2025 Course Catalog

The Knock Group

Table of Contents

Our Table of Contents features are most popular course offerings. By no means is this meant to be a complete list of how The Knock Group can meet your learning and development needs. We suggest you look over the titles below and if a course title gets your attention, read the full course description. If it's exactly what you're looking for, great! If the course needs to be modified a little, let us know. We can do that. If you don't see what you need at all, let us know. We either have it and don't list it or we can design it. We are also able help you build management and leadership skills in your organization by recommending a sensible curriculum to follow.

The Knock Group

Conducting Performance Reviews

The Knock Group Courses Offered

Course Description

We've all been there before, whether it's receiving performance reviews or giving them. These situations are sometimes very stressful. But the performance review is potentially the most powerful tool at a manager's disposal. A well done and effective performance review can increase motivation, productivity, and collaboration between the employee and the manager. Enroll in this course to learn how to get the most out of the performance review process.

Course Objectives

- Prepare for a focused and collaborative performance review meeting
- Help employees prepare for the performance review meeting
- Overcome major performance disconnects with the employee
- Demonstrate a set of key actions for conducting performance reviews
- Increase employee motivations, learning, productivity and ensure collaboration throughout the year
- Give your perspective of the person's performance by focusing on core points

Course Duration

4 hours (1/2 day)

Target Audience

- All those with direct reports
- New managers

Applicability of Content	low	high
Executive	▓	
Muti-Unit Managers	▓▓▓	
Experienced Managers	▓▓▓	
Supervisors & Managers	▓▓▓▓	
New to Supervision	▓	

Delivery Method

Facilitator led

Participants will learn through lecture, group discussions, exercises, video demonstrations, skills practice and developing action plans.

This course may also be presented virtually.

Course Prerequisites

None

Min/Max Enrollment

10/18

The Knock Group

Delegating for Shared Success

The Knock Group Courses Offered

Course Description

Delegating tasks and projects is a signature skill. Good managers delegate not only to free up their own time but more importantly to develop those on their teams. An effective manager learns to delegate well. For everyone's benefit.

Course Objectives

- Learn that delegation is a lot more than just assigning your work
- Choose the right people for delegation opportunities
- Prepare the individual for delegation
- Learn why it's critical to properly follow up on the delegated task or project

Course Duration

4 hours

Target Audience

- All those with direct reports
- Managers interested in developing their reports

Applicability of Content	Low	High
Executive		
Multi-Unit Managers	▓▓	
Experienced Managers	▓▓▓▓	
Supervisors & Managers	▓▓▓▓	
New to Supervision		

Delivery Method

Facilitator led

Participants will learn through lecture, group discussions, exercises, video demonstrations, skills practice and developing action plans.

This course may also be presented virtually.

Course Prerequisites

None

Min/Max Enrollment

10/18

The Knock Group

Deliberate Communications

The Knock Group Courses Offered

Course Description

We're always communicating these days. Speaking, social media, emails, texting…a lot of informal communications. Sometimes, though, we need to communicate an *important* message. How do prepare to do this right? The answer is deliberate communications. When the message is important, we need to communicate it deliberately. When the message is important, are you communicating it like it's important?

Course Objectives

- The causes of chronic communications failures in organizations today
- How to make your important communications stand out through all the noise
- How to use a personal communications strategy designed to make your communications deliberate.
- How to **PREP** for those important communications opportunities

Course Duration

4 hours (1/2 day)

> This Course is the Foundational Class in our *Deliberate Series,* featuring:
>
> - Deliberate Coaching
> - Deliberate Feedback
> - Deliberate Tough Conversations
>
> Contact us to learn more!

Target Audience

- All those with direct reports
- Managers interested in developing their reports

Applicability of Content	Low	High
Executive		
Multi-Unit Managers	▓▓▓	
Experienced Managers	▓▓▓▓▓	
Supervisors & Managers	▓▓▓▓▓	
New to Supervision		

Delivery Method

Facilitator led

Participants will learn through lecture, group discussions, exercises, video demonstrations, skills practice and developing action plans.

This course may also be presented virtually.

