PLC World

A People Learning Community

Professional Development Consultancy & Training

Catalogue

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Introduction

People, Processes and Technology, are the three factors of success that any business must have. It is our aim to help organizations build up and develop the three success factors.

Our Professional Services mission is to help organization to:

- Build and assist a professional workforce through our Professional Development Services that help attracting, hiring and developing best professionals and building an organization intellectual capital.

- Create and optimize working processes through our Consulting Services with dynamic and continuous improvement concepts

- Acquire best and most suitable Technology and Solutions through our Technical and Project Management Services that provide businesses with ultimate capabilities and tools

We provide set of professional development services through a combination of consultancy, training and solutions,

This document describes the Professional Development Services we provide.

Beyond Training

It was said that: Telling is not Teaching, and Teaching is not Training.

We would like to add that: just Training, is not "***Development".***

Our Vision:

*In a continuously **Evolving World**, where systems are **Continuously Changing**, the **Challenge** is the surviving path, and **Development** is the only reliable Solution.*

There is our contribution.

The Concept

"Change has a considerable psychological impact on the human mind. To the fearful it is threatening because it means that things may get worse. To the hopeful it is encouraging because things may get better. To the confident and successful, it is inspiring because the challenge exists to make things better".

As change is inevitable, confident and successful people take the challenge as an opportunity to make things better.

How things can be made better?

Einstein says: "*Problems cannot be resolved using same thinking methodologies that were used when created*". This clever saying depicts the need of improving of thinking methodologies on a continuous basis, as well as continuous improvement in obtaining and application of our knowledge using improved and new developed skills.

Continuous development of thinking methodologies involves a learning process that provides continuous skills improvement, while knowledge application requires a refined performance management model, using clear measurement metrics that provides accurate use of the built intellectual capital, with ability to follow through and provides feedback on achievement and gaps identifications for more improvements to complete the circle of continuity.

Training, is a corner stone of this phenomenon, it is a pillar of this huge and sophisticated structure. But would training be enough?

The ultimate objectives of each training are the development of skills, talents, competencies and knowledge; Therefore, development doesn't mean only training. It also consists of: Identification of the context, gap assessment and after training follow up and reinforcement, and then verification of improvement in application of new knowledge and refining the performance processes to guarantee enhanced results.

This can be achieved through a deep understanding of the natural code for learning, a sophisticated process of development and a comprehensive understanding of performance management and the right tools to implementing it.
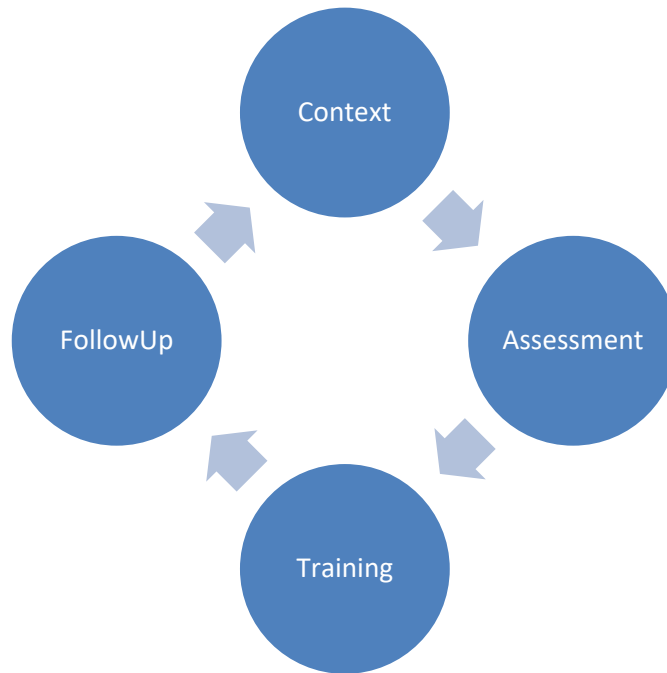
Professional Development Model

"A goal without a plan is just a wish".

The goal for professional development is improving performance, achieving objectives. Our model is the plan to achieve that.

Training is just one layer of our Professional Development Model, it is the step where new knowledge and skills are being given to employees to enhance their performance to better fulfill their roles and duties. But, how can we use this step for its best outcome.

This can be done in a complete process built step by step as follows:

Professional Development Model

The Context

This is to understand the context in which employees are expected to perform, and the objectives for which the organization is aiming.

In the context phase, consultants must understand the vision, mission and objectives of the organization, understand the culture and values that the organizations wish to instill.

This phase identifies the key values and skills required to achieve the job objectives. It sets the Goals of the training.

This phase is in form of meetings with the management and participants supervisors in coordination of the Professional Development coordinator of the organization, it is important for employees, management and supervisors to point out the main areas of weaknesses and rooms of improvement they see in the employees.

The outcome of this phase will be embedded in the courses materials which will be customized accordingly, along with organization's values

The Assessment

Having understood the management objectives and goals of the training, this phase focuses on employees abilities and expectations, making sure that they understand organizations vision and objectives, and willing to fulfill organization's culture.

Once this is done through face to face meetings, employees will be given the chance to assess their skills and abilities, facilitated by a consultant in groups using motivational methodologies to psychologically prepare the participants and develop their learning states, and identify their learning needs, in light with the outcome of the context phase.

This phase is in form of group meetings with the participants, one to one meetings is also possible upon the convenience of employees, where people will be given the chance in a positive and motivational environment to express their fears and weaknesses to be developed.

The outcome of this phase will help consultants to develop and customize courses contents to answer as much as possible of the generated employees concerns. It is possible for the professional development coordinator to participate in these sessions, given that employees weaknesses expressions will remain anonymous, to maintain comfortable environment for attendants.

The Training

The two previous phases, provide deep understanding of the development requirement and current attendants skills level, therefore identifying the gap that needs to be covered accurately.

Consultants will use the outcome of the previous two phases to include in the courses of training, appropriate materials and examples and solutions that directly address employees concerns and fulfill management desirable improvement expectations.

The training will be in forms of workshops, learning games, interactive teaching discussions and other active methods to guarantee full participation from attendants.

Where applicable, training may include quiz and exams, participants will walkout fully satisfied with very rich materials and reference papers that guide them and help them to memorize and practice the new skills that they have learned

As part of organization professional development work, participants will be given certificate of attendance, customized with organizations name and logo.

Follow-Up

With training, the preparation for better and improved performance has been completed, but yet, the true development is not yet guaranteed, where the most critical step is yet to come: Improving Performance.

Follow up sessions will be conducted in various area, especially those identified during first two phases: Context and Assessment, as well as some other rooms of improvement may have been extracted through the active training.

Consultant will provide on site assistance and reviews with participants, to guarantee full understanding and proper implementation of what have been learned. In coordination with organization Professional Development and Human resources function, consultants may help and develop assessment forms to measure the gains of the training.

