



Frequently Requested Presentations

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The Leader's Dilemma: How to Balance Two Important Needs

Have you ever struggled to decide whether it is more important to support your people or your agency? On the one hand, you want to do the right thing to take care of those on the frontlines, but you've also got to make sure that the work gets done. Most supervisors, managers, and executives have encountered this dilemma. In fact, it's a commonly mentioned concern in management training classes. In this presentation, Dr. Ed Sherman will discuss the balance between productivity and ensuring that employees have the assistance and resources that are necessary to function effectively. While sometimes considered as being in opposition to one another, these two needs can and should exist in a parallel, complimentary manner to produce the best possible outcomes, as will become evident during this training.

Achieving Effective Outcomes through Staff Communication

Are your goals and objectives at work consistently being met? Are your interactions with others in the workplace ever a bit rocky and you wish they were smoother? Have you ever had expectations of your employees that they did not meet? If so, then you are like countless supervisors, managers, and executives who have expressed these frustrations. If the "three things that matter in real estate" involve the word location, then we can likewise say that what matters in our interactions with others is "communication, communication, communication." Without effective communication, we are much less likely to achieve effective outcomes. During this training, Dr. Ed Sherman will discuss methods to help ensure that communication is serving you. You will learn ways to deliver the most succinct information, ensure that it is heard and understood, and build collaboration and cooperation as a result.

Dealing with Challenging Staff Members

Have you ever had a staff member who, despite your best efforts to guide and instruct him or her over time, did not react, respond, or perform as expected? You may have questioned why one or more of your employees seemed, or perhaps continues to seem, resistant to participating in effective communication, accepting job assignments, completing work as expected or directed, and other behaviors that make interacting difficult. This type of situation can be very challenging to supervisors, managers, and executives as it impairs productivity and cooperative workplace relations. This topic is one that Dr. Ed Sherman has researched, identified solutions for, and advised leaders about, for more than 25 years. In this training, he will discuss this complex topic and offer strategies to reduce the number of stressful interactions and produce improved results. After completing this session, participants will be better prepared to handle difficult staff interactions themselves, and be more aware of situations in which it would be beneficial to seek the assistance of others.



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Be the Leader You Wish You Had

Have you ever wished that the person who supervises you consistently demonstrated the characteristics of a genuine leader? That he or she influenced people to follow as a result of honorable words and actions, and modeled behaviors that you would like to emulate? That the way you experienced interactions left you feeling heard, respected, and supported? Perhaps you are fortunate and your boss does all of these things, but perhaps not. Either way, regardless of your rank, role, or assignment, you can do everything mentioned, and more, to create profoundly positive effects upon yourself and those around you. In this presentation, Dr. Ed Sherman will be discussing “The Success Triad” (attitude, alignment, and actions), and how it can elevate your morale, optimize your outlook, and directly point your career in an upward direction. It will become clear in this training that you can exercise more control over your situation than you may be currently doing, and how making such a shift can open doors to being a true leader.

Decision Making: Maximizing Best Outcomes

Have you ever made a decision as a leader that did not produce the desired result, and wondered if there was a way to improve outcomes? You believed that you knew what you needed to know to make a successful evaluation of a situation and respond accordingly, yet somehow it did not turn out the way that you expected. This is an issue that virtually all supervisors, managers, and executives have faced at various points in their careers, and maximizing success is central to effectively attaining organizational goals. Dr. Ed Sherman has researched public safety decision-making, including engaging in interviews and discussions with experienced agency leaders, and he will share insights regarding what seasoned professionals say have, and have not, created effective outcomes in both day-to-day and critical, high-risk situations. Although human interactions and situations vary, and effective results cannot always be produced with certainty, there are techniques and methods, as will be discussed in this presentation, that can help achieve objectives more consistently.

Leadership Mentoring: Successful Succession Planning

Does your agency have a system in place with a clear path that members can follow to move up to various ranks, levels, or specialized assignments? Your organization may want to ensure that well-trained and qualified staff are developed by offering them the knowledge and experience they need for both temporary and permanent roles. Leaders are frequently interested in identifying ways that mentoring programs can be instituted and maintained so that those who wish to advance their careers can learn through skilled guidance, while simultaneously performing needed duties within the department. Dr. Ed Sherman will discuss these topics and provide suggestions about ways to most effectively recruit participants into the program, and impart learning to mentees in a manner that will maximize their interest and involvement. By structuring procedures and practices in a way that assists personnel in getting on and staying on the road to success, it will become clear during this presentation how both aspiring leaders and agencies stand to benefit.



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