



Cheryl Grazier
Training & Consulting



**LEADERSHIP &
MANAGEMENT TRAINING &
COURSE CATALOG**

Email: cheryl@cherylgraziertraing.com
www.cherylgraziertraining.com

About Us

Cheryl Grazier Training & Consulting, LLC is a Woman-Owned Small Business that focuses on customized off-the shelf learning solutions. We develop instructional training material and facilitate interactive training. Our professional training sessions cover the topics encountered in modern government, corporate, and non-profit, work environments and may be tailored in length (half-day, full-day, multi-day), content, focus, audience competency level, to meet participants desired outcomes.

Our courses adapt proven methodology of adult learning, including the use of ADDIE, SAM and AGILE models and contemporary approaches are then added, allowing us to create learning solutions that are immersive, motivational, sustainable, and engaging.

Founded in 2012, Cheryl Grazier Training & Consulting, LLC is dedicated to creating a higher performing workforce for my clients and to aid them in moving through organizational change, through the **core values of respect, integrity, dedication, professionalism, commitment, and fun.**

Clients depend on Cheryl Grazier Training & Consulting, LLC. to meet enterprise-wide learning initiatives, while blending delivery style to the clients' internal organizational style. This enables our clients to provide a seamless delivery of their corporate message. Cheryl Grazier Consulting LLC will align learning strategies to job performance that will improve participants business results.

Our performance solutions catalog list over 225 off the shelf courses available on topics ranging from communications, human resources, leadership, management, project management as well as customer services, sales, strategic thinking, and team building. In addition to these ready to launch workshops, we will design, develop, and deliver custom-tailored programs for soft-skill solutions for my clients.

All of our face-to-face courses have also been developed as live virtual classes. Our live virtual classes feature real-time interaction with our expert trainers, virtual live seminars provide engaging professional development regardless of the fact that participants are using computers, laptops, tablets or smartphones.

Using the principles of Andragogy, we understand that a 6-hour face to face course is very different than a 6 hour live virtual course. Thus, our 6-hour classes (1 day) are delivered in a 2-day format of three hours each day and our 12-hour courses are delivered over 4 days of three hours per day. This structure of training enables a more successful learning environment for participants to learn and retain information.

With over 15 years of successful classroom hours in training, we have the experience to create high impact learning and to flex quickly to meet the needs of the participants in the classroom. We also bring to our client's our Instructional Design background giving us the ability to customize programs to their specific needs.

In addition, our clients understand that we believe that our success is dependent upon their success. We understand that it is critical to have a commitment to satisfaction and a guaranteed quality of service.

To customize a training session, contact us at 904-392-3427, email us cheryl@cherylgraziertraining.com or visit our website at www.cherylgraziertraining.com

Leadership Competency Model

A competency is a set of specific and measurable skills or abilities required to do a job. It's the ability, to complete a task effectively. Job competencies give employees a clear idea of what is expected of them in terms of their performance. Competencies give them an understanding of what behaviors they should cultivate at the workplace to be valued and rewarded. These competencies are generally categorized into two types: Behavioral and Functional/Technical Competencies.

Behavioral competencies help to define an employee's behavior strengths that contribute to organizational success. They define not just the ability to do something, but how something should be done.

Functional/Technical Competencies are the technical skills that people can contribute to organizational productivity.

At Cheryl Grazier Training & Consulting, LLC our Competency Model follows the principles set forth in the Senior Executive Service: Executive Core Qualifications. This Competency Model is designed as a tool for people designing their own individual career management and development plan as well as being used as a tool in the selection, training and appraisal of the cohort of people working in participants Agency or Organization, Department, Division, and/or Section. This model may also be used to aid organizations determine organizational strategy through successful performance. The proficiencies identify specific learning areas within the competency definition.

FUNDAMENTAL COMPETENCIES FC

These competencies are the foundation for success in each of the Executive Core Qualifications.

INTERPERSONAL SKILLS

Treats others with courtesy, sensitivity, and respect. Considers and responds appropriately to the needs and feelings of different people in different situations.

ORAL COMMUNICATION

Makes clear and convincing oral presentations. Listens effectively; clarifies information as needed.

INTEGRITY/HONESTY

Behaves in an honest, fair, and ethical manner. Shows consistency in words and actions. Models high standards of ethics.

WRITTEN COMMUNICATION

Writes in a clear, concise, organized, and convincing manner for the intended audience.

CONTINUAL LEARNING

Assesses and recognizes own strengths and weaknesses; pursues self-development.

PUBLIC SERVICE MOTIVATION

Shows a commitment to serve the public. Ensures that actions meet public needs; aligns organizational objectives and practices with public interests.

LEADING CHANGE LC

CREATIVITY AND INNOVATION

Develops new insights into situations; questions conventional approaches; encourages new ideas and innovations; designs and implements new or cutting-edge programs/processes.

EXTERNAL AWARENESS

Understands and keeps up to date on local, national, and international policies and trends that affect the organization and shape stakeholders' views; is aware of the organization's impact on the external environment.

FLEXIBILITY

Is open to change and new information; rapidly adapts to new information, changing conditions, or unexpected obstacles.

RESILIENCE

Deals effectively with pressure; remains optimistic and persistent, even under adversity. Recovers quickly from setbacks.

STRATEGIC THINKING

Formulates objectives and priorities and implements plans consistent with the long-term interests of the organization in a global environment. Capitalizes on opportunities and manages risks.

VISION

Takes a long-term view and builds a shared vision with others; acts as a catalyst for organizational change. Influences others to translate vision into action.

LEADING PEOPLE LP

This core qualification involves the ability to lead people toward meeting the organization's vision, mission, and goals. Inherent to this ECQ is the ability to provide an inclusive workplace that fosters the development of others, facilitates cooperation and teamwork, and supports constructive resolution of conflicts.

CONFLICT MANAGEMENT

Encourages creative tension and differences of opinions. Anticipates and takes steps to prevent counter-productive confrontations. Manages and resolves conflicts and disagreements in a constructive manner.

LEVERAGING DIVERSITY

Fosters an inclusive workplace where diversity and individual differences are valued and leveraged to achieve the vision and mission of the organization.

DEVELOPING OTHERS

Develops the ability of others to perform and contribute to the organization by providing ongoing feedback and by providing opportunities to learn through formal and informal methods.

TEAM BUILDING

Inspires and fosters team commitment, spirit, pride, and trust. Facilitates cooperation and motivates team members to accomplish group goals

RESULTS DRIVEN RD

This core qualification involves the ability to meet organizational goals and customer expectations. Inherent to this ECQ is the ability to make decisions that produce high-quality results by applying technical knowledge, analyzing problems, and calculating risks.

ACCOUNTABILITY

Holds self and others accountable for measurable high-quality, timely, and cost-effective results. Determines objectives, sets priorities, and delegates work. Accepts responsibility for mistakes. Complies with established control systems and rules.

CUSTOMER SERVICE

Anticipates and meets the needs of both internal and external customers. Delivers high-quality products and services; is committed to continuous improvement.

DECISIVENESS

Makes well-informed, effective, and timely decisions, even when data are limited, or solutions produce unpleasant consequences; perceives the impact and implications of decisions.

ENTREPRENEURSHIP

Positions the organization for future success by identifying new opportunities; builds the organization by developing or improving products or services. Takes calculated risks to accomplish organizational objectives.

PROBLEM SOLVING

Identifies and analyzes problems; weighs relevance and accuracy of information; generates and evaluates alternative solutions; makes recommendations.

TECHNICAL CREDIBILITY

Understands and appropriately applies principles, procedures, requirements, regulations, and policies related to specialized expertise.

ENTREPRENEURSHIP

Positions the organization for future success by identifying new opportunities; builds the organization by developing or improving products or services. Takes calculated risks to accomplish organizational objectives.

PROBLEM SOLVING

Identifies and analyzes problems; weighs relevance and accuracy of information; generates and evaluates alternative solutions; makes recommendations.

TECHNICAL CREDIBILITY

Understands and appropriately applies principles, procedures, requirements, regulations, and policies related to specialized expertise.

BUSINESS ACUMEN BA

This core qualification involves the ability to manage human, financial, and information resources strategically.

FINANCIAL MANAGEMENT

Understands the organization's financial processes. Prepares, justifies, and administers the program budget. Oversees procurement and contracting to achieve desired results. Monitors expenditures and uses cost-benefit thinking to set priorities.

HUMAN CAPITAL MANAGEMENT

Builds and manages workforce based on organizational goals, budget considerations, and staffing needs. Ensures that employees are appropriately recruited, selected, appraised, and rewarded; takes action to address performance problems. Manages a multi-sector workforce and a variety of work situations.

TECHNOLOGY MANAGEMENT

Keeps up to date on technological developments. Makes effective use of technology to achieve results. Ensures access to and security of technology systems.

BUILDING COALITIONS BC

This core qualification involves the ability to build coalitions internally and with other Federal agencies, State and local governments, nonprofit and private sector organizations, foreign governments, or international organizations to achieve common goals.

PARTNERING

Develops networks and builds alliances; collaborates across boundaries to build strategic relationships and achieve common goals.

POLITICAL SAVVY

Identifies the internal and external politics that impact the work of the organization. Perceives organizational and political reality and acts accordingly.

INFLUENCING/NEGOTIATING

Persuades others; builds consensus through give and take; gains cooperation from others to obtain information and accomplish goals.

Detailed Course Information

ADMINISTRATIVE SUPPORT

Administrative assistants are a key part of most office environments. They work quietly in the background, ensuring that the business runs smoothly and efficiently. This workshop will give new administrative assistants tools that will make them that person that the office can't live without.

Experienced administrative assistants will learn new tools that will make them more efficient and valuable than ever.

After this six-hour class participants will learn the core skills that will help them use their resources efficiently, manage participants time wisely, communicate effectively, and collaborate with others skillfully. The practices presented in this course may take time to be a part of participants daily work routine. However, making the commitment to consistently apply the concepts every day is the key to changing and adopting new behaviors in a short amount of time.

ADVANCED SKILLS FOR THE PRACTICAL TRAINER – 1 OR 2-DAY COURSE

Behind every spectacular training session is a lot of preparation and meticulous attention to detail. The truly skilled trainer can make a program exciting! This course will teach participants advanced skills that can help participants take participants training programs to the next level.

After this six-hour class participants will be able to demonstrate understanding of learning styles and how to accommodate all four learning styles in the classroom, apply the key principles of effective communication in a workshop setting, use a variety of training techniques to stimulate participation, develop a plan and prepare for an effective training session, explain the different levels of evaluation and when to use each and to identify advanced interventions for difficult situations

ADVANCED WRITING SKILLS

Writers want and need their readers to be interested and engaged by the writing. If the message has been designed and executed effectively, writer's know they can capture the audience's full attention.

After this six-hour class participants will be able to make writings clear, complete, concise, and correct, improve sentence construction and paragraph development, deal with specific business requests, create effective business cases, proposals, and reports, and to thoroughly document sources used in the writing.

ANGER MANAGEMENT

Controlling and limiting anger is important in every aspect of one's life. Without control participants are putting limits on what participants can accomplish. Anger can be an incredibly damaging force, costing people their jobs, and personal relationships. However, since everyone experiences anger, having a constructive approach to manage it effectively can turn it into a valuable asset.

After this six-hour Fundamentals Anger Management class participants will be able to identify their anger triggers and determine what to do when they get angry. Through specific coping and planning techniques, anger can become a positive tool.

ANGER MANAGEMENT: UNDERSTANDING ANGER - ADVANCED

Anger is a universal experience. Learning to manage anger productively is a skill few individuals, organizations, and societies do well. Yet, research tells us that those who do manage their anger at work are much more successful than those who don't.

After this six-hour Anger Management-Understanding Anger class participants will be able to recognize how anger affects not only behavior, but the mind and body as well, use the five-step method to break old patterns and replace them with a model for assertive anger, use an anger log to identify participants hot buttons and triggers, control participants own emotions when faced with other peoples' anger, identify ways to help other people safely manage some of their repressed or expressed anger, and communicate with others in a constructive, assertive manner.

APPRECIATIVE INQUIRY - FUNDAMENTALS

Appreciative Inquiry, also known as AI, is a method for implementing change that is rooted in being positive, sharing stories of things that work well, and leveraging people's strengths and the power of co-creation to initiate lasting, powerful changes that can make an organization the best it has ever been, because of people who care and are committed.

After this six-hour class participants will be able to recognize and work with the fundamentals of Appreciative Inquiry, describe the 4-D's of Appreciative Inquiry: discovery, dreaming, design, and destiny, work through a simple Appreciative Inquiry process, create thoughtful, meaningful questions for participants own Appreciative Inquiry initiative, help their organizations review what's important, what they can become and how they can get there.

APPRECIATIVE INQUIRY- ADVANCED

Organizations can be thought of as a living being made up of the individuals working within it. Appreciative Inquiry has the ability to change the whole organization by changing the people. Through positive questioning employees will be directed to move in a positive direction.

Recognizing the strengths and values of what works, as opposed to what's wrong will transform the individuals and in turn transform the organization.

After this six-hour class participants will be able to Appreciative Inquiry is a shift from looking at problems and deficiencies and instead focusing on strengths and successes. It is a tool for change, and it will strengthen relationships throughout participants business. Through best practices and positive stories participants will transform participants organization.

ARCHIVING AND RECORDS MANAGEMENT

Every organization is responsible for maintaining records. The ability to create, organize and maintain records and archives is essential to success. Correct records keeping will not only offer liability protection; it will also increase efficiency and productivity. To put it simply, maintaining records and archives will improve the bottom line

With our Archiving and Records Management workshop participants will know how to classify records, define and maintain different systems, and develop a keen understanding of the importance of records management.

ASSERTIVENESS AND SELF- CONFIDENCE

Self-confident and assertiveness are two skills that are crucial for success in life. If participants don't feel worthy, and/or participants don't know how to express participants self- worth when communicating with others, life can be very painful. These skills will provide opportunities and benefits to participants in their professional and personal lives.

The Assertiveness and Self-Confidence workshop will give participants an understanding of what assertiveness and self-confidence each mean (in general and to them personally) and how to develop those feelings in their day-to-day lives. These skills will encompass many aspects of participants lives and have a positive effect on all of them.

ATTENTION MANAGEMENT

A distracted employee is a less effective employee. Employees who do not pay attention can waste valuable time and make careless mistakes. Participants will be more efficient at their job, make fewer mistakes, and be more productive overall

Attention Management is a useful skill that allows managers to connect with their employees on an emotional level and motivate them to focus on their work. Our workshop will help participants reach their personal and in turn company goals. They will gain valuable insight and strategies into what it takes to be more attentive and vigilant.

BALANCED SCORECARD BASICS

Over the past several decades, organizations have come to realize that success cannot be measured just in dollars and cents. Governmental agencies have known that success is also measured by reputation, the knowledge base created by their employees, and training initiatives to keep employees and constituents informed make up a huge portion of organizational wealth. The Balanced Scorecard is designed to help organizations identify, document, plan, and execute a balanced strategic mission. It will also help participants organization evaluate and revise its strategic execution.

This course will introduce participants to the basics of the balanced scorecard and help participants determine if this powerful tool is a good fit for participants organization. After this six-hour class participants will be able to define what a balanced scorecard is, identify the benefits of the scorecard, describe the common balanced scorecard pitfalls and how to avoid them, determine if the balanced scorecard is right for participants organization, describe the key elements of the balanced scorecard process, identify a strategy map, tactical action plan, and balanced scorecard, create a vision statement for the balanced scorecard, understand what corporate values, mission statements, and vision statements are and how they tie into the balanced scorecard process, identify the components of supporting balanced scorecard plans, understand what processes participants will need to support the balanced scorecard, and identify the members of different balanced scorecard teams.

BASIC BOOKKEEPING

Numbers! Numbers! Numbers! Wherever participants go, participants are bound to see them. On addresses, license plates, phones, prices, and of course, money! Numbers connect us all to each other in many more ways than we might imagine. Essentially, our world revolves around numbers.

Some of us enjoy dealing with numbers while others may have a fear of them, or even a phobia. For those of participants who have already recognized and appreciate the impact that numbers actually have on just about everything, participants deserve a cookie. Welcome to Basic Bookkeeping!

BECOMING MANAGEMENT MATERIAL

At its core, leadership means setting goals, lighting a path, and persuading others to follow. By accepting the challenge to lead, participants come to realize that the only limits are those they place upon themselves. After this six-hour class participants will be able to define the role of a manager, identify how that role differs from other roles, understand the management challenge, understand functions of management, discover how to prepare for and embrace the forces of change, identify ways to get workspace organized and get a jump on the next crisis, identify leadership profiles and explore ways to use this knowledge to improve success as a manager, enhance the ability to communicate with others in meetings and through presentations and create an action plan for managing career success.

BEING A LIKEABLE BOSS

Being more likeable is a quality everyone can increase and improve. Being likeable and a figure of authority is where some challenging conflicts can arise. With this workshop participants will recognize these possible areas of conflict and develop the skills and knowledge to overcome them.

Our Being a Likeable Boss workshop will show that honesty and trust will be the biggest tools in fostering a better relationship with their employees. Trusting teams by avoiding micromanagement, using delegation, and accepting feedback will put participants on the right path to be a more likeable boss.

BEING A TEAM PLAYER

Teamwork is essential in any successful enterprise, and to have effective teams, an organization must be comprised of individuals who pride themselves on being great team players. Many of us consider ourselves to be team players, but are we really? Do we know what that takes; and what managers consider to be the qualities that make a person a team player, or that make a good team player a great team player? Everyone brings their own skills and strengths to the table by understanding how to use those skills within the context of a team is vital to help an organization succeed.

