measurable workforce outcomes



Training Delivery Formats

Kevin Mitch Group offers flexible learning delivery models designed to meet your organizational needs.

Delivery Format	Description
In-Person Training	Facilitated onsite interactive workshops
Virtual Instructor-Led Training	Live online instructor-led sessions
Hybrid Training	Combination of in-person and virtual learning
Executive Workshops	Specialized leadership and executive development sessions
Train-the-Trainer Programs	Internal trainer capability development
Retreats & Strategic Facilitation	Team retreats and leadership planning sessions
Coaching Sessions	Individual or team coaching engagements

Training Academies

1. Leadership & Supervisory Excellence Academy
2. Organizational Effectiveness & Workforce Development Academy
3. Analytics, Data & Digital Transformation Academy
4. Public Service Excellence Academy
5. Safety, Risk & Operational Excellence Academy
6. Executive Communication & Public Speaking Academy
7. Financial Leadership and Fiduciary Excellence Academy

1. Leadership & Supervisory Excellence Academy

Overview

The Leadership & Supervisory Excellence Academy equips supervisors, managers, and emerging leaders with the practical leadership skills necessary to effectively lead teams, improve accountability, foster employee engagement, and strengthen organizational performance.

Course Title	Duration Options	Delivery Format	Target Audience	Key Learning Outcomes
Foundations of Effective Supervision	1 hr / 4 hrs / 8 hrs	In-Person / Virtual	New Supervisors	Communication, delegation, accountability
Leading High-Performing Teams	4 hrs / 8 hrs	In-Person / Hybrid	Supervisors & Managers	Team alignment, collaboration, motivation
Foundations of Executive Leadership	4 hrs / 8 hrs	In-Person / Hybrid	Executives, Directors & Senior Leaders	Executive decision-making, strategic leadership, organizational influence
Adaptive Leadership in Changing Environments	4 hrs / 8 hrs	In-Person / Hybrid	Managers, Executives & Leadership Teams	Leading through change, agility, innovation, and organizational resilience
Emotional Intelligence for Leaders	2 hrs / 4 hrs	In-Person / Virtual	Managers & Leaders	Self-awareness, empathy, leadership communication
Coaching and Employee Development	4 hrs	In-Person	Supervisors	Coaching conversations and employee growth
Accountability and Performance Management	4 hrs / 8 hrs	In-Person	Managers	Goal setting, accountability, performance improvement
Conflict Resolution in the Workplace	2 hrs / 4 hrs	In-Person / Virtual	Supervisors & Staff	Conflict navigation and communication skills
Ethical Leadership in Government	2 hrs / 4 hrs	In-Person	Government Employees	Public trust, ethics, accountability
Strategic Decision-Making for Leaders	4 hrs	Hybrid	Leadership Teams	Problem solving and strategic thinking

Course Title	Duration Options	Delivery Format	Target Audience	Key Learning Outcomes
Leading Through Organizational Change	4 hrs / 8 hrs	In-Person	Managers & Teams	Change leadership and workforce adaptability
Building a Culture of Accountability	4 hrs	In-Person	Leadership Teams	Ownership, responsibility, performance culture

Featured Course

Foundations of Effective Supervision

This interactive training program equips supervisors with foundational leadership skills necessary to effectively manage teams, communicate expectations, improve accountability, and foster employee engagement.

Who Should Attend

- New supervisors
- Team leads
- Frontline managers
- Emerging leaders
- Department coordinators

Learning Objectives

Participants will be able to:

- Understand the core responsibilities of supervisors
- Apply effective communication techniques
- Strengthen employee accountability
- Improve delegation and time management
- Navigate workplace challenges with confidence

Training Topics

- Leadership fundamentals
- Effective communication
- Delegation techniques
- Accountability strategies
- Employee motivation
- Managing difficult situations

Delivery Formats

- In-person
- Virtual instructor-led
- Hybrid workshop

Available Durations

- 1 Hour Overview Session
- 4 Hour Workshop
- Full-Day 8 Hour Intensive

2. Organizational Effectiveness & Workforce Development Academy

Overview

The Organizational Effectiveness & Workforce Development Academy focuses on strengthening workplace collaboration, productivity, communication, and employee engagement through practical workforce development strategies.