Course Prerequisites

None

Min/Max Enrollment

10/18

The Knock Group

Delivering the Customer Experience

Course Description

In order to deliver the kind of customer service which really delights our customers, estimators, customer service representatives, and others need to know what the customer experience *should* look like. When we say a customer is fully engaged, or a customer is a "promoter," we also say that customer is "in the Green." So how do we take care of customers to make sure they are fully engaged? This course teaches exactly that - how to deliver an exceptional customer experience.

Course Objectives

- The customer expectation we cannot meet
- The 5 Customer Expectations
- The Customer Experience
- 3 Levels of Customer Engagement
- The 3 Environments and how to keep customers "in the Green."

Course Duration

4 hours

Target Audience

- All those who deliver services to customers
- Those interested in customer service roles

Applicability of Content	Low		High
Executive			
Multi-Unit Managers			
Experienced Managers	▓		
Supervisors & Managers	▓		
New to Supervision	▓▓		
Individual Contributors	▓▓▓▓		

Delivery Method

Facilitator led

Participants will learn through lecture, group discussions, exercises, video demonstrations, skills practice and developing action plans.

This course may also be presented virtually.

Course Prerequisites

None

Min/Max Enrollment

10/30

Developing Job Skills

Course Description

All of us are required to train others. Whether it's that new employee on our team or when we've adopted a new set of processes or bought a new piece of equipment. But too often we don't do a good job developing job skills in others. Maybe we're too rushed or maybe we haven't thought out the steps ourselves. Participants in this course will learn a set of key actions aimed at helping them be better at training others.

Course Objectives

- Developing job skills in new employees.
- Identifying skill gaps indicating a need to develop improved job skills.
- How to bridge skill gaps.
- How to use a set of Key Actions to make sure we are effectively developing job skills.
- Supporting employees who are working to develop new or better job skills.

Course Duration

4 hours (1/2 day)

Target Audience

- Any individual responsible for training others
- Managers interested in developing their reports

Applicability of Content	Low	High
Executive		
Multi-Unit Managers		
Experienced Managers		
Supervisors & Managers		
New to Supervision		

Delivery Method

Facilitator led

Participants will learn through lecture, group discussions, exercises, video demonstrations, skills practice and developing action plans.

While this course may also be presented virtually, live facilitator led delivery is recommended.

Course Prerequisites

None

Min/Max Enrollment

10/18

Flexing Your Leadership Style

The Knock Group Courses Offered

Course Description

At one time, all of us were new to managing other people. We all developed our *natural* leadership style. But what style is the right style? The well-trained leaders understand the need to flex their leadership style to one that's appropriate to whom they are leading or to the situation. Use the appropriate style and enjoy great results. Use the wrong one and the situation worsens.

Course Objectives

- Learn the 6 Leadership Styles and consider your natural style.
- Discover the need to flex your style to the situation and the team member.
- Use an instrument to determine your style and the style you need.
- Build an action plan to better flex your style in the future.

Course Duration

4 hours (1/2 day)

Target Audience

- Newer leaders seeking to understand how they influence others
- Managers interested in developing their reports

Applicability of Content	Low	High
Executive		
Multi-Unit Managers	▉	
Experienced Managers	▉▉	
Supervisors & Managers	▉▉▉▉	
New to Supervision	▉▉▉▉	

Delivery Method

Facilitator led

Participants will learn through lecture, group discussions, exercises, video demonstrations, skills practice and developing action plans.

This course is not available virtually.

Course Prerequisites

None

Min/Max Enrollment

10/18

The Knock Group

Harassment Prevention

Course Description

Maintaining a positive work environment benefits everybody. A great place to work includes the contributions of a very diverse workforce. Everyone on the team has the right to work in an environment that's free of harassment. While most people know some of the really bad harassing behaviors, many don't realize some of their behaviors *can* be considered harassment – and are illegal.

Course Objectives

- Learn why harassing behaviors are illegal and discriminatory.
- Understand the various forms of illegal sexual harassment.
- Identify and stop any other forms of illegal harassment.
- Be able to promote a harassment free, positive work environment.

Course Duration

3 hours

> **Our Harassment Prevention Training:**
> - Exceeds Illinois requirements
> - Includes assistance with developing your anti-harassment policies
> - Is engaging training which keeps your employees interested *and* they learn a few things, too!
> - Can be delivered at any time convenient for you, including nights and weekends!
> - Can also be delivered virtually!