After this six-hour class participants will be able to understand the definition of a team player and a non-team player, know the difference between a team player and a non-team player, learn the qualities possessed by a team player, determine what type of team player participants are and how that functions in participants workplace, know and understand what it takes to be a team player, discover the different types of teams that exist within a company, learn what working together as a team looks like, learn the different types of workplace teams and develop strategies to improve teamwork.

BEYOND WORKPLACE POLITICS

Workplace politics encompasses the power and authority processes and behaviors that are at work in a particular workplace. It is how the links between people in the workplace work. There are workplace politics at play in every organization. This course determines that people who can blend intelligence, emotional intelligence, and social intelligence and their role in working beyond workplace politics!

After this six hour class participants will be able to understand what Workplace Politics is and why it is not always bad, distinguish between formal and informal workplace hierarchies, use practical steps to negate the influence of rumors, define Social and Emotional Intelligence and understand their importance in navigating workplace politics, understand the importance of Self- Awareness in dealing with workplace politics and think about participants own strengths and abilities, understand the role of Self- Management in the workplace and learn to improve self- management through reflection, understand the roles of Empathy, Organizational and Service Awareness in the workplace and social awareness skill development, identify good relationship skills, see the importance of responsible decision making and identify decision traps that should be avoided, and create a Workplace Philosophy Statement.

BODY LANGUAGE BASICS

Can participants tell if someone is telling the truth just by looking at them? It is a skill that a lot of people do not have. Through Body Language Basics participants will be given a set of tools to use to participants advantage. These tools can be utilized in the office and at home.

Understanding Body Language will provide participants a great advantage in participants daily communications.

Body Language Basics will provide participants with a great set of skills to understand that what is not said is just as important as what is said.

It will also give participants the ability to see and understand how participants own Body Language is being seen. Participants will be able to adjust and improve the way participants communicate through non-verbal communications.

BODY LANGUAGE: READING BODY LANGUAGE AS A SALES TOOL

Body language can make or break our efforts to establish long, trusting relationships. Our body language can help to reinforce and add credibility to what we say, or it can contradict our words. Understanding what signals, participants are sending, as well as being able to read the signals that participants clients send, is an essential skill in sales and throughout our lives. After this six-hour class participants will be able to apply knowledge of body language to improve communication, understand the impact of space in conversation, recognize the nuances of body language from a range of areas including participants face, hands, arms, legs, and posture, apply mirroring and matching techniques to build rapport.

BUDGETS AND FINANCIAL REPORTS

Money matters can be intimidating for even the smartest people. However, having a solid understanding of basic financial terms and methods is crucial to participants career. When terms like ROI, EBIT, GAAP, and extrapolation join the conversation, participants will want to know what people are talking about and will want to be able to participate in the discussion.

The Budgets and Financial Reports workshop will give participants a solid foundation in finance. We'll cover topics like commonly used terms, financial statements, budgets, forecasting, purchasing decisions, and financial legislation.

BUDGETS AND MANAGING MONEY

For today's managers, it is essential to have a working knowledge of finance. Every role in the organization is a steward for the organization's financial health. After this six-hour class participants will be able to understand the cycle of finance, define basic financial terminology, prepare a budget of any type or size, get participants budget approved, perform basic ratio analysis and make better financial decisions

BUILDING BETTER TEAMS

Teams are an important building block of successful organizations. Whether the focus is on service, quality, cost, value, speed, efficiency, performance, or other similar goals, teams are the basic unit that supports most organizations.

After this six hour class participants will be able to understand the value of working as a team, develop team norms, ground rules and team contracts, identify participants team player style and how it can be used effectively with participants own team, build team trust, identify the stages of team development and how to help a team move through them, recognize the critical role communication skills will play in building and maintaining a team atmosphere and identify ways that team members can be involved and grow in a team setting.

BUILDING SELF ESTEEM AND ASSERTIVENESS SKILLS

A healthy self-esteem is essential for growth and achieving success. Of all the judgments participants make in life, none is as important as the one they make about themselves. Without some measure of self-worth, life can be painful and unrelenting. In this course, participants will discover some techniques that can dramatically change how participants feel about themselves, and how they approach the world to get the things they want. After this six-hour class participants will be able to recognize that participants have worth and are worthy of happiness, develop techniques for eliminating unhealthy thought patterns and replacing them with supportive patterns, learn how to turn negative thoughts into positive thoughts, learn how to make requests so that participants get what participants want, and set goals that reflect participants dreams and desires and reinforce healthy patterns.

BULLYING IN THE WORKPLACE

Bullying is called the silent epidemic. Although half of workers have experienced or witnessed bullying, policies and laws dealing with it are far less prevalent. This is, in part, because bullying can be hard to identify and address. People wonder, what does bullying look like? How can we discourage it in our workplace? What can I do to protect my staff and co-workers? All of these questions (and more!) will be answered in this course.

After this six-hour class participants will be able to define what bullying is and is not, understand the costs of bullying to people and organizations, identify bullying behaviors and the reasons behind them, identify ways to prevent bullying, identify appropriate solutions for a bullying incident (within and outside the organization) and assist in creating an anti-bullying policy.

BUSINESS ACUMEN

Through our Business Acumen workshop participants will improve their judgment and decisiveness skills.

Business Acumen is all about seeing the big picture and recognizing that all decisions no matter how small can have an effect on the bottom line. Participants will increase their financial literacy and improve their business sense.

Business Acumen will give participants an advantage everyone wishes they had. The workshop will help participants recognize learning events, manage risk better, and increase their critical thinking. Business Acumen has the ability to influence participants whole organization and provide that additional edge that will lead to success.

BUSINESS ETHICS

A company's ethics will determine its reputation. Good business ethics are essential for the long- term success of an organization. Implementing an ethical program will foster a successful company culture and increase profitability. Developing a Business Ethics program takes time and effort, but doing so will do more than improve business, it will change lives.

A company's ethics will have an influence on all levels of business. It will influence all who interact with the company including customers, employees, suppliers, competitors, etc. All of these groups will have an effect on the way a company's ethics are developed. It is a two-way street; the influence goes both ways, which makes understanding ethics a very important part of doing business today. Ethics is very important, as news can now spread faster and farther than ever before.

BUSINESS ETHICS FOR THE OFFICE

This course will not provide participants with ideas to solve every ethical decision participants will ever have to make. It will, however, help participants define participants ethical framework to make solving those ethical dilemmas easier. The course gives participants insight to the tools and techniques to be used to come to ethical decisions.

After this six-hour class participants will be able to recognize the difference between ethics and morals, philosophical approaches to ethical decisions, identify some ways to improve ethics in participants office, know what is required to start developing an office code of ethics, know some ways to avoid ethical dilemmas, identify ways to make better decisions, and be aware of some common ethical dilemmas.

BUSINESS ETIQUETTE

This course examines the basics, most importantly to be considerate of others, dress/appearance, the workplace versus social situations, business meetings, proper introductions and "the handshake", conversation skills/small talk, cultural differences affecting international business opportunities, dealing with interruptions, and proper business email and telephone etiquette.

Let's face it: we've all had those embarrassing etiquette gaffes. Our Business Etiquette workshop will help participants look and sound their best no matter what the situation.

BUSINESS ETIQUETTE: GAINING THAT EXTRA EDGE

Business etiquette is a set of behaviors that is accepted or required in a business situation. Business etiquette creates a professional and respectful atmosphere and is a foundation for improved communication.

After this six-hour class participants will be able to network effectively, including making introductions and using business cards appropriately, dress appropriately for every business occasion, feel comfortable when dining in business and formal situations, feel more confident about participants business communication in every situation and develop that extra edge to establish trust and credibility.

BUSINESS PROCESS MANAGEMENT

Business process management helps organizations leverage processes to achieve their goals and be successful. This course provides participants the opportunity to determine how to create business processes, implement those processes and how to monitor, evaluate, and optimize those process to make sure they are meeting the goals that they were designed to accomplish. A business that can successfully manage its processes is able to maintain a competitive edge, while increasing productivity and efficiency and decreasing costs.

After this six-hour class participants will be able to define business process management and related concepts, recognize the vital role processes play in a business, appreciate the role of technology in process management, develop a vision to guide process improvement, understand how to design or enhance an existing process using the business process life cycle, construct a process map, perform a what-if analysis to improve participants processes, implement, monitor process changes and use tools and techniques to eliminate waste and redundancies.

BUSINESS WRITING

Writing is a key method of communication for most people, and it's one that many people struggle with. Writing and communication skills have degraded with more and more people communicating through email and text messaging. Developing writing skills is still important in the business world as creating proper documents (such as proposals, reports, and agendas), giving participants that extra edge in the workplace.

The Business Writing workshop will give participants a refresher on basic writing concepts (such as spelling, grammar, and punctuation), and an overview of the most common business documents. These basic skills will provide participants with that extra benefit in the business world that a lot of people are losing.

BUSINESS WRITING THAT WORKS

In business writing, the language is concrete, the point of view is clear, and the points are well expressed. Good writing is hard work, and even the best writers get discouraged. However, with practice people become more confident about writing for results. This course provides the tools to become a better writer.

After this six-hour class participants will be able to learn the value of good written communication, learn how to write and proofread participants work so it is clear, concise, complete, and correct, apply these skills in real world situations and understand the proper format for memos, letters, and e-mails.

CHANGE MANAGEMENT

Change is a constant in many of our lives. All around us, technologies, processes, people, ideas, and methods often change, affecting the way we perform daily tasks and live our lives. Having a smooth transition when change occurs is important in any situation and participants will gain some valuable skills through this workshop.

The Change Management workshop will give any leader tools to implement changes more smoothly and to have those changes better accepted. This workshop will also give all participants an understanding of how change is implemented and some tools for managing their reactions to change.

CIVILITY IN THE WORKPLACE

While a training program on workplace conduct may seem unwarranted, reality is rudeness is an epidemic costing million a year. Indeed, what society seems to be gaining in terms of both knowledge and technological advancement, it's losing out on basic social values that directly impact the bottom line.

To address the growing problem of incivility in the work setting, this workshop introduces the concept of civility, its importance to a company, as well as its typical causes and effects. Skills needed to effectively practice civil behavior, as well as different ways organizations can systematize civility in the workplace will also be discussed. The benefits to Civility in the Workplace are countless and will pay off immensely in every aspect of participants job.

COACHING AND MENTORING - FOUNDATIONS

Being a coach involves being able to draw from several disciplines. Coaching is based on a partnership that involves giving both support and challenging opportunities to employees. Mentorship is a related skill that incorporates parts of coaching and focuses on offering: wisdom, advice, encouragement, and constructive feedback. Knowing how and when to coach (and when to use other tools, like mentoring) is an essential skill that can benefit both participants and participants organization.

After this six-hour class participants will be able to understand how coaching can be used to develop participants team, develop the coaching and mentoring skills that help improve individual performance, demonstrate the behaviors and practices of an effective coach, recognize employees' strengths and give them both positive and constructive feedback as needed to help them succeed, and identify employee performance problems and ways to correct them.

COACHING AND MENTORING - ADVANCED

Participants are in participants office looking over participants performance report and it happened again. Participants low performing employee failed to meet quota this month even after participants spoke with them about the importance of meeting goals. This employee has a great attitude and participants know they can do better. Participants just do not know how to motivate them to reach the goal. Money used to work, but that has worn off. Participants are baffled and participants know being frustrated makes matters worse. What do participants do?

The Coaching and Mentoring focuses on how to better coach participants employees to higher performance. Coaching is a process of relationship building and setting goals. How well participants coach is related directly to how well participants are able to foster a great working relationship with participants employees through understanding them and strategic goal setting.

CODE OF CONDUCT

Workplaces are made up of diverse groups of people with diverse motivations, backgrounds, and ethics. When such groups are brought together, sometimes there are opportunities for ethical, moral, financial, or even legal,

boundaries to be crossed. Sometimes those boundaries are crossed with disastrous results. A workplace code of conduct is a tool that can be used to prevent such digressions by providing a framework for employees to follow of what is expected of them and how to conduct themselves in various situations.

After this six-hour class participants will be able to identify what a code of conduct is and why a business should have one, identify what goes into a code of conduct, discuss how to implement a code of conduct in the workplace and create a code of conduct for a business

COLLABORATION

Collaboration is a skill that is utilized with one or more people to produce or create a result or shared goal. Everyone in the group has a shared vision or outcome. The group not only has to work together, they must think together, and the product comes from group effort. Collaborators are equal partners.

After this six-hour class participants will be able to understand the definition of collaboration, distinguish collaborative qualities individuals often possess, know and understand what it takes to work collaboratively with participants colleagues, discover the difference between collaboration, cooperation and teamwork, know what a collaborative environment looks like, know the six steps to make collaboration work, understand the advantages of collaboration, identify obstacles to collaboration, develop strategies to improve a collaborative work environment, share tips for employers to reward collaboration, and understand how technology affects collaboration.

COLLABORATIVE BUSINESS WRITING

Writing and communication skills have degraded with more and more people communicating through email and instant messaging. Developing writing skills is still important in the business world as is creating proper documents (such as proposals, reports, and agendas) giving participants that extra edge in the workplace.

The Collaborative Business Writing workshop will give participants the knowledge and skills to collaborate with others and create that important document. Participants will touch on the types of collaboration, and ways to improve them through certain tools and processes. These basic skills will provide participants with that extra benefit in the business world that a lot of people are losing.

COMMUNICATION STRATEGIES - ADVANCED

Have participants ever wondered why it seems so difficult to talk with some people, yet so easy to talk with others? This course explores how to improve participants communication skills to make it easier for participants to get along in the workplace, and in life.

After this six-hour class participants will be able to identify common communication problems that may be holding participants back, develop skills to ask questions that

give participants information participants need, learn what participants non-verbal messages are telling others, develop skills to listen actively and empathetically to others, enhance participants ability to handle difficult situations and deal with situations assertively.

COMMUNICATION STRATEGIES - FUNDAMENTALS

For the better part of every day, we are communicating to and with others. Whether it's the speech participants deliver in the boardroom, the level of attention participants give participants spouse when they are talking to participants, or the look participants give the cat, it all means something.

The Communication Strategies workshop will help participants understand the different methods of communication and how to make the most of each of them. These strategies will provide a great benefit for any organization and its employees. They will trickle down throughout the organization and positively impact everyone involved.

CONDUCTING ANNUAL EMPLOYEE REVIEWS

An annual review can help participants keep participants employees happy, engaged, and focused. It is human nature to want to succeed. Giving participants employees feedback on their positive and negative attributes is part of the pathway to success. A poorly designed annual review can have the reverse effect.

With our Conducting Annual Employee Reviews workshop, participants will discover how to conduct a well- designed employee annual review. By determining the categories for an annual review and understanding how it affects employee compensation, an overall increase in performance should be seen throughout participants organization.

CONDUCTING EFFECTIVE PERFORMANCE REVIEWS

Performance reviews are an essential component of employee development. The performance review meeting is an important aspect of career planning, and the outcomes of the meeting should be known to the employee and supervisor before the meeting actually takes place.

Setting goals and objectives to aim for will give both supervisors and employees a focus and is one of the key aspects to meeting overall company objectives. Supervisors must also learn how to give feedback, both positive and negative, on a regular and timely basis so that employees can grow and develop. Performance appraisals involve all these activities.

After this six-hour class participants will be able to recognize the importance of having a performance review process for employees, understand how to work with employees to set performance standards and goals, develop skills in observing, giving feedback, listening, and asking questions, identify an effective interview process and have the opportunity to practice the process in a supportive atmosphere, and make the performance review legally defensible

CONFERENCE AND EVENT MANAGEMENT

Although it does take plenty of creativity to design an event that is memorable and meaningful, it also takes careful attention to detail, adaptability, effective delegating, and a lot of work. This course takes participants through the process of event management, from the beginning stages of planning to the final touches.

After this six-hour class participants will be able to plan a complete corporate event, including an agenda, budget, goals, venue, audience, food, and whatever else is needed, keep participants event on budget, design an advertising and marketing plan that includes a comprehensive use of media, and take-aways, determine whether partners, sponsors, and volunteers can help to make participants event unforgettable, create an atmosphere of service that delegates will remember, select speakers and a master of ceremonies to add impact to participants event, create a diversity plan and evaluate the process once it's all wrapped up.

CONFLICT RESOLUTION

Wherever two or more people come together, there is bound to be conflict. This course will give participants a seven-step conflict resolution process that they can use and modify to resolve conflict disputes of any size.

Participants will also be provided a set of skills in solution building and finding common ground.

In the Conflict Resolution workshop, participants will learn crucial conflict management skills, including dealing with anger and using the Agreement Frame. Dealing with conflict is important for every organization no matter what the size. If it is left unchecked or not resolved it can lead to lost production, absences, attrition, and even lawsuits.

CONFLICT RESOLUTION: GETTING ALONG IN THE WORKPLACE

Many people see conflict as a negative experience. In fact, conflict is a necessary part of our personal growth and development. However, conflict becomes an issue when the people involved cannot work through it. They become engaged in a battle that does not result in growth. When this type of conflict arises, negative energy can result, causing hurt feelings and damaged relationships. This course will give participants the tools that will help participants resolve conflict successfully and produce a win-win outcome.

After this six-hour class participants will understand what conflict is and how it can escalate, understand the types of conflict and the stages of conflict, recognize the five most common conflict resolution styles and when to use them, increase positive information flow through non-verbal and verbal communication skills, develop effective techniques for intervention strategies and become more confident in managing conflicts to enhance productivity and performance.