Course Title	Duration Options	Delivery Format	Target Audience	Key Learning Outcomes
Building High-Performance Teams	4 hrs / 8 hrs	In-Person	Teams & Departments	Collaboration and team effectiveness
Organizational Communication Excellence	2 hrs / 4 hrs	Virtual / In-Person	All Employees	Workplace communication skills
Conflict Resolution Strategies & Negotiations	2 hrs / 4 hrs	In-Person / Hybrid	Supervisors & Teams	Conflict management and Strategic Negotiations
Workplace Professionalism	1 hr / 2 hrs	Virtual	Staff & New Employees	Professional workplace behaviors
Employee Engagement Strategies	4 hrs	In-Person	Supervisors & HR	Employee motivation and retention
Customer Service Excellence	2 hrs / 4 hrs / 8 hrs	In-Person / Hybrid	All Employees	Customer-focused service delivery
Time Management & Productivity	2 hrs / 4 hrs	Virtual / In-Person	Employees & Teams	Prioritization and efficiency
Stress Management & Workplace Resilience	2 hrs / 4 hrs	Hybrid	Employees	Resilience and workplace wellness
Facilitation & Meeting Management Skills	4 hrs	In-Person	Managers & Coordinators	Effective meeting facilitation

Course Title	Duration Options	Delivery Format	Target Audience	Key Learning Outcomes
Workplace Collaboration & Team Dynamics	4 hrs	In-Person	Departments	Team communication and trust-building

Featured Course

Customer Service Excellence

This practical customer service training program helps employees improve communication, responsiveness, professionalism, and service delivery when interacting with internal and external stakeholders.

Who Should Attend

- Frontline employees
- Administrative staff
- Customer-facing personnel
- Government service employees
- Department support teams

Learning Objectives

Participants will be able to:

- Deliver exceptional customer service experiences
- Improve communication and responsiveness
- Handle difficult customer interactions professionally
- Strengthen service culture and professionalism
- Build trust and confidence with stakeholders

Training Topics

- Principles of customer service excellence
- Communication best practices
- Managing difficult interactions
- Service professionalism
- Building positive customer experiences
- Service recovery techniques

Available Durations

- 2 Hour Seminar
- Half-Day Workshop
- Full-Day Interactive Training

3. Analytics, Data & Digital Transformation Academy

Overview

The Analytics, Data & Digital Transformation Academy equips organizations with practical knowledge and strategies related to data-informed decision-making, analytics, cybersecurity awareness, and emerging technologies.

Course Title	Duration Options	Delivery Format	Target Audience	Key Learning Outcomes
Data-Informed Decision Making	4 hrs / 8 hrs	Hybrid	Managers & Analysts	KPI interpretation and strategic planning
Introduction to Data Analytics	4 hrs	Virtual / Hybrid	Staff & Leaders	Analytics fundamentals
Dashboarding & KPI Fundamentals	4 hrs	Hybrid	Managers	Performance monitoring
Data Governance Fundamentals	2 hrs / 4 hrs	Virtual	Leadership & Data Teams	Data quality and governance principles
Cybersecurity Awareness for Employees	1 hr / 2 hrs / 4 hrs	Virtual / In-Person	All Employees	Cybersecurity best practices
AI Awareness for Public Sector Organizations	2 hrs / 4 hrs	Hybrid	Government Leaders	AI opportunities and risks
Digital Transformation in Government	4 hrs / 8 hrs	In-Person	Leadership Teams	Innovation and modernization strategies
Data Storytelling & Visualization	4 hrs	Hybrid	Analysts & Managers	Communicating insights effectively
Responsible AI & Ethics	2 hrs	Virtual	Leadership & Staff	Ethical AI principles
Process Improvement Through Analytics	4 hrs	In-Person	Operational Teams	Data-driven process improvement

Featured Course

AI Awareness for Public Sector Organizations

This training introduces public-sector professionals to practical applications of artificial intelligence, associated risks, ethical considerations, and governance strategies relevant to modern government operations.

Who Should Attend

- Government leaders
- Department managers
- Administrative teams
- Technology stakeholders
- Policy professionals

Learning Objectives

Participants will be able to:

- Understand foundational AI concepts
- Identify opportunities for responsible AI adoption
- Recognize ethical and operational risks
- Explore governance and compliance considerations
- Evaluate practical AI use cases for government

Training Topics

- Introduction to AI
- AI in government operations
- Risks and ethical considerations
- Data privacy and governance
- Responsible AI implementation
- Future workforce implications

Available Durations

- 2 Hour Executive Seminar
- Half-Day Interactive Workshop

4. Public Service Excellence Academy

Overview

The Public Service Excellence Academy helps public-sector organizations strengthen service delivery, public trust, ethical leadership, and community engagement.