Target Audience

- All team members

Applicability of Content	Low	High
Executive	▨	
Multi-Unit Managers	▨▨	
Experienced Managers	▨▨	
Supervisors & Managers	▨▨	
New to Supervision	▨▨▨▨	
Individual Contributors	▨▨▨▨	

Delivery Method

Facilitator led

Participants will learn through lecture, group discussions, exercises, video demonstrations, skills practice and developing action plans.

This course may also be presented virtually.

Course Prerequisites

None

Min/Max Enrollment

10/30

We are also available to assist you in developing your organization's harassment prevention policies!

The Knock Group

Interviewing and Hiring Workshop

The Knock Group Courses Offered

Course Description

Hiring decisions are sometimes way too easy, aren't they? Sometimes we have so few applicants we have to hire the only one or two who apply! That's not the best way to build the best team. This course teaches participants about the hiring process, beginning at recruitment. How do we expand the pool of applicants? And once we have some good ones, how do we decide whom to hire? Participants in this class will leave equipped to find better people and to choose better people.

Course Objectives

- Determine a variety of recruiting methods that best fit the needs of your center and your applicant pool
- Screen applicants and determine any "red flags" about applicants
- Prepare in advance for the interview
- Conducting the interview
- Evaluating candidates and making the best hiring decision

Course Duration

8 hours (1 day)

Target Audience

- Any individual who is responsible for conducting interviews
- Managers interested in building their teams

Applicability of Content	Low	High
Executive		
Multi-Unit Managers	▓▓▓	
Experienced Managers	▓▓▓▓▓	
Supervisors & Managers	▓▓▓▓▓	
New to Supervision	▓	

Delivery Method

Facilitator led

Participants will learn through lecture, group discussions, exercises, video demonstrations, skills practice and developing action plans.

While this course may also be presented virtually, live facilitator led delivery is recommended.

Course Prerequisites

None

Min/Max Enrollment

When comparing this course to our other course, *Interview Skills,* this course is recommended for location managers. It includes instruction on building the applicant pool and recruitment. Behavioral interviewing is introduced at an introductory level.

The Knock Group

Interview Skills Workshop for Managers

The Knock Group Courses Offered

Course Description

Managers sometimes hire people that might not be good "fits" for the job. These managers often wish they asked the right questions to find out the information needed to make good hiring decisions. Learning to craft the right questions and interview candidates properly is a skill that can be learned – and a skill that will pay off by hiring people that "fit".

Course Objectives

- Understand both the hard costs and the soft costs associated with poor selection practices
- Properly prepare to conduct an effective behavioral interview
- Conduct a job analysis to identify performance skills and technical skills
- Write behavioral based interview questions
- Conduct an effective behavioral interview
- Make hiring decisions based on job fit rather than gut feeling

Course Duration

8 hours (1 day)

Target Audience

- Any individual who is responsible for conducting interviews
- Managers interested in building their teams

Applicability of Content	Low	High
Executive		
Multi-Unit Managers	▓▓▓	
Experienced Managers	▓▓▓	
Supervisors & Managers		
New to Supervision		

Delivery Method

Facilitator led

Participants will learn through lecture, group discussions, exercises, video demonstrations, skills practice and developing action plans.

While this course may also be presented virtually, live facilitator led delivery is recommended.

Course Prerequisites

None

When comparing this course to our other course, *Interviewing and Hiring Workshop,* this course is a higher level course designed for higher level managers. It is strongly focused on behavioral interviewing.

The Knock Group

Introduction to Coaching

Course Description

Improving employee performance is all about coaching. If managers are going to do well influencing performance, they must know how and when to get involved. An effective coach recognizes coaching opportunities and uses the right tool for that opportunity. This course teaches learners how to intervene in employee performance when employees are doing well and when they need to be redirected.

Course Objectives

- Discover the skills associated with coaching and why they are so crucial to a manager's success
- Identify the Five Critical Coaching Opportunities and the four coaching tools
- Learn use the four coaching tools
- Master the *Two Minute Challenge* when employees have gone off track

Course Duration

4 hours (1/2 day)

Target Audience

- All those with direct reports
- Team leaders and shift managers

Applicability of Content	Low	High
Executive		
Multi-Unit Managers	▒	
Experienced Managers	▒▒	
Supervisors & Managers	▒▒▒▒▒	
New to Supervision	▒▒▒▒▒	

Delivery Method

Facilitator led

Participants will learn through lecture, group discussions, exercises, video demonstrations, skills practice and developing action plans.