CONQUERING PARTICIPANTS FEAR OF SPEAKING IN PUBLIC

This course is designed to help those who have to make frequent presentations in the course of agency business and for anybody who wants to improve their speaking skills in informal and unexpected situations. It is designed to provide participants the confidence and the skills to interact with others, to speak in informal situations, and to present in front of small groups.

After this six-hour class participants will be able to speak with more confidence in one-on-one conversations, feel more confident speaking socially or in small groups such as meetings, and practice developing these skills to interact with others, to speak in informal situations, and to present in front of small groups.

CONTACT CENTER TRAINING

Customers want a well-educated agent when they contact a business. They want to know that the person answering their questions knows what they are talking about. Training participants staff, and giving them the information that is needed to effectively assist participants customer base is paramount.

With our Contact Center Training workshop participants will gain the knowledge to provide a great customer experience. They will develop skills on how to deal with difficult customers, build rapport, and great listening skills. All of these skills combined will provide an increase in overall customer satisfaction throughout participants organization.

CONTRACT MANAGEMENT

It is easy to overlook the importance of contract management because it seems to be a boring, mundane topic. Contracts, however, are the basis of most business relationships. If contracts are managed well, business relationships will flourish. If they are not, companies face financial loss, relationship harm, and damaged reputations.

With our course participants will learn the insides and outs of Contract Management. Contracts are made with vendors, employees, customers, partnerships, and these agreements must be managed carefully. In order to effectively implement contracts, it is necessary to understand all the small details, and that is what participants get with this workshop.

CONVERSATIONAL LEADERSHIP

Effective leaders understand how powerful an opportunity can be when they can tap into the intelligence, wisdom, and innovation present in their workforce. Conversational leadership provides the space and infrastructure for knowledge sharing to take place; for employees, stakeholders, and the community to be involved in discussing big, important questions; and to generate solutions that people within the organization can take action on. After this six-hour class participants will be able to define why using conversational leadership is successful in most situations, describe the four I's of conversational leadership, apply the principles of conversational leadership to improve results and participate in skills practices using conversational leadership.

CREATING A GREAT WEBINAR

Webinars are a great inexpensive way to reach a large number of people. Webinars are great tools if participants want to market a new or improved product, train employees, demonstrate a new task, or have a meeting with employees located throughout the globe. Being an interactive form of media,

Webinars provides a great environment for these activities and so much more. Creating a Great Webinar is all about providing a great interaction between the presenter and the audience.

Participants will develop the skills needed to promote, host, or facilitate a great Webinar for participants company. Sharing participants passion and knowledge with a Webinar is the best way to reach many with the power of one.

CREATING A POSITIVE WORK ENVIRONMENT

Not all of us have had the opportunity to work in a truly positive work environment. A positive work environment is important for the productivity of a company, but it is also important to us personally. Our emotional and physical health can be improved by working in a positive work environment. As an employee or a leader within a company, participants have a responsibility to create and maintain a positive work environment. Participants can seek to provide this type of positive work environment for their organizations those within their sphere of influence.

After this six-hour class participants will be able to recognize what a positive workplace looks like, know and understand the key elements necessary to create and maintain a positive work environment, understand as an employee what participants can do personally to create and maintain a positive work environment, understand as a leader the responsibility participants have to create and maintain a positive work environment. Participants will also discover what type of team player they are and how that relates to functioning in the team, know the importance of effective workplace relationships in creating and maintaining a positive work environment, know and understand the importance of working as a team and guidelines to good teamwork, discover participants personal strengths and weaknesses in working cooperatively, discover participants preference for dealing with workplace conflict. Additionally, participants will learn and practice various methods to deal with workplace problems, and learn some of the common meeting problems to how make participants meetings more positive and effective.

CREATING A TOP-NOTCH TALENT MANAGEMENT PROGRAM

Organizations recognize that they do better business when their people are engaged, motivated, and talented. Having the right people in place at the right time is a key aspect to continued growth, success, or even just stability. This course outlines how to create a talent management program to measure the talents of the team and how to help them grow in preparation for the future.

After this six-hour class participants will be able to apply the multifaceted aspects of talent management in their own organization, describe the skills required to manage high potential candidates, recognize and foster talent within an organization, explain the principles of competency-based management and use the language for talent management

CREATING A WORKPLACE WELLNESS PROGRAM

With the increasing costs of health care, a varied workforce, and aging workers, a savvy workplace understands the value of supporting workers to improve their conditioning and to live a fitter lifestyle. This course includes all aspects of designing or upgrading a program, from concept through implementation, to review.

After this six-hour class participants will be able to describe the necessity of workplace wellness programs, create program elements that reflect the needs of employees and the objectives of the organization, select program elements that fit the context of current operations and establish implementation and evaluation strategies.

CREATING SUCCESSFUL STAFF RETREATS

A staff retreat can evoke fear in some, excitement in others, and a variety of emotions in-between. This course will give participants tools to be able to create staff retreats that are successful and help to bolster productivity, effectiveness, efficiency and create a positive workplace culture.

After this six-hour class participants will be able to discuss experiences with staff retreats, know the reasons why staff retreats are conducted, understand the main staff retreat undertakings categories, develop and present retreat activities, identify the critical elements for success of a staff retreat, develop a planning checklist, appreciate the keys to running a staff retreat, develop an evaluation questionnaire, recognize post-retreat activities that will ensure the continuing success of participants staff retreats and realize the top three take home ideas for creating successful staff retreats.

CREATING WINNING WEBINARS

With millions of webinars taking place online monthly this is a medium to be embraced. Webinars are now a common and effective tool being used by thousands of companies and people, across all industries. They are being used for everything from training to customer service, and education to marketing. Webinars are an affordable means of connecting with staff, customers and online communities.

This course will take participants through the process of creating an effective webinar. After this six- hour class participants will be able to describe the why and how to use Webinars, define participants webinar objectives, choose the structure and content of participants webinar, create the outline and choose the platform.

CREATIVE PROBLEM SOLVING

In the past few decades, psychologists and businesspeople alike have discovered that successful problem solvers tend to use the same type of process to identify and implement the solutions to their problems. This process works for any kind of problem, large or small.

The Creative Problem-Solving workshop will give participants an overview of the entire creative problem- solving process, as well as key problem-solving tools that they can use every

day. Skills such as brainstorming, information gathering, analyzing data, and identifying resources will be covered throughout the workshop.

CREATIVE THINKING AND INNOVATION

Creative thinking and innovation are vital components in both our personal and professional lives. However, many people feel as though they are lacking in creativity. While some people seem to be simply bursting with creativity, others find it a struggle to think outside the square. Recognizing and honing the team's creativity is a learned process that can lead to additional successes.

After this six-hour class participants will be able to identify the difference between creativity and innovation, recognize individual creativity, build a creative environment, explain the importance of creativity and innovation in business, apply problem solving steps and tools, and use individual and group techniques to help generate creative ideas from conception through implementation.

CREATIVITY IN THE WORKPLACE

Creative thinking in the workplace is in demand. We live in a competitive society and creativity improves productivity, teamwork, and innovation.

After this six-hour class participants will be able to define creativity, identify the characteristics of a creative person, develop creativity, understand the importance of creativity in the workplace, identify the benefits of creativity in the workplace, examine creative corporate cultures, foster creativity in the workplace and apply brainstorming techniques.

CRISIS MANAGEMENT - ADVANCED

Emergencies are a part of doing business and viable organizations need to be ready for many types of emergencies. The worst plan is not to have any kind of plan at all, and the best plans are tested and adjusted so that they work overtime. Fortunately, participants do not need separate plans for fire, weather disasters, and all the different kinds of crises that can occur. One solid plan will help participants to prevent, respond, and recover from all crises. This course will help participants ensure participants organization is ready to manage any kind of crisis.

After this six-hour class participants will be able to assign people to an appropriate crisis team role, conduct a crisis audit, establish the means for business continuity, determine how to manage incidents, help participants team recover from a crisis and apply the process in practical exercise

CRISIS MANAGEMENT - FUNDAMENTALS

Crisis management is as important as finance management, personnel management, etc. Having a clear and effective program and plan for an event is critical not only to participants survival, but critical to the profitability and possibly the survival of the company. Being able to identify risk, assess the situation and respond appropriately is important, and requires not only training, but practice.

With our Crisis Management workshop participants will understand that a crisis can occur any time. They will develop skills needed for certain negative events. Also, they will be able to recognize warning signs to help avoid negative situations completely, or, if the situation occurs, better manage the crisis.

CRITICAL ELEMENTS OF CUSTOMER SERVICE

While many companies promise to deliver an incredible customer experience, some are better at supplying this than others. This course is designed around six critical elements of customer service that when embraced brings customers back to experience service that exceeds expectations After this six-hour class participants will be able to understand what a customer service approach is, understand how one behavior affects the behavior of others, demonstrate confidence and skill as a problem solver, apply techniques to deal with difficult customers and know how to provide excellent customer service

CRITICAL THINKING - ADVANCED

Critical thinking is the tool to use to analyze information and use the ability to clearly reason through problems and to present arguments in a logical, compelling way. Critical thinking has become a key skill for survival in today's professional environments. This course provides some practical tools and hands-on experience with critical thinking and problem solving.

After this six-hour class participants will be able to define critical and non-critical thinking, identify participants critical thinking style(s), including areas of strength and areas for improvement, describe other thinking styles, including left/right brain thinking and whole-brain thinking, work through the critical thinking process to build or analyze arguments, develop and evaluation explanations, improve key critical thinking skills, use analytical though systems and creative thinking techniques, and prepare and present participants case.

CRITICAL THINKING - FUNDAMENTALS

Critical Thinking provides participants with the skills to analyze and evaluate information. With these skills participants are able to obtain the greatest amount of knowledge from a piece of data. It provides the best chance of making the correct decision and minimizes damages if a mistake does occur.

Our Critical Thinking workshop will lead participants to be a more rational and disciplined thinker. It will reduce their bias which will provide a greater understanding of their environment. After this six-hour class participants will be able to evaluate, identify, and distinguish between relevant and irrelevant information which will provide an incredible boost in performance.

CRM: AN INTRODUCTION TO CUSTOMER RELATIONSHIP MANAGEMENT

This course will introduce the different facets of CRM and identify who the customers really are. It will also analyze the key components of CRM and explore how it can be integrated within an organization.

As with many significant undertakings, undergoing a CRM review (even simply considering its implementation) requires learners to analyze technical and complicated systems. This course sorts through a myriad of information and brings participants the basics participants need to make a decision about the need for CRM, its benefits, and how to coordinate the base requirements for a CRM undertaking.

After this six-hour class participants will be able to demonstrate an understanding of the terms and benefits of CRM on a company's bottom line, analyze the different components of a CRM plan, develop a checklist for readiness and success in CRM, describe how CRM creates value for organizations and customers and consider developmental roles that have the greatest impact on CRM.

CUSTOMER SERVICE

Each and every one of us serves customers, whether we realize it or not. People maybe on the front lines of a company, serving the people who buy participants products, or perhaps serving others by producing a service, whether for internal or external use. Or maybe participants are owner's, department or division directors, serving staff and stakeholders a like.

After this six-hour class participants will be able to look at all types of customers and determine how to serve them better. Participants will be provided a strong skillset including in-person and over the phone techniques, dealing with difficult customers, and generating return business.

CUSTOMER SERVICE TRAINING: MANAGING CUSTOMER SERVICE

The need to lead, model, and promote the organizational values within a customer service environment is essential for business success. This course will provide participants with opportunities to explore their responsibilities as leaders (supervisor or manager) in a customer service environment.

After this six-hour class participants will be able to identify ways to establish links between excellence in customer service and participants business practices and policies, develop the skills and practices that are essential elements of a customer service-focused manager, recognize what employees are looking for to be truly engaged, recognize who the customers are and what they are looking for and develop strategies for creating engaged employees and satisfied customers in whatever business units participants manage

CYBER SECURITY

Every organization is responsible for ensuring Cyber Security. The ability to protect its information systems from impairment or even theft is essential to success. Implementing effective security measures will not only offer liability protection; it will also increase efficiency and productivity.

With our Cyber Security workshop participants will understand the different types of malware and security breaches. Develop effective prevention methods which will increase overall security. They will also understand the basic concepts associated with Cyber Security and what a company needs to stay secure.

DEALING WITH DIFFICULT PEOPLE

In this course participants will learn how to manage situations involving difficult people at work, through lessons that include the when to engage in confrontation, benefits of confrontation, how to prevent problems, using emotional intelligence, how to manage anger, causes of difficult behavior, and a three-step conflict resolution model.

After this six-hour class participants will be able to recognize how attitudes and actions affect others, find new and effective techniques for dealing with difficult people, learn techniques for managing and dealing with anger, and develop coping strategies for dealing with difficult people and difficult situations;

DELEGATION: THE ART OF DELEGATING EFFECTIVELY

Effective delegation is one of the most valuable skills managers and leaders can master. It reduces workload and helps develop employee skills. Delegating prepares employees to handle more difficult responsibilities and simultaneously allows participants to advance to other career opportunities within the organization.

Delegation is often one of the hardest skills for a manager to master. However, the skill can be learned. After this six-hour class participants will be able to identify how delegation fits into their jobs and how it can make them more successful, identify different ways of delegating tasks, use an eight-step process for effective delegation, give better instructions for better delegated results, recognize common delegation pitfalls and how to avoid them, monitor delegation results and give effective positive and constructive feedback.

DELIVERING CONSTRUCTIVE FEEDBACK

Delivering Constructive Feedback is one of the most challenging things for anyone. Through this workshop participants will gain valuable knowledge and skills that will assist them with this challenging task. When an employee commits an action that requires feedback or correction it needs to be handled in a very specific way.

Constructive Feedback if done correctly will provide great benefits to participants organization. It provides a present and future focus of how to correct a problem and how to implement plans to not repeat the problem in the future. Constructive feedback shows an employee that management cares about them and will invest time and effort into their careers.

DESIGN THINKING: AN INTRODUCTION

Design Thinking is a collaborative problem-solving process based on design used in artistic endeavors. Whether the problem is involved with marketing, product development, customer service, or leadership Design Thinking can help participants solve the problem.

After this six-hour class participants will be able to understand problems for other's perspectives, use Design Thinking to solve problems more creatively, apply different brainstorming techniques to identify innovative ideas, utilize effective design research, and utilize strategies to keep participants design ideas moving forward.

DEVELOPING A HIGH RELIABILITY ORGANIZATION IN CRISIS

Today's world is full of the unexpected, systems failures, terrorism events, disease outbreaks, and superstorms disrupt businesses every day, sometimes to an unrecoverable point. Despite these challenges, some services (such as power plants,

hospitals, and airports) have no choice but to continue operating. This course will explore how these organizations maintain high reliability even in times of serious crisis and stability.

After this six-hour class participants will be able to define the characteristics of a high reliability organization, define key concepts required for high reliability, including mindfulness and expectations, describe the five principles governing high reliability organizations: preoccupation with failure, resistance to simplification, sensitivity to operations, commitment to resilience, and deference to expertise.

DEVELOPING A TRAINING NEEDS ANALYSIS

The right training at the right time can make a huge difference in the productivity and profitability of an organization. Whether participants are scanning the workplace for opportunities to make things better and training is the answer, or a client asks participants to come into their organization and do an assessment, the best starting point is a training needs analysis. The creation of a training needs analysis provides comprehensive yet simply prepared plan to be understood and acted upon. This course will help participants to gather the information, assess the data, and present suggestions for training or non-training solutions.

After this six-hour class participants will be able to understand the value of creating a training needs analysis., apply the ICE method to assess the situation and build participants training needs analysis, and create a thorough training needs analysis for participants organization or client.

DEVELOPING PUBLIC SERVICE MINDSET

With this workshop participants will be able to develop a professional environment that reflects a positive set of values and ethics. Aligning these characteristics with public sector standards is what will make participants stand out and become leaders throughout their organizations.

Through our Developing Public Service Mindset workshop participants should see improved skills in team building, communication, and trust. By realizing the benefits of positive public sector behavior and developing a successful plan agencies should see a reduction in incidents and an increase in teamwork and loyalty.

DEVELOPING CREATIVITY

Children have an innate creative ability when they are born, but for some reason adults can lose it along the way. Participants will move out of the mundane, be more curious, engage, explore new ideas and recognize creativity and be ready when it happens.

With our Developing Creativity course participants will learn how to remove barriers that block or limit their creativity. Participants will improve their imagination, divergent thinking, and mental flexibility. Participants will learn mind mapping, individual brainstorming, and when to recognize and look for what inspires them to be more creative.

DEVELOPING NEW MANAGERS

With this workshop new supervisors and managers will be provided the skills they need to succeed. By identifying prospective managers early and identifying a clear management track, companies will prosper and thrive with a solid development structure. Becoming a new manager can seem like a daunting and challenging task; to overcome these hurdles organizations need to create an environment where employees know what is expected of them.

With our Develop New Managers course participants will gain support, best practices, and knowledge. This workshop will help participants develop into well rounded, fair and confident managers. By working through many of the challenges faced by managers in a workshop environment, participants will be able to enter their new positions with the best chance for success.

DEVELOPING AN EXECUTIVE PRESENCE

Some people immediately command attention and respect when they walk into a room. Do participants have that kind of presence? If not, is it something that participants would like to develop? This course will help participants do just that by building participants credibility, honing participants networking skills, and enhancing participants ability to communicate effectively. Participants will also receive an introduction to core leadership skills.

After this six-hour class participants will be able to identify the elements of a strong executive presence, build trust and credibility with others, communicate effectively using verbal and non- verbal techniques, create a strong, positive first impression and maintain that impression and develop key leadership skills, including techniques for

coaching, motivating, and delivering feedback.