Course Title	Duration Options	Delivery Format	Target Audience	Key Learning Outcomes
Ethics in Public Service	2 hrs / 4 hrs	In-Person	Government Employees	Ethical decision-making
Public Trust & Accountability	2 hrs / 4 hrs	Hybrid	Leadership & Staff	Accountability and transparency
Inclusive Service Delivery	2 hrs / 4 hrs	Virtual / In-Person	Public-Facing Employees	Inclusive customer engagement
Communication Excellence in Government	4 hrs	In-Person	Departments & Teams	Effective public communication
Community Engagement Best Practices	4 hrs	Hybrid	Public Sector Teams	Stakeholder engagement strategies
Crisis Communication Fundamentals	4 hrs	Hybrid	Leadership Teams	Crisis response communication
Service Culture Transformation	4 hrs / 8 hrs	In-Person	Organizations	Building customer-centered culture
Public Sector Professionalism	2 hrs	Virtual	Government Employees	Workplace professionalism

Featured Course

Ethics in Public Service

Course Description

This course explores ethical responsibilities, accountability standards, and integrity principles essential to maintaining public trust in government organizations.

Learning Objectives

Participants will be able to:

- Identify ethical challenges in public service
- Strengthen ethical decision-making skills
- Understand accountability expectations
- Promote integrity within the workplace
- Foster public confidence and trust

Training Topics

- Public trust and ethics
- Accountability principles
- Ethical decision-making
- Professional integrity
- Transparency and responsibility

5. Safety, Risk & Operational Excellence Academy

Overview

The Safety, Risk & Operational Excellence Academy equips organizations with practical safety management knowledge, risk mitigation strategies, operational accountability practices, and continuous improvement methodologies designed to strengthen organizational safety culture and operational resilience.

This academy is especially valuable for public agencies, transportation organizations, operational departments, utilities, infrastructure teams, and organizations responsible for maintaining safe and compliant workplace environments.

Course Title	Duration Options	Delivery Format	Target Audience	Key Learning Outcomes
Introduction to Safety Management Systems (SMS)	2 hrs / 4 hrs	In-Person / Virtual	Employees & Supervisors	Safety management system fundamentals
Safety Reporting Programs	2 hrs / 4 hrs	Hybrid	Supervisors & Safety Teams	Incident reporting and safety communication
Safety Risk Management Fundamentals	4 hrs / 8 hrs	In-Person	Operational Teams	Hazard identification and risk mitigation
Safety Assurance & Continuous Improvement	4 hrs	Hybrid	Managers & Safety Personnel	Monitoring, auditing, and continuous improvement
Safety Promotion & Safety Culture Development	2 hrs / 4 hrs	In-Person	All Employees	Building proactive safety culture
Hazard Identification & Risk Assessment	4 hrs	In-Person	Operations & Field Teams	Risk analysis and hazard evaluation
Incident Investigation & Root Cause Analysis	4 hrs / 8 hrs	Hybrid	Supervisors & Safety Personnel	Incident investigation methodologies

Course Title	Duration Options	Delivery Format	Target Audience	Key Learning Outcomes
Human Factors & Operational Safety	4 hrs	Virtual / Hybrid	Supervisors & Teams	Human performance and safety awareness
Operational Excellence & Process Safety	4 hrs / 8 hrs	In-Person	Leadership & Operations	Operational reliability and process improvement
Emergency Preparedness & Response Planning	4 hrs	In-Person	Safety & Operational Teams	Emergency response coordination
Workplace Safety Leadership	2 hrs / 4 hrs	Hybrid	Supervisors & Managers	Safety accountability and leadership
Safety Communication & Engagement	2 hrs	Virtual	Teams & Departments	Safety communication best practices

Featured Course

Safety Risk Management Fundamentals

This practical training program introduces participants to the principles of safety risk management, including hazard identification, risk assessment methodologies, mitigation strategies, and continuous safety improvement practices.

