Courseware.com
Customizable Training Materials

Product Catalog

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Soft Skills Course Kits

Our Soft Skills Course Kits include everything you need to deliver professional Soft Skills Training

We have over 140 Soft Skills titles to choose from. All of these workshop materials can be easily customized: mix and match training topics between courses, add new content, and even re-brand as your own.

Pricing

- **Individual Titles $597**

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  - **Administrative Skills**
    1. Accountability in the Workplace
    2. Administrative Office Procedures
    3. Administrative Support
    4. Archiving and Records Management
    5. Basic Bookkeeping
    6. Business Writing
    7. Collaborative Business Writing
    8. Executive and Personal Assistants
    9. Meeting Management
    10. Organizational Skills
    11. Social Media In The Workplace
    12. Supply Chain Management

  - **Career Development**
    1. 10 Soft Skills You Need
    2. Assertiveness And Self-Confidence
    3. Communication Strategies
    4. Creative Problem Solving
    5. Creativity: Thinking Outside the Box
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    7. Digital Citizenship
    8. Entrepreneurship
    9. Interpersonal Skills
    10. mLearning Essentials
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    12. Personal Branding
    13. Project Management
    14. Telework and Telecommuting
    15. The Cloud and Business
    16. Time Management
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- **Human Resources**
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- **Personal Development**
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- **Supervisors and Managers**
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    4. Developing New Managers
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7. Knowledge Management
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- **Workplace Essentials**
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  3. Business Ethics
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  5. Change Management
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  16. Respect in the Workplace
  17. Responsibility in the Workplace
  18. Risk Assessment and Management
  19. Safety In The Workplace
  20. Team Building For Managers
  21. Teamwork And Team Building

- **Complete Soft Skills Library $4,990**

10 Soft Skills You Need

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

With our 10 Soft Skills You Need workshop your participants will begin to see how important it is to develop a core set of soft skills. By managing and looking at the way people interact and seeing things in a new light, your participants will improve on almost every aspect of their career.

Course Outline:

Module One: Getting Started
- Housekeeping Items
- Pre-Assignment Review
- Workshop Objectives
- The Parking Lot
- Action Plan

Module Two: What are Soft Skills?
- Definition of Soft Skills
- Empathy and the Emotional Intelligence Quotient
- Professionalism
- Learned vs. Inborn Traits
- Case Study
- Module Two: Review Questions

Module Three: Soft Skill 1: Communication
- Ways We Communicate
- Improving Non-Verbal Communication
- Listening
- Openness and Honesty
- Case Study
- Module Three: Review Questions

Module Four: Soft Skill 2: Teamwork
- Identifying Capabilities
- Get Into Your Role
- Learn the Whole Process
- The Power of Flow
- Case Study
- Module Four: Review Questions

Module Five: Soft Skill 3: Problem Solving
- Define the Problem
- Generate Alternative Solutions
- Evaluate the Plans
- Implementation and Re-evaluation
- Case Study
- Module Five: Review Questions

Module Six: Soft Skill 4: Time Management
- The Art of Scheduling
- Prioritizing
- Managing Distractions
- The Multitasking Myth
- Case Study
- Module Six: Review Questions

Module Seven: Soft Skill 5 and 6: Attitude and Work Ethic
- What Are You Working For?
- Caring for Others vs. Self
- Building Trust
- Work Is Its Own Reward
- Case Study
- Module Seven: Review Questions

Module Eight: Soft Skill 7: Adaptability/Flexibility
- Getting over the Good Old Days Syndrome
- Changing to Manage Process
- Changing to Manage People
- Showing You're Worth Your Weight in Adaptability
- Case Study
- Module Eight: Review Questions

Module Nine: Soft Skill 8: Self-Confidence
- Confident Traits
- Self-Questionnaire
- Sure-fire Confidence Building Tactics
- Build Up Others
- Case Study
- Module Nine: Review Questions

Module Ten: Soft Skill 9: Ability to Learn From Criticism
- Wow, You Mean I'm Not Perfect?
- Listen With An Open Mind
- Analyze and Learn
- Clear the Air and Don't Hold Any Grudges
- Case Study
- Module Ten: Review Questions

Module Eleven: Soft Skill 10: Networking
- Redefining Need
- Identifying Others" Interests
- Reaching Out
- When to Back Off
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words From The Wise
- Review Of The Parking Lot
- Lessons Learned
- Recommended Reading
- Completion Of Action Plans And Evaluations

Accountability in the Workplace

Accountability helps to ensure that every employee will take responsibility for their performance and behaviors, and continue to manage this responsibility. When we implement goals and communicate with one another, we can achieve powerful results. Building an accountable workplace requires strong teamwork and collaboration. Every team member must have a strong understanding of the values of the company and recognize the importance of their dedication, in order to attain success.

The Accountability in the Workplace course will provide you with informative tools and practical strategies that can be used to help empower the team to work towards achieving the benefits of accountability. Accountable employees will fuel performance and productivity, and generate an enhanced workplace.

Course Outline:

Module One: Getting Started

- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: What is Accountability?

- Defining Accountability
- Personal Accountability
- Being Held Accountable
- Accountability vs. Blame
- Understanding the Importance
- Case Study
- Module Two: Review Questions

Module Three: Creating an Accountable Workplace

- Modeling Accountability
- Valuing Accountability
- The Front-Loading Benefits
- Teamwork
- The Accountability Cycle
- Case Study
- Module Three: Review Questions

Module Four: The C's of Accountability

- Clarification
- Common Purpose
- Communication
- Collaboration
- Consequences
- Case Study
- Module Four: Review Questions

Module Five: Building Ownership

- Ownership vs Accountability
- The Ownership Mentality
- Why Does it Matter
- The Weight of Micromanaging
- Sharing Your Vision
- Case Study
- Module Five: Review Questions

Module Six: Accountability in Leadership

- What is Leadership?
- The Role of the Organization
- The Role of the Manager
- The Role of the Employee
- Strengthening Leadership Accountability
- Case Study
- Module Six: Review Questions

Module Seven: The Power of Goal-Setting

- Setting SMART Goals
- Who's Accountable
- Identifying Your "Why"
- Goal Lengths
- Remaining Loyal to Your Goals
- Case Study
- Module Seven: Review Questions

Module Eight: Feedback as a Tool

- Choosing Positivity
- Considering the Time Frame
- Giving Feedback
- Receiving Feedback
- Creating an Action Plan
- Case Study
- Module Eight: Review Questions

Module Nine: Effective Delegation

- What is Delegation
- How to Delegate
- When to Delegate
- Whom Should You Delegate
- Dismissing Delegation
- Case Study
- Module Nine: Review Questions

Module Ten: Barriers to Accountability

- Closed Communication
- Failure to Meet Expectations
- Lack of Self-Confidence
- Lacking Alignment
- Overcoming Obstacles
- Case Study
- Module Ten: Review Questions

Module Eleven: The Benefits of Accountability

- Improving Performance
- Building Trust and Integrity
- Employee Engagement
- Workplace Satisfaction
- Dedication to Your Role
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Administrative Office Procedures

Administrative office procedures may not be glamorous, but they are essential to the success of any enterprise. A well run office reduces miscommunications and helps to eliminate common errors. By making the administrative office a priority, you will establish clear policies and procedures with employee understanding and buy-in, which ensures that your work environment runs smoothly.

With our Administrative Office Procedures workshop, your participants will understand how an Administrative Office Procedure binder demonstrates professionalism and efficiency in an organization or office setting. It is also a marvelous instrument for quick reference and utilization. Strategies and procedures are a vital connection between the company's vision and its everyday operations.

Course Outline:

Module One: Getting Started
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Why Your Office Needs Administrative Procedures
- Business Continuity
- Succession Planning
- Internal and External Audit Requirements
- Recovery Planning
- Case Study
- Module Two: Review Questions

Module Three: Gathering the Right Tools
- Binder
- Section Divider
- Sheet Protectors
- Cover to Cover Binders
- Case Study
- Module Three: Review Questions

Module Four: Identifying Procedures to Include
- Tracking Tasks for Some Days
- Reach Out to Other Employees for Feedback/Ideas
- Write Down Daily Tasks
- Keep Track Using a Spreadsheet
- Case Study
- Module Four: Review Questions

Module Five: Top Five Procedures to Record
- Use a Template to Stay Consistent from Track to Track
- Be as Detailed as Possible
- Use Bullet Points Instead of Paragraphs
- Ask Someone to Execute the Procedure
- Case Study
- Module Five: Review Questions

Module Six: What to Include in Your Binder (I)
- Phone Etiquette
- Business Writing
- Effective Time Management
- Creating Meeting Arrangements
- Case Study
- Module Six: Review Questions

Module Seven: What to Include in Your Binder (II)
- Policy on Absences
- Breaks
- Salaries
- Benefits
- Case Study
- Module Seven: Review Questions

Module Eight: Organizing Your Binder
- Create a Table of Contents
- List Each Section (e.g. Accounting)
- List Procedures in that Section
- Keep Binder Updated with any New Changes
- Case Study
- Module Eight: Review Questions

Module Nine: What Not to Include in the Procedure Guide
- Passwords
- Identify Other Confidential Information Via Your Employer
- Store Information in a Separate Folder Outside of the Guide
- Find a Secure Location to Store
- Case Study
- Module Nine: Review Questions

Module Ten: Share Office Procedure Guide
- Give Guide to Boss/Executive to Review
- Inform Office Personnel of Procedure Guide
- Place Guide in a Visible Area
- Allow Office Personnel to Express Improvements/Updates if Needed
- Case Study
- Module Ten: Review Questions

Module Eleven: Successfully Executing the Guide
- Create a One Hour Meeting/Seminar for Employees
- Stay Consistent with Procedures
- Make Employees Aware of any Updated Changes
- Keep Open to Improvements
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Administrative Support

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

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

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Getting Organized, Part One
- Dealing with E-Mail
- Managing Electronic Files
- Keeping Track of the Paper Trail
- Making the Most of Voice Mail

Module Three: Getting Organized, Part Two
- Keeping Your Workspace Organized
- Using a To-Do Book
- The Extra Mile: Adding Project Management Techniques to Your Toolbox

Module Four: Managing Time
- Managing Your Time
- Keeping Others on Track
- Maintaining Schedules

Module Five: Getting It All Done On Time
- Prioritizing
- The Secret to Staying on Track
- Goal Setting

Module Six: Special Tasks
- Planning Small Meetings
- Planning Large Meetings
- Organizing Travel

Module Seven: Verbal Communication Skills
- Listening and Hearing: They Aren't the Same Thing
- Asking Questions
- Communicating with Power

Module Eight: Non-Verbal Communication Skills
- Body Language
- The Signals You Send to Others
- It's Not What You Say, it's How You Say It

Module Nine: Empowering Yourself
- Being Assertive
- Resolving Conflict
- Building Consensus
- Making Decisions

Module Ten: The Team of Two
- Working with Your Manager
- Influencing Skills
- What to Do in Sticky Situations

Module Eleven: Taking Care of Yourself
- Ergonomics
- Stress Management
- Dealing with a Heavy Workload

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

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 manual, 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: Mental Skills workshop, your participants will discover the specifics of how the cognitive domain increases intellectual capability.

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Bloom's Taxonomy
- Bloom's Theory
- History
- New Understanding
- Definition
- Case Study
- Module Two: Review Questions

Module Three: Knowledge
- Behavior
- Actions
- Examples
- Implementation
- Case Study
- Module Three: Review Questions

Module Four: Comprehension
- Behavior
- Actions
- Examples
- Implementation
- Case Study
- Module Four: Review Questions

Module Five: Application
- Behavior
- Actions
- Examples
- Implementation
- Case Study
- Module Five: Review Questions

Module Six: Analysis
- Behavior
- Actions
- Examples
- Implementation
- Case Study
- Module Six: Review Questions

Module Seven: Synthesis
- Behavior
- Actions
- Examples
- Implementation
- Case Study
- Module Seven: Review Questions

Module Eight: Evaluation
- Behavior
- Actions
- Examples
- Implementation
- Case Study
- Module Eight: Review Questions

Module Nine: Updated Version
- Remembering and Understanding
- Applying and Analyzing
- Evaluating
- Creating
- Case Study
- Module Nine: Review Questions

Module Ten: Types of Knowledge
- Factual
- Conceptual
- Procedural
- Metacognitive
- Case Study
- Module Ten: Review Questions

Module Eleven: Training
- Examples
- Problem Solving
- Qualitative Assessments
- Create Plans
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

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 manual, 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.

With our Adult Learning - Motor Skills workshop, your participants will discover how to better navigate their physical environment. The understanding and coordination of physical skills provides an incredible benefit to everyone.

Course Outline:

Module One: Getting Started
• Icebreaker
• Housekeeping Items
• The Parking Lot
• Workshop Objectives

Module Two: Bloom's Taxonomy
• Bloom's Theory
• History
• New Understanding
• Definition
• Case Study
• Module Two: Review Questions

Module Three: Observation
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• Actions
• Examples
• Implementation
• Case Study
• Module Three: Review Questions

Module Four: Imitation
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• Actions
• Examples
• Implementation
• Case Study
• Module Four: Review Questions

Module Five: Manipulation
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- Actions
- Examples
- Implementation
- Case Study
- Module Five: Review Questions

Module Six: Precision
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- Examples
- Implementation
- Case Study
- Module Six: Review Questions

Module Seven: Articulation
- Behavior
- Actions
- Examples
- Implementation
- Case Study
- Module Seven: Review Questions

Module Eight: Naturalization
- Behavior
- Actions
- Examples
- Implementation
- Case Study
- Module Eight: Review Questions

Module Nine: Versions of Psychomotor Domain
- Dave's Theory
- Harrow
- Simpson
- Differences and Similarities
- Case Study
- Module Nine: Review Questions

Module Ten: Psychomotor Measurements
- Agility
- Precision
- Endurance
- Speed
- Case Study
- Module Ten: Review Questions

Module Eleven: Skills to Consider when Planning
- Gross Movement
- Fine Motor Control
- Verbal
- Nonverbal
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Anger Management

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

Our Anger Management workshop will give your participants that constructive approach. Participants will learn how to identify their anger triggers and what to do when they get angry. Through specific coping and planning techniques, anger can become a positive tool.

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Understanding Anger
- The Cycle of Anger
- Understanding Fight or Flight
- Common Myths about Anger

Module Three: Do's and Don'ts
- Unhelpful Ways of Dealing with Anger
- Helpful Ways of Dealing with Anger

Module Four: Gaining Control
- A Word of Warning
- Using Coping Thoughts
- Using Relaxation Techniques
- Blowing off Some Steam

Module Five: Separate the People from the Problem
- Objective vs. Subjective Language
- Identifying the Problem
- Using "I" Messages

Module Six: Working on the Problem
- Using Constructive Disagreement
- Negotiation Tips
- Building Consensus
- Identifying Solutions

Module Seven: Solving the Problem
- Choosing a Solution
- Making a Plan
- Getting it Done

Module Eight: A Personal Plan
- Understanding Hot Buttons
- Identifying Your Hot Buttons
- A Personal Anger Log

Module Nine: The Triple A Approach
- Alter
- Avoid
- Accept

Module Ten: Dealing with Angry People
- Understanding the Energy Curve
- De-Escalation Techniques
- When to Back Away and What To Do Next

Module Eleven: Pulling it All Together
- Process Overview
- Putting it Into Action

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Appreciative Inquiry

Organizations can be thought of as a living being made up of the individuals working within it. Appreciative Inquiry has the ability to change the whole organization by changing the people. Through positive questioning employees will be directed to move in a positive direction. Recognizing the strengths and values of what works, as opposed to what's wrong will transform the individuals and in turn transform the organization.

Appreciative Inquiry is a shift from looking at problems and deficiencies and instead focusing on strengths and successes. It is a tool for change, and it will strengthen relationships throughout your business. Through best practices and positive stories your participants will transform your organization.

