

2020

# Course Catalogue



PROFESSIONAL DEVELOPMENT  
AND  
TRAINING SOLUTIONS

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## Teams and Teambuilding



### High Performance Teams (Inside the Company)

High Performance Teams (Non-remote Workers) are organizations, teams or groups working inside an office environment that are focused on achieving the same goals.

With our High-Performance Teams (Inside the Company) workshop, participants will begin to see how important it is to develop a core set of high-performance skills while working in an office locale. By knowing and managing the way people interact in an office setting, you will be positioning your high-performance teams for great success.



### High Performance Teams (Remote Workforce)

High Performance Teams (Remote Workforce) are organizations, teams or groups working in a virtual environment that are focused on achieving the same goals.

Bringing team members together through a virtual environment can be a challenge task. This workshop identifies these challenges and helps participants push through to success. With our High-Performance Teams (Remote Workforce) workshop, participants will begin to see how important it is to develop a core set of high performance skills, while working remotely. By knowing and managing the way people interact in a remote environment, you will be setting up your high-performance teams to accomplish any task.



### Team Building Through Chemistry

Teams are unavoidable in any business. The key to successful team building is addressing the importance of chemistry between team members. It is not enough to have a group of people work on a project; people must connect and balance each others' strengths. By staying aware of the chemistry as you build the group, you will increase the chance of avoiding

pitfalls and developing a sense of unity. . With our "Team Building through Chemistry" workshop, participants will discover the specifics of how building a team through chemistry will lead to success.



### Team Building for Managers

Team building is an important part of the work experience. It is not only applicable to your work life, but also transfers over to your personal and social life. When working with a team, it is important to fully engage yourself. One should take the time and proper steps, to become the best team member they can be. With our Team Building For Managers

workshop, participants will learn how important team building is and how beneficial it can be. Through this workshop, participants will gain a new perspective on teamwork, and become a valuable member to any team they are placed in. Follow the information in this workshop and create a positive atmosphere within your company with the use of teams.



### Teamwork and Team Building

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

different aspects of a team, as well as ways that they can become a top-notch team performer. Participants will be given the details and concepts of what makes up a team, and what factors into being a successful team and team member.

## Management and Leadership Skills



### Being a Likable Boss

Becoming a more likeable boss can sometimes be a difficult process to describe. It can be one characteristic that facilitates great communication and great employee relationships. It can be the special way that you show confidence in among your team. These and other events can become more easily managed with this great workshop. With our How to Become a

More Likeable Boss workshop, your participants will begin to see how important it is to develop better managerial skills. By managing and looking at the way people interact and seeing things in a new light, your participants will improve on almost every aspect of their career.



### Coaching and Mentoring

### Coaching and Mentoring

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 goals. 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? The Coaching And Mentoring 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 is related directly to how well you are able to foster a great working relationship with your employees through understanding them and strategic goal setting.



### Conducting Annual Employee Reviews

### Conducting Annual Employee Reviews

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

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



### Conflict Resolution

### Conflict Resolution

Wherever two or more people come together, there is bound to be conflict. This course will give participants a seven-step

conflict resolution process that they can use and modify to resolve conflict disputes of any size. Participants will also be provided a set of skills in solution building and finding common ground. In the Conflict Resolution workshop, participants will learn crucial conflict management skills, including dealing with anger and using the Agreement Frame. Dealing with conflict is important for every organization no matter what the size. If it is left unchecked or not resolved it can lead to lost production, absences, attrition, and even lawsuits.



### Delivering Constructive Criticism

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

Criticism if done correctly will provide great benefits to your organization. It provides the ability for management to nullify problematic behaviors and develop well rounded and productive employees. Constructive feedback shows an employee that management cares about them and will invest time and effort into their careers.



### Goal Setting and Getting Things Done

Goal Setting is one of the most basic and essential skills someone can develop. What makes a good goal? We touch on goal characteristics, time management, making a to do list, and what to do when setbacks occur. This workshop will provide the knowledge and skills for your participants to

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

## Trainer's Toolbox



### Adult Learning - Mental Skills

Bloom's Taxonomy is not just for elementary school teachers. The three domains of the taxonomy apply to adult education as well. In this course, we will pay attention to the cognitive domain. This is the domain of knowledge and intellect, and it is the main focus of most educators. With our "Adult Learner:



Bloom's Taxonomy – Cognitive Domain" workshop, participants will discover the specifics of how the cognitive domain increases intellectual capability.

### Adult Learning: Physical



### Adult Learning - Physical Skills

Bloom's Taxonomy is not just for elementary school teachers.

The three domains of the taxonomy apply to adult education as well. In this course, we will pay attention to the psychomotor domain. This is the domain of action and physicality. It is important to remember that psychomotor works together with the other domains when implementing it.



### Measuring Results from Training

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.

Using Measuring Results From Training course, participants will learn about the different ways to evaluate training progress, and how to use those results to demonstrate the results that training brings. Once the training has been evaluated the next step is to modify and updated the curriculum to create a content that is better suited for the participants.



### Presentation Skills

Many studies have found that public speaking is the number one fear amongst most people, outranking flying, snakes, insects, and even death. Ironically, it is also one of the skills that can make or break a person's career.

Participants will be provided a strong set of skills that will complement their current presentation skill set. The

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

### Social Learning

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

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



### Train the Trainer

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. Participants will begin the process of becoming trainers themselves, and understand that training is a process where skills, knowledge, and attitudes are applied. The Train-The-Trainer workshop will give all types

of trainer's tools to help them create and deliver engaging, compelling workshops that will encourage trainees to come back for more. Skills such as facilitating, needs analyses, understanding participant's needs, and managing tough topics will give your trainees what the need to become a trainer themselves.