DEVELOPING A TRAINING PROGRAM

Training is an essential element of development in any organization. Being knowledgeable and continuing to learn throughout a person's career can make those employees a very valuable asset and training is also a key factor in retaining those employees.

In order for training to be valuable, the person that designs and plans the training must have an excellent understanding of what the training objectives are from both the standpoint of the organization and from the standpoint of the participants in the training. If these elements are known, a much stronger program that is tailored specifically to the needs of both stakeholders can be designed.

After this six-hour class participants will be able to describe the essential elements of a training program, apply different methodologies to program design, demonstrate skills in preparation, research, and delivery of strong content, explain an instructional model and be prepared to create a training program proposal.

DIGITAL CITIZENSHIP

Our Digital Citizenship course will give participants the guidance needed in the ever-changing digital world. As our lives are lived more and more online we all need to translate our social skills into the virtual world.

Digital Citizenship allows us to connect, collaborate, and share by using technology appropriately. In person meetings are on the decline which makes it necessary to engage people digitally. Being a good digital citizen means participants have a set of skills to work in the digital world.

DIGITAL TRANSFORMATION

Digital transformation looks different for every business, but at its core, it means altering how a company operates with the addition of technology and with the goal of improving the customer experience and the workplace.

After this six-hour class participants will be able to define digital transformation, and explain why it matters, pinpoint which businesses are succeeding and how they are doing it and get started on creating a digital strategy for their own organizations.

DISABILITY AWARENESS: WORKING WITH PEOPLE WITH DISABILITIES

This course aims to raise awareness about hiring people with disabilities in order to create a more inclusive work environment while leveraging the skills and knowledge that people with disabilities possess.

After this six-hour class participants will be able to prepare to welcome people with disabilities into participants workplace, interact with people with disabilities, identify and overcome barriers in the workplace, use respectful, appropriate, acceptable language in any circumstance, understand what participants company can do during hiring and interviewing, and understand what job accommodation is and how it applies in participants workplace.

DIVERSITY AND INCLUSION

Experiencing diversity is a part of living within a civilized society. It is our diversity and variety that help organizations to be successful and achieve their goals. Understanding the various forms of diversity makes for a better company and world in general.

With our Diversity and Inclusion course participants will recognize how to better manage diversity and recognize its benefits, will learn how to implement and develop a policy that does not allow for discrimination.

DIVERSITY TRAINING: CELEBRATING DIVERSITY IN THE WORKPLACE

More than ever, a workplace is a diverse collection of individuals proud of who they are: their gender, their sexual orientation, their religion, their ethnic background, and all the other components that make an individual unique. One of the challenges for workplace leaders is how to help these diverse individuals work as a team.

After this six-hour class participants will be able to describe what diversity and its related terms mean, explain how changes in the world have affected people's views, identify stereotypes and unconscious bias, apply the four cornerstones of diversity, apply techniques for dealing with inappropriate behavior, develop a management style to encourage diversity and determine proper action if anyone feels discriminated against.

EFFECTIVE PLANNING AND SCHEDULING

Project managers know that the defining and planning stages of a project lead to project success. This course focuses in on the planning and scheduling stage. It provides participants the factors and fundamental elements that should be considered and addressed when creating a schedule. After this six-hour class participants will be able to define and create a Work Breakdown Structure (WBS), identify and understand task relationships, estimate task durations and determine project duration, construct and read a network diagram. calculate the critical path of a project, use the Program Evaluation and Review Technique (PERT) to create estimates, plan for risks, create a communication plan, effectively allocate project resources and update and monitor the project schedule.

EMOTIONAL INTELLIGENCE

Emotional Intelligence, also called EQ, is the ability to be aware of and to manage emotions and relationships. It is a pivotal factor in professional success. It has been said that IQ will get a person in the door, but EQ determines success.

After this six-hour class participants will be able to understand what emotional intelligence means, recognize how our emotional health and physical health are related, learn techniques to understand and use EQ, appreciate the role of emotional intelligence in the workplace, understand the different emotions and how to manage them, explain the difference between optimism and pessimism and validate emotions in others.

EMOTIONAL INTELLIGENCE 2.0

Emotional Intelligence describes the ability to understand one's own feelings. It also provides great insight on how emotion influences motivation and behavior. The concepts of Emotional Intelligence have been around since the early 20th century, but the term was first introduced by Wayne Payne in 1985.

During the Emotional Intelligence 2.0 workshop participants will gain a better understanding of self- management and self-awareness, providing them better insight and control over actions and emotions. With a greater understanding of emotions participants experience a positive impact on their professional and personal lives.

EMPLOYEE ACCOUNTABILITY

Accountability in the workplace has been defined as setting and holding people to a common expectation by clearly defining the company's mission, values, and goals. Employee accountability means holding all levels of employees (from the part-time hourly worker to the C-suite executive) responsible for accomplishing business goals. And, studies confirm that organizations that promote accountability prove to be more successful and more productive. In

this course, participants will learn about what accountability is, how to promote it in themselves, in others, and the organization.

After this six-hour class participants will be able to understand what accountability is and what events in history have shaped our view of it, identify the requirements for personal and corporate accountability, apply the cycle of accountability and the fundamental elements required to build an accountable organization, describe what individuals must do to become accountable, build skills required for accountability, including goal setting, giving and receiving feedback, and delegation, determine ways to build ownership in the organization, and isolate areas for further improvement.

EMPLOYEE DISPUTE RESOLUTION: MEDIATION THROUGH PEER REVIEW

In a non-unionized house peer review provides employees with a fair, unbiased procedure to solve workplace issues or disagreements. Issues and disagreements are evaluated, and solutions proposed by their peers. In a unionized shop, there will be a defined process to follow for dispute resolution which should be followed.

After this six-hour class participants will be able to describe what the peer review process is, apply a process for employees to file grievances and for management to respond choose a facilitator and panel, understand what is involved in the hearing process, from preliminary meetings to the hearing, and the decision process,

explain what responsibilities and powers a panel should have, apply professional questioning and probing techniques and understand why peer review panels fail and how to avoid those pitfalls

EMPLOYEE MOTIVATION

When most people think of staff motivation, things that may come to mind are more money, bigger offices, a promotion, or a better quality of life. The truth is, no matter what is offered people, true motivation must come from within. Regardless of how it is characterized, it is important to get the right balance in order to ensure that participants have a motivated workforce.

The Employee Motivation workshop will give participants several types of tools to use to become a great motivator, including goal setting and influencing skills. Participants will also learn about five of the most popular motivational models, and how to bring them together to create a custom program.

EMPLOYEE ONBOARDING

Employee Onboarding is a vital part of any companies hiring procedure. Hiring, training, and bringing new employees on board is a huge investment. Onboarding will assist newly hired employees in developing and keeping their skills. Knowledge will be retained, and their value will increase within the company

Successful Employee Onboarding lowers costs related to employee turnover, increase productivity and produce a happier and more skilled workforce. The new hire phase is a critical time for the company and having a structured set of procedures will make participants company stronger and produce a greater chance of success.

EMPLOYEE RECOGNITION

Recognizing employees through various recognition programs is a fantastic investment. Being appreciated is a basic human feeling and reaps great rewards. Praise and recognition are essential to an outstanding workplace and its employees.

Through our Employee Recognition workshop participants will recognize the value of implementing even the smallest of plans. The cost of employee recognition is very minimal in relation to the benefits that will be experienced. Employee recognition programs have been shown to increase productivity, employee loyalty, and increased safety.

EMPLOYEE RECOGNITION: APPRECIATING YOUR WORKFORCE

Everyone likes to be recognized for a job well done. Some people like more recognition than others, but it's all important on some level and it can be doubly important in the workplace. It can help keep employees engaged and improves results and keeps the bottom line strong.

Employee recognition is a simple, but effective, tool.

This course looks at the value of recognizing employees and how to carry it out in the workplace, both formally and informally. After this six-hour class participants will be able to state why employees should be recognized, develop a program for employee recognition, and implement and measure an employee recognition program.

EMPLOYEE RECRUITMENT

Many companies simply wait for talent to come to them. Simply advertising an open position and hoping that participants find the right talent does not guarantee that participants will find the best people. Actively seeking out qualified candidates is the best way to ensure that participants find the talent that participants need. Recruitment is essential to the success of participants business. Our Employee Recruitment workshop will guide participants in recruiting the right applications, determining the best interviewing techniques, and bringing the best person on board. Hiring a new employee is one of the largest investments participants make in any business. Hiring the right employee is very important, as training can be expensive, and employee turnover costs companies millions every year.

EMPLOYEE TERMINATION PROCESSES

Having to fire an employee is never an easy task. Sometimes, despite attempts of open communication and encouraging performance, an employee will need to be terminated from the company. One of the hardest aspects of preparing to fire an employee is to separate the emotions from the facts. Firing an employee should always be a last resort, so it is important that the manager has covered all other avenues possible before moving forward.

With our Employee Termination workshop, participants will see how important it is to develop a core set of skills when they find themselves in a situation where they have to let an employee go.

ENVIRONMENTAL AUDIT PRIMER

This course provides participants with the knowledge and skills to conduct internal environmental audits. Practical, proven techniques for planning, conducting, and reporting on internal environmental audits will be introduced. Skills practices and case studies based on actual audits will be used to reinforce the concepts and provide participants with practice in applying the principles to situations typically encountered during internal auditing.

After this six-hour class participants will be able to explain the different types of audits and the levels of auditing available, know the qualifications of auditors and the preparation that they need to conduct an audit, understand the basic steps in an audit and how auditors gather information and evidence, develop open-ended questions which will help in audit interviews, understand the essential aspects of an audit checklist, develop an audit checklist based on EMS procedures, prepare for an audit, use an Internal Audit Noncompliance and Corrective Action Report to record non-conformances, understand the corrective action process and its importance in closing out non-conformances and gain experience in conducting an audit closing meeting.

EVENT PLANNING

Events do not just happen, they take time to plan, develop, and create. This workshop is designed to give participants the tools needed to host a great event. They will touch on planning and administrative techniques that will give them the confidence to run an engaging event that will leave a positive and lasting impression on each attendee.

With our Event Planning workshop participants will explore ways to work with vendors, security, technicians, and wait staff. They will touch on different event types such as awards ceremonies, charity events, and business conferences. By utilizing the correct skill set participants will be provided the details to pull off a successful event.

EXECUTIVE AND PERSONAL ASSISTANTS

Being an Executive or Personal Assistant is a unique position that requires a variety of skills. Whether participants are updating schedules, making travel arrangements, minute taking, or creating important documents all must be done with a high degree of confidentiality. Confidentiality is one of the most important characteristics for every assistant. Our Executive and Personal Assistants workshop will show participants what it takes to be a successful assistant. Participants will learn what it takes to effectively manage a schedule, organize a meeting, and even how to be a successful gatekeeper. Being an Executive or Personal Assistant takes a special skill set and this workshop will provide participants with the necessary tools.

FACILITATION SKILLS - ADVANCED

It is impossible to be part of an organization today and not attend meetings. With a focus on asking rather than telling, and listening to build consensus, facilitation is a leadership ideal, and core competency that everybody needs. Managers and supervisors are often asked to facilitate rather than instructor manage their meetings and training sessions.

How can participants facilitate, rather than control, group decision-making and team interaction? With no formal training, people may find it difficult to make the transition from instructors or managers to facilitators.

This course has been created to make core facilitation skills better understood and readily available for participants organization. It represents materials and ideas that have been tested and refined over twenty years of active facilitation in all types of settings. After this six-hour class participants will be able to distinguish facilitation from instruction and training, identify the competencies linked to effective small group facilitation, understand the difference between content and process, identify the stages of team development and ways to help teams through each stage, and use common process tools to make meetings easier and more productive.

FACILITATION SKILLS - FUNDAMENTALS

Facilitation is often referred to as the new cornerstone of management philosophy. With its focus on fairness and creating an easy decision-making process. Creating a comfortable environment through better facilitation will give participants a better understanding of what a good facilitator can do to improve any meeting or gathering.

The Facilitation Skills workshop can help any organization make better decisions. This workshop will give participants an understanding of what facilitation is all about, as well as some tools that they can use to facilitate small meetings. A strong understating of how a facilitator can command a room and dictate the pace of a meeting will have participants on the road to becoming great facilitators themselves.

FOSTERING INNOVATION

Innovation is what drives companies; by coming up with new and fresh ideas, companies are able to remain relevant and drive success. Learn how companies who are considered to be innovative conduct business, and how to foster innovation in participants own organization.

After this six-hour class participants will be able to define fostering innovation, learn what an innovative workplace looks like, determine how participants can help create an innovative workplace environment, understand participants role in helping to foster innovation, know what happens in the workplace when participants help foster innovation and describe ways that innovation can help their organizations.

FROM BOSS TO LEADER

Being in charge of a department or a company. does not automatically make someone a leader. Becoming a good leader involves nurturing and inspiring participants team while using emotional intelligence, communicating clearly and giving them confidence to do their jobs well. This course will touch on all of this and more.

After this six-hour class participants will be able to describe the differences between good and bad bosses, determine how those who hold management positions can develop into good leaders, recognize characteristics of good leaders, know the elements of leading by example, comprehend how to use common sense in workplace dealings, know why it is important to use clear communication techniques, understand the importance of providing effective feedback, and understand how to apply emotional intelligence to participants dealings with others

GENERATION GAP: CLOSING THE GENERATION GAP IN THE WORKPLACE

There are currently five generations in the workforce. Only a few short years ago employers who were expecting to be faced with mass retirements are now looking at accommodating workers who cannot afford to retire or are simply choosing to stay at work for other reasons.

This course examines the history and reality of the generation gap, especially for recruiters and succession planning. In it, participants will explore whether defining the actual limits of each generation is most important, or whether the merits of people within the context of employment is the bigger issue. After all, understanding others helps us to understand ourselves and to manage the people that we work with. We will also explore problems, solutions, and strategies to help overcome issues of the generation gap.

After this six-hour class participants will be able to identify where the generation gap issue surfaces, and the impact it has on the modern workforce, describe and apply language that is specific to each generation currently in the workplace, explore organization strategies that overcome gap issues, evaluate the need and effectiveness of recruiting, retention, and succession plans in context of the generation gap

GENERATION GAPS

While having various cultures in one workplace can present communication problems and conflicts, the benefits of such a variety in the workplace outweigh it. The workplace can present challenges to management in terms of handling the different generations present. As older workers delay retiring and younger workers are entering the workforce, the work environment has become a patchwork of varying perspectives and experiences, all valuable to say the least.

The Generation Gaps workshop will help participants understand the various generations present at work. Both the participants and older worker will have ideas and suggestions to offer, which will help the organization thrive in the marketplace. Learning how to deal with the Generation Gaps at work will help participants become a better manager or co-worker.

GIVING EFFECTIVE FEEDBACK

As human beings, we often hunger for feedback. However, many people believe the only time they receive feedback is when they have done something wrong. This course is designed to help workplace leaders learn how to provide both positive and constructive feedback any time that the message is due. Whether feedback is formal or informal, and whether it is provided to employees, peers, or someone else, there are ways that it can be structured to be effective and lasting.

This course will help students learn why the way we deliver feedback is important, how to deliver a message so that people accept it and make changes that may be needed, and how to accept feedback that we are offered.

After this six-hour class participants will be able to explain why feedback is essential, apply a framework for providing formal or informal feedback, use descriptive language in delivering feedback, describe six characteristics of effective feedback, and provide feedback in real situations

GOAL SETTING - FUNDAMENTALS

We all have things we want in life. The route to success is to take the things that we dream about and wish for and turn them into reality. This course will lead students through thinking, planning, and taking action on the things they really want for their professional careers. They will learn ways to ensure that they get where they want to go in life. After this six-hour class participants will be able to identify what's important in their professional lives, use goal setting activities and appropriate language to articulate what participants want from their careers, explain what participants dreams and goals are for both the short and long term, use motivating techniques to help participants reach their goals and understand how to deal with setbacks

GOAL SETTING AND GETTING THINGS DONE - ADVANCED

Goal Setting is one of the most basic and essential skills someone can develop. We touch on goal characteristics, time management, and what to do when setbacks occur. This workshop will provide the knowledge and skills participants need to complete more tasks, and get things done.

Our Goal Setting and Getting Things Done workshop will cover strategies to help participants deal with distractions and overcome procrastination. These skills will translate into increased satisfaction in their professional and personal lives. Participants will learn the Goal Setting characteristics of successful people and in turn will become happier and more productive individuals.

HANDLING A DIFFICULT CUSTOMER

Wouldn't the world be a great place if every customer was a pleasure to deal with? We all know that is a fantasy land. What is the best way to handle a difficult customer? Through our workshop participants will learn stress management skills, how to build rapport, and recognizing certain body language.

By utilizing the tools and techniques discussed in our Handling a Difficult Customer workshop participants will see an increase in customer service, productivity, and a decrease in unhappy customers. Participants will be provided a strong skill set including in- person and over the phone techniques, addressing complaints, and generating return business.

HEALTH AND WELLNESS AT WORK

A healthy employee is a happy and productive employee, which should be a goal for every organization. Through our Health and Wellness at Work program participants will experience the benefits of a healthier lifestyle and workplace.

Our Health and Wellness at Work course will be instrumental in creating a “Culture of Wellness” within participants organization. Participants will touch on common issues such as smoking cessation, nutrition, weight loss, and preventative care. Health and Wellness is the responsibility of everyone in an organization so take the positive step and create a program within participants organization.