Course Outline:

Module One: Getting Started
- Housekeeping Items
- The Parking Lot
- Workshop Objectives
- Pre-Assignment
- Action Plans and Evaluations

Module Two: Introducing Appreciative Inquiry
- What is Appreciative Inquiry?
- Generating a Better Future
- Engaging People in Positive Thought
- Change the Person, Change the Organization
- Case Study
- Module Two: Review Questions

Module Three: Changing the Way You Think
- Shifting from "What's Wrong?" to "What's Right"?
- It's Not Eliminating Mistakes, It's Holding up Successes
- Positive Language Will Affect Peoples Thinking
- Limit or Remove Negative Phrasing
- Case Study
- Module Three: Review Questions

Module Four: Four D model
- Discovery
- Dream
- Design
- Delivery
- Case Study
- Module Four: Review Questions

Module Five: The Four I Model
- Initiate
- Inquire
- Imagine
- Innovate
- Case Study
- Module Five: Review Questions

Module Six: Appreciative Inquiry Interview Style
- Framing Positive Questions
- Solicit Positive Stories
- Finding Out What Works
- Recognize the Reoccurring Themes
- Case Study
- Module Six: Review Questions

Module Seven: Anticipatory Reality
- Imagining a Successful Future Will Affect the Present
- Controlling Negative Anticipation
- Current Decisions Will Be Influenced Positively
- Base It on Data and Real Examples
- Case Study
- Module Seven: Review Questions

Module Eight: The Power of Positive Imagery
- Shaping Performance with Positive Imagery
- Being Better Prepared for Adversity
- People are More Flexible and Creative
- Think of the Perfect Situation
- Case Study
- Module Eight: Review Questions

Module Nine: Influencing Change through AI
- Using Strengths to Solve Challenges
- Confidence Will Promote Positive Change
- Inquiry is a Seed of Change
- People Will Gravitate towards What is Expected of Them
- Case Study
- Module Nine: Review Questions

Module Ten: Coaching and Managing With AI
- Build Around What Works
- Focus on Increases
- Recognize the Best in People
- Limit or Remove Negative Comments
- Case Study
- Module Ten: Review Questions

Module Eleven: Creating a Positive Core
- Strengths
- Best Practices
- Peak Experiences
- Successes
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Archiving and Records Management

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

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

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Understanding Records
- What is Records Management?
- Defining Records
- Archives vs. Records
- Life Cycle
- Case Study
- Module Two: Review Questions

Module Three: Management of Records
- What Is and Is Not a Record?
- Record Programs
- Management of Systems
- Developing Standards
- Case Study
- Module Three: Review Questions

Module Four: Context (I)
- Techniques for Analyzing Records
- Collecting Information
- Organizational Needs
- Legal Demands
- Case Study
- Module Four: Review Questions

Module Five: Context (II)
- Routine Process
- Creative Process
- System Analysis
- Records Survey
- Case Study
- Module Five: Review Questions

Module Six: Classification
- Functionality
- Prioritize
- Assess and Review
- Develop a Tool
- Case Study
- Module Six: Review Questions

Module Seven: Paper-Based Systems
- Arranging and Grouping
- Building Files
- Elementary & Intermediate
- Metadata
- Case Study
- Module Seven: Review Questions

Module Eight: Electronic Records
- Classifying
- Folders and Directories
- Groupings
- Metadata
- Case Study
- Module Eight: Review Questions

Module Nine: Hybrid Systems
- Routine Processes
- Creative Processes
- Design
- Limitations
- Case Study
- Module Nine: Review Questions

Module Ten: Appraisals & Systems
- Taxonomy of Values
- Macro Appraisal
- Strategy & Criteria
- Document & Review Decisions
- Case Study
- Module Ten: Review Questions

Module Eleven: Record Maintenance
- Paper
- Electronic
- Create Archives
- Conversion
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Attention Management

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

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

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Introduction to Attention Management
- What Is Attention Management?
- Stop Thinking and Pay Attention!
- What Is Mushin?
- What is Xin Yi (Heart Minded)?

Module Three: Types of Attention
- Focused Attention
- Sustained Attention
- Selective Attention
- Alternating Attention
- Attention CEO
- Attentional Blink

Module Four: Strategies for Goal Setting
- Listening to Your Emotions
- Prioritizing
- Re-Gating

Module Five: Meditation
- Beta
- Alpha
- Theta
- Delta
- Gamma

Module Six: Training Your Attention
- Mushin
- Meditation
- Focus Execute
- Visualization
- Case Study

Module Seven: Attention Zones Model
- Reactive Zone
- Proactive Zone
- Distracted Zone
- Wasteful Zone
- Case Study

Module Eight: SMART Goals
- The Three P"s
- The SMART Way
- Prioritizing
- Evaluating and Adapting

Module Nine: Keeping Yourself Focused
- The One Minute Rule
- The Five Minute Rule
- What to Do When You Feel Overwhelmed

Module Ten: Procrastination
- Why We Procrastinate
- Nine Ways to Overcome Procrastination
- Eat That Frog

Module Eleven: Prioritizing Your Time
- The 80/20 Rule
- The Urgent / Important Matrix
- Being Assertive
- Creating a Productivity Journal
- The Glass Jar: Rocks, Pebbles, Sand and Water

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Basic Bookkeeping

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!

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Basic Terminology (I)
- Balance Sheet
- Assets
- Liabilities
- Equity
- Income Statement
- Revenue
- Cost of Goods Sold
- Expenses
- Accounting Period
- Review

Module Three: Basic Terminology (II)
- Accounts Receivable
- Accounts Payable
- Depreciation
- General Ledger
- Interest
- Inventory
- Journals
- Payroll
- Trial Balance
- Review

Module Four: Accounting Methods
- Cash Method
- Accrual Method
- Differences between Cash and Accrual
- Module Four: Review Questions

Module Five: Keeping Track of Your Business
- Accounts Payable
- Accounts Receivable
- The Journal
- The General Ledger
- Cash Management
- Module Five: Review Questions

Module Six: Understanding the Balance Sheet
- The Accounting Equation
- Double-Entry Accounting
- Types of Assets
- Types of Liabilities
- Equity
- Module Six: Review Questions

Module Seven: Other Financial Statements
- Income Statement
- Cash Flow Statement
- Capital Statement
- Budget vs. Actual
- Module Seven: Review Questions

Module Eight: Payroll Accounting / Terminology
- Gross Wages
- Net Wages
- Employee Tax Withholding's
- Employer Tax Expenses
- Salary Deferrals
- Employee Payroll
- Employee Benefits
- Tracking Accrued Leave
- Government Payroll Returns/Reports
- Review

Module Nine: End of Period Procedures
- Depreciating Your Assets
- Reconciling Cash
- Reconciling Investments
- Working with the Trial Balance
- Bad Debt
- Posting Adjustments and Corrections
- Module Nine: Review Questions

Module Ten: Financial Planning, Budgeting and Control
- Reasons for Budgeting
- Creating a Budget
- Comparing Budget to Actual Expenses
- Module Ten: Review Questions

Module Eleven: Auditing
- What is an Audit?
- When and Why Would You Audit?
- Internal
- External
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Parking Lot
- Action Plans and Evaluations

Being a Likeable Boss

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

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

Course Outline:

Module One: Getting Started
- Housekeeping Items
- Pre-Assignment Review
- Workshop Objectives
- The Parking Lot
- Action Plan

Module Two: Is it Better to be Loved or Feared?
- The Case for Fear
- The Case for Love
- The Case against Both
- The Middle Ground
- Case Study
- Module Two: Review Questions

Module Three: Leadership as Service
- Top down Hierarchies
- The Bottom-Up Perspective
- Know Your Employees
- Genuine Empathy and the Power to Lead
- Case Study
- Module Three: Review Questions

Module Four: Leadership by Design
- Begin with the End in Mind
- Goals
- Values
- Mission Statement
- Case Study
- Module Four: Review Questions

Module Five: Understanding Motivation
- Dramatism
- The Pentad
- Guilt and Redemption
- Identification
- Case Study
- Module Five: Review Questions

Module Six: Constructive Criticism
- What are Your Intentions?
- A Positive Vision of Success
- Feedback Sandwich
- Following Up versus Badgering
- Case Study
- Module Six: Review Questions

Module Seven: The Importance of Tone
- Lighting a Fire
- Putting Out a Fire
- Adult versus Parent
- Changing the Script
- Case Study
- Module Seven: Review Questions

Module Eight: Trusting Your Team
- Dangers of Micromanaging
- Delegation and Anxiety
- Aces in Their Places
- Celebrating Success
- Case Study
- Module Eight: Review Questions

Module Nine: Earning Your Team's Trust
- Honesty
- Consistency
- Availability
- Openness
- Case Study
- Module Nine: Review Questions

Module Ten: Building and Reinforcing Your Team
- Identify Team Strengths and Weaknesses
- Identify Team Roles
- Design Exercises with Specific Goals
- What to Avoid
- Case Study
- Module Ten: Review Questions

Module Eleven: You are the Boss of You
- What Kind of Person Would You Follow?
- Self-Awareness
- Self-Improvement
- Keeping Your Balance
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of the Parking Lot
- Lessons Learned
- Recommended Reading
- Completion of Action Plans and Evaluations

Body Language Basics

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

Body Language Basics will provide you with a great set of skills to understand that what is not said is just as important as what is said. It will also give you the ability to see and understand how your own Body Language is being seen. You will be able to adjust and improve the way you communicate through non-verbal communications.

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Communicating With Body language
- Learning a New Language
- The Power of Body Language
- More than Words
- Actions Speak Louder Than Words
- Case Study
- Module Two: Review Questions

Module Three: Reading Body Language
- Head Position
- Translating Gestures into Words
- Open Vs. Closed Body Language
- The Eyes Have It
- Case Study
- Module Three: Review Questions

Module Four: Body Language Mistakes
- Poor Posture
- Invading Personal Space
- Quick Movements
- Fidgeting
- Case Study
- Module Four: Review Questions

Module Five: Gender Differences
- Facial Expressions
- Personal Distances
- Female Body Language
- Male Body Language
- Case Study
- Module Five: Review Questions

Module Six: Non-Verbal Communication
- Common Gestures
- The Signals You Send to Others
- It's Not What You Say, its How You Say It
- What Your Posture Says
- Case Study
- Module Six: Review Questions

Module Seven: Facial Expressions
- Linked With Emotion
- Micro-expressions
- Facial Action Coding System (FACS)
- Universal Facial Expressions
- Case Study
- Module Seven: Review Questions

Module Eight: Body Language in Business
- Communicate With Power
- Cultural Differences
- Building Trust
- Mirroring
- Case Study
- Module Eight: Review Questions

Module Nine: Lying and Body Language
- Watch Their Hands
- Forced Smiles
- Eye Contact
- Changes in Posture
- Case Study
- Module Nine: Review Questions

Module Ten: Improve Your Body Language
- Be Aware of Your Movements
- The Power of Confidence
- Position and Posture
- Practice in a Mirror
- Case Study
- Module Ten: Review Questions

Module Eleven: Matching Your Words to Your Movement
- Involuntary Movements
- Say What You Mean
- Always Be Consistent
- Actions Will Trump Words
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Budgets and Financial Reports

Money matters can be intimidating for even the smartest people. However, having a solid understanding of basic financial terms and methods is crucial to your career. When terms like ROI, EBIT, GAAP, and extrapolation join the conversation, you'll want to know what people are talking about, and you'll want to be able to participate in the discussion.
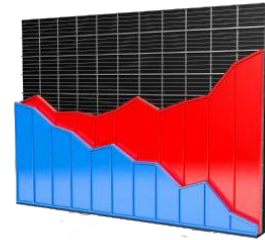
The Budgets and Financial Reports workshop will give you a solid foundation in finance. We'll cover topics like commonly used terms, financial statements, budgets, forecasting, purchasing decisions, and financial legislation.

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Glossary
- What Is Finance
- Commonly Used Terms
- Key Players (People, Jobs)
- Important Finance Organizations
- Understanding GAAP

Module Three: Understanding Financial Statement
- Balance Sheets
- Income Statements (AKA Profit And Loss Statements)
- Statement of Retained Earnings
- Statement of Cash Flows
- Annual Reports

Module Four: Analyzing Financial Statements, Part One
- Income Ratios
- Profitability Ratios
- Liquidity Ratios
- Working Capital Ratios
- Bankruptcy Ratios

Module Five: Analyzing Financial Statements, Part Two
- Long Term Analysis Ratios
- Coverage Ratios
- Leverage Ratios
- Calculating Return on Investment (ROI)

Module Six: Understanding Budgets
- Common Types of Budgets
- What Information Do I Need?
- Who Should Be Involved?
- What Should A Budget Look Like?

Module Seven: Budgeting Made Easy
- Factoring In Historical Data
- Gathering Related Information
- Adjusting For Special Circumstances
- Putting It All Together
- Computer Based Methods

Module Eight: Advanced Forecasting Techniques
- Using the Average
- Regression Analysis
- Extrapolation
- Formal Financial Models

Module Nine: Managing the Budget
- How To Tell If You're On the Right Track
- Should Your Budget Be Updated
- Keeping a Diary of Lessons Learned
- When to Panic

Module Ten: Making Smart Purchasing Decisions
- 10 Questions You Must Ask
- Determining the Payback Period
- Deciding Whether to Lease or Buy
- Thinking outside the Box

Module Eleven: A Glimpse into the Legal World
- A Brief History
- The Sarbanes Oxley Act
- CEO/CFO Certification
- Thinking outside the Box

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Building Confidence and Assertiveness

Strengthening our self-confidence is a powerful step in shaping our lives and creating future success. The ability to be confident and assertive are crucial skills for personal development, displaying authority in business, and promoting equality throughout interactions. Essentially, these skills have a significant influence on building a happy life. Through effective communication, visualization, and resiliency, we can learn to be confident and project an image of confidence to others. When stressful or difficult situations arise, we have the ability to control our own responses and how we choose to move forward.

Confidence and assertiveness are skills that can be developed and beneficial to everyone, no matter their career or job position. The Building Confidence and Assertiveness course will provide participants with the tools to overcome fear, gain personal empowerment, and inspire confidence in others. By believing in our potential and the positive changes that we can make, we are able to grow personally and professionally.