Training Courses Catalogue

The following pages contains a list of most common training topics that are used to customize professional development courses. There is no limitation of how to customize the courses, while any of the topics can be separately taken.

Account Management

Overview

Account Management is one of the most important roles within any organization. Account Managers are the continuous front-line contacts with the customers and are responsible for nurturing customer relationships and increasing sales, mainly with the organization's key customers. The Account Manager will usually act as a first point of contact for clients; responding to complaints, purchases, project requests and any general inquiries. Their approach should help maintain client relationships to ensure that they continue to use the company for business, they play the major role of painting their company's image and reflect its spirit and personality through direct interaction with its customers.

This Account Management training course is suitable for anyone that works in an Account Management role or relevant sales function and will assist the participants in improving their working practices, developing customer relationships and in turn increasing business performance and sales success.

Objectives

At the end of this Account Management training course participants will be able to:
- ✓ Practice Account Management with an organizational perspective.
- ✓ Build effective business relationships with clients and help drive sales performance.
- ✓ Demonstrate the key competencies required for successful Account Management.
- ✓ Conduct a portfolio analysis to identify Key Accounts.
- ✓ Measure the performance of your Key Accounts.
- ✓ Add value to clients and help ensure their requirements are met or exceeded.
- ✓ Measure the performance of their key accounts and adapt their approach accordingly.
- ✓ Understand the key attributes required for success and work on developing them.
- ✓ Set a strategy for sales success and create action plans for pre-defined goals.
- ✓ Monitor and measure their own performance and set their own targets.
- ✓ Record and document key events.

Administrative Support

Overview

Having effective administrative skills are essential in today's work environment. Being organized, punctual and effective in your communication skills, both written and verbal are crucial if you want to achieve your goals in any endeavor you pursue. Think of it. The current business environment is filled with many sources of information, and you have to take that information and analyze it, prioritize it, and process it to the extent where value is achieve for the organization. Good administrative skills reduce the risk of "things falling through the cracks." Great administrative skills create exponential results that spot potential problems, overcome obstacles and leverage resources effectively.

In this course, you will learn the core skills that will help you use your resources efficiently, manage your time wisely, communicate effectively and collaborate with others skillfully. The practices presented in this module will take time to root into your daily work routine. However, making the commitment to consistently apply the concepts everyday is the key to changing and adopting new behaviors in a short amount of time.

Objectives

By the end of this workshop, participants will be able to:

- ✓ Getting Organized
- ✓ Manage their time more effectively
- ✓ Prioritize their time so they can get it all done.
- ✓ Complete Special Tasks
- ✓ Verbal Communication Skills
- ✓ Non-Verbal Communication Skills
- ✓ Empowering Yourself
- ✓ Deal better with their managers
- ✓ Taking Care of Yourself is a priority

Anger Management

Overview

Anger can be an incredibly damaging force, costing people their jobs, personal relationships, and even their lives when it gets out of hand. However, since everyone experiences anger, it is important to have constructive approaches to manage it effectively.

This course will help teach participants how to identify their anger triggers and what to do when they are angry. It discusses specific anger management strategies; it helps first understand the nature of anger.

While most are familiar with this emotion, not everyone is aware of its underlying dynamics. This course explains the cycle of anger, the fight-and-flight response, and common myths about anger and provides best practices in managing anger and angry people and situations.

Objectives

By the end of this workshop, participants will be able to:

- ✓ Understand anger dynamics in terms of the anger cycle and the fight and flight theory.

- ✓ Know common anger myths and their factual refutations.

- ✓ Know the helpful and unhelpful ways of dealing with anger.

- ✓ Know techniques in controlling anger, particular reading anger warning signs, using coping thoughts, exercising relaxation techniques and blowing off steam.

- ✓ Understand the difference between objective and subjective language.

- ✓ Know tips in identifying the problem.

- ✓ Express a feeling or position using I-messages.

- ✓ Know skills and techniques in making a disagreement constructive, including effective negotiation and solution-building.

- ✓ Reflect on one's hot buttons and personal anger dynamics.

- ✓ Know alter, avoid and accept ways of responding to an anger-provoking situation.

- ✓ Understand the energy curve and how it can help in responding to someone else's anger.

- ✓ Learn and practice de-escalation techniques.

- ✓ Gain an integrated view of anger management and how it can be best practiced.

Assertiveness and Self-Confidence

Overview

Assertiveness and self-confidence are comprised of important interpersonal communications skills and traits that can be learned and practiced. This workshop will provide participants with many tips, techniques, and opportunities to try out your own skills.

An assertive person is confident and direct in dealing with others. Assertive communications promote fairness and equality in human interactions, based on a positive sense of respect for self and others. It is the direct communication of a person's needs, wants, and opinions without punishing, threatening, or putting down another person.

Objectives

By the end of this workshop, you should be able to:

✓ Define assertiveness and self-confidence, and list the four styles of communication

✓ Describe the types of negative thinking, and how one can overcome negative thoughts

✓ Explain the difference between listening and hearing, and understand the importance of body language and questioning skills in communication

✓ Define the importance of goal setting, and practice setting SMART goals for assertive behavior

✓ Utilize methodologies for understanding your worth -- and the use of positive self-talk

✓ List reasons why a pleasing appearance and body language are critical for creating a strong first impression

✓ Practice sending positive communications phrased as "I-Messages"

✓ Use the STAR model to make your case during a presentation challenge

✓ Display rapport-building skills through assertive methods of expressing disagreement and consensus-building techniques

✓ Practice strategies for gaining positive outcomes in difficult interpersonal situations.

Attention Management

Overview

A distracted workforce is less than effective. Employees who do not pay attention to their work can waste valuable time and make careless mistakes. 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 and how to reach their personal and company goals.

Objectives

At the end of this workshop, participants should be able to:

- ✓ Define and understand attention management.
- ✓ Identify different types of attention.
- ✓ Create strategies for goals and SMART goals.
- ✓ Be familiar with methods that focus attention.
- ✓ Put an end to procrastination.
- ✓ Learn how to prioritize time.

Basic Bookkeeping

Overview

Numbers! Numbers! Numbers! Wherever you go, you 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 you who have already recognized and appreciate the impact that numbers actually have on just about everything, you deserve a cookie. Welcome to Basic Bookkeeping!

Objectives

By the end of this workshop, participants will be able to:

- Understand basic accounting terminology.

- Identify the differences between the cash and accrual accounting methods.

- Keep track of your business by becoming familiar with accounts payable and accounts receivable.

- Use a journal and general ledger to document business financials.

- Utilize the balance sheet.

- Identify different types of financial statements.

- Uncover the reasons for and actually create a budget.

- Be familiar with internal and external auditing

Body Language Basics

Overview

We are constantly communicating, even when we are not speaking. Unspoken communication makes up over half of what we tell others, and they tell us. It affects our work and personal relationships. Improves negotiating, management, and interpersonal skills by correctly interpreting body language and important signals.