## Essential Business Skills



### Business Ethics

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

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



### Business Writing

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

reports, and agendas), giving you that extra edge in the workplace. The Business Writing workshop will give participants a refresher on basic writing concepts (such as spelling, grammar, and punctuation), and



an overview of the most common business documents. These basic skills will provide participants with that extra benefit in the business world that a lot of people are losing.

### Communication Strategies



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

### Communication Strategies

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 you give the cat, it all means something. The Communication Strategies workshop will help participants understand the different



Through Organizational Skills participants will encounter improved productivity, better management, and an overall increase in professional growth. Every day people waste numerous amounts of time looking for items. Stop looking for those important items, and start knowing where they are by getting organized.

### Organizational Skills

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



### Negotiation Skills

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

### Negotiation Skills

Although people often think of boardrooms, suits, and million-dollar deals when they hear the word negotiation, the truth is that we negotiate all the time. Through this workshop participants will be able to understand the basic types of negotiations, the phases of negotiations, and the skills needed for successful negotiating. The



### Creative Problem Solving

### Creative Problem Solving

In the past few decades, psychologists and businesspeople alike have discovered that successful problem solvers tend

to use the same type of process to identify and implement the solutions to their problems. This process works for any kind of problem, large or small. The Creative Problem Solving workshop will give participants an overview of the entire creative problem solving process, as well as key problem solving tools that they can use every day. Skills such as brainstorming, information gathering, analyzing data, and identifying resources will be covered throughout the workshop.

## Personal Development

### Improving Mindfulness



### Improving Mindfulness

Mindfulness is a term that is frequently used but rarely defined. Practicing true mindfulness encourages living in the present while it addresses the danger of distorted thinking, staying in tune both mentally and emotionally improves perspective to enhance personal a professional

success. With our Improving Mindfulness workshop, participants will begin to identify their own patterns of thinking. As they learn to practice mindfulness, they will cultivate positive emotions that will have a dramatic effect on the work environment.



### Improving Self Awareness

Self awareness is an important part of everyday life. It transfers over to your personal, social, physical and work life. It can help one gain a better understanding of themselves, and how to live a better, more fulfilling life. When working to deepen one's own self awareness, it is important to fully engage yourself. One should take the

time and proper steps, to fully become self aware. With the Deepening Self Awareness workshop, participants will learn how beneficial becoming more self aware can be. A highly self aware person will become more equipped to deal with daily life and its challenges. Through this workshop, participants will gain a new perspective on themselves and their emotions and become a valuable member to society.



### Anger Management

### Anger Management

Benjamin Franklin once said, 'In this world nothing can be said to be certain, except death and taxes.' We would add a third item to his list: anger. Controlling and limiting anger is important in every aspect of one's life. Without control you are putting limits on what you can accomplish

in your personal and professional life. 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. The Anger Management workshop will help teach participants how to identify their anger triggers and what to do when they get angry.



## Assertiveness and Self Confidence

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

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



## Attention Management

A distracted employee is a less effective employee. Employees who do not pay attention to their work can waste valuable time and make careless mistakes. Your participants will be more efficient at their job, make fewer mistakes, and overall be more productive. 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. Participants will gain valuable insight and strategies into what it takes to be more attentive and vigilant.



## Business Acumen

Through our Business Acumen workshop participants will improve their judgment and decisiveness skills. Business Acumen is all about seeing the big picture and recognizing that all decisions no matter how small can influence the bottom line. Participants will increase their financial literacy and improve their business sense. Business

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

# Human Resource Management



## Human Resource Management

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

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



## Employee Onboarding

Employee Onboarding is an important and vital part of any companies hiring procedure. Hiring, training, and bringing new employees on board cost a lot of money and are major investments. Onboarding is a secure investment that will assist newly hired employees in developing and keeping their skills, knowledge, and value within the company. It will stop

highly skilled workers from being lured to a competitor, which makes your company stronger within the market. Through Employee Onboarding you will find lowers costs related to employee turnover. It will increase productivity and produce a happier and more skilled workforce. The new hire phase is a critical time for the employee and company and having a structured set of procedures will make this time run smoother and produce a greater chance of success.



## Employee Recruitment

Many companies simply wait for talent to come to them. Simply advertising an open position and hoping that you find the right talent does not guarantee that you will find the best people for the jobs in your organization. Actively seeking out qualified candidates is the best way to ensure that you find the talent that you need. Recruitment is essential to the

success of your business. Hiring a new employee is one of the largest investments you can make in business. That is why hiring the correct employee is so important. Hiring the right employee is more important than ever, as training can be very expensive. Employee turnover costs companies a lot of money each year. This course will provide the Employee Recruitment that your hiring department need to help them interview and recruit the right employee for you





### Health and Wellness at Work

A healthy employee is a happy and productive employee, and that is a goal for every organization. Through our Health and Wellness at Work program your participants will experience the benefits of a healthier lifestyle and workplace. Our Health and Wellness at Work course will be instrumental in creating a “Culture of Wellness” within your

organization. Participants will touch on common issues such as smoking cessation, nutrition & weight loss, and preventative care. Health and Wellness is the responsibility of everyone in an organization so take the positive step and create a program at your organization.



### Hiring Strategies

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

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



### Talent Management

Talent Management is an investment. Every company wants to have the best and brightest employees, and with Talent Management that can be achieved. The item that usually accounts for the highest cost for a company is its work force. With a company's workforce being the highest cost to it, does it not make sense to invest in it? With

Talent Management you are developing a more skilled workforce and attracting a higher caliber of new employee. We all know that training and retraining costs money and Talent Management can reduce these costs. Recruiting the correct people, and keeping a talented workforce is a priority in today's business environment. Having a talented group of employees has always been a key to success; it will translate into cost savings and higher productivity. Talent Management is the investment that will pay dividends over the course of its use.