Course Outline:

Module One: Getting Started
- Housekeeping Items
- The Parking Lot
- Workshop Objectives
- Action Plans and Evaluation Forms
- Pre-Assignment
- Pre-Test

Module Two: Understanding Confidence
- Defining Confidence and Assertiveness
- Types of Confidence
- The Benefits of Assertiveness
- Distinguishing the Styles
- Signs of Low Self-Confidence
- Practical Illustration
- Module Two: Review Questions

Module Three: Characteristics of Confidence
- Self-Awareness
- Responsible
- Optimistic
- Courageous
- Humble
- Practical Illustration
- Module Three: Review Questions

Module Four: The Barriers to Success

- Fear of Failure
- Self-Doubt
- Being Indecisive
- Comfort Zones
- The Harm of Comparison
- Practical Illustration
- Module Four: Review Questions

Module Five: Powerful Tools

- Positive Rephrasing and Affirmations
- Morning Routines
- Using Visualization
- Meditation and Mindfulness
- Learn New Skills
- Practical Illustration
- Module Five: Review Questions

Module Six: Communicating With Confidence

- Sounding Confident
- Using Body Language
- Questions and Curiosity
- Dressing the Part
- Tone and Audience
- Practical Illustration
- Module Six: Review Questions

Module Seven: Developing Assertiveness

- Learning to Say No
- Recognize Rights and Values
- Be Expressive
- Be Decisive
- Anticipate Setbacks
- Practical Illustration
- Module Seven: Review Questions

Module Eight: Projecting Confidence

- Interviews/First Impressions
- Networking
- Presentations
- Virtual
- Meetings
- Practical Illustration

- Module Eight: Review Questions

Module Nine: Personal Empowerment
- Overcoming Our Fears
- Setting Goals
- Identifying Strengths
- Setting Personal Boundaries
- Positive Social Connections
- Practical Illustration
- Module Nine: Review Questions

Module Ten: Handling Difficult Situations
- Delivering Criticism
- Receiving Criticism
- Dealing With Aggressive Behavior
- Dealing With Passive Behavior
- Negotiating
- Practical Illustration
- Module Ten: Review Questions

Module Eleven: Building Confidence in Others
- Listen to Learn
- Celebrate Successes
- Embrace Failure
- Delegate Important Tasks
- Value Opinions
- Practical Illustration
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Business Acumen

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

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

Course Outline:

Module One: Getting Started
- Housekeeping Items
- The Parking Lot
- Workshop Objectives
- Pre-Assignment
- Action Plans and Evaluations

Module Two: Seeing the Big Picture
- Short and Long Term Interactions
- Recognize Growth Opportunities
- Mindfulness of Decisions
- Everything is related
- Case Study
- Module Two: Review Questions

Module Three: KPI's (Key Performance Indicators)
- Decisiveness
- Flexible
- Strong Initiative
- Intuitive
- Case Study
- Module Three: Review Questions

Module Four: Risk Management Strategies
- Continuous Assessment
- Internal and External Factors
- Making Adjustments and Corrections
- Knowing When to Pull the Trigger or Plug
- Case Study
- Module Four: Review Questions

Module Five: Recognizing Learning Events
- Develop a Sense of Always Learning
- Evaluate Past Decisions
- Problems are Learning Opportunities
- Recognize Your Blind Spots
- Case Study
- Module Five: Review Questions

Module Six: You Need to Know These Answers and More
- What Makes Money My Company Money?
- What Were Sales Last Year?
- What is our Profit Margin?
- What Were Our Costs?
- Case Study
- Module Six: Review Questions

Module Seven: Financial Literacy (I)
- Assets
- Financial Ratios
- Liabilities
- Equity
- Case Study
- Module Seven: Review Questions

Module Eight: Financial Literacy (II)
- Income Statement
- Balance Sheet
- Cash Flow Statement
- Read, Read, and Read
- Case Study
- Module Eight: Review Questions

Module Nine: Business Acumen in Management
- Talent Management
- Change Management
- Asset Management
- Organizational Management
- Case Study
- Module Nine: Review Questions

Module Ten: Critical Thinking in Business
- Ask the Right Questions
- Organize the Data
- Evaluate the Information
- Make the Decision
- Case Study
- Module Ten: Review Questions

Module Eleven: Key Financial Levers
- Investing in People
- Effective Communication
- Process Improvement
- Goal Alignment
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Business Ethics

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

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

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: What is Ethics?
- What is Business Ethics
- 10 Benefits of Managing Ethics
- Case Study

Module Three: Implementing Ethics in the Workplace
- Benefits
- Guidelines for Managing Ethics in the Workplace
- Roles and Responsibilities

Module Four: Employer / Employee Rights
- Privacy Policies
- Harassment Issues
- Technology

Module Five: Business and Social Responsibilities
- Identifying Types of Responsibilities
- Case Study
- Handling Conflicting Social and Business Responsibilities
- Case Study

Module Six: Ethical Decisions
- The Basics
- Balancing Personal and Organizational Ethics
- Common Dilemmas
- Making Ethical Decisions
- Overcoming Obstacles

Module Seven: Whistle Blowing
- Criteria and Risk
- The Process
- When You Should "Blow the Whistle"

Module Eight: Managerial Ethics
- Ethical Management
- Identifying the Characteristics
- Ensuring Ethical Behavior

Module Nine: Unethical Behavior
- Recognize and Identify
- Preventing
- Addressing
- Interventions

Module Ten: Ethics in Business (I)
- Organization Basics
- Addressing the Needs
- Ethical Principles

Module Eleven: Ethics in Business (II)
- Ethical Safeguards
- Developing a Code of Ethics
- Performing an Internal Ethics Audit
- Upholding the Ethics Program

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Business Etiquette

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

Have you ever been in a situation where:
- You met someone important and had no idea what to say or do?
- You spilled soup all over yourself at an important business event?
- You showed up at an important meeting under or overdressed?

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

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Understanding Etiquette
- Etiquette Defined
- The Importance of Business Etiquette

Module Three: Networking for Success
- Creating an Effective Introduction
- Making a Great First Impression
- Minimizing Nervousness
- Using Business Cards Effectively
- Remembering Names

Module Four: The Meet and Greet
- The Three-Step Process
- The Four Levels of Conversation

Module Five: The Dining in Style
- Understanding Your Place Setting
- Using Your Napkin
- Eating Your Meal
- Sticky Situations and Possible Solutions

Module Six: Eating Out
- Ordering in a Restaurant
- About Alcoholic Beverages
- Paying the Bill
- Tipping

Module Seven: Business Email Etiquette
- Addressing Your Message
- Grammar and Acronyms
- Top 5 Technology Tips

Module Eight: Telephone Etiquette
- Developing an Appropriate Greeting
- Dealing with Voicemail
- Cell phone Do's and Don'ts

Module Nine: The Written Letter
- Thank You Notes
- Formal Letters
- Informal Letters

Module Ten: Dressing for Success
- The Meaning of Colors
- Interpreting Common Dress Codes
- Deciding What to Wear

Module Eleven: International Etiquette
- General Rules
- Important Points
- Preparation Tips

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Business Succession Planning

Business succession planning is all about being prepared. The loss of valuable leadership can cripple even the strongest of companies. Succession planning is an essential component to the survival and growth of any business. Whether it is grooming employees to become leaders, or preparing for an employee's retirement your participants will identify common obstacles and how to overcome them.

Our Business Succession Planning workshop will show you the differences between succession planning and mere replacement planning. How you prepare people to take on leadership responsibilities is just as important as hiring the right person for the job. Every company should have a form of succession planning in its portfolio.

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Succession Planning Vs. Replacement Planning
- What is Business Succession Planning?
- What Is Replacement Planning?
- Differences Between
- Deciding What You Need

Module Three: Preparing for the Planning Process
- How to Set Parameters for the Planning Process
- Should You Establish a Committee?
- How to Gather Operational Data

Module Four: Initiating Process
- Develop a Mission Statement
- Develop a Vision Statement
- Choosing to Be a Mentor

Module Five: The SWOT Analysis
- Identifying Strengths
- Identifying Weaknesses
- Identifying Opportunities
- Identifying Threats

Module Six: Developing the Succession Plan
- Prioritize What the Succession Plan Will Address
- Set Goals and Objectives
- Develop a Strategy for Achieving Goals
- Draft the Plan

Module Seven: Executing the Plan
- Assign Responsibility and Authority
- Establish a Monitoring System
- Identifying Paths
- Choosing Your Final Approach

Module Eight: Gaining Support
- Gathering Data
- Addressing Concerns and Issues
- Evaluating and Adapting

Module Nine: Managing the Change
- Developing a Change Management Plan
- Developing a Communication Plan
- Implementing the Plans
- Providing Constructive Criticism
- Encouraging Growth and Development

Module Ten: Overcoming Roadblocks
- Common Obstacles
- Re-Evaluating Goals
- Focusing on Progress

Module Eleven: Reaching the End
- How to Know When You've Achieved Success
- Transitioning
- Wrapping it All Up

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

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 is 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 your 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 your participants with that extra benefit in the business world that a lot of people are losing.

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Working with Words
- Spelling
- Grammar
- Creating a Cheat Sheet

Module Three: Constructing Sentences
- Parts of a Sentence
- Punctuation
- Types of Sentences

Module Four: Creating Paragraphs
- The Basic Parts
- Organization Methods

Module Five: Writing Meeting Agendas
- The Basic Structure
- Choosing a Format
- Writing the Agenda

Module Six: Writing E-mails
- Addressing Your Message
- Grammar and Acronyms

Module Seven: Writing Business Letters
- The Basic Structure
- Choosing a Format
- Writing the Letter

Module Eight: Writing Proposals
- The Basic Structure
- Choosing a Format
- Writing the Proposal

Module Nine: Writing Reports
- The Basic Structure
- Choosing a Format
- Writing the Report

Module Ten: Other Types of Documents
- Requests for Proposals
- Projections
- Executive Summaries
- Business Cases

Module Eleven: Proofreading and Finishing
- A Proofreading Primer
- How Peer Review Can Help
- Printing and Publishing

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Call Center Training

Phone skills are a highly valuable tool to have in an employee's skill-set, and Call Center Training will help provide those skills. This course will help your participants improve their phone skills which will make them more confident, improve sales, and help gain new customers while retaining your current cliental. A more confident employee is also one that is happier, and happier employees will produce happier customers.

Call Center Training will lower costs as it can reduce turnover. Participants will learn the skills to improve productivity and performance. This will produce a positive environment throughout your company and help influence the organization as a whole. Evaluating metrics and coaching are also used to make sure the participants are reaching their potential, and to keep their skill-set at a high level.

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: The Basics (I)
- Defining Buying Motives
- Establishing a Call Strategy
- Prospecting
- Qualifying
- Case Study
- Review Questions

Module Three: The Basics (II)
- Getting Beyond the Gate Keeper
- Controlling the Call
- Difficult Customers
- Reporting
- Case Study
- Review Questions

Module Four: Phone Etiquette
- Preparation
- Building Rapport
- Speaking Clearly - Tone of Voice
- Effective Listening
- Case Study
- Review Questions

Module Five: Tools
- Self-Assessments
- Utilizing Sales Scripts
- Making the Script Your Own
- The Sales Dashboard
- Case Study
- Review Questions

Module Six: Speaking Like a Star
- S = Situation
- T= Task
- A= Action
- R = Result
- Case Study
- Review Questions

Module Seven: Types of Questions
- Open Questions
- Closed Question
- Ignorant Redirection
- Positive Redirection
- Negative Redirection
- Multiple Choice Redirection
- Case Study
- Review Questions

Module Eight: Benchmarking
- Benchmark Metrics
- Performance Breakdown
- Implementing Improvements
- Benefits
- Case Study
- Review Questions

Module Nine: Goal Setting
- The Importance of Goals
- SMART Goals
- Staying Committed
- Motivation
- Overcoming Limitations
- Case Study
- Review Questions

Module Ten: Key Steps
- Six Success Factors
- Staying Customer Focused
- The Art of Telephone Persuasion
- Telephone Selling Techniques
- Case Study
- Review Questions

Module Eleven: Closing
- Knowing when it's Time to Close
- Closing Techniques
- Maintaining the Relationship
- After the Sale
- Case Study
- Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Change Management

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

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

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Preparing for Change
- Defining Your Strategy
- Building the Team

Module Three: Identifying the WIIFM
- What's In It for Me?
- Building Support
- Module Four: Understanding Change on an Individual Level
- Clearing
- Programming
- Processing

Module Five: Leading and Managing the Change
- Preparing and Planning
- Delegating
- Keeping the Lines of Communication Open
- Coping with Pushback

Module Six: Gaining Support
- Gathering Data
- Addressing Concerns and Issues
- Evaluating and Adapting

Module Seven: Making it all Worthwhile
- Leading Status Meetings
- Celebrating Successes
- Sharing the Results and Benefits

Module Eight: Using Appreciative Inquiry
- The Four Stages
- The Purpose of AI
- Examples and Case Studies

Module Nine: Bringing People to Your Side
- A Dash of Emotion
- Plenty of Facts
- Bringing it All Together

Module Ten: Building Resiliency
- What is Resiliency?
- Why is it Important?
- Five Easy Steps for the Leader and the Individual

Module Eleven: Building Flexibility
- What is Flexibility?
- Why is it Important?
- Five Easy Steps for the Leader and the Individual

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Civility in the Workplace

While a training program on workplace manners and courtesy may seem like overkill, the reality is: rudeness is an epidemic 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.

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

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Introduction
- What is Uncivil Behavior?
- Three Reasons Why You Should be Civil
- Dealing with Difficult Personalities
- Costs and Rewards
- Case Study
- Review Questions

Module Three: Effective Work Etiquette
- Greetings
- Respect
- Involvement
- Being Politically Correct
- Case Study
- Review Questions

Module Four: Costs and Rewards
- Incivility and the Costs
- Civility and the Rewards
- Four Causes of Incivility
- How to Overcome It
- Case Study
- Review Questions

Module Five: Conflict Resolution
- Collaborating
- Competing
- Compromising
- Accommodating
- Avoiding
- Case Study
- Review Questions

Module Six: Getting to the Cause
- Examining the Root Cause
- Creating a Cause and Effect Diagram
- Forgiveness
- Benefits of Resolution
- Case Study
- Review Questions

Module Seven: Communication
- Para-verbal Communication
- Non-Verbal Communication
- Listening Skills
- Appreciative Inquiry
- Case Study
- Review Questions

Module Eight: Negotiation
- Three Sides to Incivility
- Mediation
- Arbitration
- Creative Problem Solving
- Case Study
- Review Questions

Module Nine: Identifying Your Need
- Completing a Needs Analysis
- Focus Groups
- Observations
- Anonymous Surveys
- Case Study
- Review Questions

Module Ten: Writing a Civility Policy
- Designating the Core Group
- Defining what is Unacceptable Behavior
- Defining the Consequence
- Writing the Policy
- Case Study
- Review Questions

Module Eleven: Implementing the Policy
- The First Steps
- Training
- Addressing Complaints
- Enforcing Violators
- Case Study
- Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

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.

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Defining Coaching and Mentoring
- What is Coaching?
- What is Mentoring?
- Introducing the GROW Model

Module Three: Setting Goals
- Goals in the context of GROW
- Identifying Appropriate Goal Areas
- Setting SMART Goals

Module Four: Understanding the Reality
- Getting a Picture of Where You Are
- Identifying Obstacles
- Exploring the Past

Module Five: Developing Options
- Identifying Paths
- Choosing Your Final Approach
- Structuring a Plan

Module Six: Wrapping it All Up
- Creating the Final Plan
- Identifying the First Step
- Getting Motivated

Module Seven: The Importance of Trust
- What is Trust?
- Trust and Coaching
- Building Trust

Module Eight: Providing Feedback
- The Feedback Sandwich
- Providing Constructive Criticism
- Encouraging Growth and Development

Module Nine: Overcoming Roadblocks
- Common Obstacles
- Re-Evaluating Goals
- Focusing on Progress

Module Ten: Reaching the End
- How to Know When You've Achieved Success
- Transitioning the Coachee
- Wrapping it All Up

Module Eleven: How Mentoring Differs from Coaching
- The Basic Differences
- Blending the Two Models
- Adapting the GROW Model for Mentoring
- Focusing on the Relationship

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Coaching Salespeople

Coaching is not just for athletes. More and more organizations are choosing to include coaching as part of their instruction. Coaching salespeople, when done correctly, will not only increase sales, it will have a positive impact on the community and culture of a company. The benefits of coaching salespeople are numerous and worth exploring.

With our Coaching Salespeople workshop, your participants will discover the specifics of how to develop coaching skills. They will learn to understand the roles and responsibilities of coaching as well as the challenges that coach's face in regards to working with salespeople.