The ability to interpret body language is a skill that will enhance anyone's career. Body language is a form of communication, and it needs to be practiced like any other form of communication. Whether in sales or management, it is essential to understand the body language of others and exactly what your own body is communicating.

## Objectives

By the end of this workshop, participants will be able to:

- ✓ Define body language.

- ✓ Understand the benefits and purpose of interpreting body language.

- ✓ Learn to interpret basic body language movements.

- ✓ Recognize common mistakes when interpreting body language.

- ✓ Understand your own body language and what you are communicating.

- ✓ Practice your body language skills.

Budgets And Financial Reports
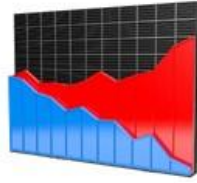
Overview

Everyday businesses deal with budgets and financial reports in some form or fashion. At minimum, business managers review budget numbers and run financial reports for decision-making and reporting to shareholders and Federal regulators once a month. Many companies devote the last few months of the calendar year to creating budgets for the next calendar year. In addition, organizations create and disseminate year-end financial reports to investors.

The goal of this workshop is to give the participant a basic understanding of budgets and financial reports so they can hold relevant discussions and render decisions based on financial data. This course will define key terms like ROI, EBIT, GAAP, and extrapolation. Furthermore, this one-day course will discuss commonly used financial terms, financial statements, budgets, forecasting, purchasing decisions, and laws that regulate the handling of financial information. Before we begin, let us get to know more about each other.

Objectives

In this course, participants are going to achieve the following learning objectives:

- ✓ Identify financial terminology
- ✓ Understand financial statements
- ✓ Identify how to analyze financial statements
- ✓ Understand budgets
- ✓ How to make budgeting easy
- ✓ Understand advanced forecasting techniques
- ✓ Understand how to manage the budget
- ✓ Identify How to make smart purchasing decisions
- ✓ Identify the legal aspects of finances

Business Ethics

Overview

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.

Objectives

At the end of this workshop, participants should be able to:

✓ Define and understand ethics.

✓ Understand the benefits of ethics.

✓ Create strategies to implement ethics at work.

✓ Recognize social and business responsibility.

✓ Identify ethical and unethical behavior.

✓ Learn how to make ethical decisions and lead with integrity

Business Etiquette

Overview

Success in any industry relies on relationships, whether with co-workers, clients, suppliers, or investors. When you're well-mannered and considerate in dealing with others, you create engaging, productive, and long-term business relationships. As such, it is important to learn, not just the technical side of a business, but how to conduct oneself in the company of others.

This is where business etiquette comes in. This workshop will introduce participants to business etiquette, as well as provide guidelines for the practice of business etiquette across different situations.

Objectives

By the end of this workshop, participants will be able to:

✓ Define etiquette and provide an example of how etiquette can be of value to anorganization.

✓ Understand the guidelines on how to make effective introductions.

✓ Identify the 3 C's of a good impression.

✓ Identify at least one way to minimize nervousness while in social situations.

✓ Understand how to use a business card effectively.

✓ Identify and practice at least one way to remember names.

✓ Identify the 3 steps in giving a handshake.

✓ Enumerate the four levels of conversation and provide an example for each.

✓ Understand place settings, napkin etiquette, and basic table manners.

✓ Understand the protocol in ordering in a restaurant, handling alcohol in a business meal, paying the bill, and tipping.

✓ Understand basic guidelines when it comes to the proper form of address, grammar standards, and use of acronyms in e-mails.

✓ Understand basic guidelines in the use of the telephone, voicemail, and cell phone.

✓ State the difference between a formal and an informal letter.

✓ Create an effective 'Thank You' note.

✓ Understand the meaning of colors in dressing for success.

✓ Differentiate among the dressy casual, semi-formal, formal and black tie dress code.

✓ Understand basic guidelines in international etiquette.

Business Writing

Overview

Writing is a key method of communication for most people, and it's one that many people struggle with. This course will give participants a refresher on basic writing concepts (such as spelling, grammar, and punctuation), and an overview of the most common business documents (such as proposal, reports and agendas), giving you that extra edge in the workplace.

Objectives

By the end of this workshop, participants will be able to:

- ✓ Gain better awareness of common spelling and grammar issues in business writing.

- ✓ Review basic concepts in sentence and paragraph construction.

- ✓ Know the basic structure of agendas, email messages, business letters, business proposals, and business reports.

- ✓ Know tips and techniques to use when deciding the most appropriate format to use for agendas, email messages, business letters, business proposals, and business reports.

- ✓ Know tips and techniques in writing agendas, email messages, business letters, business proposals, and business reports.

- ✓ Gain an overview of Request for Proposals, Projections, Executive Summaries, and Business Cases.

- ✓ Define proofreading and understand techniques in improving proofreading skills.

- ✓ Define peer review and list ways peer review can help improve business writing skills.

- ✓ List guidelines in printing and publishing business writing

Business Succession Planning

Overview

The loss of valuable leadership can cripple a company. Business succession planning is essentially preparing successors to take on vital leadership roles when the need arises.

Whether it is preparing someone to take over as the sole proprietor of a small business or a position of leadership in a corporation, business succession planning is essential to the long-term survival of a company. This course will teach you the difference between succession planning and mere replacement planning and how to prepare people to take on the responsibilities of leadership so that the company thrives in the transition

Objectives

At the end of this workshop, participants should be able to:

- Define business succession planning and its role in your company.

- Lay the groundwork to develop a succession plan.

- The importance of mentorship.

- Define and use a SWOT analysis to set goals.

- Create a plan, assign roles, and execute the plan.

- Communicate to develop support and manage change.

- Anticipate obstacles, and evaluate and adapt goals and plans.

- Characterize success.

Call Center TGraining

Overview

Welcome to the Call Center Training Workshop. A well-trained Call Center is the heart of any operation. Call center employees who know how to handle the great variety of situations that present themselves with skill and professionalism will be an asset to the organization as well as being able to profit themselves in terms of salaries and performance bonuses. Call Center Training will allow the employee to enter their work area with confidence that they are equipped to answer questions and overcome objections and ultimately close the deal.

Workshop Objectives

At the end of this workshop, participants should be able to:

- ✓ Define and understand call center strategies.
- ✓ Identify different types of buying motivations.
- ✓ Create SMART Goals.
- ✓ Familiarize myself with strategies that sharpen effective communication.
- ✓ Use proper phone etiquette.
- ✓ Set benchmarks.

Change Management

Overview

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

Objectives

By the end of this workshop, you should be able to:

✓ List the steps necessary for preparing a change strategy and building support for the change

✓ Describe the WIFM – the individual motivators for change

✓ Relate the five dimensions of the ADKAR model for understanding change on an individual level

✓ Use needed components to develop a change management and communications plans, and to list implementation strategies

✓ Employ strategies for gathering data, addressing concerns and issues, evaluating options and adapting a change direction

✓ Utilize methods for leading change project status meetings, celebrating a successful change implementation, and sharing the results and benefits

✓ Describe the four states of Appreciative Inquiry, its purposes, and sample uses in case studies

✓ Use strategies for aligning people with a change, appealing to emotions and facts

✓ Describe the importance of resiliency in the context of change, and employ strategies the change leader and individual change participant can use to foster resiliency

✓ Explain the importance of flexibility in the context of change, and demonstrate methods the change leader and individual change participant can use to promote flexibility

Civility in the Workplace

Overview

Welcome to the Civility in the Workplace workshop.