Who Should Attend

- Supervisors
- Operational personnel
- Safety teams
- Transportation professionals
- Managers and leadership teams
- Employees responsible for workplace safety

Learning Objectives

Participants will be able to:

- Understand core safety risk management principles
- Identify workplace hazards and operational risks
- Conduct basic risk assessments
- Develop mitigation strategies
- Strengthen organizational safety culture
- Support continuous safety improvement initiatives

Training Topics

- Introduction to safety risk management
- Hazard identification techniques
- Risk assessment frameworks
- Mitigation planning
- Safety reporting and communication
- Continuous improvement strategies

Available Durations

- Half-Day Workshop
- Full-Day Interactive Training

6. Executive Communication & Public Speaking Academy

Overview

The Executive Communication & Public Speaking Academy equips professionals with the communication and presentation skills necessary to lead confidently, engage audiences, and communicate effectively in high-visibility environments.

Course Title	Duration Options	Delivery Format	Target Audience	Key Learning Outcomes
Executive Presence	4 hrs	In-Person	Executives & Leaders	Confidence and leadership communication
Public Speaking for Professionals	2 hrs / 4 hrs / 8 hrs	In-Person	Employees & Leaders	Presentation confidence and delivery
Facilitation Mastery	4 hrs	In-Person	Facilitators & Managers	Facilitation and engagement skills
Board & Executive Communication	4 hrs	Hybrid	Executives	Strategic communication skills
Storytelling for Leaders	2 hrs / 4 hrs	Virtual / In-Person	Leaders	Persuasive storytelling techniques
Presentation Design & Delivery	4 hrs	Hybrid	Staff & Trainers	Presentation structure and effectiveness
Media & Public Communication	4 hrs	In-Person	Public Leaders	Public communication and messaging
Persuasive Communication Skills	2 hrs / 4 hrs	Virtual	Staff & Leaders	Influence and communication strategies

Featured Course

Public Speaking for Professionals

This interactive workshop helps professionals strengthen presentation confidence, audience engagement, communication clarity, and public speaking effectiveness.

Who Should Attend

- Managers
- Team leads
- Staff presenters
- Public-facing employees
- Emerging leaders

Learning Objectives

Participants will be able to:

- Deliver presentations with confidence
- Organize and structure presentations effectively
- Improve audience engagement
- Strengthen verbal and nonverbal communication
- Reduce public speaking anxiety

Training Topics

- Presentation structure
- Audience engagement
- Storytelling techniques
- Voice and body language
- Communication confidence
- Handling questions and interaction

Available Durations

- 2 Hour Seminar
- Half-Day Workshop
- Full-Day Intensive Training

7. Financial Leadership, Fiduciary & Fundraising Excellence Academy

Overview

The Financial Leadership, Fiduciary & Fundraising Excellence Academy equips leaders, board members, managers, and professionals with practical financial knowledge, fiduciary awareness, strategic budgeting skills, and fundraising strategies necessary to strengthen organizational sustainability, accountability, and long-term success.

This academy is especially valuable for government agencies, nonprofit organizations, educational institutions, executive leadership teams, and professionals responsible for financial stewardship, governance, strategic planning, and resource development.

Course Title	Duration Options	Delivery Format	Target Audience	Key Learning Outcomes
Financial Literacy for Professionals	2 hrs / 4 hrs	Virtual / In-Person	Employees & Emerging Leaders	Financial fundamentals and budgeting awareness
Fiduciary Responsibilities & Governance	2 hrs / 4 hrs	In-Person	Executives, Boards & Leadership Teams	Fiduciary accountability and governance principles
Budgeting & Financial Planning Fundamentals	4 hrs / 8 hrs	Hybrid	Managers & Supervisors	Budget development and financial planning
Financial Forecasting & Modeling	Financial Forecasting & Modeling	Financial Forecasting & Modeling	Financial Forecasting & Modeling	Financial Forecasting & Modeling
Financial Decision-Making for Leaders	4 hrs	In-Person	Leadership Teams	Strategic financial analysis and decision-making
Understanding Financial Statements	2 hrs / 4 hrs	Virtual	Managers & Staff	Reading and interpreting financial reports
Fundraising Strategy & Donor Engagement	4 hrs / 8 hrs	In-Person	Nonprofit & Community Organizations	Fundraising planning and donor relations