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: What Is a Coach?
- Be a Coach
- Roles
- Responsibilities
- Face Challenges
- Case Study
- Module Two: Review Questions

Module Three: Coaching
- Be Confident
- Build Connections
- Communicate
- Focus on the Process
- Case Study
- Module Three: Review Questions

Module Four: Process
- Define Effective Salespeople
- Coaching vs. Training
- How Coachable Is an Employee (A. G.R.O.W.T.H.)
- Avoid the Gap
- Case Study
- Module Four: Review Questions

Module Five: Inspiring
- Individualize
- Personalize Rewards
- Acknowledge Success
- Provide Opportunities Over Punishment
- Case Study
- Module Five: Review Questions

Module Six: Authentic Leadership
- Vulnerability
- Be Yourself and Encourage Individuality
- Listening
- Appreciate Effort
- Case Study
- Module Six: Review Questions

Module Seven: Best Practices
- SMART Goals
- Be Realistic
- Brainstorm Options
- Take Away
- Case Study
- Module Seven: Review Questions

Module Eight: Competition
- Social Pressure
- Gamification
- Rewards
- Don't Go Overboard
- Case Study
- Module Eight: Review Questions

Module Nine: Data
- Provide Clear Metrics
- Measurable Results
- Analyze Data
- Visualize Trends
- Case Study
- Module Nine: Review Questions

Module Ten: Maintenance Strategies
- Benefits of Internal Program
- Choose a Method
- Create a Culture
- Train Coaches
- Case Study
- Module Ten: Review Questions

Module Eleven: Avoid Common Mistakes
- Poor Leadership
- Ineffective Communication
- Incomplete Data
- Don't Be Afraid to Let Go
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Collaborative Business Writing

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

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

Course Outline:

Module One: Getting Started
- Housekeeping Items
- Pre-Assignment Review
- Workshop Objectives
- The Parking Lot
- Action Plan

Module Two: What is Collaborative Business Writing?
- Clarifying the Objective
- Practical Writing Approaches
- Collaborative Writing Strategies
- Collaborative Writing Patterns
- Case Study
- Module Two: Review Questions

Module Three: Types of Collaborative Business Writing
- Parallel Construction – 'cut and paste'
- Parallel Construction – 'puzzle'
- Sequential Summative Construction
- Integrating Construction
- Case Study
- Module Three: Review Questions

Module Four: Collaborative Team Members
- Team Leader Selection
- Chief Editor Designation
- Characteristics of Team Members
- Ways to Build Collaborative Writing Team
- Case Study
- Module Four: Review Questions

Module Five: Collaborative Tools and Processes
- Outlines and Storyboards
- Collaborative Planning
- Collaborative Revision
- Collaborative Team Cohesion
- Case Study
- Module Five: Review Questions

Module Six: Setting Style Guidelines
- Voice and Person
- Format
- Consistent Spelling of Commonly Used Words
- Numbers as Words or Figures
- Case Study
- Module Six: Review Questions

Module Seven: Barriers to Successful Collaborative Writing
- Hoarding
- Innovation
- Search
- Knowledge Transfer
- Case Study
- Module Seven: Review Questions

Module Eight: Overcoming Collaborative Writing Barriers
- Practicing T-shaped Management
- Building Network of Alliances
- Implementing Enablers
- Assessing the Culture and Areas for Improvement
- Case Study
- Module Eight: Review Questions

Module Nine: Styles of Dealing with Conflict
- Ensure that Good Relationships are the First Priority
- Keep People and Problems Separate
- Pay Attention to the Interests that are Being Presented
- Listen First, Talk Second
- Case Study
- Module Nine: Review Questions

Module Ten: Tips for Successful Business Writing Collaboration
- Determine Purpose
- Formulate Outline and Organizational Format
- Selection of Team Leader
- Assign Writing Tasks and Associated Duties
- Case Study
- Module Ten: Review Questions

Module Eleven: Examples of Collaborative Business Writing
- Writing Emails
- Writing Reports
- Writing Training Manuals
- Writing Company Handbooks
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of the Parking Lot
- Lessons Learned
- Recommended Reading
- Completion of Action Plans and Evaluations

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 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.

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: The Big Picture
- What is Communication?
- How Do We Communicate?
- Other Factors in Communication

Module Three: Understanding Communication Barriers
- An Overview of Common Barriers
- Language Barriers
- Cultural Barriers
- Differences in Time and Place

Module Four: Paraverbal Communication Skills
- The Power of Pitch
- The Truth about Tone
- The Strength of Speed

Module Five: Non-Verbal Communication
- Understanding the Mehrabian Study
- All about Body Language
- Interpreting Gestures

Module Six: Speaking Like a STAR
- S = Situation
- T = Task
- A = Action
- R = Result
- Summary

Module Seven: Listening Skills
- Seven Ways to Listen Better Today
- Understanding Active Listening
- Sending Good Signals to Others

Module Eight: Asking Good Questions
- Open Questions
- Closed Questions
- Probing Questions

Module Nine: Appreciative Inquiry
- The Purpose of AI
- The Four Stages
- Examples and Case Studies

Module Ten: Mastering the Art of Conversation
- Level One: Discussing General Topics
- Level Two: Sharing Ideas and Perspectives
- Level Three: Sharing Personal Experiences
- Our Top Networking Tips

Module Eleven: Advanced Communication Skills
- Understanding Precipitating Factors
- Establishing Common Ground
- Using "I" Messages
- Module Twelve: Wrapping Up
- Words from the Wise

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

Course Outline:

Module One: Getting Started
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: How to Conduct Annual Reviews
- Develop the Process
- Set Benchmarks Early
- Agreement with Set Benchmarks
- Hold an Effective Meeting
- Case Study
- Module Two: Review Questions

Module Three: Categories for Annual Review (I)
- Company Mission and Values
- Customer Service and Quality Control
- Problem Solving/Judgment
- Production
- Case Study
- Module Three: Review Questions

Module Four: Categories for Annual Review (II)
- Work Style
- Resource Management
- Communications Skills
- Teamwork
- Case Study
- Module Four: Review Questions

Module Five: Common Mistakes (I)
- Contrast Effect
- Similar-to-me Effect
- Halo (or horn) Effect
- Central Tendency
- Case Study
- Module Five: Review Questions

Module Six: Common Mistakes (II)
- Leniency/Desire to Please
- First-impression Bias
- Rater Bias
- Regency Effect
- Case Study
- Module Six: Review Questions

Module Seven: Successful Tips for Concept of Pay for Performance
- No Surprises
- Focus on the Basics
- Show Clear Disparity
- One For All and All for One
- Case Study
- Module Seven: Review Questions

Module Eight: How to Tie Employee Compensation to Firm-Wide Returns
- Set Quarterly Revenue Target
- Set Employee Goals
- Conduct Quarterly Reviews
- Pay Out Quarterly
- Case Study
- Module Eight: Review Questions

Module Nine: How to Communicate Employee Expectations Effectively
- Have Regular Conversations
- State What's Working
- Be Honest
- Provide Mentoring
- Case Study
- Module Nine: Review Questions

Module Ten: Meaningful Questions to Gauge Employee Happiness (I)
- Ask Questions Frequently
- How Transparent is Management?
- Rate Quality of Facility?
- Contributing Factors to Work Easier?
- Case Study
- Module Ten: Review Questions

Module Eleven: Meaningful Questions to Gauge Employee Happiness (II)
- What Makes you Productive?
- Recognition?
- Opportunities to Grow and Advance?
- Confidence in Leadership?
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations
- Recommended Reading

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. Your 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 law suits.

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: An Introduction to Conflict Resolution
- What is Conflict?
- What is Conflict Resolution?
- Understanding the Conflict Resolution Process

Module Three: The Thomas-Kilmann Instrument
- Collaborating
- Competing
- Compromising
- Accommodating
- Avoiding

Module Four: Creating an Effective Atmosphere
- Neutralizing Emotions
- Setting Ground Rules
- Choosing the Time and Place

Module Five: Creating Mutual Understanding
- What Do I Want?
- What Do They Want?
- What Do We Want?

Module Six: Focusing on Individual Needs
- Finding Common Ground
- Building Positive Energy and Goodwill
- Strengthening Your Partnership

Module Seven: Getting to the Root Cause
- Examining Root Causes
- Creating a Cause and Effect Diagram
- The Importance of Forgiveness
- Identifying the Benefits of Resolution

Module Eight: Generating Options
- Generate, Don't Evaluate
- Creating Mutual Gain Options and Multiple Option Solutions
- Digging Deeper into Your Options

Module Nine: Building a Solution
- Creating Criteria
- Creating a Shortlist
- Choosing a Solutions
- Building a Plan

Module Ten: The Short Version of the Process
- Evaluating the Situation
- Choosing Your Steps
- Creating an Action Plan
- Using Individual Process Steps

Module Eleven: Additional Tools
- Stress and Anger Management Techniques
- The Agreement Frame
- Asking Open Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Contact Center Training

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

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

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: It Starts at the Top
- Create an Open Culture
- Understand Goals
- Understand Agents' Responsibilities
- Identify Education Opportunities
- Case Study
- Module Two: Review Questions

Module Three: Peer Training
- Top Performing Employees
- Discuss Role with Company
- Critique Previously Recorded Calls
- Cross Training
- Case Study
- Module Three: Review Questions

Module Four: How to Build Rapport
- Smile in Your Voice
- Engage in Small Talk
- Listen, Acknowledge, and Empathize
- Be Yourself
- Case Study
- Module Four: Review Questions

Module Five: Learn to Listen
- Allow Customer to Talk
- Avoid Judgment
- Take Notes
- Recap the Call
- Case Study
- Module Five: Review Questions

Module Six: Manners Matter - Etiquette & Customer Service (I)
- Scripting
- Dead Air
- Tone & Inflection
- Saying it the Right Way
- Case Study
- Module Six: Review Questions

Module Seven: Manners Matter - Etiquette & Customer Service (II)
- "Reading" Your Customers
- Properly Transferring Calls
- Going the Extra Mile
- Limit Information
- Case Study
- Module Seven: Review Questions

Module Eight: Handling Difficult Customers
- Keep Calm
- Listen, Repeat, and
- Avoid Placing Blame
- Solve the Problem
- Case Study
- Module Eight: Review Questions

Module Nine: Getting the Necessary Information
- Have a Checklist
- Linear Thinking
- Open-Ended Questions
- Close-Ended Questions
- Case Study
- Module Nine: Review Questions

Module Ten: Performance Evaluations
- Consistent Service
- Abandoned Calls
- Speed of the Answer
- Length of Call
- Case Study
- Module Ten: Review Questions

Module Eleven: Training Doesn't Stop
- Evaluate Progress
- Get Feedback on Training
- Kudos to Deserving Employees
- Have Monthly Meetings
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Contract Management

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

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

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Defining Contract Management
- What is Contract Management?
- Contract Types
- Contract Elements
- Risks of Poor Contract Management
- Case Study
- Module Two: Review Questions

Module Three: Legal and Ethical Contract Management
- Contract Law I
- Contract Law II
- Defining Ethical Contract Management
- Ethical Breaches
- Case Study
- Module Three: Review Questions

Module Four: Contract Management Requests
- Choosing Potential Bidders
- RFPs and Technology
- Calculating Value
- Making a Choice
- Case Study
- Module Four: Review Questions

Module Five: How to Create a Contract
- Templates and Software
- Compliance
- Wording
- Risks of Noncompliance
- Case Study
- Module Five: Review Questions

Module Six: Contract Negotiations
- Be Prepared
- Prioritize Terms
- Remain Professional
- Execute the Contract
- Case Study
- Module Six: Review Questions

Module Seven: Assess Performance
- What Performance Can Be Assessed
- Creating Metrics
- Measuring Performance
- Improving Performance
- Case Study
- Module Seven: Review Questions

Module Eight: Relationships
- Qualities of Effective Relationships
- Relationship Pitfalls
- Building Trust
- Maintaining Relationships
- Case Study
- Module Eight: Review Questions

Module Nine: Amending Contracts
- Redlines and Strikeouts
- Replacing Clauses
- Describing Amendments
- Amendment Status
- Case Study
- Module Nine: Review Questions

Module Ten: Conducting Audits
- Why Audit?
- Plan
- Establishing Procedures
- Investigate and Report
- Case Study
- Module Ten: Review Questions

Module Eleven: Renewing Contracts
- Involve Stakeholders
- Review
- Check for Accuracy and Changes
- Update or Cancel
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Creating a Great Webinar

Webinars are a great inexpensive way to reach a large number of people. Webinars are great tools if you want to market a new or improved product, train employees, demonstrate a new task, or have a meeting with employees located throughout the globe. Being an interactive form of media, Webinars provides a great environment for these activities and so much more.

Creating a Great Webinar is all about providing a great interaction between the presenter and the audience. Your participants will develop the skills needed to promote, host, or facilitate a great Webinar for your company. Sharing your passion and knowledge with a Webinar is the best way to reach many with the power of one.

Course Outline:

Module One: Getting Started
- Housekeeping Items
- The Parking Lot
- Workshop Objectives
- Action Plans and Evaluations

Module Two: What Can a Webinar Do?
- Marketing to Prospective Customers
- Training or Teaching
- Demonstrations and Presentations
- Information Sharing
- Case Study
- Module Two: Review Questions

Module Three: Successful Webinar Criteria
- Passion and Enthusiasm
- Value
- Knowing Your Target Audience
- Grab and Keep Attention
- Case Study
- Module Three: Review Questions

Module Four: Find the Right Format
- Tailor It To Your Audience
- Pre-Recorded
- The Live Webinar
- Two Person Team
- Case Study
- Module Four: Review Questions

Module Five: Marketing and Social Media
- Blog Posts and White Papers
- Email Marketing
- Offer an Exclusive Deal
- Hashtags
- Case Study
- Module Five: Review Questions

Module Six: Drive up Registration
- Avoiding SPAM Filter
- A Great Title
- Solicit Questions
- The Registration Page
- Case Study
- Module Six: Review Questions

Module Seven: Leading up to Your Webinar
- Reminder Emails
- Practice and Rehearse
- Test Your Technology
- Insert Solicited Questions
- Case Study
- Module Seven: Review Questions

Module Eight: Presentation Tips
- Show, Don't Tell
- Sharing Your Desktop
- Strong Visuals
- Script It
- Case Study
- Module Eight: Review Questions

Module Nine: Interacting With Your Audience
- Polling and Surveys
- Answer Solicited Questions
- Activities
- Q&A Session
- Case Study
- Module Nine: Review Questions

Module Ten: Mistakes to Avoid
- Technical Issues
- Ignoring Your Audience
- Audience Not Participating?
- Timing
- Case Study
- Module Ten: Review Questions

Module Eleven: Post Event
- Contact No Shows
- Follow Up Email
- Call To Action
- Make it Easy to Share
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Creative Problem Solving

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.

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.

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: The Problem Solving Method
- What is a Problem?
- What is Creative Problem Solving?
- What are the Steps in the Creative Solving Process?

Module Three: Information Gathering
- Understanding Types of Information
- Identifying Key Questions
- Methods of Gathering Information

Module Four: Problem Definition
- Defining the Problem
- Determining Where the Problem Originated
- Defining the Present State and the Desired State
- Stating and Restating the Problem
- Analyzing the Problem
- Writing the Problem Statement

Module Five: Preparing for Brainstorming
- Identifying Mental Blocks
- Removing Mental Blocks
- Stimulating Creativity

Module Six: Generating Solutions (I)
- Brainstorming Basics
- Brainwriting and Mind Mapping
- Duncker Diagrams

Module Seven: Generating Solutions (II)
- The Morphological Matrix
- The Six Thinking Hats
- The Blink Method

Module Eight: Analyzing Solutions
- Developing Criteria
- Analyzing Wants and Needs
- Using Cost/Benefit Analysis

Module Nine: Selecting a Solution
- Doing a Final Analysis
- Paired Comparison Analysis
- Analyzing Potential Problems

Module Ten: Planning Your Next Steps
- Identifying Tasks
- Identifying Resources
- Implementing, Evaluating, and Adapting

Module Eleven: Recording Lessons Learned
- Planning the Follow-Up Meeting
- Celebrating Successes
- Identifying Improvements

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Creativity: Thinking Outside the Box

Creativity allows individuals to view every aspect on earth, explore new paths, as well as find new discoveries that help to advance our consistently thriving world of business. Without creativity, we would only see what is visible to the eye. To evolve as a business, it is critical to look beyond what is visible and consider new ideas. When creativity is incorporated into daily workplace practices there is a strong increase in the opportunities for growth, engagement, and productivity. Creativity and innovation will turn ideas and dreams into reality.