HIGH PERFORMANCE TEAMS INSIDE THE COMPANY

High Performance Teams (Inside the Company) is designed for organizations, teams or groups working inside an office environment that are focused on achieving the same goals. Bringing team members together can sometimes be a challenge task. This workshop identifies these challenges and helps participants push through to success.

During our High-Performance Teams (Inside the Company) workshop, participants will begin to see how important it is to develop a core set of performance skills while working in an office locale. By knowing and managing the way people interact in an office setting, participants will be positioning themselves and their teams to accomplish any task.

HIGH PERFORMANCE TEAMS REMOTE WORKFORCE

High Performance Teams (Remote Workforce) is designed for organizations, teams or groups working in a virtual environment that are focused on achieving the same goals. Bringing team members together through a virtual environment can be a challenge task. This workshop identifies these challenges and helps participants push through to success.

During our High-Performance Teams (Remote Workforce) workshop, participants will begin to see how important it is to develop a core set of performance skills, while interacting in a virtual environment. By knowing and managing the way people interact in a remote environment, participants will be setting themselves and their teams up to accomplish any task.

HIRING FOR SUCCESS: BEHAVIORAL INTERVIEWING TECHNIQUES

Interviewing sounds easy enough: participants arrange for a conversation between participants and potential candidates, and then select the best person for a particular position. But what if participants could refine the process in such a way that participants were confident that participants are selecting the right person? How do participants separate the good from the great, when they have similar work experience and strengths to offer? This course will give participants the skills and tools to hire successful candidates.

After this six-hour class participants will be able to develop a fair and consistent interviewing process for selecting employees, prepare better job descriptions, identify a variety of markets to advertise, be able to develop a job analysis and position profile, use traditional, behavioral, achievement oriented, holistic, and situational (critical incident) interview questions, enhance communication skills that are essential for a skilled recruiter, effectively interview difficult applicants, check references more effectively and understand the basic employment and human rights laws that can affect the hiring process.

HIRING STRATEGIES

Successful companies are made up of great employees, so why not hire great employees? Hiring and training employees is an expensive venture. Hiring the right person is more about skills and abilities; it is about finding the right combination of skills, attitude, and fit for the organization's culture.

Hiring Strategies will save company time and money as participants will be recruiting and hiring the right candidates. Hiring departments will benefit from this workshop as it prepares them to seek out that great candidate and make sure they are a fit for participants company. Participants will obtain the necessary tools required in finding that diamond in the rough.

HONING AND DELIVERING PARTICIPANTS MESSAGE

This one-day course will prepare students to develop a message and remain on topic when they are presenting that message to the media and public without straying from the point, or points, they want to make. The final session will give students the opportunity to craft and hone a message of their own.

After this six-hour class participants will be able to effectively communicate a message and deliver a point in all forms of communication, to present ideas to a group or use social media to share a message, and how to become a better spokesperson.

HUMAN RESOURCE MANAGEMENT

Recently tasks that were originally thought to fall under the responsibility of the human resources department have become a part of many managers' job descriptions. The sharing and diffusion of these tasks throughout the organization has had an impact particularly on those that are not equipped with the skills or knowledge to deal with these issues.

The Human Resource Management workshop will give managers the basic tools to handle numerous human resource situations such as interviewing, orientation, safety, harassment, discrimination, violence, discipline, and termination. This workshop will provide participants those skills and assist them with certain Human Resource situations.

HUMAN RESOURCES TRAINING: HR FOR THE NON-HR MANAGER

In today's professional environment, many supervisors and managers are expected to deal with a variety human resource issue. They may be asked to take part in developing job descriptions, take part in interviews, or take responsibility for discipline. This course will introduce those managers to human resource concepts. Participants will move 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 issues, compensation, and discipline).

After this six-hour class participants will be able to discuss current issues in the human resource field and the changing role of supervisors and managers in terms of HR functions, write job specifications and identify core competencies, apply methods of finding, selecting, and keeping the best people using behavioral description interviewing techniques, get new employees off to a good start, describe compensation and benefits maintain health employee relations, and make performance appraisals a cooperative process.

IMPROVING MINDFULNESS

Improving mindfulness is about understanding yourself and being "in the moment". Participants will become more mindful of their actions and learn how to express and interpret their present environment. They will create positive connections and increase their self- regulation of attention and personal experiences.

Improving mindfulness through gratitude, filtering, and active listening will give participants the advantage of seeing things in a new light. This workshop has the ability to give participants an increased recognition of mental events in the present moment which provides countless benefits.

IMPROVING SELF-AWARENESS

Self-awareness is developing an understanding participants emotions and feelings. It is an awareness of the physical, emotional, and psychological self. Participants will identify ways of recognizing all of these and improving each through various cognitive and learning styles. Improving Self-Awareness will improve self-control, reduce procrastination, and develop mood management. Participants will improve their relationships and create a more fulfilling life. These improvements will in turn translate into a wholly improved workforce. Stress will decline and productivity will increase as internal turmoil will decline all through improving self- awareness.

INFLUENCE AND PERSUASION

When we talk about influence and persuasion, we often talk about marketing and sales. However, we influence in many ways and with great frequency. If participants want a raise, sometimes participants need to persuade participants boss. If participants want to convince participants team to adopt a change, help participants staff make choices, or choose the best place for lunch, there is often influencing taking place. This course will help participants learn how to influence and persuade in a variety of areas.

After this six-hour class participants will be able to make decisions about using persuasion versus manipulation, apply the concepts of pushing and pulling when influencing others, describe different techniques for getting persuasive conversations and presentations underway, make a persuasive presentation by using the 5 S's, apply storytelling techniques to extend influence, and leverage concepts of neuro linguistic programming in everyday influence and persuasion.

INTERPERSONAL SKILLS

Interpersonal skills are the social skills that help a person interact, communicate, and collaborate with others effectively. They are considered to be one of the most sought-after types of soft skill and are demonstrated whenever a person engages in any kind of verbal or nonverbal communication.

Strong interpersonal skills are a key indicator of success in a working environment. The Interpersonal Skills workshop will help participants by providing communication skills, negotiation techniques, tips on making an impact, and advice on networking and starting conversations. It also identifies the skills needed in starting a conversation, moving a conversation along, and progressing to higher levels of conversation.

INVENTORY MANAGEMENT: THE NUTS AND BOLTS

No business can survive very long without an effective program of controls over the parts and materials that are used in producing or distributing goods and services.

This is an introductory course for anyone charged with the responsibility of knowing what comes in and goes out of organization. Typically, an Inventory Manager wants a smooth and cost-effective operation, with enough products on hand to satisfy needs without stockpiling too much. This course will discuss all aspects of inventory management, including common terms, the inventory cycle, how to maintain inventory accuracy, and what some of the latest trends are.

After this six-hour class participants will be able to understand terms that are frequently used in warehouse management, identify the goals and objectives of inventory management and measure participants process against these goals, calculate safety stock, reorder points, and order quantities, evaluate inventory management systems, identify the parts of the inventory cycle and better maintain inventory accuracy.

KNOWLEDGE MANAGEMENT- ADVANCED

The Encarta Dictionary defines knowledge management as the organization of intellectual resources and information systems within a business environment. Sounds pretty simple, right? Take a moment, though, and think about all the information that each person has in their brain. That's a lot of knowledge!

The Knowledge Management workshop will give participants the tools that they will need to begin implementing knowledge management in participants organization, no matter what the size of the company or the budget. Wherever there are humans working together for one goal, there is knowledge to be harvested, stored, and dispensed as needed.

KNOWLEDGE MANAGEMENT - FUNDAMENTALS

Understanding how to manage the knowledge within the organization is the key to business success. The purpose behind knowledge management is to help bridge organizational gaps and to use the organization's greatest asset (knowledge) to take business performance to the next level. The theory of knowledge management has emerged to help to harness and enhance both the individual and collective brain power of the businesses. This course will introduce participants to knowledge management tips, techniques, and proven processes.

After this six-hour class participants will be able to define knowledge and knowledge management, explain the difference between explicit and tacit knowledge, identify various knowledge management theoretical models, explain how a properly implemented knowledge management program can improve efficiency, describe the steps for employing a new knowledge management program in an organization, identify the required components for implementing a knowledge management framework within an organization.

LEADERSHIP AND INFLUENCE

They say that leaders are born, not made. While it is true that some people are born leaders, some leaders are born in the midst of adversity. Often, simple people who have never had a leadership role will stand up and take the lead when a situation they care about requires it.

Once participants learn the techniques of true Leadership and Influence, they will be able to build the confidence it takes to take the lead. The more experience participants have acting as a genuine leader, the easier it becomes. It is never easy to take the lead, as people need to make decisions and face challenges, but it can become natural and rewarding.

LEADERSHIP SKILLS FOR SUPERVISORS

Supervisors are the crucial interface between the employee on the shop floor or the service desk and the managers of the organization. Although they often have more technical experience than the employees they supervise, some may not have a lot of leadership experience. This one-day course will provide the skills in communication, coaching, and managing conflict that are necessary for success.

After this six-hour class participants will be able to define learn ways to prioritize, plan, and manage their time, identify participants primary leadership style, develop some flexibility to use other leadership styles, determine ways participants can meet the needs of employees and co-workers through communication and coaching and explore ways to make conflict a powerful force for creative, well-rounded solutions to problems.

LISTENING: HOW TO BE AN ACTIVE LISTENER

Communication skills are at the heart of everything we do each day, whether at home, at work, or at play. Active listening encompasses the best of communication, including listening to what others are saying, processing the information, and responding to it in order to clarify and elicit more information. This course will help participants develop and practice their active listening skills.

After this six-hour class participants will be able to define active listening and its key components, identify ways to become a better listener, understand the difference between sympathy and empathy, and when each is appropriate, create a listening mindset using framing, positive intent, and focus, understand the communication process and identify common listening problems and solutions.

MAKING TRAINING STICK

We have all participated in training courses or workshops. Some of these have been helpful and useful in our everyday lives and others have seemed redundant and a waste of time. How often have we cheered or grumbled at being asked to participate in a training day?

The good news is that all training can be useful and applicable if the trainer keeps some simple tips in mind when developing and applying training. We all learn differently, but there are some truths about learning that can be applicable to most groups and can be tweaked to fit any training session.

After this six-hour class participants will be able to identify strategies that can help learning to stick with the audience in an effective and meaningful way, know how to keep learners focused and motivated to absorb material, and develop an effective training style, using appropriate training aids and techniques.

MANAGER MANAGEMENT

Manager Management provides participants an introduction to the skills, guidance, and empowerment techniques to influence up the hierarchy. Participants will be better suited in leading and motivating teams and producing fantastic results. To be a successful manager means having a wide range of skills. Through this workshop participants will be able to disperse participants knowledge and experience throughout participants leadership team. Manager Management takes a special type of leader. This workshop will expand participants knowledge and provide a way for them to teach and lead new and experienced managers. As every manager knows that learning never stops, this workshop will have something for everyone.

MANAGING ACROSS CULTURES

Our culture defines many aspects of how we think, feel, and act. It can be challenging for managers to bridge cultural differences and bring employees together into a functioning team. This course will give supervisors and managers easy-to-use techniques for communicating across cultures, building teams, promoting multiculturalism in the organization, and leveraging the global talent pool.

After this six-hour class participants will be able to define what culture is and how it shapes the workplace, identify how stereotypes shape our perception, develop useful cross-cultural attitude communicate effectively across cultures, effectively manage employees from different cultures, help teams overcome cross-cultural and virtual barriers, promote acceptance and awareness in organizations to create a multicultural environment, and leverage the global talent pool.

MANAGING CHALLENGING CONVERSATIONS

We have various types of conversations on a daily basis in our professional environment. And, it is reasonable to believe that some of them are going to be difficult. Whether these are conversations that participants have in person, or participants manage a virtual team and need to speak with someone in another city, there are things that participants can do to make these conversations go smoothly. This course will give participants the tools to manage difficult conversations and get the best results possible out of them.

After this six-hour class participants will be able to define frame of reference, establish a positive intent and a desired outcome, use good communication skills during a conversation, draft a script for a difficult conversation, use specific steps to carry out a difficult conversation, access additional resources as required, and maintain safety in a conversation.

MANAGING PRESSURE AND MAINTAINING BALANCE

When things are extremely busy at work and participants have participants hands full with many tasks and dealing with difficult people, having skills participants can draw on are essential for peace of mind and growth. This course will help participants understand the causes and costs of workplace pressure, the benefits of creating balance, and how to identify pressure points. They will also learn how to apply emotional intelligence, increase optimism and resilience, and develop strategies for getting ahead.

After this six-hour class participants will be able to apply a direct understanding of pressure points and their costs and payoffs, speak in terms related to emotional intelligence, optimism, and resilience, create a personalized toolkit for managing stressors and anger, and work on priorities and achieve defined goals

MANAGING THE VIRTUAL WORKPLACE

Virtual workers and teams have become an essential part of today's workforce. This course will teach managers and supervisors how to prepare employees for the virtual workplace, create telework programs, build virtual teams, leverage technology, and overcome cultural barriers.

After this six-hour class participants will be able to create a virtual workplace strategy, develop, implement, and maintain telecommuting programs, build a virtual team and lead them to success, plan and lead virtual meetings, use technology to support participants virtual workplace, overcome cultural barriers when leading virtual teams and develop virtual leadership skills.

MANAGING WORKPLACE ANXIETY

The workplace is one of the leading locations where people experience stress and anxiety. Every employee will encounter it sometime during their career. Everyone should be aware of the signs of anxiety and the tools needed to cope and deal with it.

The Managing Workplace Anxiety workshop will provide participants the important skills and resources to recognize and manage workplace anxiety. By identifying these symptoms and coping skills employees and managers will be better suited in dealing with these common situations. Through this workshop participants will be better suited to the challenges that the workplace can bring.

MANAGING WORKPLACE HARASSMENT

Oh, participants may say, “not in my office,” or “not our team,” but workplace harassment is an increasing issue in the organizations today. It can come in the form of a slap, a phrase, an email, or reassignment of duties. Harassment is never alright, and it is illegal. Harassment needs to be reported so that the company can handle the issue properly and remediate any future problems.

The Managing Workplace Harassment workshop provides guidance for an ever-changing work environment. Participants will recognize the necessity for the whole organization to be on board with monitoring and reporting any issues. This workshop will also help in fostering a safer and more productive workplace.

MEETING MANAGEMENT - FOUNDATION

This workshop is designed to give participants the basic tools participants need to initiate and manage their meetings. They will learn planning and leading techniques that will give them the confidence to run a meeting that will engage the attendees and leave a positive and lasting impression. Through this workshop participants will learn the needed skills in planning and implementing a successful meeting.

The Meeting Management workshop will explore how to reduce waste and make meetings more efficient. This is a hands-on workshop and participation will help make it a valuable experience.

MEETING MANAGEMENT: THE ART OF MAKING MEETINGS WORK

Meetings come in all shapes and sizes, from the convention to a quick huddle in an office hallway. This course will be concerned with small working meetings; with groups that have a job to do requiring the energy, commitment, and talents of those who participate.

Members of such a group want to get some kind of result out of their time together: solving problems, brainstorming, or simply sharing information. At its best, such a group knows what it is about, and knows and utilizes the strengths of individual members.

After this six-hour class participants will be able to understand the value of meetings as a management tool, recognize the critical planning step that makes meeting time more effective, identify process tools that can help create an open and safe forum for discussion, and develop and practice techniques for handling counterproductive behaviors

MIDDLE MANAGER (LEADING FROM THE MIDDLE)

Traditionally, middle managers make up the largest managerial layer in an organization. The Middle Manager is responsible to those above them and those below them. They head a variety of departments and projects. In order for a company to operate smoothly, it is essential that those in middle management be committed to the goals of the organization and understands how to effectively execute these goals.

It is crucial for organizations to focus on these essential managers and provide them with the opportunities to succeed. No matter the organization's structure or size, it will benefit from employing well- trained middle managers. The Middle Managers are in communication with a very large percentage of the company and will have a large impact throughout the organization.

MOBBING IN THE WORKPLACE

Could mobbing take place in participants workplace? There are steps participants can take to ensure participants organization is mobbing resistant.

After this six-hour class participants will be able to identify mobbing and how it differs from individual bullying, know why and how it occurs, know how it impacts the person targeted and the organization, know what actions to take if participants are being mobbed, know how to avoid targeting someone and know what action to take as an organization to stop mobbing before it starts.

MOBILE LEARNING ESSENTIALS (MLEARNING)

Mobile learning, or mLearning, is defined as the delivery of learning, education or training on mobile devices, such as mobile phones, tablets, laptops or PDAs. mLearning allows training and support to be taken anywhere, making it flexible and convenient for companies to use.

With our mLearning workshop, participants will begin to see the importance and usefulness of mLearning in any organization. By absorbing the ins and outs of utilizing mLearning, participants will possess the skills needed to take advantage of this new technology, in order to educate employees and clients more efficiently.

MOTIVATING TEAMS

Everyone can always use some inspiration and motivation. This workshop will help participants determine the unique ways each team member is motivated. Finding the right incentive for each member of participants team is important as motivation works best when it is developed internally. Harness this through better communication, mentoring, and developing the right incentives.

The Motivating Teams course will help participants create the right motivating environment that will shape and develop their team with right attitude and healthy competition. Instilling that unique seed which grows the motivation in participants team will ensure an increase in performance and productivity.

MOTIVATION TRAINING: MOTIVATING YOUR WORKFORCE

Studies have proven that employees who feel that they are valued and recognized for the work they do are more motivated, responsible, and productive. This course will help supervisors and managers create a more dynamic, loyal, and energized workplace. It is designed specifically to help busy managers and supervisors understand what employees want, and to give them a starting point for creating champions.