Course Title	Duration Options	Delivery Format	Target Audience	Key Learning Outcomes
Grant Development & Funding Strategies	4 hrs	Hybrid	Nonprofit & Public Sector Teams	Grant readiness and proposal development
Ethical Financial Stewardship	2 hrs / 4 hrs	Virtual / In-Person	Boards & Leadership	Accountability and ethical financial management
Public Sector Financial Accountability	4 hrs	In-Person	Government Leaders & Managers	Transparency and public financial stewardship
Strategic Resource Development	4 hrs	Hybrid	Executives & Nonprofit Leaders	Sustainable funding and partnership strategies
Board Governance & Financial Oversight	4 hrs	In-Person	Boards & Executive Leadership	Governance responsibilities and oversight
Financial Sustainability & Organizational Growth	4 hrs / 8 hrs	Hybrid	Executives & Organizational Leaders	Long-term financial resilience strategies

Featured Course

Financial Forecasting & Modeling

This practical training program equips participants with foundational and intermediate skills in financial forecasting, budgeting analysis, scenario planning, and financial modeling techniques used to support strategic planning and organizational decision-making.

Participants will learn how to analyze financial data, build forecasting assumptions, evaluate financial scenarios, and interpret financial trends to support operational and strategic objectives.

Who Should Attend

- Executives and leadership teams
- Financial professionals
- Program and project managers
- Organizational leaders
- Nonprofit and public-sector managers
- Business analysts and planners

Learning Objectives

Participants will be able to:

- Understand core financial forecasting principles
- Develop basic financial models and projections
- Analyze revenue, expense, and budget trends
- Conduct scenario and sensitivity analysis
- Support strategic planning with financial insights
- Improve data-informed financial decision-making

Training Topics

- Introduction to financial forecasting
- Budgeting and projection methodologies
- Revenue and expense forecasting
- Scenario and sensitivity analysis
- Financial modeling fundamentals
- Forecast interpretation and reporting
- Risk considerations in forecasting
- Strategic financial planning applications

Available Durations

- Half-Day Workshop
- Full-Day Interactive Training
- Executive Financial Planning Intensive

Delivery Options

- In-person workshop
- Virtual instructor-led training
- Hybrid learning format

Customized Training Development Services

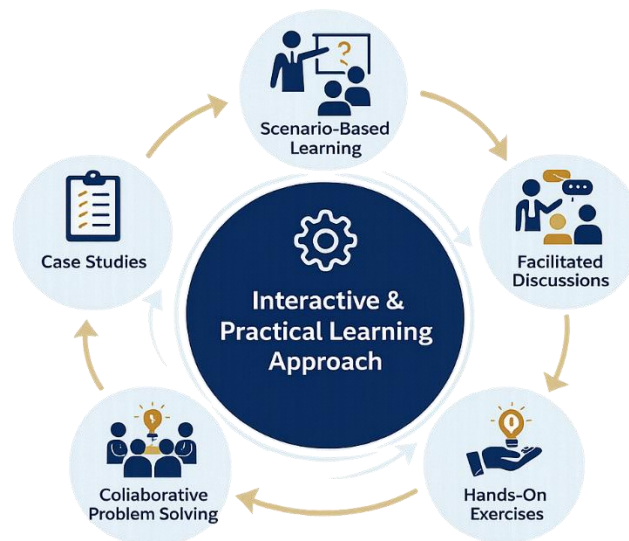
Kevin Mitch Group also provides customized workforce development and organizational training services tailored to agency-specific goals and operational priorities.

Customized services include:

- Leadership development programs
- Employee onboarding programs
- Strategic retreat facilitation
- Customer service transformation programs
- Workforce engagement initiatives
- Executive coaching
- Team-building workshops
- Organizational change management training
- Analytics and digital transformation workshops
- Train-the-trainer development

Distinction of Our Training Methodology

Kevin Mitch Group utilizes a practical, results-oriented training methodology grounded in adult learning andragogy principles that recognize the experience, knowledge, and professional responsibilities adult learners bring to the learning environment.



Our programs are designed to be interactive, engaging, and immediately applicable to real workplace challenges through the use of scenario-based learning, facilitated discussions, case studies, hands-on exercises, collaborative problem-solving, and real-world public-sector and organizational examples. Rather than relying solely on lecture-style instruction, we emphasize experiential learning, peer engagement, critical thinking, and actionable strategies that strengthen knowledge retention, behavioral change, and operational impact.

CONTACT US

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