The course Creativity: Thinking Outside the Box, will provide you with informative tools and practical strategies that will help shape a creative workplace. Creativity plays a big role in building a positive work environment, one in which employees will feel confident in expressing their ideas. Be mindful that there is creativity in all of us. When this creativity emerges, powerful opportunities and advancements will happen.

Course Outline:

Module One: Getting Started
- Housekeeping Items
- The Parking Lot
- Workshop Objectives
- Pre-Assignment
- Action Plans and Evaluation Forms
- Action Plan Form
- Evaluation Form

Module Two: Breaking Down Creativity
- Defining Creativity
- Thinking Outside the Box
- The Value of Creativity
- Components of Creativity
- Characteristics of the Creative Individual
- Practical Illustration
- Module Two: Review Questions

Module Three: Creating Business Success
- Growth Through Creativity
- Staff Morale
- Engagement and Productivity
- Competition
- Creative Problem Solving
- Practical Illustration
- Module Three: Review Questions

Module Four: The Creative Process
- Preparation
- Incubation
- Illumination
- Evaluation
- Verification
- Practical Illustration
- Module Four: Review Questions

Module Five: Creativity vs. Innovation
- Connecting the Two
- The Innovative Leader
- Innovative Projects
- Experimentation
- The Creativity Gap
- Practical Illustration
- Module Five: Review Questions

Module Six: Fostering a Creative Workplace
- Diversity
- Effective Feedback
- Choosing Flexibility
- The Power of Positivity
- Creativity and Collaboration
- Practical Illustration
- Module Six: Review Questions

Module Seven: Brainstorming
- Connecting Creativity and Brainstorming
- Successful Brainstorming
- Visualize Your Goals
- Stay Organized
- Break It Up
- Practical Illustration
- Module Seven: Review Questions

Module Eight: The Creative Team
- Identifying Opportunities
- Show Respect
- Finding Creative Spaces
- Listening
- Goals and Values
- Practical Illustration
- Module Eight: Review Questions

Module Nine: Creativity Myths
- Inherited Trait
- Creativity is for Artists
- The Solo Creator
- Breakthrough Moment
- Financial Incentives
- Practical Illustration
- Module Nine: Review Questions

Module Ten: Recognizing Obstacles
- Afraid to Fail
- Distractions
- Stressors
- Lack of Sleep
- Time
- Practical Illustration
- Module Ten: Review Questions

Module Eleven: Finding Your Creative Mind
- Identifying Your Strengths
- Building Confidence With Creativity
- Risk-Taking
- Motivation
- Be Mindful
- Practical Illustration
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Crisis Management

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

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

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Crisis
- Internal Risks
- External Risks
- Aggression
- Violence
- Case Study
- Module Two: Review Questions

Module Three: Workplace Violence
- Threats
- Damage
- Psychological Acts
- Physical Acts
- Case Study
- Module Three: Review Questions

Module Four: Myths
- Violence Just Happens
- It Is Uncommon
- Problems Will Solve Themselves
- It Is Not Possible to Prevent Violence
- Case Study
- Module Four: Review Questions

Module Five: Escalation
- Threats
- Stalking and Bullying
- Injury
- Death
- Case Study
- Module Five: Review Questions

Module Six: Concerning Behaviors
- Disruptive
- Emotional Abuse
- Causes Anxiety
- Examples of Behavior
- Case Study
- Module Six: Review Questions

Module Seven: Domestic Violence Indicators
- Disruptive Calls
- Poor Concentration
- Bruising
- Absences
- Case Study
- Module Seven: Review Questions

Module Eight: Triggers of Workplace Violence
- Reprimands and Terminations
- Financial Strain
- Loss of Loved One
- Perceived Slights
- Case Study
- Module Eight: Review Questions

Module Nine: Conflict Dangers
- Triggers
- Action Point
- Flashpoint
- Identify
- Case Study
- Module Nine: Review Questions

Module Ten: Response
- Note Areas of Concern
- Discuss It
- Report It
- Report Extreme Cases to HR/Tip Line
- Case Study
- Module Ten: Review Questions

Module Eleven: Strategies
- Policies
- Programs
- Emergency Procedures
- Train Employees
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Critical Thinking

Critical thinking is vital to *any* kind of success, including your career and beyond. Simply put, critical thinking is a questioning approach to form a judgment or conclusion. It encourages reflective and independent thinking to guide us through the hundreds of decisions that we make throughout a week. Having these skills provides you with the best chance of making an informed decision. Everything and anything can be a subject to question with critical thinking.

As problems are bound to come up in any organization, it's important to know how to address these challenges with good reasoning and logic. Utilizing your critical thinking skills will lead you toward being a more rational and disciplined thinker. This workshop will provide you the skills to approach problems critically, as well as recognize the power of open-mindedness and altering your perspective, in order to make the best choices.
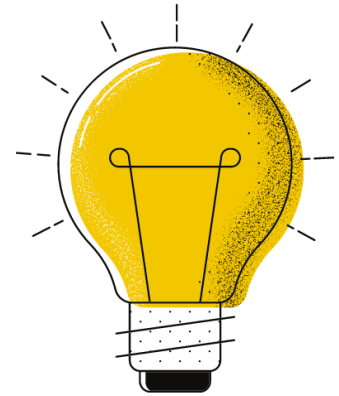
Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Understanding Critical Thinking
- Defining Critical Thinking
- Importance of a Critical Approach
- When to Think Critically
- The Role of Logic
- Applying Reason
- Practical Illustration
- Module Two: Review Questions

Module Three: The Critical Thinking Process
- Observation
- Analysis
- Inference
- Communication
- Problem Solving
- Practical Illustration
- Module Three: Review Questions

Module Four: The Benefits
- Increases Happiness

- Better Decision Making
- Improved Communication
- Develop the Power of Persuasion
- Fosters Team Building
- Practical Illustration
- Module Four: Review Questions

Module Five: Characteristics of a Critical Thinker
- Self-Awareness
- Self-Discipline
- Curiosity
- Creativity
- Humility
- Practical Illustration
- Module Five: Review Questions

Module Six: Improving Your Skills (I)
- Practice Active Listening
- Ask Questions
- Break Down the Problems
- Be Mindful of Emotions
- Think For Yourself
- Practical Illustration
- Module Six: Review Questions

Module Seven: Improving Your Skills (II)
- Visual Mapping
- Keep an Open Mind
- Get Involved
- Participate in Games
- Improving Sleep Quality
- Practical Illustration
- Module Seven: Review Questions

Module Eight: Evaluating the Information
- Avoid Assumptions
- Watch out for the Bias
- Consider Clarifying Questions
- SWOT Analysis
- Review All Possibilities
- Practical Illustration
- Module Eight: Review Questions

Module Nine: The Barriers
- Time and Pressure
- Insufficient Knowledge
- Close-Minded
- Drone Mentality
- Groupthink Mentality

- Practical Illustration
- Module Nine: Review Questions

Module Ten: Changing Your Perspective
- Alter Your Point of View
- Be Objective
- Thinking in Reverse
- Consider the Consequences
- Identify Inconsistencies
- Practical Illustration
- Module Ten: Review Questions

Module Eleven: Putting It All Together
- Stages of Development
- Think About Your Thinking
- Reflect and Learn from Mistakes
- Remember Your Goals
- Think, But Don't Overthink
- Practical Illustration
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Customer Service

Each and every one of us serves customers, whether we realize it or not. Maybe you're on the front lines 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.

The Customer Service workshop will look at all types of customers and how we can serve them better and improve ourselves in the process. Your participants will be provided a strong skillset including in-person and over the phone techniques, dealing with difficult customers, and generating return business.

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Who We Are and What We Do
- Who Are Customers? (internal/external)
- What is Customer Service?
- Who Are Customer Service Providers?

Module Three: Establishing Your Attitude
- Appearance Counts!
- The Power of a Smile
- Staying Energized
- Staying Positive

Module Four: Identifying and Addressing Their Needs
- Understanding the Customer's Problem
- Staying Outside the Box
- Meeting Basic Needs
- Going the Extra Mile

Module Five: Generating Return Business
- Following Up
- Addressing Complaints
- Turning Difficult Customers Around

Module Six: In-Person Customer Service
- Dealing With At-Your-Desk Requests
- The Advantages and Disadvantages of In-Person Communication
- Using Body Language to Your Advantage

Module Seven: Giving Customer Service over the Phone
- The Advantages and Disadvantages of Telephone Communication
- Telephone Etiquette
- Tips and Tricks

Module Eight: Providing Electronic Customer Service
- The Advantages and Disadvantages of Electronic Communication
- Understanding Netiquette
- Tips and Tricks
- Examples: Chat or e-mail

Module Nine: Recovering Difficult Customers
- De-Escalating Anger
- Establishing Common Ground
- Setting Your Limits
- Managing Your Own Emotions

Module Ten: Understanding When to Escalate
- Dealing with Vulgarity
- Coping with Insults
- Dealing with Legal and Physical Threats

Module Eleven: Ten Things You Can Do To WOW Every Time
Ten Tips

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Customer Support

Customer support used to mean a face-to-face conversation with a customer, or a phone call. Today, technology has changed how we approach customer support. It now encompasses the internet, websites, webchats, and even smart phone apps. The customer experience begins long before the purchase is made.

With our Customer Support workshop, your participants will discover the new opportunities in customer support services via the internet, but also how to use these opportunities to their advantage.

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: What Is Customer Service?
- Support vs. Service
- Who Participates?
- Metrics
- Trends
- Case Study
- Module Two: Review Questions

Module Three: Challenges
- Customer Challenges
- Crisis
- Ticket Backlogs
- End Relationship with Customer
- Case Study
- Module Three: Review Questions

Module Four: Email
- Formal Yet Conversational Style
- Scripted Yet Authentic
- Explain Information Carefully
- Results
- Case Study
- Module Four: Review Questions

Module Five: SMS
- Convenience of Texting
- Apps and Software Available
- Information to Communicate
- Professional Communication Through Text
- Case Study
- Module Five: Review Questions

Module Six: Webchat
- Personalize
- Apps and Software Available
- Real Time Support
- Etiquette
- Case Study
- Module Six: Review Questions

Module Seven: Multi-Channel Apps
- Different Multi-Channel Apps
- Pros
- Cons
- Making a Decision
- Case Study
- Module Seven: Review Questions

Module Eight: Support Ticket Apps
- Different Support Ticket Apps
- Pros
- Cons
- Making a Decision
- Case Study
- Module Eight: Review Questions

Module Nine: Documentation
- What to Document
- Using Tools
- Prepare Documentation
- Retain
- Case Study
- Module Nine: Review Questions

Module Ten: Feedback
- Surveys
- Boxes
- Analytics
- Usability
- Case Study
- Module Ten: Review Questions

Module Eleven: Be Proactive
- Research Analytics
- Discover Opportunities
- Prevent Problems
- Provide Support Before People Know They Need It
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Cyber Security

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

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

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Cyber security Fundamentals
- What is Cyberspace?
- What is Cyber security?
- Why is Cyber security Important?
- What is a Hacker?
- Case Study
- Module Two: Review Questions

Module Three: Types of Malware
- Worms
- Viruses
- Spyware
- Trojans
- Case Study
- Module Three: Review Questions

Module Four: Cyber Security Breaches
- Phishing
- Identity Theft
- Harassment
- Cyberstalking
- Case Study
- Module Four: Review Questions

Module Five: Types of Cyber Attacks
- Password Attacks
- Denial of Service Attacks
- Passive Attack
- Penetration Testing
- Case Study
- Module Five: Review Questions

Module Six: Prevention Tips
- Craft a Strong Password
- Two-Step Verification
- Download Attachments with Care
- Question Legitimacy of Websites
- Case Study
- Module Six: Review Questions

Module Seven: Mobile Protection
- No Credit Card Numbers
- Place Lock on Phone
- Don't Save Passwords
- No Personalized Contacts Listed
- Case Study
- Module Seven: Review Questions

Module Eight: Social Network Security
- Don't Reveal Location
- Keep Birthdate Hidden
- Have Private Profile
- Don't Link Accounts
- Case Study
- Module Eight: Review Questions

Module Nine: Prevention Software
- Firewalls
- Virtual Private Networks
- Anti-Virus & Anti-Spyware
- Routine Updates
- Case Study
- Module Nine: Review Questions

Module Ten: Critical Cyber Threats
- Critical Cyber Threats
- Cyber terrorism
- Cyberwarfare
- Cyberespionage
- Case Study
- Module Ten: Review Questions

Module Eleven: Defense against Hackers
- Cryptography
- Digital Forensics
- Intrusion Detection
- Legal Recourse
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Delivering Constructive Criticism

Delivering Constructive Criticism is one of the most challenging things for anyone. Through this workshop your 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.

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: When Should Feedback Occur?
- Repeated Events or Behavior
- Breach's in Company Policy
- When Informal Feedback has not worked
- Immediately After the Occurrence
- Case Study
- Module Two: Review Questions

Module Three: Preparing and Planning
- Gather Facts on the Issue
- Practice Your Tone
- Create an Action Plan
- Keep Written Records
- Case Study
- Module Three: Review Questions

Module Four: Choosing a Time and Place
- Check the Ego at the Door
- Criticize in Private, Praise in Public
- It has to be Face to Face
- Create a Safe Atmosphere
- Case Study
- Module Four: Review Questions

Module Five: During the Session (I)
- The Feedback Sandwich
- Monitor Body Language
- Check for Understanding
- Practice Active Listening
- Case Study
- Module Five: Review Questions

Module Six: During the Session (II)
- Set Goals
- Be Collaborative
- Ask for a Self-Assessment
- Keep Emotions in Check
- Case Study
- Module Six: Review Questions

Module Seven: Setting Goals
- SMART Goals
- The Three P"s
- Ask for Their Input
- Be as Specific as Possible
- Case Study
- Module Seven: Review Questions

Module Eight: Diffusing Anger or Negative Emotions
- Choose the Correct Words
- Stay on Topic
- Empathize
- Try to Avoid "You Messages"
- Case Study
- Module Eight: Review Questions

Module Nine: What Not to Do
- Attacking or Blaming
- Not Giving Them a Chance to Speak
- Talking Down
- Becoming Emotional
- Case Study
- Module Nine: Review Questions

Module Ten: After the Session (I)
- Set a Follow-up Meeting
- Make your Self Available
- Be Very Specific with the Instructions
- Provide Support and Resources
- Case Study
- Module Ten: Review Questions

Module Eleven: After the Session (II)
- Focus on the Future
- Measuring Results
- Was the Action Plan Followed?
- If Improvement is not Seen, Then What?
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Developing a Lunch and Learn

Hosting a Lunch and Learn session is a low cost training option. It is a great way to introduce a topic or give a small demonstration on a new product or service. They are usually voluntary, thus attendance can sometimes be an issue, but with this workshop you will be given the knowledge to work through this issue and others.

Our Lunch and Learn workshop will give your organization a quick and useful tool to add to its training department. Your participants can also to use it as a follow-up or refresher to previous training sessions. It doesn't have to be just about a learning event, it can also involve collaboration, networking, or sharing best practices between employees.