This course may also be presented virtually.

Course Prerequisites

Management Fundamentals or Step Up to Management

Min/Max Enrollment

10/18

Keeping the Good Ones

Course Description

Good managers know much of their success is due to their team. These managers know that turning over good employees is a foolish business practice. If they are going to be successful, managers need to "keep the good ones." They do this by constantly being aware of the level of their employees' engagement. They do the things necessary to hold on to their good people.

Course Objectives

- Agree that it's almost impossible to meet your business goals, or personal goals, while your turnover rates are sky high.
- Know and own your turnover numbers.
- Communicate with your team so you know their level of job satisfaction.
- Agree that you can *Keep the Good Ones* by the relationship you build with them.

Course Duration

4 hours (1/2 day)

Target Audience

- Owners / C Suite executives
- All those with direct reports

Applicability of Content	Low	High
Executive		
Multi-Unit Managers		
Experienced Managers		
Supervisors & Managers		
New to Supervision		

Delivery Method

Facilitator led

Participants will learn through lecture, group discussions, exercises, video demonstrations, skills practice and developing action plans.

This course may also be presented virtually.

Min/Max Enrollment

10/30

The Knock Group

The Knock Group Courses Offered

Course Description

Leadership is not exclusive to executives. Many employees are called upon to lead a work group or project, mentor new employees or help others contribute. This course teaches the foundational qualities of leadership that can be applied to a wide range of situations. The session addresses value-based leadership, critical leadership qualities and six principles of effective working relationships.

Course Objectives

- Explain how current business issues are affecting organizations and their ability to achieve results
- Discuss 5 critical leadership qualities that contribute to both organizational and personal success
- Discuss 6 principles that help leaders develop effective working relationships
- Describe the differences between a manager and a leader
- Identify the times when it is necessary for them to lead
- Formulate a plan to develop leader competencies
- Understand how values influence what we do and who we are

Course Duration

8 hours (1 day)

Target Audience

- All those with direct reports
- Those interested in moving into leadership roles

Applicability of Content	Low	High
Executive		
Multi-Unit Managers	▓▓	
Experienced Managers	▓▓	
Supervisors & Managers	▓▓▓	
New to Supervision	▓▓	
Individual Contributors	▓▓	

Delivery Method

Facilitator led

Participants will learn through lecture, group discussions, exercises, video demonstrations, skills practice and developing action plans.

This course may also be presented virtually.

Course Prerequisites

Management Fundamentals or Step Up to Management

Min/Max Enrollment

10/18

The Knock Group

Making Good Decisions

The Knock Group Courses Offered

Course Description

Did you ever notice that some people tend to make good decisions all the time? Often these are people others go to for advice. But making good decisions isn't a talent. It's a skill that can be learned by anyone. This course teaches managers how to follow a process which will lead to making good decisions both on the job and at home.

Course Objectives

- Identify the difficulties we have when making good decisions
- Discover the barriers to making good decisions
- Learn to use the Decision Making tools
- Learn the Steps to Making Good Decisions
- See what happens when decision makers don't make decisions
- Identify your decision-making authority
- Build an action plan to help you make good decisions

Course Duration

4 hours (1/2 day)

Target Audience

- All decision makers
- Individual contributors seeking opportunities

Applicability of Content	Low		High
Executive			
Multi-Unit Managers			
Experienced Managers			
Supervisors & Managers			
New to Supervision			
Individual Contributors			

Delivery Method

Facilitator led

Participants will learn through lecture, group discussions, exercises, video demonstrations, skills practice and developing action plans.

While this course may also be presented virtually, live facilitator led delivery is recommended.

Course Prerequisites

None

Min/Max Enrollment

10/18

The Knock Group

Management Fundamentals

Course Description

This 4-hour course is based on our wildly popular *Step Up to Management* full day training program. It's for our customers who are looking for a refresher on the fundamentals of how to manage people. Learners will review *"the fundies,"* like the 3 Secrets of Management. They will also learn why some managers are successful and some are not. It's perfect for those who have some experience managing others but want a refresher. It's also a perfect class to use in launching a leadership development program in your organization.