After this six-hour class participants will be able to identify what motivation is, describe common motivational theories and how to apply them, learn when to use different kinds of motivators, create a motivational climate and design motivating jobs.

NECESSARY ACCOUNTING SKILLS FOR SUPERVISORS

Many of us flinch when we hear terms like depreciation, cash flow, balance sheet, and worst of all budgets. However, these are all important concepts to understand for Supervisor's (whether new or seasoned) to succeed in today's business world.

After this six-hour class participants will be able to describe the art of finance and financial management, explain key financial terms, discuss various types of financial reports, including income statements, balance sheets, cash flow statements, and statements of retained earnings, differentiate between debits and credits, read annual reports, explain what budgets are and how to prepare them.

NEGOTIATING FOR RESULTS

Negotiating is about resolving differences. People who can master the process of negotiation find they can save time and money, develop a higher degree of satisfaction with outcomes at home and at work, and earn greater respect in their communities when they understand how to negotiate well.

Negotiating is a fundamental fact of life. Whether participants are working on a project or fulfilling support duties, this course will provide participants with a basic comfort level to negotiate in any situation. This course includes techniques to promote effective communication and gives participants techniques for turning face-to-face confrontation into side-by-side problem solving.

After this six-hour class participants will be able to explain how often we all negotiate and the benefits of good negotiation skills, recognize the importance of preparing for the negotiation process, regardless of the circumstances, identify the various negotiation styles and their advantages and disadvantages, develop strategies for dealing with tough or unfair tactics, gain skill in developing alternatives and recognizing options, and understand basic negotiation principles, including BATNA, WATNA, WAP, and the ZOPA.

NEGOTIATION SKILLS-FUNDAMENTALS

Although people often think of boardrooms, suits, and million-dollar deals when they hear the word negotiation, the truth is that we negotiate all the time. Through this workshop

participants will be able to understand the basic types of negotiations, the phases of negotiations, and the skills needed for successful negotiating.

The Negotiation Skills workshop will give participants a sense of understanding their opponent and have the confidence to not settle for less than they feel is fair. Participants will learn that an atmosphere of respect is essential, as uneven negotiations could lead to problems in the future.

NETWORKING FOR SUCCESS

Business networking is an effective and efficient way for businesspeople to connect, develop professional relationships, and increase the growth, effectiveness, and efficiency of their organization. In this course, participants will learn the essential ingredients for business networking, including, in-person, people-centered connections and online spaces such as LinkedIn.

After this six-hour class participants will be able to write and deliver an elevator pitch to introduce themselves, be goal focused about networking, apply the concept of give first and be helpful as part of a system of reciprocity, use strategy and systems in order to network effectively, and leveraging the availability and usefulness of the Internet, including LinkedIn and Twitter.

NETWORKING WITHIN THE AGENCY

Networking is one of the most basic and essential skills employees should develop. Having great networking skills within an agency is sometimes overlooked. Having a viable networking and communication skill set will benefit any organization and will lead to increased productivity and performance.

Networking within the Agency is about creating and maintaining better relationships. Participants 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 participants business and create a more engaging environment.

OFFICE POLITICS FOR MANAGERS

Participants have likely experienced some form of Office Politics. Working with different personalities, opinions, backgrounds, and values is a challenge in any environment. It is an inevitable fact that when people are working together personalities can and will clash.

The Office Politics course is about creating and maintaining better relationships. It is about communicating and working with participants peers and colleagues in a way that is mutually beneficial. Employees who understand the positive aspects of Office Politics are better team members and end up being more successful and productive.

ONBOARDING: THE ESSENTIAL RULES FOR A SUCCESSFUL ONBOARDING PROGRAM

Society of Human Resource studies show that most employees decide to leave a job within their first 18 months with an organization? When an employee does leave, it usually costs about three times their salary to replace them.

Organizations can greatly increase the likelihood that a new employee will stay with the organization by implementing a well-designed onboarding program that will guide the employee through their first months with the company. This course will explore the benefits of onboarding, show participants how to design an onboarding framework, give participants ways to customize the program for different audiences (including managers and executives), and demonstrate how to measure results from the program.

After this six-hour class participants will be able to define onboarding and describe how it is different from orientation, identify the business benefits of onboarding, list the

factors that contribute to a successful onboarding program, build a team to create an onboarding program, prepare a vision statement and goals for an onboarding program, design a framework for an onboarding program that includes program setup, various types of training, games, progress tracking, and follow-up, customize participants onboarding framework, identify which metrics participants should track to evaluate program results, and create a branded unique program that will strengthen the organizations image.

ORGANIZATIONAL SKILLS

Developing good Organizational Skill is an investment that will provide benefits for years. To be successful means to be organized. These skills will filter through all aspects of participants professional and personal lives. Throughout this workshop participants will be given the tools necessary in developing better Organizational Skills.

Through the Organizational Skills course learnings participants will encounter improved productivity, better management, and an overall increase in professional growth.
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ORIENTATION HANDBOOK: GETTING EMPLOYEES OFF TO A GOOD START

An effective human resource professional knows that managing employee performance is more than responding to problems, conducting performance reviews, or hiring staff.

Performance management begins with an orientation to the organization, the job, and continues on a daily basis as employees are trained and coached.

A new employee orientation program, coupled with an employee handbook (or website) that communicates workplace policies, can reduce turnover and those reductions save participants organization money. Keep your employees engaged from the moment they are hired; give them what they need to feel welcome and let them impress others with what they bring to the organization.

After this six-hour class participants will be able to understand how important an orientation program is to an organization, identify the role of the human resource department in the orientation program, recognize how the commitment curve affects both new employees and their managers, know what companies can do to deliver their promise to new employees, determine the critical elements of effective employee training, and establish the importance of having an employee handbook for new and long-term employees.

PERFORMANCE MANAGEMENT- FUNDAMENTALS

Performance Management is making sure the employee and the organization are focused on the same priorities. It touches on the organization itself by improving production and reducing waste. It helps the employee to set and meet their goals and improves the employee manager relationship. When changes occur Performance Management helps the transition to be smoother and less hectic. It helps the organization and employee have a stream-lined relationship which improves communication and interactions between the two groups. It will help close any gaps that exist in an employee's skillset and make them a more valuable employee through feedback and coaching.

Performance Management is a key component in keeping an organization and employee aligned, which improves performance and productivity.

PERFORMANCE MANAGEMENT: MANAGING EMPLOYEE PERFORMANCE

Inspiring someone to be their best is no easy task. Just how do participants manage for optimum performance? How do participants create a motivating environment that encourages people to go beyond their best? This course will give participants some of those skills.

After this six-hour class participants will be able to understand the role of goal setting in performance management, have tools to help participants employees set and achieve goals, have a three-phase model that will help participants prepare employees for peak performance, activate their inner motivation, and evaluate their skills and have a better knowledge of motivational tools and techniques

PRESENTATION SKILLS

Many studies have found that public speaking is the number one fear amongst most people, outranking flying, snakes, insects, and even death. Ironically, it is also one of the skills that can make or break a person's career. Participants will be provided a strong set of skills that will complement their current presentation skill set.

The Presentation Skills workshop will give participants some presentation skills that will make speaking in public less terrifying and more enjoyable. This workshop includes topics that participants can look forward to including creating a compelling program, using various types of visual aids, and engaging the audience.

PROBLEM SOLVING AND DECISION MAKING

We make decisions and solve problems continually. Despite all the natural decision making that goes on and the problem solving we do some people are very uncomfortable with having to make decisions.

Problem-solving is the ability to identify options, research them, and then put things together in a way that works. Having a process to work through can take the anxiety out of problem solving and make decision making easier.

After this six-hour class participants will be able to apply problem solving steps and tools, analyze information to clearly describe problems, identify appropriate solutions, think creatively and be a contributing member of a problem solving team, select the best approach for making decisions, create a plan for implementing, evaluating, and following up on decisions and avoid common decision-making mistakes

PROCESS IMPROVEMENT WITH GAP ANALYSIS

The gap analysis tool will help participants define problems and identify areas for process improvement in clear, specific, achievable terms. It can also help define the steps to implementing the improvement.

This course will give participants the skills that needed to perform an effective gap analysis that will solve problems, improve processes, and take participants project, department, or organization to the next level.

After this six-hour class participants will be able to define the term “gap analysis”, identify different types of gap analyses, perform all stages of the gap analysis process and create a gap analysis report.

PROJECT MANAGEMENT ADVANCED

Management skills are an important part of a project manager's success, so it is crucial that participants master those skill sets. This course is designed to ere are also some advanced project management techniques that participants can master to help bring participants projects to successful completion. This course is designed to help project managers engage in critical thinking when choosing a project team, make the best of an assigned project team, help teams move through various stages to become a high-functioning unit, maximize productivity at team meetings, determine best ways to reward and motivate teams, develop and execute a communication plan, determine a plan to communicate with sponsors and executives more effectively, and identify strategies for working with problem team members.

PROJECT MANAGEMENT: ALL YOU NEED TO KNOW

The tools and techniques of Project Management are as helpful for smaller projects as they are for the multi- million-dollar ones. These time-tested tools can help participants to get smaller project done well, done under budget, and done on time. This workshop is not intended for those looking to be certified as project managers but rather for those who complete projects at work from time to time.

In this course, participants will gain experience using the most common project management execution tools from Project Tracking Forms, Risk Monitoring Tables to Communications Plans, Change Request Forms, Issues Logs and Lessons Learned Forms.

After this six-hour class participants will be able to understand what is meant by a project, know how to use simple tools to keep participants project on track and on task while identifying risks, develop a small project communications plan, use tools to manage changes and issues in a small project, know how to conduct an effective status meeting, and how to close out a project and determine lessons learned.

PROJECT MANAGEMENT INTERMEDIATE LEVEL

Project management is not just restricted to certain industries, or to individuals with certification as a project manager. Lots of us are expected to complete assignments that are not a usual part of our job, and to get the job done well, within our budget, and on time. This course is intended for those who understand the conceptual phase of a project's life cycle, including setting goals, creating a vision statement, and creating the Statement of Work. This course will take participants through the remaining three stages: planning, execution, and termination.

After this six-hour class participants will be able to identify project's tasks and resources, order tasks using the Work Breakdown Structure, schedule tasks effectively, use basic planning tools such as a Gantt chart, PERT diagram, and network diagram, prepare a project budget, modify the project budget and schedule to meet targets, identify and manage risks, prepare a final project plan, execute and terminate a project and develop and manage a change control process.

PROJECT MANAGEMENT- OVERVIEW

In the past few decades, organizations have discovered something incredible: the principles that have been used to create enormous successes in large projects can be applied to projects of any size to create amazing success. As a result, many employees are expected to understand project management techniques and how to apply them to projects of any size.

The Project Management workshop will give participants an overview of the entire project management process, as well as key project management tools that they can use every day. Working with project planning documents, such as needs assessments, risk management plan and a communication plan will provide benefits throughout participants organization.

PROJECT MANAGEMENT: UNDERSTANDING PROJECT MANAGEMENT

In today's professional environment, it is not unusual, in addition to the regular duties of a job, for a person to be expected to take on extra assignments and to get that additional job done well, done under budget, and done on time. This course is not intended to take participants from a supervisory or administrative position to that of a project manager. However, this course will familiarize participants with the most common terms and the most current thinking about projects.

In this course, we will walk participants through the nuts and bolts of project management, from setting priorities to controlling expenses and reporting on the results. Participants may still have to cope with the unexpected but will be better prepared to handle and lead the change.

After this six-hour class participants will be able to understand what is meant by a project, recognize what steps must be taken to complete projects on time and on budget, have a better ability to sell ideas and make presentations, know simple techniques and tools for planning and tracking participants project and have methods for keeping the team focused and motivated.

PROJECT PLANNING: ALL YOU NEED TO KNOW

Project management is no longer only for mega projects worth hundreds of thousands of dollars. Small projects can benefit from project management tools. Statements of Work, Work and Resource Breakdown Structures and Project Planning documents can help participants to get that small project done well, under budget, and on time. This workshop is not intended for those looking to be certified as project managers but rather for those who complete projects at work from time to time.

In this course, participants will gain experience using the most common project management planning tools and will completely plan a case study project from Statement of Work through Work and Resource Breakdown, Scheduling and end up with a completed Project Planning Worksheet. Participants small projects will be more successful than ever!

After this six-hour class participants will be able to understand what is meant by a project, distinguish between a Project Charter and Statement of Work (SOW), use a SOW to begin project planning, create a Work Breakdown Structure to determine tasks needed to complete a small project, create a project schedule based on project tasks and resources, create a Resource Breakdown Structure to determine specific resources needed to complete a small project, and complete a Project Planning Worksheet to act as a touchstone for project completion.

PUBLIC RELATIONS BOOT CAMP

The field of public relations has changed with the evolution of computers and the speed with which information can spread. However, the need for public relations to be clear, concise, and accurate while being completely appropriate for the situation has not changed. In this comprehensive course, participants will learn how to determine the type of information required, to approach PR strategically, create compelling releases, and manage their organization's media relations.

After this six-hour class participants will be able to apply the different purposes to strategic vs. tactical PR, design a PR strategy, develop strong relationships with reporters and journalists and take the organization's communication skills to a higher level.

PUBLIC SPEAKING

According to a 1973 survey by the Sunday Times of London, 41% of people list public speaking as their biggest fear. Forget small spaces, darkness, and spiders, standing up in front of a crowd and talking is far more terrifying for most people. Through this workshop participants will become more confident and relaxed in front of an audience which will translate into a successful speaking event.

However, mastering this fear and getting comfortable speaking in public can be a great ego booster, not to mention a huge benefit to participants career. The Public Speaking workshop will give participants some basic public speaking skills, including in-depth information on developing an engaging program and delivering their presentation with power.

PUBLIC SPEAKING: PRESENTATION SURVIVAL SCHOOL

This course will teach participants how to manage participants thoughts, body language, nervousness, and speech patterns to present materials in a professional manner. Participants will learn how to present using the five-S pattern to prepare a good presentation and punch up presentations with visual aids.

After this six-hour class participants will be able to establish rapport with participants audience, implement techniques to reduce nervousness and fear, understand participants strengths as a presenter and how to appeal to different types of people, recognize how visual aids can create impact and attention, develop techniques to create a professional presence, learn ways to prepare and organize information, and prepare, practice, and deliver a short presentation

PUBLIC SPEAKING: SPEAKING UNDER PRESSURE

This course has been designed for those in positions where they must speak in front of audiences that are hostile or demanding. This material is also suitable for those who are relatively new speakers who want some encouragement to speak up in meetings or who want some training before they begin making presentations on behalf of the organization. Speaking under pressure, or thinking on your feet, means being able to quickly organize participants thoughts and ideas, and then being able to convey them meaningfully to participants audience to modify their attitudes or behavior. It applies to formal speeches as well as everyday business situations. It requires presence of mind, goal orientation, adaptation, and judgment. It also requires differentiating between oral and written communications.

This course is aimed at improving participants skills and learning some new techniques which will give participants the persuasive edge when participants are making a presentation, fielding difficult questions, or presenting complex information.

After this six-hour class participants will be able to apply quick and easy preparation methods that will work whether participants have one minute or one week to prepare, prepare for questions, even before participants know what those questions will be. overcome nervousness that people may have when speaking in front of a group, particularly if the group is not sympathetic to what is being said, and use presentation techniques that establish participants credibility and get people on participants side

RESEARCH SKILLS

In this age of information overload, it can be hard to know where to find good information that can be trusted. When doing research for an important project, report, or proposal, the where and how to find information that can be counted on is a mandatory skill.

This course will teach participants how to research any topic using a number of different tools. We will start with basic techniques, such as reading, memory recall, note-taking, and planning. We will also talk about creating different kinds of outlines for different stages of participants project, and how to move from the outline to actual writing, editing, and polishing. Most importantly, we will talk about how to use all kinds of sources, including journals and the Internet.

After this six-hour class participants will be able to identify the benefits of proper research and documentation, find reliable information on any topic, read for maximum information retention and recall, take effective notes, plan a research strategy, identify and use various types of research sources, create preliminary and final outlines, know how to use style guides and be able to identify the most common styles, and document and attribute your work to ensure you are not plagiarizing.

RISK ASSESSMENT AND MANAGEMENT

It is not possible to control or manage 100% of risk, but knowing what do before, during, and after an event will mitigate the damage and harm. Identifying potential hazards and risks and making it part of the day to day business is important. Safety should be the first priority as every business must face the reality of risks and hazards.

Through our Risk Assessment and Management course participants will be aware of hazards and risk they didn't realize were around their workplace. Identifying hazards through proper procedures will provide participants the ability to prevent that accident before it occurs.

Limiting and removing potential dangers through Risk Assessment will be an incredible investment.

RISK MANAGEMENT

Risk management has long been a key part of project management and it has also become an increasingly important part of organizational best practices. Corporations have realized that effective risk management can not only reduce the negative impact of crises; it can provide real benefits and cost savings. The risk management framework provided in this course is flexible enough for any organization. Participants can apply it to a single project, a department, or use it as a basis for an enterprise-wide risk management program. After this six-hour class participants will be able to define risk and risk management, describe the COSO ERM cube and ISO 31000, establish a risk management context, describe the 7 R's and 4 T's that form the framework of risk management activities, design and complete a basic risk assessment, determine the appropriate response to risks and create a plan for those responses and describe the key components of reporting, monitoring, and evaluation of a risk management program.