Course Outline:

Module One: Getting Started
- Housekeeping Items
- The Parking Lot
- Workshop Objectives
- Action Plans and Evaluations

Module Two: The Prep Work
- Finding the Best the Location
- Setting up the Location
- Focus Group
- Practice
- Case Study
- Module Two: Review Questions

Module Three: Creating the Content (I)
- Picking the Right Topic
- Hands on Works Great
- Stay Focused
- Keep it Informal
- Case Study
- Module Three: Review Questions

Module Four: Creating the Content (II)
- Make It Interactive
- Review it Thoroughly
- Creating a Customized Presentation
- Back It Up!
- Case Study
- Module Four: Review Questions

Module Five: During the Session
- Ground Rules
- Quick Opening
- Parking Lot
- Adjusting on the Fly
- Case Study
- Module Five: Review Questions

Module Six: Food and Facilities
- Providing Food?
- People Bringing Their Own
- Eat During or After?
- Clean Up and Tear Down
- Case Study
- Module Six: Review Questions

Module Seven: Take Away Material
- Handouts and Take Away Material
- Quizzes or Self-Tests
- Website with Minutes and Session Notes
- Reference Material or White Paper
- Case Study
- Module Seven: Review Questions

Module Eight: Difficult Situations or People
- Disruptions
- Food Issues
- Senior Management Buy In
- People Not Participating?
- Case Study
- Module Eight: Review Questions

Module Nine: What A Lunch and Learn is Not
- Heavy or Serious Topics
- Required Training
- Replacement for Traditional Training
- Just a Free Lunch
- Case Study
- Module Nine: Review Questions

Module Ten: Best Practices (I)
- Obtain Feedback and Tweak
- Utilize Star Employees
- Provide an Agenda Ahead of Time
- Keep the Session Casual and Loose
- Case Study
- Module Ten: Review Questions

Module Eleven: Best Practices (II)
- Use it as a Refresher
- Networking Opportunity
- Upper Management Q&A Session
- Put it on a Regular Schedule
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Developing Corporate Behavior

With this workshop your participants will be able to develop a business environment that reflects a positive set of values and ethics. Aligning these characteristics with corporate standards is what will make your participants stand out and become leaders throughout your company.

Through our Developing Corporate Behavior workshop your participants should see improved team building, better communication, and trust. By realizing the benefits of corporate behavior and developing a successful plan your participants should see a reduction in incidents and an increase in team work and loyalty.

Course Outline:

Module One: Getting Started
- Housekeeping Items
- Pre-Assignment Review
- Workshop Objectives
- The Parking Lot
- Action Plan

Module Two: The Science of Behavior
- What is Behavior?
- Psychology
- Sociology
- Anthropology
- Case Study
- Module Two: Review Questions

Module Three: Benefits of Corporate Behavior
- Employee Safety
- Conservation of Materials
- Engagement
- Improved Employee Performance
- Case Study
- Module Three: Review Questions

Module Four: Most Common Categories of Corporate Behavior
- Managerial Structure
- Company Values and Ethics
- Employee Accountability
- Workplace Incidents
- Case Study
- Module Four: Review Questions

Module Five: Managerial Structure
- Clearly Defined Management
- Qualified Management Team
- Obvious Advancement Path
- Grievance Procedures
- Case Study
- Module Five: Review Questions

Module Six: Company Values and Ethics
- Environmental
- Charity and Community Outreach
- Integrity
- Diversity
- Case Study
- Module Six: Review Questions

Module Seven: Employee Accountability
- Attitude
- Attendance
- Honesty
- Substance Abuse & Workplace Violence
- Case Study
- Module Seven: Review Questions

Module Eight: Workplace Incidents
- Safety
- Prejudice & Discrimination
- Vandalism & Theft
- Harassment or Bullying
- Case Study
- Module Eight: Review Questions

Module Nine: Designing and Implementing
- Group Planning
- Define Preferred Organizational Behaviors
- Hiring
- Training Employees
- Case Study
- Module Nine: Review Questions

Module Ten: Corporate Team Behavior
- Team Building
- Better Communication
- Conflict Resolution
- Loyalty to the Company and the Department
- Case Study
- Module Ten: Review Questions

Module Eleven: Auditing Corporate Behavior
- Affirm Ethical Behavior
- Investigate and Review Reported Incidents
- Determine Progress
- Get Employee Feedback & Revise
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words From The Wise
- Review Of The Parking Lot
- Lessons Learned
- Recommended Reading
- Completion Of Action Plans And Evaluations

Developing Emotional Intelligence

Taking control over the emotions that shape our lives can have powerful effects. Emotional intelligence (EI) is the ability to recognize and manage our emotions, behaviors, and impulses, as well as apply this knowledge to the world around us. It encourages self-awareness, internal motivation, and the exploration of diverse perspectives. Through effective and authentic communication, emotional intelligence will create positive relationships within any organization.

Emotional intelligence is a skill that can be developed, in which these skills will help you to maximize your personal and professional success. The Developing Emotional Intelligence course will provide participants with the tools to gain control over emotions, navigate challenging situations, and communicate empathetically. With emotional intelligence, you can build a happy and prosperous life.

Course Outline:

Module One: Getting Started
- Housekeeping Items
- The Parking Lot
- Workshop Objectives
- Action Plans and Evaluations

Module Two: Introduction to Emotional Intelligence
- Defining Emotional Intelligence
- The Importance of EI
- Who Needs IWhat Are Emotions?
- EQ vs. IQ
- Practical Illustration
- Module Two: Review Questions

Module Three: The Components of EI
- Self-Management
- Self-Awareness
- Social Skills
- Internal Motivation
- Empathy
- Practical Illustration
- Module Three: Review Questions

Module Four: Tools to Gain Control
- Journaling
- Meditation and Mindfulness
- Identifying Emotional Triggers
- Breathing Techniques
- Taking a Break
- Practical Illustration
- Module Four: Review Questions

Module Five: Verbal Communication Skills
- Active Listening
- Asking Questions
- Consider Your Audience
- Choosing Your Words
- Be Authentic
- Practical Illustration
- Module Five: Review Questions

Module Six: Nonverbal Communication Skills
- Body Language
- Tone Matters
- Facial Expressions
- Eye Con
- Distance and Personal Space
- Practical Illustration
- Module Six: Review Questions

Module Seven: Managing Relationships With Others

- Building Rapport
- Respond, Don't React
- Show Gratitude
- Finding Common Ground
- Setting Boundaries
- Practical Illustration
- Module Seven: Review Questions

Module Eight: Overcoming Obstacles
- Recognizing and Admitting Failure
- Disagreeing Constructively
- Staying Cool Under Pressure
- Be Open to Perspectives
- The Power of Forgiveness
- Practical Illustration
- Module Eight: Review Questions

Module Nine: Application to Business Practices
- Working as a Team
- Setting Business Goals
- Interviewing for Successful Hires
- Giving and Receiving Feedback
- Customer Experience and Rapport
- Practical Illustration
- Module Nine: Review Questions

Module Ten: Benefits of Being Emotionally Aware
- Strong Interpersonal Relationships
- Able to Manage Change
- Reduced Stress and Anxiety
- Improved Decision Making
- Boosts Employee Morale
- Practical Illustration
- Module Ten: Review Questions

Module Eleven: Making an Impact
- Creating a Powerful First Impression
- Maintaining Your Composure
- Inspiring Leadership
- Gaining Self-Confidence
- Patience and Practice
- Practical Illustration
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Developing Creativity

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

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

Course Outline:

Module One: Getting Started
- Housekeeping Items
- The Parking Lot
- Workshop Objectives
- Action Plans and Evaluations

Module Two: What is Creativity?
- Divergent Thinking
- Problem Solving
- Imagination and Inspiration
- Something Out of Nothing
- Case Study
- Module Two: Review Questions

Module Three: Getting Inspired
- Introspection
- Read More
- Removing the Mental Block
- Art Inspires Art
- Case Study
- Module Three: Review Questions

Module Four: Beating Procrastination
- Get Rid Of Clutter
- Self-Imposed Limitations
- Build on Small Successes
- Don't Start at the Beginning
- Case Study
- Module Four: Review Questions

Module Five: Improving Your Creative Mind Set (I)
- Open Mind
- Do Not Judge
- Positive Mind Set
- Ask Why?
- Case Study
- Module Five: Review Questions

Module Six: Improving Your Creative Mind Set (II)
- Make Associations
- Keep a Journal
- Question Assumptions
- Creative Confidence
- Case Study
- Module Six: Review Questions

Module Seven: Curiosity
- Spark Your Curiosity
- Curiosity is the Engine of Creativity
- Engage
- Ask Open Ended Questions
- Case Study
- Module Seven: Review Questions

Module Eight: Take Risks
- Be Confident
- Scared to Fail?
- Fake It 'til You Make It
- Afraid To Be Judged
- Case Study
- Module Eight: Review Questions

Module Nine: Think Like a Child
- Daydream
- Be Curious
- Play Games
- Experiment
- Case Study
- Module Nine: Review Questions

Module Ten: Environmental Factors
- Work Area
- Additional Environments
- Get Enough Sleep
- Variables
- Case Study
- Module Ten: Review Questions

Module Eleven: Individual Brainstorming
- Generate A Lot of Ideas
- Mind Mapping
- Visualization
- Organize and Bring the Ideas Together
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Developing New Managers

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

With our How to Develop New Managers course your participants will gain the support, best practices, and knowledge. This workshop will help your company develop well rounded, fair and confident managers. By identifying early you will be able to groom prospective candidates and provide the best chance for success.

Course Outline:

Module One: Getting Started
- Housekeeping Items
- Pre-Assignment Review
- Workshop Objectives
- The Parking Lot
- Action Plan

Module Two: Managers are Made, Not Born
- Managers Must be Developed
- Management Skills can be Learned
- Managers Learn by Being Managed Well
- Create a Management Track
- Case Study
- Module Two: Review Questions

Module Three: Create a Management Track
- Clearly Define Roles and Competencies
- Provide Tools
- Identify Candidates Early
- Clearly Define Management Track
- Case Study
- Module Three: Review Questions

Module Four: Define and Build Competencies
- Clearly Define Competencies Needed
- Identify Strengths
- Identify Development Areas
- Provide Development Opportunities
- Case Study
- Module Four: Review Questions

Module Five: Managers Learn by Being Managed Well
- Pair New Managers with Mentors
- Reward Effective Managers
- Emulate Effective Managers
- Create/Document Best Practices
- Case Study
- Module Five: Review Questions

Module Six: Provide Tools
- Provide Manuals or Policy Documents
- Empower New Managers
- Provide Support
- Provide Training and Development Opportunities
- Case Study
- Module Six: Review Questions

Module Seven: Provide Support
- Encourage Peer Networking
- Establish Resource People
- Encourage Mentor Relationships
- Establish Regular Check-ins
- Case Study
- Module Seven: Review Questions

Module Eight: Identify Strong Candidates Early
- Development Begins Early
- Identify Candidates Early
- Identify Candidates through Evaluations
- Develop Those with Management Goals
- Case Study

Module Eight: Review Questions
- Module Nine: Clearly Define the Management Track
- Make the Path to Management Clear
- Serves as a Guidepost
- Ensures Quality Training/Support
- Succession Planning and Change Management
- Case Study
- Module Nine: Review Questions

Module Ten: Empower New Managers
- Decision Making
- Asking for Help
- Support, Don't Micromanage
- Continuous Growth and Development
- Case Study
- Module Ten: Review Questions

Module Eleven: Provide Growth Opportunities
- Provide Continuous Growth Opportunities
- Create a Development Plan
- Provide Regular Feedback
- Encourage Mentoring
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from The Wise
- Review of The Parking Lot
- Lessons Learned
- Recommended Reading
- Completion Of Action Plans And Evaluations

Digital Citizenship

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

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

Course Outline:

Module One: Getting Started
- Housekeeping items
- Pre-Assignment Review
- Parking Lot
- Workshop Objectives
- Action Plans

Module Two: What Is Digital Citizenship?
- What is Digital
- Engaging with Others
- It's a Moving Target
- Belonging to a Community
- Case Study
- Module Two: Review Questions

Module Three: Being a Good Citizen
- Build it Up
- Real World Influences
- Using Technology Appropriately
- The Golden Rule
- Case Study
- Module Three: Review Questions

Module Four: Best Practices for Sharing
- Digital Footprints
- Personal and Work Lives
- Stop and Think Before You Post
- Do Not Overshare
- Case Study
- Module Four: Review Questions

Module Five: Networking and Personal Branding (I)
- Personal Branding
- Be Yourself (online and off)
- Social Networking
- If you Share it, Expect Everyone to See It
- Case Study
- Module Five: Review Questions

Module Six: Networking and Personal Branding (II)
- Introduce Colleagues
- Volunteer to Help Others
- Blog
- Guard Your Reputation
- Case Study
- Module Six: Review Questions

Module Seven: Digital Security and Safety (I)
- Don't Trust Anyone You Don't Know
- Enable 2-Step Verifications
- Public Wi-Fi
- Public Computers
- Case Study
- Module Seven: Review Questions

Module Eight: Digital Security and Safety (II)
- Email and Attachments
- Password Rules
- Back Up your Files
- Update Your Software
- Case Study
- Module Eight: Review Questions

Module Nine: Dealing With The Dark Side
- See it, Report it
- Bullying and Harassment
- Trolling
- Shared Something You Shouldn't Have?
- Case Study
- Module Nine: Review Questions

Module Ten: Digital Etiquette (I)
- Respect and Tone
- Speak Up, Not Out
- Topics To Avoid
- Keep Private Messages Private
- Case Study
- Module Ten: Review Questions

Module Eleven: Digital Etiquette (II)
- Educate Yourself
- Information Processing
- Internet Boldness
- Permission to Share
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Diversity, Equity and Inclusion

The world is diverse; it is made up of people who have different backgrounds, traditions, and beliefs. Diversity, equity, and inclusion (DEI) creates a culture where every individual is acknowledged and supported, regardless of their differing background. It helps us to recognize the value in diverse voices, as well as other individual differences, such as gender, race, religion, ethnicity, or sexual orientation. Ultimately, a diverse workplace will lead to better innovation and success. Through inclusive language and leadership, everyone is encouraged to evolve both personally and professionally.

Many organizations are working towards fostering a workplace culture that is committed to DEI practices and ensuring that every voice is heard. The Diversity, Equity, and Inclusion course will provide participants with the tools to recognize social biases, respond to microaggressions, as well as provide resources to create a safe and welcoming work environment. With strong team commitment and courage, we can create a sense of belonging for everyone.