While a training program on workplace manners and courtesy may seem like overkill, the reality is: rudeness is an epidemic that is costing industry millions 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. Bosses freely intrude on subordinates' personal space, gossiping co-workers are norm, and quality customer care has been forgotten. The result: an environment not conducive to getting work done, dissatisfied clients aiming for the competition, and in some cases, blatant tolerance for abuse and harassment.

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.

Objectives

Research has consistently demonstrated that when clear goals are associated with learning, the learning occurs more easily and rapidly. With this in mind, let's review our goals for today.

By the end of this workshop, participants will be able to:

- ✓ Define civility, understand its causes, and enumerate at least three of its behavioral indicators.

- ✓ Understand the costs of incivility, as well as the rewards of civility, within the workplace.

- ✓ Learn practical ways of practicing workplace etiquette, including the proper use of greetings, respect, involvement, and political correctness.

- ✓ Learn the basic styles of conflict resolution and identify the style most appropriate for managing particular conflicts in the workplace.

Coaching and Mentoring

Overview

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

This workshop focuses on how to better coach your employees to higher performance. Coaching is a process of relationship building and setting goals. How well you coach, relates directly to how well you are able to foster a great working relationship with your employees through understanding them and setting strategic goals.

An easy-to-understand coaching model taught in this workshop will guide you through the coaching process. Prepare yourself to change a few things about yourself in order to coach your employees to better performance.

Objectives

By the end of this workshop, you should be able to:

- ✓ Define coaching, mentoring and the GROW model.

- ✓ Identify and set appropriate goals using the SMART technique of goal setting.

- ✓ Identify the steps necessary in defining the current state or reality of your employee's situation.

- ✓ Identify the steps needed in defining options for your employee and turn them into a preliminary plan.

- ✓ Identify the steps in developing a finalized plan or wrapping it up and getting your employee motivated to accomplish those plans.

- ✓ Identify the benefits of building and fostering trust with your employee.

- ✓ Identify the steps in giving effective feedback while maintaining trust.

- ✓ Identify and overcome obstacles to the growth and development of employee.

- ✓ Identify when the coaching is at an end and transitioning your employee to other growth opportunities.

- ✓ Identify the difference between mentoring and coaching, using both to enable long-term development through a positive relationship with your employee.

Communication Strategies

Overview

For the better part of every day, we are communicating to and with others. Whether it's the speech you deliver in the boardroom, the level of attention you give your spouse when they are talking to you, or the look that you give to the cat, it all means something. This workshop will help participants understand the different methods of communication and how to make the most of each of them.

Objectives

By the end of this workshop, participants should be able to:

- ✓ Understand what communication is
- ✓ Identify ways that communication can happen
- ✓ Identify barriers to communication and how to overcome them
- ✓ Develop their non-verbal and paraverbal communication skills
- ✓ Use the STAR method to speak on the spot
- ✓ Listen actively and effectively
- ✓ Ask good questions
- ✓ Use appreciative inquiry as a communication tool
- ✓ Adeptly converse and network with others
- ✓ Identify and mitigate precipitating factors
- ✓ Establish common ground with others
- ✓ Use "I" messages

Conflict Resolution

Overview

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

Participants will also learn crucial conflict resolution skills, including dealing with anger and using the Agreement Frame.

Objectives

By the end of this workshop, participants should:

- ✓ Understand what conflict and conflict resolution mean
- ✓ Understand all six phases of the conflict resolution process
- ✓ Understand the five main styles of conflict resolution
- ✓ Be able to adapt the process for all types of conflicts
- ✓ Be able to break out parts of the process and use those tools to prevent conflict
- ✓ Be able to use basic communication tools, such as the agreement frame and open questions
- ✓ Be able to use basic anger and stress management techniques

Creative Problem Solving

Overview

In the past few decades, psychologists and business people 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.

This 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.

Objectives

By the end of this workshop, participants will be able to:

✓ Understand problems and the creative problem solving process

✓ Indentify types of information to gather and key questions to ask in problem solving

✓ Identify the importance of defining a problem correctly

✓ Identify and use four different problem definition tools

✓ Write concrete problem statements

✓ Use basic brainstorming tools to generate ideas for solutions

✓ Use idea generating tools, such as affinity diagrams, word chaining, the box method, the six thinking hats, and the blink method

✓ Evaluate potential solutions against criteria, including cost/benefit analysis and group voting

✓ Perform a final analysis to select a solution

✓ Understand the roles that fact and intuition play in selecting a solution

✓ Understand the need to refine the shortlist and redefine it

✓ Understand how to identify the tasks and resources necessary to implement solutions

✓ Evaluate and adapt solutions to reality

✓ Follow up with solution implementation to celebrate successes and identify improvements

Critical Thinking

Overview

We live in a knowledge based society, and the more critical you think the better your knowledge will be. Critical Thinking provides you with the skills to analyze and evaluate information so that you are able to obtain the greatest amount of knowledge from it. It provides the best chance of making the correct decision, and minimizes damages if a mistake does occur.

Critical Thinking will lead to being a more rational and disciplined thinker. It will reduce your prejudice and bias which will provide you a better understanding of your environment. This workshop will provide you the skills to evaluate, identify, and distinguish between relevant and irrelevant information. It will lead you to be more productive in your career, and provide a great skill in your everyday life.

Workshop Objectives

Research has consistently demonstrated that when clear goals are associated with learning, it occurs more easily and rapidly.

The objectives for this course are as follows:

- Understand the components of critical thinking
- Utilize non-linear thinking
- Use logical thinking
- Recognize what it means to be a critical thinker
- Evaluate information using critical thinking skills
- Identify the benefits of critical thinking
- Revise perspective, when necessary
- Comprehend problem solving abilities

Customer Service

Overview

Each and every one of us serves customers, whether we realize it or not. Maybe you're on the frontlines of a company, serving the people who buy your products. Perhaps you're an accountant, serving the employees by producing their pay checks and keeping the company running. Or maybe you're a company owner, serving your staff and your customers.

This workshop will look at all types of customers and how we can serve them better and improve ourselves in the process.

Workshop Objectives

Research has consistently demonstrated that when clear goals are associated with learning, the learning occurs more easily and rapidly. With that in mind, let's review our goals for today.