SAFETY IN THE WORKPLACE - ADVANCED

Workplace accidents and injuries cost corporations millions of dollars and thousands of hours lost every year. They also have a profound, often lifelong impact on workers. Introducing a safety culture into participants organization, where safety is valued as an integral part of the organization's operation, not only saves time and money, it also builds a committed, loyal, healthy workforce. This course will give participants the foundation to start building participants safety culture.

After this six-hour class participants will be able to understand the difference between a safety program and a safety culture, use resources to help participants understand the regulations in participants area, launch a safety committee, identify hazards and reduce them, apply hiring measures that can improve safety, explain what a safety training program will involve, identify groups particularly at risk for injury and know how to protect them, help participants organization write, implement, and review a safety plan, respond to incidents and near misses and understand the basics of accident investigation and documentation

SAFETY IN THE WORKPLACE - FUNDAMENTALS

Workplace safety is the responsibility of everyone in an organization. Companies have legal obligations to meet certain safety requirements, but many go further than the minimum obligations. Safety standards and procedures must be put in place, and everyone needs to follow the standards in order for them to be effective.

Our Safety in the Workplace course will be instrumental in reviewing common hazards, safety techniques and after completion; participants will have the tools to help them create a Safety policy for the workplace. By identifying and anticipating hazards, employers can prevent injuries and keep employees safe.

SELF-LEADERSHIP - ADVANCED

As we grow, we learn to become leaders. Being a leader is natural for some and learned for others. No matter how we have become a leader, it is important to remember we must lead ourselves before we lead others. This course will take the time to have participants learn what they can do to motivate themselves to follow through with their goals.

With our Self-Leadership workshop, participants will discover the specifics of how to be a better leader for themselves and for others. Participants will be able to guide themselves in positive ways, which equals success!

SELF-LEADERSHIP – FUNDAMENTALS

Self-leadership puts together taking responsibility for our outcomes, setting direction for our lives, and having tools to manage priorities. Self-leaders work at all levels of an organization. They are front-line workers in every possible role, middle managers, and CEOs. Self-leaders like Walt Disney and Wayne Gretzky worked hard to achieve their dreams without using the term self-leadership. However, they have clearly demonstrated that being in control of their behavior and results, focus, practice, and learning were necessary to achieve their goals.

Self-leadership requires a commitment from individuals to decide what they want from life and to do what is needed to get what they want. This course will help participants internalize the four pillars of self-leadership and to make meaningful, empowered choices while taking action to get where they want to go.

After this six-hour class participants will be able to define self-leadership and what it means on an individual level, assume responsibility for participants results by understanding who participants are, what participants want, and how to reach participants goals, describe the four pillars of self-leadership, and use techniques related to adjusting to change, cultivating optimism, and developing good habits to build participants self- leadership.

SERVANT LEADERSHIP

Servant leadership can seem like a contradicting term, but it is becoming a very popular tool in many businesses. Servant leadership is a philosophy that involves focusing on others, on their success, and in turn to build better relationships that benefit both manager and employee. Servant leadership shows that managers can be great leaders while boosting their employee's confidence and further their success at the same time.

With our Servant Leadership workshop participants will focus on the growth and development of their employees and ensuring their success. In doing so, the leader succeeds when their employees do. With a business team, servant leadership can not only help employees achieve and grow, but it can also benefit their leaders and the company as a whole.

SKILLS FOR THE ADMINISTRATIVE ASSISTANT

Work is not the only thing that matters in life, but most of us want to take pride in what we do. While we don't have to like the people we work with, or report to, at the very least we should be able to interact positively with them. The biggest influence on our job satisfaction is our relationship with others. This course is about working to the best of participants abilities and encouraging the best in those who work with participants, or for participants.

After this six-hour class participants will be able to understand the importance of professional presence on the job, learn how to self-manage to become more effective and efficient, improve participants communications skills, including listening, questioning, and being more assertive, increase participants effectiveness in recognizing and managing conflict, and dealing with difficult people

SKILLS PARTICIPANTS NEED FOR WORKPLACE SUCCESS

There have been a number of studies that identify the key skills that workers need to be successful. Various studies call them different things - critical employability skills, soft skills, or transferrable skills. Regardless of the name these skills are critical for workplace success. Eight of the most commonly identified skills are: Being a Productive Team Member, Flexibility, Problem Solving, Resourcefulness, Giving and Receiving Feedback, Self-Confidence, Creative Thinking and Emotional Intelligence. Many of us possess one or more of these attributes already and perhaps all of them. Luckily these skills can be improved upon through training.

This course looks to take participants from where they are to a new level of understanding for the key skills that will help to make participants successful at work.

After this six-hour class participants will be able to know participants own team member roles and responsibilities, understand ways to be an effective team member, know how it feels to experience change and know participants level of change tolerance, understand ways to be flexible in times of change, know what a problem is and ways to approach problem solving, recognize the self-fulfilling prophecy and its relevance to their work, appreciate the variety of behaviors that characterize resourcefulness in the workplace, identify tips to giving and receiving feedback, realize the uses of feedback to increase their strengths as leaders in the workplace, recognize self-confident behaviors in the workplace, utilize a three-step process to building participants own self-confidence, apply a number of group methods for creative thinking, and recount the history of social and emotional intelligence theory.

SOCIAL INTELLIGENCE

Social Intelligence is about understanding participants environment and having a positive influence. Participants will become more confident in their social situations by learning how to express and interpret social cues. They will create positive connections and increase their influence during social situations.

Increasing Social Intelligence will provide benefits throughout their professional and personal lives. It is a fantastic tool for coaching and development as people will learn “people skills”. Improving social skills through active listening, understanding body language, and being more empathic will give participants the advantage in their interactions. Social interactions are a two-way street, know the rules of the road!

SOCIAL LEARNING

Social Learning is an effective way to train participants employees through modeling positive behaviors. It is a great way to promote cohesion and involvement as it builds a culture of learning. Participants will learn the best way to conduct role plays, share best practices, and provide constant and immediate feedback.

With our Social Learning course participants will be creating learning communities that benefit every aspect of participants organization. They will learn new behaviors through observation and modeling and be instilled with a passion for learning.

SOCIAL MEDIA IN THE WORKPLACE

We are being flooded with Social Media invitations and updates. Web-based communication icons like Twitter, Facebook, YouTube, and LinkedIn are dominating the way we interact with each other. People are feeling the need to be updated at all times. It has become a time eater, and businesses are quickly becoming aware of the drain it can have on productivity.

People love to share, but they need to know what is alright to share and what should not be sent out.

Understanding Social Media is about communicating the right way. We are beginning to communicate more through electronic means than face to face. Talking on a phone has been replaced more and more with SMS (texting.) Social media channels are becoming the main form of communication and participants will realize how social media and the workplace can work together.

STRATEGIC PLANNING

A strategic plan works like a roadmap, clearly defines the best route for an organization to take in the years ahead. Whether it covers one, three or five years into the future, a strategic plan can help guide your organization to meet the challenges ahead. The strategic plan will include the organization's values, vision and mission. These items are instrumental in getting everyone on board with the plan of moving ahead. This course will help participants describe what participants want to do and get people where participants want to go.

After this six-hour class participants will be able to identify the values that support the company, define the vision for the company, write a mission statement that explains what the purpose of the organization is, complete a meaningful SWOT analyses, apply tools and techniques to create a strategic plan that directs the organization from the executive to the front line, implement, evaluate, and review a strategic plan, and identify how related tools, such as the strategy map and balanced scorecard, can help participants develop a strategic plan.

STRESS MANAGEMENT – ADVANCED

The workplace today is filled with stressful situations and the workforce is experiencing job burnout and stress in epidemic proportions. Workers at all levels feel stressed out, insecure, and misunderstood. Many people feel the demands of the workplace, combined with the demands of home, have become too much to handle. This course explores the causes of such stress and suggests general and specific stress management strategies that people can use every day.

After this six-hour class participants will be able to understand that stress is an unavoidable part of life, recognize the symptoms that tell participants when participants have chronic stress overload, change the situations and actions that can be changed, deal better with situations and actions that can't be changed, and create an action plan for work, home, and play to help reduce and manage stress.

STRESS MANAGEMENT – FUNDAMENTALS

Positive and negative stress is a constant influence on all of our lives. The trick is to maximize the positive stress and to minimize the negative stress. Participants will be shown how stress can be positive and negative, and we'll look at the Triple A approach that will form the basis of this workshop.

The Stress Management workshop will give participants a three-option method for addressing any stressful situation, as well as a toolbox of personal skills, including using routines, relaxation techniques, and a stress log system. They will also understand what lifestyle elements they can change to reduce stress.

SUCCESSFULLY MANAGING CHANGE

None of us can escape change, therefore it is well worth developing strategies to manage it! Because everyone has to manage change, having tools to help embrace it led to the best outcomes. Successfully Managing Change includes the stages and pace of change, dealing with resistance, adaptive strategies, approaching change as an opportunity for growth, and more.

After this six-hour class participants will be able to accept there are no normal or abnormal ways of reacting to change, but that we must start from where we are, determine change is not as something to be feared and resisted but as an essential element of the world to be accepted, understand that change is the event, the emotion is the transition, recognize that before we can embrace the way things will be, we may go through a process of grieving, and of letting go of the way things used to be, see change as an opportunity for self- motivation and innovation, and identify strategies for helping change to be accepted and implemented in the workplace.

SUPERVISING OTHERS

Supervising others can be a tough job. Between managing participants own time and projects, helping participants team members solve problems and complete tasks, and helping other supervisors, participants day can fill up before participants know it.

The Supervising Others workshop will help supervisors become more efficient and proficient, with information on delegating, managing time, setting goals and expectations (for themselves and others), providing feedback, resolving conflict, and administering discipline.

SUPERVISING OTHERS: THE ABCS

This course is for people who are new supervisors or those who are interested in a supervisory position, as well as those who are team leads or part-time supervisors without a great deal of authority. This course is designed to help students overcome many of the supervisory problems that they will encounter as a workplace leader.

Dealing with the problems that new supervisors will encounter aren't always easy, but those problems can be easier to handle with preparation and practice.

After this six-hour class participants will be able to adjust to the supervisor's role with confidence, develop skills in listening, asking questions, resolving conflict, and giving feedback to employees, identify key attitudes that can be develop to enhance participants supervisory skills, use time management and planning

techniques to maximize participants success, develop a technique for giving instructions that are clear and understood and understand the importance of developing good relationships with employees and peers, to create a “fit” fair, inclusive, and transparent approach to supervising.

SUPPLY CHAIN MANAGEMENT

Supply Chain Management improves the coordination and relationship between Suppliers, Producers, and Customers. It must be kept at a high level of organization to be successful in today’s global economy. Goods and services are now pieced together from all over the world, and this process can be hectic and complicated if not managed correctly.

With Supply Chain Management organizations will be on target to lower costs, improving efficiency, and increase customer satisfaction. This course will provide participants employees with the understanding of how Supply Chain Management can improve and help almost any type of business.

SURVIVAL SKILLS FOR THE NEW TRAINER

Few people choose training and development while they are still in school, and yet there are talented and knowledgeable trainers working in every industry. This course is designed as an exploration of the essential skills that trainers need to develop, and to provide participants an interactive and fun environment to determine if they want to pursue a future in training.

After this six-hour class participants will be able to understand the essential background for trainers, explore how being genuine enhances training, identify the elements of good questions, understand how to apply listening skills, develop rapport building strategies, recognize key skills necessary for a trainer’s toolbox, and identify skill areas for development.

TAKING INITIATIVE

Taking the initiative is a crucial step in moving forward in both professional and personal lives. By showing initiative, it reflects us in a positive light to others as well as builds our own self-esteem. If we want something to happen, we need to make it happen. That is what initiative is all about. Take opportunities and run with them. Do not let excuses cause you to miss out on amazing opportunities. Determine what you want, believe what you want, and make it happen. With our Taking Initiative workshop, the class participants will learn what initiative is, how to take it on, the advantages of it, and when to know one's place. By enrolling in this class, participants will be taking the first step in making something positive happen for them.

TALENT MANAGEMENT

Every company wants to have the best and brightest employees, and with Talent Management that can be achieved. With a company's workforce generally being its highest cost, doesn't make sense to invest in it? With Talent Management participants learn how to develop a more skilled workforce and attract better and more skilled new hires.

We all know that training and retraining is expensive, and our Talent Management workshop will reduce these costs. Recruiting the correct people, and keeping a talented workforce is a priority. Having a talented group of employees has always been a key to success; it will translate into better performance and higher productivity. Talent Management is the investment that will pay dividends for years to come.

TEAM BUILDING FOR MANAGERS

Teamwork is a part of everyday business life. Whether it's virtual, in the office, or on the road, we are often expected to be a functional part of a team. Having a strong team benefits every organization and will lead to more successes than not.

Teamwork is how participants will elevate that event or project from just OK to great!

Through our Team Building for Managers workshop participants will be encouraged to explore the different aspects of a team, as well as ways that they can become a top-notch team performer. They will be given the details and concepts of what makes up a team, and what factors into being a successful team and team member. Activities that build camaraderie, develop problem solving skills, and stimulate interaction will give participants what is needed to be a great team member.

TEAM BUILDING THROUGH CHEMISTRY

Teams are unavoidable in any business. The key to successful team building is addressing the importance of chemistry. By staying aware of the chemistry as participants build the group, participants will increase the chance of avoiding pitfalls and developing a sense of unity.

With our Team Building Through Chemistry workshop, participants will discover the specifics of how building a team through chemistry will lead to success. It is not enough to have a group of people just work on a project. They need to connect and utilize each other's strength through team chemistry.

TEAM BUILDING: DEVELOPING HIGH PERFORMANCE TEAMS

Success as a manager is heavily influenced by how well participants team operates and what kind of results they achieve. Is participants team able to solve problems? Can they resolve conflict? Are they enthusiastic and motivated to do their best? Do they work well together? This course is designed for students who want to develop their team leadership skills and unleash the talent of their individual team members.

After this six-hour class participants will be able to identify different types of teams, build teamwork by recognizing and tapping into the twelve characteristics of an effective team, promote trust and rapport by exploring participants team player style and how it impacts group dynamics, recognize the key elements that move a team from involvement to empowerment and how to give these elements to participants team, develop strategies for dealing with team

conflict and common problems, and understand how action planning and analysis tools can help participants team perform better

TEAMWORK AND TEAM BUILDING

For most of us, teamwork is a part of everyday life. Whether it's at home, in the community, or at work, we are often expected to be a functional part of a performing team. Having a strong team will benefit any organization and will lead to more successes than not.

The Teamwork and Team Building workshop will encourage participants to explore the different aspects of a team, as well as ways that they can become a top-notch team performer. Participants will be given the details and concepts of what makes up a team, and what factors into being a successful team and team member.

TELEPHONE ETIQUETTE

Phone etiquette is a highly valuable tool to have in an employee's skillset, and our Telephone Etiquette workshop will help provide those skills. This course will help participants improve their phone skills which will make them more confidence as well as develop client confidence in the information they are receiving.

Through our Telephone Etiquette workshop participants will learn the skills to increase productivity and improve performance. This will produce a positive environment throughout participants business and

influence the organization as a whole. Recognizing the different skills used between inbound and outbound calls along with knowledge on how to deal with rude or angry callers makes this workshop a great investment.

TELEWORK AND TELECOMMUTING

Working in a home office requires a unique set of skills. Teleworkers or virtual employees have additional challenges created by not being in a centralized office. Communication issues alone make it a challenging job and recognizing these challenges will help participants become great teleworkers.

Through Telework and Telecommuting participants employees will see a great improvement in their performance and well-being. Being a teleworker does have the advantages of flexible schedules, no commute, and saving the company money. Participants will establish the additional skills needed to be successful in their work from home environment.

TEN SOFT SKILLS PARTICIPANTS NEED

The meaning of Soft Skills can sometimes be difficult to describe. It can be that unique attribute or characteristic that facilitates great communication. It can be the special way that participants show confidence in a challenging situation. These and other events can become more easily managed with this great workshop.

With our Ten Soft Skills Participants Need workshop participants will begin to see how important it is to develop a core set of soft skills. By managing and looking at the way people interact and seeing things in a new light, participants will improve on almost every aspect of their career.

THE PRACTICAL TRAINER

Most people who call themselves trainers today probably didn't start out to be trainers. They often work in a field where they develop extensive knowledge and then are asked to share what they know. Many trainers have some experience with teaching, writing, or leadership, although they come from nearly every field.

As such, people who work as trainers are often put into difficult situations without much understanding of what training is or how to do it well. We know that being a good trainer is the result of developing skills to bring information to an audience. This information will then engage, empower, and encourage continued learning and development, or "eductain". This course will give participants the skills that participants need so that their participants not only learn, but also enjoy the process, retain information, and use their new skills back in the workplace.

After this six-hour class participants will be able to recognize the importance of considering the participants and their training needs, including the different learning styles and adult learning principles, know how to write objectives and evaluate whether these objectives have been met at the end of a training session, develop an effective training style, using appropriate training aids and techniques and conduct a short group training session that incorporates these training concepts.

THE PROFESSIONAL SUPERVISOR

With a host of new challenges and responsibilities to tackle, new supervisors need training that helps them adjust to their new role. Learning how to supervise participants new employees on a trial and error basis can lead to discouragement. This course can help participants overcome many of the problems a new supervisor may encounter, and to set the groundwork for a successful change in participants working life!

After this six-hour class participants will be able to clarify the scope and nature of a supervisory position, learn some ways to deal with the challenges of the role, recognize the responsibilities participants have as a supervisor, to themselves, the team, and the organization, learn key techniques to help participants plan and prioritize effectively, acquire a basic understanding of leadership, team building, communication, and motivation, and what part they play in effective supervision, and develop strategies for motivating participants team, giving feedback, and resolving conflict.