Course Outline:

Module One: Getting Started
- Workshop Objectives
- Pre-Assignment
- Pre-Test
- Action Plan
- Evaluation Form

Module Two: Introduction to Diversity, Equity, and Inclusion
- Defining Diversity, Equity, and Inclusion
- Classifications of Diversity
- Components of Inclusion
- Role of DEI in Organizations
- Equity vs. Equality
- Practical Illustration
- Module Two: Review Questions

Module Three: Dimensions of Diversity (I)
- Racial Diversity
- Ethnic Diversity
- Ability Diversity
- Gender Diversity
- Age Diversity
- Practical Illustration
- Module Three: Review Questions

Module Four: Employees with Disabilities

- Religious Diversity
- Sexual Orientation
- Cultural Diversity
- Socioeconomic Diversity
- Parental and Marital Status
- Practical Illustration
- Module Four: Review Questions

Module Five: Breaking Down Social Biases

- Religious Diversity
- Sexual Orientation
- Cultural Diversity
- Socioeconomic Diversity
- Parental and Marital Status
- Practical Illustration
- Module Four: Review Questions

Module Six: Addressing Microaggressions

- Religious Diversity
- Sexual Orientation
- Cultural Diversity
- Socioeconomic Diversity
- Parental and Marital Status
- Practical Illustration
- Module Four: Review Questions

Module Seven: Communication Strategies

- Religious Diversity
- Sexual Orientation
- Cultural Diversity
- Socioeconomic Diversity
- Parental and Marital Status
- Practical Illustration
- Module Four: Review Questions

Module Eight: Inclusive Leadership

- Visible Commitment
- Effective Collaboration
- Awareness of Bias
- Curiosity of Others

- Cultural Intelligence
- Practical Illustration
- Module Eight: Review Questions

Module Nine: Prioritizing DEI in the Workplace
- Inclusive Recruiting and Hiring
- Providing Resources and Accessibility
- Practice Allyship
- Supporting Gender Identity
- Regular Check-Ins
- Practical Illustration
- Module Nine: Review Questions

Module Ten: Workplace Culture and Policies
- Writing a DEI Statement
- Zero-Tolerance Policy
- Handling Discrimination Complaints
- Equal Employment Opportunity
- Recognizing Holidays and Celebrations
- Practical Illustration
- Module Ten: Review Questions

Module Eleven: Encouraging Respect and Belonging
- Sensitivity Training
- Ensuring Safe Spaces
- Applying Emotional Intelligence
- Intentional Inclusion
- Expressing Appreciation
- Practical Illustration
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Employee Motivation

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

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

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: A Psychological Approach
- Herzberg's Theory Of Motivation
- Maslow's Hierarchy of Needs
- The Two Models and Motivation

Module Three: Object-Oriented Theory
- The Carrot
- The Whip
- The Plant

Module Four: Using Reinforcement Theory
- A History of Reinforcement Theory
- Behavior Modification in Four Steps
- Appropriate Uses in the Workplace

Module Five: Using Expectancy Theory
- A History of Expectancy Theory
- Understanding the Three Factors
- Using the Three Factors to Motivate in the Workplace

Module Six: Personality's Role in Motivation
- Identifying Your Personality Type
- Identifying Others" Personality Type
- Motivators by Personality Type

Module Seven: Setting Goals
- Goals and Motivation
- Setting SMART Goal
- Evaluating and Adapting

Module Eight: A Personal Toolbox
- Building Your Own Motivational Plan
- Encouraging Growth and Development
- Getting Others to See the Glass Half-Full

Module Nine: Motivation on the Job
- The Key Factors
- Creating a Motivational Organization
- Creating a Motivational Job

Module Ten: Addressing Specific Morale Issues
- Dealing with Individual Morale Problems
- Addressing Team Morale
- What To Do When the Whole Company is De-Motivated

Module Eleven: Keeping Yourself Motivated
- Identifying Personal Motivators
- Maximizing Your Motivators
- Evaluating and Adapting

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Employee Onboarding

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

Through Employee Onboarding you will find it 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 company, and having a structured set of procedures will make your company stronger and produce a greater chance of success.

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop objectives

Module Two: Introduction
- What is Onboarding?
- The Importance of Onboarding
- Making Employees Feel Welcome
- First Day Checklist
- Case Study
- Review Questions

Module Three: Purpose of Onboarding
- Start-Up Cost
- Anxiety
- Employee Turnover
- Realistic Expectations
- Case Study
- Review Questions

Module Four: Onboarding Preparation
- Professionalism
- Clarity
- Designating a Mentor
- Training
- Case Study
- Review Questions

Module Five: Onboarding Checklist
- Pre-Arrival
- Arrival
- First Week
- First Month
- Case Study
- Review Questions

Module Six: Creating an Engaging Program
- Getting off on the Right Track
- Role of Human Resources
- Role of Managers
- Characteristics
- Case Study
- Review Questions

Module Seven: Following Up with New Employees
- Initial Check In
- Following Up
- Setting Schedules
- Mentor's Responsibility
- Case Study
- Review Questions

Module Eight: Setting Expectations
- Defining Requirements
- Identifying Opportunities for Improvement and Growth
- Setting Verbal Expectations
- Putting it in Writing
- Case Study
- Review Questions

Module Nine: Resiliency and Flexibility
- What is Resiliency?
- Why is it Important?
- 5 Steps
- What is Flexibility?
- Why is it Important?
- 5 Steps
- Case Study
- Review Questions

Module Ten: Assigning Work
- General Principles
- The Dictatorial Approach
- The Apple Picking Approach
- The Collaborative Approach
- Case Study
- Review Questions

Module Eleven: Providing Feedback
- Characteristics of Good Feedback
- Feedback Delivery Tools
- Informal Feedback
- Formal Feedback
- Case Study
- Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

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. 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.

Our Employee Recruitment workshop will guide your participants and help them interview and recruit the right employee for you. Hiring a new employee is one of the largest investments you make in any business. Hiring the right employee is very important, as training can be expensive, and employee turnover costs companies millions every year. So, reduce your costs with a great employee recruitment program!

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Introduction to Recruitment
- What is Recruitment?
- Challenges and Trends
- Sourcing Candidates
- Requirements
- Case Study
- Review Questions

Module Three: The Selection Process
- Job Analysis and Descriptions
- The Approach
- The Recruitment Interview
- Testing
- Case Study
- Review Questions

Module Four: Goal Setting
- Using the G.R.O.W. Model
- Identifying Goal Areas
- Setting SMART Goals
- Using a Productivity Journal
- Case Study
- Review Questions

Module Five: The Interview
- Phone Interviews
- Traditional Interviews
- Situational Interviews
- Stress Interviews
- Case Study
- Review Questions

Module Six: Types of Interview Questions
- Direct Questions
- Non-Direct Questions
- Hypothetical or Situational Questions
- Behavioral Descriptive Questions
- Case Study
- Review Questions

Module Seven: Avoiding Bias in Your Selection
- Expectancy Effect
- Primacy Effect
- Obtaining Bias Information
- Stereotyping
- Case Study
- Review Questions

Module Eight: The Background Check
- Preparation
- Data Collection
- Illegal Questions
- Being Thorough Without Being Pushy
- Case Study
- Review Questions

Module Nine: Making Your Offer
- Outlining the Offer
- Negotiation Techniques
- Dealing with Difficult Issues
- Sealing the Deal
- Case Study
- Review Questions

Module Ten: Orientation and Retention
- Getting off on the Right Track
- Your Orientation Program
- The Check-list
- Following Up
- Case Study
- Review Questions

Module Eleven: Measuring the Results
- Cost Breakdown
- Employee Quality
- Recruiter Effectiveness
- Fine Tuning
- Case Study
- Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Employee Termination Processes

Having to fire an employee is never an easy task. Sometimes, despite attempts of open communication and encouraging performance, an employee will need to be terminated from the company. One of the hardest aspects of preparing to fire an employee is to separate the emotions from the facts. Firing an employee should always be a last resort, so it is important that the manager has covered all other avenues possible before moving forward.
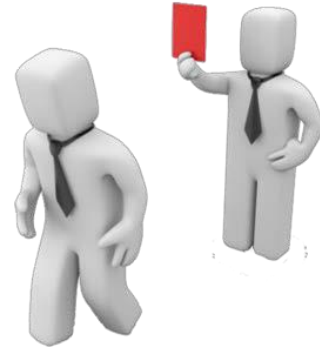
With our Employee Termination workshop, your participants will begin to see how important it is to develop a core set of skills when they find themselves in a situation where they have to let an employee go.

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Performance Improvement Plan (PIP) Before Firing
- Justification
- Validate
- Include
- Be Grateful
- Case Study
- Module Two: Review Questions

Module Three: Employees Who Should Be Terminated (I)
- Feeling of Entitlement
- Cannot Perform Job Functions
- Can't Function with Other Employees
- They Overpromise and Under deliver
- Case Study
- Module Three: Review Questions

Module Four: Employees Who Should Be Terminated (II)
- Blatant Disregard for Customers
- They Are Unreliable
- Don't Adhere to Code of Conduct
- Use Company Property for Personal Use
- Case Study
- Module Four: Review Questions

Module Five: Things to Consider When Setting Up the Termination Meeting
- Meeting Attendees
- Venue of the Meeting
- Security Presence
- Logistics
- Case Study
- Module Five: Review Questions

Module Six: The Correct Way to Fire an Employee (I)
- Use Positive Language
- Review Past Feedback
- Concentrate on Specific Behavior
- Fire Early in the Week
- Case Study
- Module Six: Review Questions

Module Seven: The Correct Way to Fire an Employee (II)
- Keep it Short
- Have Employee Sign Release
- Transfer Terminated Employee's Functions
- Avoid Fighting Unemployment Claims with Employee
- Case Study
- Module Seven: Review Questions

Module Eight: Employment Termination Checklist
- Notification to Human Resources
- Systems Access Terminations
- Return of Company Property
- Benefits Status
- Case Study
- Module Eight: Review Questions

Module Nine: The Don'ts of Firing an Employee (I)
- No Performance Improvement Plan
- Use Electronic Method
- Fire Without a Witness
- Provide Long Reason for Firing
- Case Study
- Module Nine: Review Questions

Module Ten: The Don'ts of Firing an Employee (II)
- Not Making the Decision Final
- Let Employee to Take Company Property
- Allow Access to Work Area
- Permit Information System Access
- Case Study
- Module Ten: Review Questions

Module Eleven: Conduct Effective Exit Interviews
- When, How and Who
- Objective of the Process
- Company Readiness for Exit Interviews
- Execute the Feedback Results
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations
- Recommended Reading

Entrepreneurship

Would you like to be your own boss? Have you ever dreamed of starting your own business? Don't know what to do about your great business idea? If you have ever thought about these situations then you need our entrepreneurship workshop.

Let our Entrepreneurship workshop help you achieve your dreams.
Being an entrepreneur can be full of risks. These risks are minimized through drafting a business plan, knowing your competition, and successful marketing. All these and more can be found in our Entrepreneurship workshop.

Course Outline:

Module One: Getting Started
- Housekeeping Items
- Pre-Assignment Review
- Workshop Objectives
- The Parking Lot
- Action Plan

Module Two: Decide On the Type of Business
- Is It Feasible?
- What Are Your Interests?
- Do You Have The Experience?
- Are You An Expert In The Field?
- Case Study
- Module Two: Review Questions

Module Three: What Is The Market/Competition Like?
- Is The Venture Lucrative?
- Is There Competition?
- How Can You Set Yourself Apart From The Competition?
- How Is The Customer Prospect?
- Case Study
- Module Three: Review Questions

Module Four: Basics of Starting a Business
- Decide On a Name
- Legal Structure of Business
- Register the Business
- Choose a Location
- Hire an Accountant
- Case Study
- Module Four: Review Questions

Module Five: Create a Business Plan
- What Should Be Included In The Business Plan?
- Gather Documentation
- Develop Business Plan Outline
- Draft Business Plan
- Case Study
- Module Five: Review Questions

Module Six: Get Financing
- Contact Organizations for Guidance
- Decide the Type of Financing
- Shop Around
- What to Do Once Approved
- Case Study
- Module Six: Review Questions

Module Seven: Hire Employees
- Develop Job Description(S)
- Advertise Positions
- Interview Candidates
- Select Candidates
- Case Study
- Module Seven: Review Questions

Module Eight: Training Employees
- Teach Company Culture
- Implement Actual Training For The Position
- Provide Feedback
- Offer Additional Training, If Necessary
- Case Study
- Module Eight: Review Questions

Module Nine: Market the Business
- Traditional Marketing
- Create a Website
- Social Media
- Networking Groups
- Case Study
- Module Nine: Review Questions

Module Ten: Run the Business
- Procurement
- Sell! Sell! Sell!
- How to Manage Cash Flow
- Budgeting
- Case Study
- Module Ten: Review Questions

Module Eleven: Grow the Business
- Offer More Products / Services
- Open another Location
- Franchise Opportunities
- Scoring Large Contracts
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of the Parking Lot
- Lessons Learned
- Recommended Reading
- Completion of Action Plans and Evaluations

Event Planning

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

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

Course Outline:

Module One: Getting Started
- Housekeeping Items
- Pre-Assignment Review
- Workshop Objectives
- The Parking Lot
- Action Plan

Module Two: Types of Events
- Awards
- Charity
- Conferences and Seminar
- Holiday
- Case Study
- Module Two: Review Questions

Module Three: Brainstorming
- Determine the Event's Purpose
- Determine a Theme
- Write Down & Review Ideas
- Determine a Date
- Case Study
- Module Three: Review Questions

Module Four: Types of Entertainment
- Games
- Activities
- Speakers
- Performers
- Case Study
- Module Four: Review Questions

Module Five: Support Staff
- Security
- Valet
- Wait Staff
- Clean up Crew
- Case Study
- Module Five: Review Questions

Module Six: Technical Staff
- Visual Technician (lighting)
- Media Technician (website, Facebook, etc.)
- Audio Technician (Sound)
- Specialized Electrical Equipment Technician (for performers)
- Case Study
- Module Six: Review Questions

Module Seven: Vendors
- Food
- Equipment
- Decorations and Furnishing
- Photography/ Video
- Case Study
- Module Seven: Review Questions

Module Eight: Finalize the Plan
- Venue
- Registration
- Entertainment
- Cuisine and Decor
- Case Study
- Module Eight: Review Questions

Module Nine: Administrative Tasks
- Create a Budget
- Branding and Marketing
- Insurance and Permits
- Contracts (for event staff, entertainment, rentals, and vendors)
- Case Study
- Module Nine: Review Questions

Module Ten: Get Organized
- Form a Team
- Timeline
- Checklists
- Backup Plans
- Case Study
- Module Ten: Review Questions

Module Eleven: Post Event Activities
- Survey
- Share Media (photos and video)
- Send Thank you Notes
- Start planning the Next Event!
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of the Parking Lot
- Lessons Learned
- Recommended Reading
- Completion of Action Plans and Evaluations

Executive and Personal Assistants

Being an Executive or Personal Assistant is a unique position that requires a variety of skills. Whether you are updating schedules, making travel arrangements, minute taking, or creating important documents all must be done with a high degree of confidentiality. Confidentiality is one of the most important characteristics for every assistant.

Our Executive and Personal Assistants workshop will show your participants what it takes to be a successful assistant. Participants will learn what it takes to effectively manage a schedule, organize a meeting, and even how to be a successful gatekeeper. Being an Executive or Personal Assistant takes a special skill set and this workshop will provide your participants with the necessary tools.

Course Outline:

Module One: Getting Started
- Housekeeping Items
- The Parking Lot
- Workshop Objectives
- Pre-Assignment
- Action Plans and Evaluations

Module Two: Working with Your Manager
- Adapting to Their Style
- Anticipate Their Needs
- Getting Your Responsibilities Defined
- When to Take the Initiative
- Case Study
- Module Two: Review Questions

Module Three: Administrative Soft Skills
- Social Intelligence
- Basic Business Acumen
- Office Management
- Active Listening
- Case Study
- Module Three: Review Questions

Module Four: Effective Time Management
- Calendar Management
- Prepare for Changes and Surprises
- Keeping Others on Track
- Urgent/Important Matrix
- Case Study
- Module Four: Review Questions

Module Five: Meeting Management
- Creating an Agenda
- Keeping Minutes
- Keeping the Meeting on Time
- Variations for Large and Small Meetings
- Case Study
- Module Five: Review Questions

Module Six: Tools of the Trade (I)
- Email Protocol
- Office Machinery
- Computer and Software Skills
- Communication Skills
- Case Study
- Module Six: Review Questions

Module Seven: Tools of the Trade (II)
- Phone and Voicemail Etiquette
- Word Processing
- Business Writing
- Internet Research
- Case Study
- Module Seven: Review Questions

Module Eight: Being an Effective Gatekeeper
- Filtering Data and Information
- Learn to Say No
- Dealing with Difficult People
- Recognize the Tricks
- Case Study
- Module Eight: Review Questions

Module Nine: Organizational Skills
- Prioritizing Your Workload
- Goal Setting
- Plan for Tomorrow, Today
- Staying on Track
- Case Study
- Module Nine: Review Questions

Module Ten: Confidentiality Guidelines
- Your Confidentially Duty
- Be Diplomatic and Discreet
- Keeping Data Secure
- What to Do in Sticky Situations
- Case Study
- Module Ten: Review Questions

Module Eleven: Special Tasks
- Project Management
- Trade Shows
- Interacting with Clients
- Social Media Management
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Facilitation Skills

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

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

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Understanding Facilitation
- What is Facilitation?
- What is a Facilitator?
- When is Facilitation Appropriate?