By the end of this workshop, you should be able to:

- State what customer service means in relation to all your customers, both internal and external

- Recognize how your attitude affects customer service

- Identify your customers' needs

- Use outstanding customer service to generate return business

- Build good will through in-person customer service

- Provide outstanding customer service over the phone

- Connect with customers through online tools

- Deal with difficult customers

Delivering Constructive Criticism

Overview

Constructive criticism can be a helpful tool when used with the intent of helping or improving a situation in the workplace. However, it can be one of the most challenging things not only to receive, but also to give. It can often involve various emotions and feelings, which can make matters delicate. But when management learns effective ways to handle and deliver constructive criticism, employees can not only learn from their mistakes, but even benefit from them.

Workshop Objectives

To effectively deliver constructive criticism, you must understand what it is, how it is used, and its purpose. The following objectives of this workshop are designed to help you do just that.

By the end of this workshop, participants will be able to:

- Understand when feedback should take place

- Learn how to prepare and plan to deliver constructive criticism

- Determine the appropriate atmosphere in which it should take place

- Identify the proper steps to be taken during the session

- Know how emotions and certain actions can negatively impact the effects of the session

- Recognize the importance of setting goals and the method used to set them

- Uncover the best techniques for following up with the employee after the session

Emotional Intelligence

Overview

Emotional Intelligence is defined as a set of competencies demonstrating the ability one has to recognize his or her behaviors, moods, and impulses, and to manage them best according to the situation.

This course will give you the tools you need to be emotionally intelligent in your workplace. An employee with high emotional intelligence can manage his or her own impulses, communicate with others effectively, manage change well, solve problems, and use humor to build rapport in tense situations. These employees also have empathy, remain optimistic even in the face of adversity, and are gifted at educating and persuading in a sales situation and resolving customer complaints in a customer service role.

Objectives

This workshop is designed to help you in the following ways:

- ✓ Define and practice self-management, self-awareness, self-regulation, self-motivation, and empathy.

- ✓ Understand, use and manage your emotions.

- ✓ Verbally communicate with others.

- ✓ Successfully communicate with others in a non-verbal manner.

- ✓ Identify the benefits of emotional intelligence.

- ✓ Relate emotional intelligence to the workplace.

- ✓ Balance optimism and pessimism.

- ✓ Effectively impact others.

Employees Motivation

Overview

Employee Motivation is becoming ever more important in the workplace as time goes on, and everyone agrees that a motivated workforce is far more likely to be a successful workforce. The happier and more professional an employee is, the better the results they will deliver for you. Of course, every employer wants to make sure that they have a workforce who will do their best, but this does not simply mean making the job easy for their employees. In fact, part of the problem of motivation is that where the job is too easy, employees become complacent.

There is therefore a challenge for all employers and management in delivering the right balance between a confident, motivated workforce and a workforce which is driven to attain goals. It can be described as a mix between the pleasure of a comfortable working environment and the fear of failure, although in honesty it is more complicated than that equation suggests. Regardless of how it is characterized, it is important to get the right balance in order to ensure that you have a motivated workforce. This manual is designed to show participants the way to get the best out of a confident, motivated set of employees, and to show them how to motivate that group.

Workshop Objectives

Research has consistently demonstrated that when clear goals are associated with learning, it occurs more easily and rapidly.

By the end of this workshop, participants will:

- ✓ Defining motivation, an employer's role in it and how the employee can play a part
- ✓ Identifying the importance of Employee Motivation
- ✓ Identifying methods of Employee Motivation
- ✓ Describing the theories which pertain to Employee Motivation – with particular reference to psychology
- ✓ Identifying personality types and how they fit into a plan for Employee Motivation.
- ✓ Setting clear and defined goals.
- ✓ Identifying specific issues in the field, and addressing these issues and how to maintain this going forward.

Employee Onboarding

Overview

Employee onboarding is essential to retaining top talent. An onboarding program does more than help orient new employees. It shapes how new employees relate to their organization. Implementing an employee onboarding program will shape the company culture while developing a highly qualified pool of talent.

Workshop Objectives

Research has consistently demonstrated that when clear goals are associated with learning, it occurs more easily and rapidly. With that in mind, let's review our goals for today.
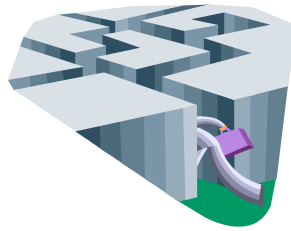
At the end of this workshop, participants should be able to:

• Define onboarding.

• Understanding the benefits and purpose of onboarding.

• Recognize how to prepare for an onboarding program.

• Identify ways to engage and follow up with employees.

• Create expectations.

• Discover the importance of resiliency and flexibility.

Employee Recruitment

Overview

Your employees are a vital part of determining the success of your business. Finding the best employees for each position requires strong recruitment strategies. Top talent will not always find you. You must seek out people to fill the positions that you have open. Recruiting the most qualified candidates will ensure that your employees keep your company running smoothly.

Objectives

The objectives for this workshop include:

- ✓ Defining recruitment.
- ✓ Understanding the selection process.
- ✓ Recognizing the GROW model and how to set goals.
- ✓ Preparing for the interview and question process.
- ✓ Identifying and avoiding bias when making offers.
- ✓ Discovering ways to retain talent and measure growth.

Facilitation Skills

Overview

Facilitation is often referred to as the new cornerstone of management philosophy. With its focus on fairness and creating an easy decision making, facilitation can make 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.

Objectives

By the end of this workshop, participants will be able to:

- ✓ Define facilitation and identify its purpose and benefits.

- ✓ Clarify the role and focus of a facilitator.

- ✓ Differentiate between process and content in the context of a group discussion.

- ✓ Provide tips in choosing and preparing for facilitation.

- ✓ Identify a facilitator's role when managing groups in each of Tuckman and Jensen's stages of group development: forming, storming, norming and performing.

- ✓ Identify ways a facilitator can help a group reach a consensus: from encouraging participation to choosing a solution.

- ✓ Provide guidelines in dealing with disruptions, dysfunctions and difficult people in groups.

- ✓ Define what interventions are, when they are appropriate and how to implement them.

Human resources Management

Overview

As companies modify priorities and operations, human resources functions can move from a dedicated HR role, to that of the manager. Whether the majority of those important functions stay within HR at your organization, or are your responsibility as a manager, it is important that managers understand how much of their role is really about their people, as well as aspects of legislation, policy, and procedures that involve human resourcing issues.

Objectives

By the end of this workshop, you will be able to:

✓ Describe the implications of different aspects of Human Resource Management on your daily responsibilities

✓ Define human resources terms and subject matter

✓ Recruit, interview, and retain employees more effectively

✓ Follow up with new employees in a structured manner

✓ Be an advocate for your employees' health and safety

✓ Provide accurate, actionable feedback to employees

✓ Act appropriately in situations requiring discipline and termination

✓ Evaluate some of the strengths and opportunities for Human Resources in your own workplace

✓ Identify three areas for further development within the Human Resources field as part of a personal action plan

Interpersonal Skills

Overview

We've all met that dynamic, charismatic person that just has a way with others, and has a way of being remembered. This workshop will help participants work towards being that unforgettable person by providing communication skills, negotiation techniques, tips on making an impact, and advice on networking and starting conversations.