Course Objectives

- Explore the fundamentals of effectively managing others
- Learn the 3 Secrets of Management so that people will do as expected
- How to discover and remove the obstacles to performance
- Learn the 4 Fs of Leadership

Course Duration

4 hours (1/2 day)

Target Audience

- All those new to managing people
- Experienced managers seeking a refresher
- Individual contributors interested in management opportunities

Applicability of Content	Low		High
Executive			
Multi-Unit Managers	▨		
Experienced General Managers	▨		
Supervisors & Managers	▨▨▨		
New to Supervision	▨▨▨▨		
Individual Contributors	▨▨		

Delivery Method

Facilitator led

Participants will learn through lecture, group discussions, exercises, video demonstrations, skills practice and developing action plans.

This course may also be presented virtually.

Course Prerequisites

None

Min/Max Enrollment

10/18

Managing the Customer Experience

Course Description

Did you fix the car right? Did you make the meal right? Did you keep your promises? Great! That means you have minimally satisfied the customer. But in order to build fully engaged customers, also called "promoters," we need to do more. We need to create the kind of customer experience that customers can't wait to tell others about. Isn't that exactly what a promoter does? This course, designed for market managers and general managers, teaches participants how to design an experience that creates fully engaged customers.

Course Objectives

- The MCE Key Actions
- The 3 Levels of Customer Engagement
- Your brand promise
- How to manage the customer experience
- The importance of touchpoints
- The 4 Big Intangibles
- The customer service shortcut – hiring good customer service people!

Course Duration

4 hours

Target Audience

- Those who lead a team of customer service providers

Applicability of Content	Low		High
Executive			
Multi-Unit Managers	▨		
Experienced Managers	▨	▨	▨
Supervisors & Managers	▨	▨	
New to Supervision	▨		

Delivery Method

Facilitator led

Participants will learn through lecture, group discussions, exercises, video demonstrations, skills practice and developing action plans.

This class is not available virtually.

Course Prerequisites

None

Min/Max Enrollment

10/30

.

The Knock Group

Motivation and Recognition

Course Description

The one "management skill" most requested by those learning to manage others is motivation. Teach me how to motivate others, they ask. But seeking to motivate the individual is very often not the right strategy. Instead, successful managers seek to build a motivating working environment where people get exactly what they need to be "all in." Managers who create such an environment also understand the power of recognition. It's the skillful use of recognition and giving praise that makes good performance matter.

Course Objectives

- Identify the significant motivators of employees
- Learn to build a motivating job environment
- Understand the importance of providing recognition
- Learn the Key Actions for giving praise
- Learn the *Recognition Truths*
- Explore the different types of recognition, including how to recognize individuals and groups

Course Duration

8 hours (1/2 day)

Target Audience

- All those with direct reports
- New managers wanting to learn how to get the most out of their teams

Applicability of Content	Low	High
Executive		
Multi-Unit Managers		
Experienced Managers		
Supervisors & Managers		
New to Supervision		

Delivery Method

Facilitator led

Participants will learn through lecture, group discussions, exercises, video demonstrations, skills practice and developing action plans.

This course may also be presented virtually.

Course Prerequisites

None

Min/Max Enrollment

10/18

The Knock Group

Planning and Accountability Workshop

The Knock Group Courses Offered

Course Description

"Plan your work. Work your plan." You've heard it a zillion times before yet how many managers fail to take the time to build a good work plan and then execute that plan? Worse yet, how many managers fail to require their direct reports to make and then work according to a plan? It has been said that results that happen without making a plan is luck. And luck runs out. This course teaches participants how to make a work plan and then build weekly tasks lists to support that plan.

Course Objectives

- How planning and accountability go together
- Learn what kind of planning habits you have developed by identifying those habits in our group of fictional managers
- The consequences of poor planning
- Key Actions for proper planning
- Using planning tools

Course Duration

3 hours

Target Audience

- All those seeking to better plan their work time
- Those who want to hold direct reports more accountable

Applicability of Content	Low	High
Executive		
Multi-Unit Managers		
Experienced Managers		
Supervisors & Managers		
New to Supervision		

Delivery Method

Facilitator led

Participants will learn through lecture, group discussions, exercises, video demonstrations, skills practice and developing action plans.

This course may also be presented virtually.