TIME MANAGEMENT – GET ORGANIZED FOR PEAKED PERFORMANCE

Time is money, the saying goes, and lots of it gets lost in disorganization and disruption. We also deal with a constant barrage of technology, people, and tasks that can contribute to that disorganization. Many people find that they flit from one task to another, trying to get everything done, but often falling short. Participants will learn how to make the most of time by getting a grip on the workflow and office space, using planning effectively, and delegating some work to other people.

After this six-hour class participants will be able to better organize themselves and workspace for peak efficiency, understand the importance of, and the most useful techniques for, setting and achieving goals, plan and schedule time efficiently, learn how to set priorities, discover the ingredients for good decision-making, learn what to delegate and how to delegate well, take control of things that can derail participants workplace productivity, create order and get organized and better manage workloads.

TIME MANAGEMENT - FUNDAMENTALS

Personal time management skills are essential for professional success in any workplace. Those able to successfully implement time management strategies are able to control their workload rather than spend each day in a frenzy of activity reacting to crisis after crisis - stress declines and personal productivity soars. These highly effective individuals are able to focus on the tasks with the greatest impact to them and their organization.

The Time Management workshop will cover strategies to help participants learn these crucial strategies. Participants will be given a skill set that includes personal motivation, delegation skills, organization tools, and crisis management. We'll cover all this and more during this workshop.

TRADE SHOWS: GETTING THE MOST OUT OF PARTICIPANTS TRADE SHOW EXPERIENCE - ADVANCED

Most companies spend huge amounts of time and money designing, construction, outfitting, transporting, and setting up their trade show booth. This course aims to have participants understand some of the basic skills that would allow participants to get the most out of

participants trade show experience. The workshop will start by looking at who attends trade shows and why they are there. It will explore a number of things that should be done before the show even starts, including setting trade show goals, understanding the organizations needs and wants, and developing good trade show introductions. It will then look at trade show etiquette and skills emphasizing active listening, body language and questioning. A special emphasis will be placed on conducting prospecting. The workshop will end with an exploration of the follow- up necessary after the show. This course will highlight basic skills that should allow participants to generate more leads, prospects and especially qualified prospects at participants next trade show.

After this six-hour class participants will be able to understand the types of people that attend trade shows, develop trade show goals, why trade show staff should know what organization does (products, marketing strategy, participants customers) in order to work successfully in the trade show booth, realize the importance of good conversation, develop a variety of introductions that could be used to engage potential customers at a trade show, understand the importance of Pre-Promotion to the success of the trade show, realize the importance of targeted promotional giveaways, understand the importance of good booth behavior, conduct prospecting activities at a trade show, and develop and conduct follow-up activities with leads, prospects, and qualified prospects after the trade show.

TRADE SHOW: STAFF TRAINING - FUNDAMENTALS

Deciding to attend a trade show is a large investment for any organization. Preparation is essential: It's better not to go to a trade show than to go unprepared. Every person in participants booth is an ambassador to organization, make sure they are prepared. Trade show attendees usually plan a list of whom they're going to visit before ever entering the convention center doors, make sure your organization is on that list.

Make sure the staff has the right tools to succeed with our Trade Show Staff Training course. A successful trade show will benefit organizations on many levels. The most basic statistic is that it can cost half as much to close a sale made to a trade show lead as to one obtained through all other means. Get staff trained and get to that trade show.

TRAIN-THE-TRAINER

Whether participants are preparing to be a professional trainer, or participants are someone who does a bit of training as a part of their job, participants always want to be prepared. Participants will understand that training is a process where skills, knowledge, and attitudes are applied in a unique way.

Our Train-The-Trainer workshop will provide participants the skills to help them deliver engaging and compelling workshops. Skills such as facilitating, needs analyses, and managing tough topics will give participants trainees what they require to become a trainer themselves.

TRANSGENDER EMPLOYEES: CREATING AN INCLUSIVE WORK COMMUNITY

A safe, inclusive workplace in many jurisdictions is not just the law; it is a goal of every employee and company that values the contributions, well-being, and productivity of everyone in the organization.

In society today, individuals are of many personal communities. In addition to heterosexual, there is LGBTQ2, (Lesbian, Gay, Bisexual, Transgendered, Queer, and 2 or Two-Spirited an aboriginal concept of two sexualities within one body. "Trans", however, refers to gender identity, whereas, the others terms describe sexual orientation. The importance of understanding terms of identification is critical to creating and maintain a safe workplace.

Transgender Employees: Creating an Inclusive Community is a course to introduce the importance and elements of safe inclusive workspaces for transgendered persons – those identifying as one gender but born into the body of the opposing gender. This course will offer an introduction to terminology, elements, policies, and resources to build and sustain a safe, inclusive environment for transgendered employees and increase the comfort level and productivity off all in participants organization.

After this six-hour class participants will be able to understand the importance and history of inclusivity in the workplace, increase participants understanding of the transgendered experience, explore and address personal and societal biases, misconceptions, and choices, and identify and implement elements to support a safe inclusive workplace.

UNIVERSAL SAFETY PRACTICES

The importance of safety cannot be overstated. Every organization is responsible for the safety of employees while they are working. It is estimated that safety problems cost companies \$1 billion a week. Understanding universal safety practices and how to implement them will help keep everyone protected while ensuring the company's financial security.

With our Universal Safety Practices workshop, participants will discover how safety affects employee engagement and the bottom line. Safety may seem like a boring topic, but an unsafe work environment cannot be ignored.

USING ACTIVITIES TO MAKE TRAINING FUN

A study of adult educators conducted by Pennsylvania State University doctoral student David Tanis found that playfulness creates a learning environment of “fun, enjoyment and more important better retention and understanding of the material”. This course discusses and applies ways to incorporate playfulness into the training classroom including the use of games and other activities, along with humor. The use of purposeful, well-thought out, and engaging skills-practices in a training course can help learners apply new skills and knowledge, as well as retain that information in a meaningful way, while meeting learning objectives. .

After this six-hour class participants will be able to understand how training can include the use of activities, explore different types of games, identify methods to elicit participant buy-in, apply humor principles in adult learning, troubleshoot when activities go badly, and develop activities to meet the organization’s needs.

VIRTUAL TEAM BUILDING AND MANAGEMENT

It was estimated in 2019, 70% of professionals worldwide, worked remotely at least one day a week, while 53% worked remotely for at least half of the week. This number of course will grow during 2020. With a global workforce organization are provided with a cost effective and talented pool of employees from which to draw.

A virtual team will have the normal issues of a localized team, with the additional challenges of distance and cultural differences. Virtual Team Building and Management will give participants the knowledge to work with these challenges and succeed in a growing global workforce.

WOMEN AND LEADERSHIP: OWNING PARTICIPANTS STRENGTHS AND SKILLS

Women have a long-standing history in the workforce, in all roles from front-line worker to visionary founder, influential behind-the-scenes patron to front-and-center CEO. As women, however, what are the influences, barriers and benefits to our leadership? Do we use or even acknowledge our strengths and skills?

This is a time of great change in the workforce, in part because of the increase in numbers and influence of women in the workplace. Flex time, daycare and caregiver support, and telecommuting are a few examples of workplace initiatives that benefit everyone but evolved primarily due to the roles and influence of women who are often juggling multiple home, workplace, and community responsibilities. However, there are some areas in which women could still be more visible and vocal.

This course will explore the history of women in the workforce and offer personal opportunities for exploration, identification, and development of leadership strengths and skills.

After this six-hour class participants will be able to Understand a brief history and evolution of women and leadership recognize barriers to women's leadership and how to work through them, learn how to use barriers to create benefits, define Social and Emotional Intelligence and understand its importance in workplace leadership, understand the importance of Self- Awareness in identifying and owning participants own strengths and skills, develop a basic vision and brand for participants leadership, understand the essential leadership skills for women, examine steps and skills to good decision making and create participants own Workplace Philosophy Statement and Action Plan.

WOMEN IN LEADERSHIP

Often, people who have never had a leadership role will stand up and take the lead when a situation they care about requires it. Participants will be able recognize these events and grab the reins with more confidence. This workshop touches on understanding the leadership gap, vital leadership traits, and how to overcome various barriers.

After this six-hour class participants will know how women are changing leadership in both public sector and private sector work environments. Through this workshop, participants will gain a new perspective on the workforce and what benefits can come from hiring and promoting qualified women to higher positions.

WORK- LIFE BALANCE

Having a balance between work and home life can be a challenge. With this challenge come great rewards when it is done successfully. By balancing a career with home-life benefits will be amassed in each environment. Participants will become healthier, mentally and physically, and will be able to produce more career wise.

After this six-hour class participants will be able to manage their own time better thus increasing the productivity in the work environment.. This workshop will show how to focus on the important things, set accurate and achievable goals, and communicate better with peers at work and family at home.

WORKING SMARTER: USING TECHNOLOGY TO PARTICIPANTS ADVANTAGE

Technology is supposed to make life easier and simpler, but most managers find themselves cleaning up the messes caused by too many gadgets. This course will show participants how to leverage technology to work smarter, not harder.

After this six-hour class participants will be able to make workplaces a technology-friendly place, make the most of computers, telephones, instant messaging, e-mail, contact management applications, and scheduling software, communicate better with the IT department, set expectations and responsibilities for security and privacy, develop and implement a system usage policy, implement policies for dealing with company property, decide whether or not employees should telecommute and how to make telecommuting work, deal with workplace rage and address technological issues

WORKING WITH THE MEDIA: CREATING A POSITIVE WORKING RELATIONSHIP

It seems that more and more organizations are looking to the media (including social media) to generate awareness for their businesses and their products. Media coverage, whether traditional or online, can be a great source of exposure not only because of its cost-effectiveness, but, it can also be intimidating. Remember, it is normal and natural to be a little afraid of the media.

This course will give participants the tools needed when dealing with the media and the ability to put their best foot forward without putting their foot in their mouth.

After this six-hour class participants will be able to prepare for an interview, be interviewed successfully, craft a media statement, develop and issue a press release, understand libel and slander, develop a media package, understand various media outlets, build relationships with the media.

WORKPLACE DIVERSITY

Improving diversity knowledge is a required component of every company. With more and more businesses having global presence workplace diversity is a forgone conclusion.

Participants will be able to use strategies to be proactive and remove barriers. They will be shown how to build and encourage diversity in their workplace and community.

After this six-hour class participants will be able to understand what diversity is, and how they can create a more diverse environment. They will be instructed on how to use active listening and employ effective questioning techniques. By learning the right complaint resolution skills and choosing the right course of action communication participants and the organization will be strengthened.

WORKPLACE HARASSMENT- FUNDAMENTALS

Harassment can be based on a variety of factors such as race, sex, and disability. Experiencing an uncomfortable situation in the workplace may be more than an unpleasant event; it may be against the law. This alone is what makes this topic very important for every organization.

After this six-hour class participants will be able to understand the importance of anti-harassment policies, recognize harassment when it occurs, understand their rights and responsibilities, and application of techniques to create a safe environment for all.

WORKPLACE HARASSMENT: WHAT IT IS & WHAT TO DO ABOUT IT

Harassment complaints can be costly but financial repercussions are not the only reason why workplaces need to be proactive when it comes to preventing harassment. This course will provide the information needed to understand, help prevent, and deal with harassment in the workplace.

After this six-hour class participants will be able to explain what is acceptable behavior in the workplace and what is not, and why, apply the benefits of harassment training, define the various types of harassment, including sexual harassment, assist in creating a harassment policy, state some ways to prevent harassment and understand what role participants can play, demonstrate some ways to protect people from harassment, know what to do if participants are harassed or accused of harassment, understand the complaint process, from the complaint to the reply, to mediation or investigation, to a solution, identify situations where mediation is appropriate, and understand how mediation works in those situations, describe appropriate solutions for a harassment incident, know what to do if a complaint is false, and help participants workplace return to normal after a harassment incident.

WORKPLACE VIOLENCE - FOUNDATION

Workplace harassment must be identified, discouraged, and prevented in order to keep a hostile work environment from developing. Left unchecked, harassment can escalate into violence.

Workplace violence and harassment training is essential to the safety of all employees.

After this six-hour class participants will be able to recognize certain behaviors and lower the risk of escalated situations, identify the warning signs, and comprehension of which coping and response tools to use.

WORKPLACE VIOLENCE: HOW TO MANAGE ANGER AND VIOLENCE IN THE WORKPLACE

Violence of any sort has many roots. Sometimes there are warning signs of workplace violence, but this is not always the case. It is up to us to learn whatever we can to prevent, identify, and mitigate any threats, and this comprehensive course includes everything a workplace leader needs to get started.

After this six-hour class participants will be able to describe what workplace violence is, identify some warning signs of violence, apply the cycle of anger, understand Bandura's behavior wheel and how it applies to anger, develop a seven-step process for managing anger, apply better communication and problem solving skills, to reduce frustration and anger, develop some other ways of managing anger, including coping thoughts and relaxation techniques, use the nine components of an organizational approach to managing anger, including risk assessment processes, and respond if a violent incident occurs in the workplace, on both an individual and organizational level.

WRITING PROPOSALS

A good proposal doesn't just outline what product or service the organization would like to create or deliver. It is done in such a way that the reader feels it is the only logical choice.

The Proposal Writing workshop will take participants through each step of the proposal writing process, from understanding why they are writing a proposal; to gathering information; to writing and proofreading; through to creating the final, professional product.

WRITING REPORTS AND PROPOSALS

It is essential to understand how to write reports and proposals that get read. We write reports in a range of formats and a variety of purposes. Whether participants need to report on a product analysis, inventory, feasibility studies, or something else, report writing is a skill participants will use again and again.

Having a method to prepare these documents will help participants be as efficient as possible with the task. This course will build on a solid base of writing skills to present information in formal, informal, and proposal styles.

After this six-hour class participants will be able to prepare reports and proposals that inform, persuade, and provide information, review work to determine that it is clear, concise, complete, and correct and apply these skills in real work applications.

LIVE VIRTUAL CLASSES

All of our face-to-face courses have been developed as live virtual classes. Our live virtual classes feature real-time interaction with our expert trainers, virtual live seminars provide engaging professional development regardless of the fact that participants are using computers, laptops, tablets or smartphones. Using the principles of Andragogy, created by Malcolm Knowles, we understand that a 6-hour face to face course is very different than a 6 hour live virtual course. Thus, our 6-hour virtual classes are delivered in a 2-day format of three hours each day and our 12-hour courses are delivered over 4 days of three hours per day. This structure of training enables a more successful learning environment for participants to learn, retain information, and be engaged.

At CGC, we can tailor our face-to-face live seminars or tailor a client's information into 60 to 90 minutes high level overviews for participants. Based on our professional Instructional Design Team and information obtained from Association for Talent Development based on the teachings of Malcolm Knowles, we recognized that in a webinar environment, that after 90 minutes participants often have trouble concentrating on the subject matter and need a break from sitting in front of their computers.

BEHAVIOR/STRENGTHS ASSESSMENTS

CPI® - STRENGTHS & MANAGEMENT STYLES

The CPI assessment looks at how people identify themselves at work

in relation to **people, rules and values**, and **inner feelings**. From this, they can then identify with one of the working styles that describes them best. The styles are: **Implementer, Supporter, Innovator and Visualizer**.

DEALING WITH CONFLICT INSTRUMENT®

The *Dealing with Conflict Instrument* presents five conflict styles— accommodate, avoid, compromise, compete, and collaborate. By completing the DCI, you will learn about your own natural style tendencies; using the 360-Degree Feedback Set provides insight into how people are perceived by others when resolving conflicts.

DISC® - BEHAVIORAL STYLES

The DiSC assessment is an assessment tool used for discussion of people's behavioral differences. If you participate in a DiSC program, you will be asked to complete a series of questions that produce a detailed report about participants personality and behavior. You will also receive tips related to working with people of other styles.

FIRO® - COMMUNICATION STYLES & TEAMS

The Fundamental Interpersonal Relations Orientation™ (FIRO®) approach has helped people understand their interpersonal needs and how those needs influence their communication styles, problem solving, decision making and behavior – thereby improving their personal relationships and professional performance.

INSIGHT INVENTORY®

The INSIGHT Inventory personality assessment helps people identify and utilize their strengths and eliminate the triggers and stress reactions that derail success. The INSIGHT Inventory will help team members learn how to maximize the use of their personality strengths and validate each other's strengths. This will directly improve employee engagement and increase productivity

LEADER VIEW 360®

Leader View 360 provides a concise 360-degree feedback assessment focusing exclusively on critical leadership behaviors required for competitive performance in today's organizations.

MYERS-BRIGGS® TYPE INDICATOR - UNDERSTAND YOURSELF & OTHERS

The Myers-Briggs Type Indicator® (MBTI®) instrument has helped millions of individuals throughout the world gain awareness about themselves and how they interact with others. The

MBTI® instrument enables personal transformation by giving people a powerful tool for improving how they communicate, learn and work.

STRONG INTEREST INVENTORY® - CAREER PLANNING TOOL

The Strong Interest Inventory® instrument has provided time-tested, research validated insights to help individuals in their search for a rich, fulfilling career. As one of the most respected and widely used career exploration assessments in the world, it has been used extensively in educational institutions and organizations of all sizes.

TKI - THOMAS-KILMANN CONFLICT HANDLING STYLES

The Thomas-Kilmann Conflict Mode Instrument (TKI®) is the world's best-selling instrument for understanding how different conflict-handling styles affect interpersonal and group dynamics and for giving individuals the power to choose the appropriate style for any situation.



Cheryl Grazier
Training & Consulting