Objectives

By the end of this workshop, participants will be able to:

- ✓ Understand the difference between hearing and listening

- ✓ Know some ways to improve the verbal skills of asking questions and communicating with power.

- ✓ Understand what is 'non-verbal communication' and how it can enhance interpersonal relationships.

- ✓ Identify the skills needed in starting a conversation, moving a conversation along, and progressing to higher levels of conversation.

- ✓ Identify ways of creating a powerful introduction, remembering names and managing situations when you've forgotten someone's name.

- ✓ Understand how seeing the other side, building bridges and giving in without giving up can improve skills in influencing other people.

- ✓ Understand how the use of facts and emotions can help bring people to your side.

- ✓ Identify ways of sharing one's opinions constructively.

- ✓ Learn tips in preparing for a negotiation, opening a negotiation, bargaining, and closing a negotiation.

- ✓ Learn tips in making an impact through powerful first impressions, situation assessment, and being zealous without being offensive.

Leadership and Influence

Overview

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 arises. A simple example is parenting. When a child arrives, many parents discover leadership abilities they never knew existed in order to guide and protect their offspring. There are countless war stories of simple GI's and sailors who rose to a challenge on their own in the heat of battle.

Clearly, leadership potential exists within each of us. That potential can be triggered by outside events, or it can be learned by exploring ourselves from within. This training takes the latter approach. Once you learn the techniques of true leadership, you will be able to build the confidence it takes to take the lead. The more experience you have acting as a genuine leader, the easier it will be for you. It is never easy to take the lead, as you will need to make decisions and face challenges, but it can become natural and rewarding.

Objectives

By the end of this workshop, participants will be able to:

- ✓ Define "leadership"
- ✓ Explain the Great Man Theory
- ✓ Explain the Trait Theory
- ✓ Understand Transformational Leadership
- ✓ Understand the people you lead and how to adapt your leadership styles
- ✓ Explain leading by Directing
- ✓ Explain leading by Coaching
- ✓ Explain leading by Participating
- ✓ Explain leading by Delegating
- ✓ Kouzes and Posner
- ✓ Conduct a personal inventory
- ✓ Create an action plan
- ✓ Establish personal goals

Lean Six Sigma
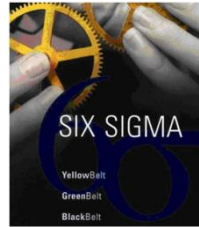
Overview

The last couple of decades small, mid-sized and Fortune 500 companies have embraced Six Sigma to generate more profit and greater savings. So what is Six Sigma?

Six Sigma is a data-driven approach for eliminating defects and waste in any business process.

You can compare Six Sigma with turning your water faucet and experiencing the flow of clean, clear water. Reliable systems are in place to purify, treat and pressure the water through the faucet. That is what Six Sigma does to business: treats the processes in business so that they deliver their intended result.

What is "Sigma"? The word is a statistical term that measures how far a given process deviates from perfection. Sigma is a way to measure quality and performance.

The central idea behind Six Sigma is that if you can measure how many "defects" you have in a process, you can systematically figure out how to eliminate them and get as close to "zero defects" as possible

This workshop will give participants an overview of the Six Sigma methodology, and some of the tools required to deploy Six Sigma in their own organizations.

Objectives

The objectives of this Workshop are:

- ✓ Develop a 360 degree view of Six Sigma and how it can be implemented in any organization.
- ✓ Identify the fundamentals of lean manufacturing, lean enterprise and lean principles.
- ✓ Describe the key dimensions of quality – product features and freedom from deficiencies
- ✓ Develop attributes and value according to the Kano Model
- ✓ Understand how products and services that have the right features and are free from deficiencies can promote customer satisfaction and attract and retain new customers.
- ✓ Describe what is required to regulate a process
- ✓ Give examples of how poor quality affects operating expenses in the areas of appraisal/inspection costs, internal failure costs and external failure costs
- ✓ Using basic techniques such as DMAIC and how to identify Six Sigma Projects
- ✓ Use specific criteria to evaluate a project
- ✓ Discover root causes of a problem
- ✓ Design and install new controls to hold the gains and to prevent the problem from returning.

Measuring Results from Training

Overview

Although we all know that training can have many amazing benefits, sometimes it can be hard to prove those benefits and attach a dollar value to training. Some topics, like sales training or time management, might have direct, tangible benefits. Other topics, like communication or leadership, might have benefits that you can't put a dollar value on. In this course, we will learn about the different ways to evaluate training progress, and how to use those results to demonstrate the results that training brings.

Objectives

By the end of this workshop, participants will:

✓ Understand Kolb's learning styles and learning cycle

✓ Understand Kirkpatrick's levels of evaluation

✓ Be familiar with many types of evaluation tools, including goal setting, tests, reactionary sheets, interviews, observations, hip-pocket assessments, skill assessments, and learning journals

✓ Understand when to use each type of evaluation tool

✓ Be able to perform a needs assessment

✓ Know how to write learning objectives and link them to evaluation

✓ Be able to write an evaluation plan to evaluate learning at each stage of the training and far beyond

✓ Know how to identify the costs, benefits, and return on investment of training

✓ Be familiar with the parts of a business case

Meeting Management

Overview

You are on your first project and you have to organize and manage the project kick-off meeting. What do you do first? Do you create the agenda or the invitation list? How do you run a meeting? What preparation do you need? All of these are valid and real questions you, as the meeting manager, must address. There is no doubt about it. Meetings require skill and technique in order for the meeting to achieve its purpose. Disorganized and poorly managed meetings waste time and hurt your credibility as a meeting manager. Consistently leaving a poor impression with the attendees will haunt you if left unchecked.

This training course is designed to give you the basic tools you need to initiate and manage your meetings. You will learn planning and leading techniques that will give you the confidence to run a meeting that will engage your attendees and leave a positive and lasting impression. This is a hands-on workshop and your participation will help make it a valuable experience. Use this time to begin the process of developing your skills along with other participants who share the same desire to improve their meeting management skills.

Objectives

By the end of this workshop, participants will:

- ✓ Planning and Preparing
- ✓ Identifying the Participants
- ✓ How to choose the time and place
- ✓ How to create the agenda
- ✓ How to set up the meeting space
- ✓ How to incorporate your electronic options
- ✓ Meeting Roles and Responsibilities
- ✓ Use an agenda
- ✓ Chairing a Meeting
- ✓ How to deal with disruptions
- ✓ How to professionally deal with personality conflicts
- ✓ How to take minutes
- ✓ How to make the most of your meeting using games, activities and prizes

Motivating Employees

Overview

Employee Motivation is becoming ever more important in the workplace as time goes on, and everyone agrees that a motivated workforce is far more likely to be a successful workforce. The happier and more professional an employee is, the better the results they will deliver for you. Of course, every employer wants to make sure that they have a workforce who will do their best, but this does not simply mean making the job easy for their employees. In fact, part of the problem of motivation is that where the job is too easy, employees become complacent.