Course Prerequisites

None

Min/Max Enrollment

20/30

The Knock Group

Providing Constructive Feedback

<div style="text-align: right">**The Knock Group Courses Offered**</div>

Course Description

The ability to provide timely and appropriate constructive feedback is a critically important management skill. Maybe an employee could do a little better or maybe an employee is doing something wrong and a little feedback on the part of the manager is just what that employee needs to head in the right direction

Course Objectives

- Learn to provide constructive feedback in a manner that "opens the door" to problem solving and improved performance
- Recognize the challenges and benefits of providing constructive feedback
- Evaluate your current level of effectiveness at providing constructive feedback
- Demonstrate a set of key actions for providing constructive feedback to others

Course Duration

4 hours (1/2 day)

Introduction to Coaching and *Providing Constructive Feedback,* because they are similar in content, may be offered together to form one full day of training.

Target Audience

- All those with direct reports
- New managers wanting to learn how to get the most out of their teams

Applicability of Content	Low	High
Executive		
Multi-Unit Managers	▓	
Experienced Managers	▓▓	
Supervisors & Managers	▓▓▓▓	
New to Supervision	▓▓▓▓	

Delivery Method

Facilitator led

Participants will learn through lecture, group discussions, exercises, video demonstrations, skills practice and developing action plans.

While this course may also be presented virtually, live facilitator led delivery is recommended.

Course Prerequisites

Management Fundamentals or Step Up to Management

Min/Max Enrollment

10/18

The Knock Group

Resolving Issues With Others

Course Description

High pressure at work coupled with what everyone has going on outside of work can cause people to become emotionally overwhelmed. This can cause temperatures to rise and an explosion could take place. This course teaches learners how to recognize the beginnings of conflict and address those issues before damaging conflict happens.

Course Objectives

- Learn the importance of addressing conflict so you don't have to "resolve" it
- Explore the common issues a supervisor often has with the team
- Consider how you natural tend to resolve issues – or why you fail to resolve issues
- Learn the consequences of failing to resolve issues with others
- Use a set of key actions to better resolve issues
- Learn to use the *Issue Resolver*

Course Duration

4 hours (1/2 day)

Target Audience

- All those who lead others
- Those interested in moving into leadership roles

Applicability of Content	Low High
Executive	
Multi-Unit Managers	██████
Experienced Managers	████████
Supervisors & Managers	████████████
New to Supervision	██████████
Individual Contributors	███████

Delivery Method

Facilitator led

Participants will learn through lecture, group discussions, exercises, video demonstrations, skills practice and developing action plans.

This course may also be presented virtually.

Course Prerequisites

None

Min/Max Enrollment

10/18

Step Up to Management

Course Description

How do you get people to do what they are supposed to do? That's management at its very basic level. It's fundamental. And this is our "management fundamentals" class. Learners will discover that managing people is pretty simple, provided they can be the kind of managers people will follow and provided they practice the 3 Secrets of Management. It's perfect for those that are either new to management or have never had any formal management training.

Course Objectives

- Explore the fundamentals of effectively managing others
- Learn the Qualities of an Effective Manager and to self-assess against these qualities
- Learn the 3 Secrets of Management so that people will do as expected
- Discover how to effectively set performance expectations
- Understand how to successfully apply the 3 Secrets of Management in the "real world"
- How to discover and remove the obstacles to performance
- Learn the 4 Fs of Leadership

Course Duration

8 hours (1 day)

Target Audience

- All those new to managing people
- Individual contributors interested in management opportunities
- Managers who have never had formal management training

Applicability of Content	Low		High
Executive			
Multi-Unit Managers	▨		
Experienced Managers	▨▨		
Supervisors & Managers	▨▨▨▨		
New to Supervision	▨▨▨▨▨		
Individual Contributors	▨▨▨		

Delivery Method

Facilitator led

Participants will learn through lecture, group discussions, exercises, video demonstrations, skills practice and developing action plans.

While this course may also be presented virtually, live facilitator led delivery is recommended.

Course Prerequisites

None

Min/Max Enrollment

Taking Corrective Action

Course Description

When an employee's unacceptable performance doesn't change, even after repeated feedback, it creates problems for you, your work group, and the organization. Correcting performance problems requires special skills that will put the employee back on track.