There is therefore a challenge for all employers and management in delivering the right balance between a confident, motivated workforce and a workforce which is driven to attain goals. It can be described as a mix between the pleasure of a comfortable working environment and the fear of failure, although in honesty it is more complicated than that equation suggests. Regardless of how it is characterized, it is important to get the right balance in order to ensure that you have a motivated workforce. This manual is designed to show participants the way to get the best out of a confident, motivated set of employees, and to show them how to motivate that group

Objectives

By the end of this workshop, participants will learn:

✓ Defining motivation, an employer's role in it and how the employee can play a part

✓ Identifying the importance of Employee Motivation

✓ Identifying methods of Employee Motivation

✓ Describing the theories which pertain to Employee Motivation – with particular reference to psychology

✓ Identifying personality types and how they fit into a plan for Employee Motivation.

✓ Setting clear and defined goals.

✓ Identifying specific issues in the field, and addressing these issues and how to maintain this going forward.

Negotiation Skills

Overview

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.

For example, have you ever…

• Decided where to eat with a group of friends?

• Decided on chore assignments with your family?

• Asked your boss for a raise?

These are all situations that involve negotiating! This workshop will give participants an understanding of the phases of negotiation, tools to use during a negotiation, and ways to build win-win solutions for all those involved.

Objectives

By the end of this workshop, you will be able to:

✓ Understand the basic types of negotiations, the phases of negotiations, and the skills needed for successful negotiating

✓ Understand and apply basic negotiating concepts: WATNA, BATNA, WAP, and ZOPA

✓ Lay the groundwork for negotiation

✓ Identify what information to share and what to keep to yourself

✓ Understand basic bargaining techniques

✓ Apply strategies for identifying mutual gain

✓ Understand how to reach consensus and set the terms of agreement

✓ Deal with personal attacks and other difficult issues

✓ Use the negotiating process to solve everyday problems

✓ Negotiate on behalf of someone else

Performance Management

Overview

Performance Management is not a company's way of employing "micro-managing" techniques that stunt the professional growth of its employees. But rather, it is a strategic approach to ensuring the efficiency and effectiveness of an organization. Whether at the organizational, departmental or employee level, the goal of performance management is to make sure all business goals are being met in a satisfactorily manner

Objectives

The objectives for this course are as follows:

- ✓ Define performance management.
- ✓ Understand how performance management works and the tools to make it work.
- ✓ Learn the three phases of project management and how to assess it.
- ✓ Discuss effective goal-setting.
- ✓ Learn how to give feedback on performance management.
- ✓ Identify Kolb's Learning Cycle.
- ✓ Recognize the importance of motivation.
- ✓ Develop a performance journal and performance plan.

Personal Productivity

Overview

Most people find that they wish they had more time in a day. This workshop will show participants how to organize their lives and find those hidden moments. Participants will learn how to establish routines, set goals, create an efficient environment, and use time-honored planning and organizational tools to maximize their personal productivity

When deadlines and stress-related activities force people to rush helter-skelter into producing outcomes that are irrelevant and impractical, it's time to take a breather.

It's time to exhale stale, old ideas. And, inhale new inspiration for joyful living that produces quality outcomes.

Objectives

At the end of this workshop, you should be able to:

- ✓ Take time out to decompress and refocus for more productive project outcomes.

- ✓ Make the effort to express good will, respect and empathy for others.

- ✓ Adapt to unexpected requests of individuals and teams by going with the flow.

- ✓ Keep up with information dynamics; attend to needs promptly and efficiently.

- ✓ Show more respect and compassion to others to enhance productivity.

- ✓ Mutual sharing and accepting different interests, information and ideas.

- ✓ Remember to smile warmly to show appreciation and gratitude.

Presentation Skills

Overview

This program can benefit anyone who presents; a trainer, a meeting facilitator, speaker, or seminar discussion leader. No matter which role you are assuming, this workshop will help you become more efficient and proficient with the skills of providing information to others.

Objectives

By the end of this workshop, participants should be able to:

- ✓ Perform a needs analysis and prepare an outline

- ✓ Select presentation delivery methods

- ✓ Practice verbal and non-verbal communication skills

- ✓ Knock down nervousness

- ✓ Develop and use flip charts with colour

- ✓ Create targeted PowerPoint presentations

- ✓ Utilize whiteboarding for reinforcement

- ✓ Describe how video and audio enhance a presentation and list criteria for determining what types to use

- ✓ Enrich the learning experience with humor, questions, and discussion.

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.

This 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.

Objectives

By the end of this workshop, participants should be able to:

- ✓ Define projects, project management, and project managers

- ✓ Identify the importance of the PMBOK and PMI

- ✓ Identify the five process groups and nine knowledge areas as defined by the PMI

- ✓ Describe the triple constraint

- ✓ Perform a project needs assessment and write goals, requirements, and deliverables

- ✓ Create key project documents, including the statement of work, project planning worksheet, and project charter

- ✓ Build a project schedule by estimating time, costs, and resources

- ✓ Understand and use the work breakdown structure

- ✓ Create project planning documents, such as a schedule, risk management plan, and communication plan

- ✓ Use planning tools, including the Gantt chart, network diagram, and RACI chart

- ✓ Establish and use baselines

- ✓ Monitor and maintain the project

- ✓ Perform basic management tasks, including leading status meetings and ensuring all documents are complete at the end of the project

Proposal Writing

Overview

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

This course 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; to creating the final, professional product.

Objectives

By the end of this workshop, participants will be able to:

- ✓ Identify the purpose of a proposal

- ✓ Identify different types of proposals

- ✓ Identify and perform the steps in the proposal writing process

- ✓ Perform a needs analysis and write a goal statement

- ✓ Prepare a proposal outline

- ✓ Improve their writing skills with a variety of techniques

- ✓ Use appropriate resources and ghosting to build a strong case

- ✓ Add illustrations to their proposal

- ✓ Proofread and edit their proposal

- ✓ Add the finishing touches to create a professional-looking final product

Public Speaking

Overview

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.

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

Objectives

By the end of this workshop, participants will be able to:

- ✓ Identify their audience
- ✓ Create a basic outline
- ✓ Organize their ideas
- ✓ Flesh out their presentation
- ✓ Find the right words
- ✓ Prepare all the details
- ✓ Overcome nervousness
- ✓ Deliver a polished, professional speech
- ✓ Handle questions and comments effectively

Sales Fundamentals

Overview

Although the definition of a sale is simple enough, the process of turning someone into a buyer can be very complex. It requires you to convince someone with a potential interest that there is something for them in making this interest concrete – something that merits spending some of their hard-earned money.

This workshop will give participants a basic sales process, plus some basic sales tools, that they can use to seal the deal, no matter what the size of the sale.

Objectives

By the end of this workshop, participants will be able to:

- ✓ Understand the language of sales
- ✓ Prepare for a sales opportunity
- ✓ Begin the discussion on the right foot
- ✓ Make an effective pitch
- ✓ Handle objections
- ✓ Seal the deal
- ✓ Follow up on sales
- ✓ Set sales goals
- ✓ Manage sales data
- ✓ Use a prospect board

Stress Management

Overview

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. This 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.

Objectives

At the end of this workshop, you should be able to:

- ✓ Identify the best approach to a stressful situation (Alter, Avoid, or Accept)
- ✓ Understand what lifestyle elements you can change to reduce stress
- ✓ Use routines to reduce stress
- ✓ Use environmental and physical relaxation techniques
- ✓ Better cope with major events
- ✓ Use a stress log to identify stressors and create a plan to reduce or eliminate them

Supervising Others

Overview

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

Objectives

By the end of this workshop, you should be able to:

✓ Define requirements for particular tasks

✓ Set expectations for your staff

✓ Set SMART goals for yourself

✓ Help your staff set SMART goals

✓ Assign work and delegate appropriately

✓ Provide effective, appropriate feedback to your staff

✓ Manage your time more efficiently

✓ Help your team resolve conflicts

✓ Understand how to manage effectively in particular situations

✓ Understand what a new supervisor needs to do to get started on the right path

Teamwork and Team Building

Overview

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. This workshop will encourage you to explore the different aspects of a team, as well as ways that they can become a top-notch team performer.

Objectives

By the end of this workshop, you should be able to:

✓ Describe the concept of a team, and its factors for success

✓ Explain the four phases of the Tuckman team development model and define their characteristics

✓ List the three types of teams

✓ Describe actions to take as a leader – and as a follower for each of the four phases (Forming, Storming, Norming and Performing)

✓ Discuss the uses, benefits and disadvantages of various team-building activities

✓ Describe several team-building activities that you can use, and in what settings

✓ Follow strategies for setting and leading team meetings

✓ Detail problem-solving strategies using the Six Thinking Hats model -- and one consensus-building approach to solving team problems

✓ List actions to do -- and those to avoid -- when encouraging teamwork

Time Management

Overview

Time management training most often begins with setting goals. These goals are recorded and may be broken down into a project, an action plan, or a simple task list. Activities are then rated based on urgency and importance, priorities assigned, and deadlines set. This process results in a plan with a task list or calendar of activities. Routine and recurring tasks are often given less focus to free time to work on tasks that contribute to important goals.

This entire process is supported by a skill set that should include personal motivation, delegation skills, organization tools, and crisis management. We'll cover all this and more during this workshop

Objectives

At the end of this workshop, you should be able to:

- ✓ Plan and prioritize each day's activities in a more efficient, productive manner
- ✓ Overcome procrastination quickly and easily
- ✓ Handle crises effectively and quickly
- ✓ Organize your workspace and workflow to make better use of time
- ✓ Delegate more efficiently
- ✓ Use rituals to make your life run smoother
- ✓ Plan meetings more appropriately and effectively

Train The Trainer

Overview

Whether you are preparing to be a professional trainer, or you are someone who does a bit of training as a part of their job, you'll want to be prepared for the training that you do. This workshop will give all types of trainers tools to help them create and deliver engaging, compelling workshops that will encourage trainees to come back for more.

Objectives

By the end of this workshop, participants will be able to:

- ✓ Define training, facilitating, and presenting
- ✓ Understand how to identify participants' training needs
- ✓ Create a lesson plan that incorporates the range of learning preferences
- ✓ Create an active, engaging learning environment
- ✓ Develop visual aids and supporting materials
- ✓ Manage difficult participants and tough topics

Workplace Diversity

Overview

With the world becoming more mobile and diverse, diversity has taken on a new importance in the workplace. This workshop will help participants understand what diversity is all about, and how they can help create a more diverse world at work and at home.

Objectives

By the end of this workshop, you should be able to:

- ✓ Explain the definition, terms and history of diversity

- ✓ Describe the meaning of stereotypes and biases, how they develop, and the reasons for your own perspectives

- ✓ List strategies for removing barriers to encouraging diversity for yourself, in the workplace, and in the social community

- ✓ Use active listening skills to receive messages in a diverse population, employ effective questioning techniques, and communicate with strength

- ✓ Understand the importance of body language, both your own, and that of others, and recognize its importance in interpersonal communications

- ✓ Identify ways to encourage diversity in the workplace, and prevent and discourage discrimination

- ✓ Understand and respond to personal complaints, and develop a support system to manage the resolution process

- ✓ List the steps a manager should take to record a complaint, analyze the situation, and take appropriate resolution action

- ✓ Identify the process an organization must follow to receive and respond to a complaint, and then creating mechanisms to prevent or reduce repeat situations.

Clusters

Personal Productivity

- Personal Productivity
- Time Management
- Assertiveness and Self-Confidence
- Stress Management
- Anger Management
- Attention Management
- Emotional Intelligence

Communication

- Interpersonal Skills
- Presentation Skills
- Public Speaking
- Communication Strategies
- Facilitation Skills
- Proposal Writing

Leadership

- Leadership and Influence
- Coaching and Mentoring
- Business Succession Planning
- Change Management
- Conflict Resolution
- Creative Problem Solving
- Emotional Intelligence
- Facilitation Skills
- Motivating Employees
- Negotiation Skills
- Performance Management
- Project Management

- Supervising Others
- Teamwork and Team Building

Human Resources

- Human Resources Management
- Employee Recruitment
- Coaching and Mentoring
- Measuring Results from Training
- Performance Management
- Train the Trainer

Sales and Customer Service

- Sales Fundamentals
- Account Management
- Customer Service
- Presentation Skills
- Interpersonal Skills
- Negotiation Skills
- Proposal Writing

Administrative

- Administrative Support
- Time Management
- Business Writing
- Facilitation Skills
- Meeting Management
- Proposal Writing

Finance

- Basic Bookkeeping
- Budgets and Financial Reports

General Business

- Business Etiquettes
- Business Ethics
- Workplace Diversity

Glossary of Abbreviations

3 C's	Confidence – Competence – Credibility
ADKAR	Awareness, Desire, Knowledge, Ability and Reinforcement
BATNA	Best Alternative To a Negotiation Agreement
DMAIC	Define- Measure - Analyze - Improve – Control
GROW	Goal setting – Reality check– Options development – Wrap it up with a plan
PD	Professional Development
PMBOK	Project Management Body Of Knowledge
PMI	Project Management Institute
RACI	Responsible – Accountable – Consulted – Informed
SMART	Specific – Measurable – Attainable – Relevant – Timed
STAR	Situation – Task – Action – Result
WAP	Walk Away Price
WATNA	Worst Alternative To a Negotiation Agreement
WIFM or WIIFM	What's In It For Me
ZOPA	Zone Of Possible Agreement