Course Objectives

- Explore the consequences of not confronting poor performance
- Learn when to conduct conversations about performance
- Learn the Key Actions for correcting performance problems
- Plan and prepare a collaborative conversation to build improved performance in the future

Course Duration

4 hours (1/2 day)

Target Audience

- All those with direct reports
- Managers who have never had formal management training

Applicability of Content	Low		High
Executive			
Market / Area Managers	▓		
Experienced General Managers	▓▓		
Supervisors & Managers	▓▓▓▓		
New to Supervision	▓▓		

Delivery Method

Facilitator led

Participants will learn through lecture, group discussions, exercises, video demonstrations, skills practice and developing action plans.

This course may also be presented virtually.

Course Prerequisites

Management Fundamentals or Step Up to Management

Min/Max Enrollment

10/18

The Knock Group

Time Management

The Knock Group Courses Offered

Course Description

Nobody has enough time to get the things done they need to get done. But everyone has all the time that's available. That's the *Time Management Paradox.* No one really manages time. Instead, they learn to manage themselves with respect to time. This course teaches essential personal skills that will keep participants out of the habit of "putting out fires" all the time by developing good habits.

Course Objectives

- Identify how you are spending your time now and if you are managing your time wisely
- Describe the consequences of not managing your time
- Use the key actions to make better use of your time
- Build a personal strategy, based upon the "30 Ways to Make More Time", on how you can better manage your time
- Know how to work more efficiently and more effectively

Course Duration

4 hours (1/2 day)

Target Audience

- All those seeking to make better use of their time
- Those who want to learn good time management habits

Applicability of Content	Low	High
Executive		
Multi-Unit Managers	▨	
Experienced Managers	▨▨	
Supervisors & Managers	▨▨▨▨	
New to Supervision	▨▨▨▨	
Individual Contributors	▨▨▨	

Delivery Method

Facilitator led

Participants will learn through lecture, group discussions, exercises, video demonstrations, skills practice and developing action plans.

This course may also be presented virtually.

Course Prerequisites

None

Min/Max Enrollment

10/18

The Knock Group

True Colors: Keys to Personal Success

Course Description

People have been studying personality types for hundreds of years. Are you a people person? Are you analytical? Maybe you are adventurous and creative or organized and particular. The kind of personality you have will affect how you operate in your work environment and how you deal with others – and how they deal with you. At this course, you will learn a lot about your personality type and your ability to work with other kinds of people. The rewards will be both personal and professional.

Course Objectives

- Provide an understanding of your personality characteristics and the personality characteristics of others at work – even customers!
- Learn how different personalities can influence one's approach to work.
- Build an appreciation of how we need a diversity of personalities and approaches to work in order to be successful as a work group and as a company.

Course Duration

Flexible delivery – 2 ½ to 4 hours.

Target Audience

- All those who work as part of a team

Applicability of Content	Low	High
Executive		
Multi-Unit Managers	▓	
Experienced Managers	▓▓	
Supervisors & Managers	▓▓▓	
New to Supervision	▓▓▓	
Individual Contributors	▓▓▓	

Delivery Method

Facilitator led

Participants will learn through lecture, group discussions, exercises, video demonstrations, skills practice and developing action plans.

This course is not available virtually.

Course Prerequisites

None

Min/Max Enrollment

20/50

Valuing Each Other

The Knock Group Courses Offered

Course Description

All of us come from different backgrounds, maybe speak different languages, maybe look different. But it takes *everyone* to contribute build a great organization. Companies, and the people who work there, need to appreciate these differences so that everybody feels valued and is encouraged to contribute in their own ways.

Course Objectives

- Describe what is meant by diversity, equity and inclusion.
- Learn and appreciate the 4 Dimensions of Diversity.
- Understand the feelings and emotions around diversity issues.
- Learn about unconscious biases.
- Understand and demonstrate the 5 Commitments to Diversity, Equity and Inclusion.

Course Duration

4 hours (1/2 day)

Target Audience

- All those who work as part of a team

Applicability of Content	Low	High
Executive		
Market / Area Managers		
Experienced General Managers		
Supervisors & Managers		
New to Supervision		

Delivery Method

Facilitator led – Certified trainer

Participants will learn through lecture, group discussions, exercises, video demonstrations, skills practice and developing action plans.

Course Prerequisites

None

Min/Max Enrollment

10/18

We can assist you in developing your diversity, equity and inclusion policies.

The Knock Group