Module Three: Process vs. Content
- About Process
- About Content
- A Facilitator's Focus

Module Four: Laying the Groundwork
- Choosing a Facilitated Approach
- Planning for a Facilitated Meeting
- Collecting Data

Module Five: Tuckman and Jensen's Model of Team Development
- Stage One: Forming
- Stage Two: Storming
- Stage Three: Norming
- Stage Four: Performing

Module Six: Building Consensus
- Encouraging Participation
- Gathering Information
- Presenting Information
- Synthesizing and Summarizing

Module Seven: Reaching a Decision Point
- Identifying the Options
- Creating a Short List
- Choosing a Solution
- Using the Multi-Option Technique

Module Eight: Dealing with Difficult People
- Addressing Disruptions
- Common Types of Difficult People and How to Handle Them
- Helping the Group Resolve Issues on Their Own

Module Nine: Addressing Group Dysfunction
- Using Ground Rules to Prevent Dysfunction
- Restating and Reframing Issues
- Getting People Back on Track

Module Ten: About Intervention
- Why Intervention May Be Necessary
- When to Intervene
- Levels of Intervention

Module Eleven: Intervention Techniques
- Using Your Processes
- Boomerang it Back
- ICE It: Identity, Check for agreement, Evaluate how to Resolve

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Generation Gaps

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

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

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: History
- What Generations Exist in the Workplace
- What Defines a Generation?
- What This Means in Our Workplace?

Module Three: Traditionalist
- Their Background
- Their Characters
- Their Working Style

Module Four: Baby Boomers
- Their Background
- Their Characters
- Their Working Style

Module Five: Generation X"s
- Their Background
- Their Characters
- Their Working Style

Module Six: Generation Y"s (Millennial)
- Their Background
- Their Characters
- Their Working Style

Module Seven: Differentiations between Generations
- Background
- Attitude
- Working Style
- Life Experience

Module Eight: Finding Common Ground
- Adopting a Communication Style
- Creating an Affinity Group
- Sharing Knowledge

Module Nine: Conflict Management (I)
- Younger Bosses Managing Older Workers
- Avoid Turnover with a Retention Plan
- Breaking down the Stereotypes

Module Ten: Conflict Management (II)
- Embrace the Hot Zone
- Treat Each Other As A Peer
- Create a Succession Plan

Module Eleven: The Power of 4
- Benefits of Generation Gaps
- How to Learn From Each Other
- Embracing the Unfamiliar

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Goal Setting and Getting Things Done

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

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

Course Outline:

Module One: Getting Started
- Housekeeping Items
- The Parking Lot
- Workshop Objectives
- Pre-Assignment
- Action Plans and Evaluations

Module Two: Overcoming Procrastination (I)
- Eat That Frog!
- Just Do It
- The 15 Minute Rule
- Chop it Up
- Case Study
- Module Two: Review Questions

Module Three Overcoming Procrastination (II)
- Remove Distractions
- Start Small and Build
- Reward Yourself
- Set Realistic Deadlines
- Case Study
- Module Three: Review Questions

Module Four: Four P's of Goals Setting
- They Need to be Positive
- They Need to be Personal
- They Need to be Possible
- They Need to be Prioritized
- Case Study
- Module Four: Review Questions

Module Five: Improving Motivation
- Remember Peak Moments
- Write Your Goals Down
- Use Gamification
- Track Your Progress
- Case Study
- Module Four: Review Questions

Module Six: Wise Time Management
- Urgent/Important Matrix
- The 80/20 Rule
- Utilize a Calendar
- Create a Ritual
- Case Study
- Module Six: Review Questions

Module Seven: Tips for Completing Tasks
- One Minute Rule
- Five Minute Rule
- Break Up Large Tasks
- Utilize Technology
- Case Study
- Module Seven: Review Questions

Module Eight: Increase Your Productivity
- Repeat What Works
- Get Faster
- Remove "Should" from Your Dictionary
- Build on Your Successes
- Case Study
- Module Eight: Review Questions

Module Nine: To Do List Characteristics
- Focus on the Important
- Chunk, Block, Tackle
- Make It a Habit
- Plan Ahead
- Case Study
- Module Nine: Review Questions

Module Ten: SMART Goals
- Specific
- Measurable
- Attainable
- Realistic
- Timely
- Case Study
- Module Ten: Review Questions

Module Eleven: Mistakes Will Happen
- Accept It
- Bouncing Back
- Adapt and Learn from Them
- If Needed, Ask for Help
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Handling a Difficult Customer

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

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

Course Outline:

Module One: Getting Started
- Housekeeping Items
- Pre-Assignment Review
- Workshop Objectives
- The Parking Lot
- Action Plan

Module Two: The Right Attitude Starts with You
- Be Grateful
- Keep Your Body Healthy
- Focus on Positive Thoughts
- Invoke Inner Peace
- Case Study
- Module Two: Review Questions

Module Three: Internal Stress Management
- Irritability
- Unhappiness with Your Job
- Feeling Underappreciated
- Not Well-Rested
- Case Study
- Module Three: Review Questions

Module Four: External Stress Management
- Office Furniture Not Ergonomically Sound
- High Noise Volume in the Office
- Rift with Co-Workers
- Demanding Supervisor
- Case Study
- Module Four: Review Questions

Module Five: Transactional Analysis
- What is Transactional Analysis?
- Parent
- Adult
- Child
- Case Study
- Module Five: Review Questions

Module Six: Why are Some Customers Difficult?
- They Have Truly Had a Bad Experience and Want to Vent
- They Have Truly Had a Bad Experience and Want Someone to be Held Accountable
- They Have Truly Had a Bad Experience and Want Resolution
- They Are Generally Unhappy
- Case Study
- Module Six: Review Questions

Module Seven: Dealing with the Customer Over the Phone
- Listen to the Customer's Complaint
- Build Rapport
- Do Not Respond with Negative Words or Emotion
- Offer a Verbal Solution to Customer
- Case Study
- Module Seven: Review Questions

Module Eight: Dealing with the Customer In Person
- Listen to the Customer's Complaint
- Build Rapport
- Responding with Positive Words and Body Language
- Besides Words, What to Look For?
- Case Study
- Module Eight: Review Questions

Module Nine: Sensitivity in Dealing with Customers
- Who are Angry
- Who Are Rude
- With Different Cultural Values
- Who Cannot Be Satisfied
- Case Study
- Module Nine: Review Questions

Module Ten: Scenarios of Dealing with a Difficult Customer
- Angry Customer
- Rude Customer
- Culturally Diverse Customer
- Impossible to Please Customer
- Case Study
- Module Ten: Review Questions

Module Eleven: Following up With a Customer Once You Have Addressed Their Complaint
- Call the Customer
- Send the Customer an Email
- Mail the Customer a Small Token
- Handwritten or Typed Letter
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words From The Wise
- Review Of The Parking Lot
- Lessons Learned
- Recommended Reading
- Completion Of Action Plans And Evaluations

Health and Wellness at Work

A healthy employee is a happy and productive employee, which should be a goal for every organization. Through our Health and Wellness at Work program 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. Your participants will touch on common issues such as smoking cessation, nutrition, weight loss, and preventative care. Health and Wellness is the responsibility of everyone in an organization so take the positive step and create a program within your organization.

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Meaning and Definition of a Health and Wellness Program?
- What is a Health and Wellness Program?
- Productivity
- Cost of Health Care
- Costs of Absenteeism
- Case Study
- Module Two: Review Questions

Module Three: Types of Health Behavior Programs
- Health Behaviors
- Health Screenings and Maintenance
- Mental Health
- Physical Injuries
- Case Study
- Module Three: Review Questions

Module Four: Health Behavior Programs
- Increasing Physical Activity
- Nutrition & Weight Loss
- Tobacco Cessation
- Substance Abuse Treatment
- Case Study
- Module Four: Review Questions

Module Five: Health Screenings and Maintenance Programs
- Preventative Care Screenings
- Cancer Screenings
- Annual Examinations
- Maintenance Programs
- Case Study
- Module Five: Review Questions

Module Six: Mental Health Programs
- Stress Management
- Support Groups
- Counseling
- Awareness & Education
- Case Study
- Module Six: Review Questions

Module Seven: Evaluate the Need
- Review Current Health and Wellness Programs
- Environmental Factors
- Identify Common Health Conditions and Procedures
- Review Company Information Pertaining to Employee Health
- Case Study
- Module Seven: Review Questions

Module Eight: Planning Process
- Form a Health and Wellness Team or Committee
- Budget
- Define Goals
- Programs and Policies
- Case Study
- Module Eight: Review Questions

Module Nine: Implementation
- Get Management Support
- Test It
- Get the Word Out
- Incentives
- Case Study
- Module Nine: Review Questions

Module Ten: Create a "Culture of Wellness"
- Accessible Healthy Eating Options
- Give Them a Break
- Alcohol, Drug, and Smoke Free Work environment
- Eliminate Hazards
- Case Study
- Module Ten: Review Questions

Module Eleven: Evaluate Results
- Check the Results
- Employee Satisfaction
- Share Achievements
- Revise Plans as Necessary
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

High Performance Teams inside the Company

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

With our High Performance Teams (Inside the Company) workshop, your 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 to accomplish any task.

Course Outline:

Module One: Getting Started
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: The Benefits of High Performance Teams
- Creates Loyalty
- Optimum Productivity
- Collaboration
- Creates Visibility
- Case Study
- Module Two: Review Questions

Module Three: Challenges of High Performance Teams
- Can Create Competition
- High Turn-over Rate
- Negative Focus on Productivity
- Fear of Failure
- Case Study
- Module Three: Review Questions

Module Four: How to Build and Lead High Performance Teams
- Promote Understanding
- Provide Adequate Knowledge
- Facilitate Effective Interaction
- Conduct Effective Meetings
- Case Study
- Module Four: Review Questions

Module Five: Characteristics of High Performance Teams
- Understand the Big Picture
- Have Common Goals
- Work Collaboratively
- Produce Quality Results
- Case Study
- Module Five: Review Questions

Module Six: Roles of an Effective Team Leader
- Provides Adequate Training
- Timely, Constructive Feedback
- Views Mistakes as Opportunities
- Environment of Problem-solving
- Case Study
- Module Six: Review Questions

Module Seven: Traits of Great Leaders Leading High Performance Teams (I)
- Vision
- Patience
- Humility
- Humor
- Case Study
- Module Seven: Review Questions

Module Eight: Traits of Great Leaders Leading High Performance Teams (II)
- Courage
- Compliance
- Tolerance
- Gratitude
- Case Study
- Module Eight: Review Questions

Module Nine: Ideas for Motivating High Performance Teams
- Let Employees be Idealists
- No Negative Criticism
- Give Ample Praise
- Have Lunch with Each Employee
- Case Study
- Module Nine: Review Questions

Module Ten: Steps to Retaining High Performers
- Give Them Visibility
- Keep Them Entertained
- Reward Them
- Provide Them with Mentors
- Case Study
- Module Ten: Review Questions

Module Eleven: Augmenting Team Performance
- Authority
- Ask Questions
- Quickly Resolve Differences
- Practice Unanimity
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations
- Recommended Reading

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 your participants push through to success.

With our High Performance Teams (Remote Workforce) workshop, your 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.

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Remote Workforce
- What is a Remote Workforce?
- Types of Remote Workforce
- Benefits of a Remote Workforce
- Materials for Remote Workforce
- Case Study
- Module Two: Review Questions

Module Three: High Performance Teams
- What is a High Performance Team?
- Benefits of High Performance Team
- Leadership for High Performance Team
- Understanding Team Dynamics
- Case Study
- Module Three: Review Questions

Module Four: Characteristics of High Performance Teams
- Excellent Communication
- Goal-Oriented
- Flexibility
- Committed
- Case Study
- Module Four: Review Questions

Module Five: How to Create Teamwork
- Identify Group & Individual Responsibilities
- Give Permission to Take Action
- Build Relationships
- Give Feedback
- Case Study
- Module Five: Review Questions

Module Six: Types of Communication
- Virtual Team Meetings
- Telephone Conferences
- Email Communication
- Intranet, Webpage, and Social Media Communication
- Case Study
- Module Six: Review Questions

Module Seven: Training Your Team
- Telecommute Training
- Web-based Training
- Peer to Peer Training
- Training Assessment and Retraining
- Case Study
- Module Seven: Review Questions

Module Eight: Managing the Team
- Tracking Team Performance
- Counseling Employees
- Positive Recognition for Employees
- Training Never Stops!
- Case Study
- Module Eight: Review Questions

Module Nine: Effective Team Meeting How-to
- Have a Clear Agenda
- Use Screen Shots or References
- Create a Safe Place
- Team Meeting Don'ts
- Case Study
- Module Nine: Review Questions

Module Ten: Keep Happy and Motivated High Performance Team
- Watch for signs of Conflict or Unhappiness
- Employee Feedback and Concerns
- Give Opportunities for Additional Education
- Impart Opportunities for Career Growth
- Case Study
- Module Ten: Review Questions

Module Eleven: Don'ts with High Performance Teams
- Don't Forget to Share Success
- Don't Delay in Responding
- Don't Assign Vague Responsibilities
- Don't Lead as a Dictator
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations
- Recommended Reading

Hiring Strategies

Successful companies are made up of great employees, so why not hire great employees? Hiring and training employees is an expensive venture. Hiring the right person is more about skills and abilities; it is about finding the right combination of skills, attitude, and fit for 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. Your participants will obtain the necessary tools required in finding that diamond in the rough.

Course Outline:

Module One: Getting Started
- Housekeeping Items
- The Parking Lot
- Workshop Objectives
- Pre-Assignment
- Action Plans and Evaluations

Module Two: Defining and Knowing the Position
- Know the Position
- Needs Analysis
- Job Analysis
- Task Analysis
- Case Study
- Module Two: Review Questions

Module Three: Hiring Strategy
- Company Information
- Salary Range
- Top Performers
- Be Prepared
- Case Study
- Module Three: Review Questions

Module Four: Lure in Great Candidates
- Advertise Where Candidates Visit
- Develop Corporate Citizenship
- Treat Your Candidates Well
- Look at the Competition
- Case Study
- Module Four: Review Questions

Module Five: Filtering Applicants to Interview
- Put Lots of Weight on Cover Letters
- Grading Resumes
- Internet Search
- Initial Phone Interview
- Case Study
- Module Five: Review Questions

Module Six: The Interview (I)
- Introduce Everyone
- Use a Panel
- Match the Interview to the Job
- Types of Questions
- Case Study
- Module Six: Review Questions

Module Seven: The Interview (II)
- Tell Me About My Company
- Distractions
- Interview More Than Once
- Wrap Up
- Case Study
- Module Seven: Review Questions

Module Eight: Selection Process (I)
- Testing
- Look for Passion and Enthusiasm
- Background Checks
- Trust Your Instincts
- Case Study
- Module Eight: Review Questions

Module Nine: Selection Process (II)
- Education Level Vs. Experience
- Have a Consensus
- Keep Non-Hires on File
- Checking References
- Case Study
- Module Nine: Review Questions

Module Ten: Making an Offer
- Do it Quickly
- Employment Details
- Notify Rejected Candidates
- Be Creative
- Case Study
- Module Ten: Review Questions

Module Eleven: Onboarding
- Training and Orientation
- Mentoring
- 30 60 90 Day Reviews
- Make Them Feel Welcome
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Human Resource Management

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

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

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: A History of Human Resources
- A Brief History
- What is Human Resources Today?

Module Three: The Interview Process
- The General Format
- Types of Questions
- Dos and Don'ts

Module Four: Employee Orientation
- The Orientation Process
- The Role of Management and the Role of Human Resources
- Tips and Tricks

Module Five: Following Up with New Employees
- Daily Checklist for the First Week
- Following Up at the End of the Week
- Weeks and Months Later

Module Six: Workplace Safety
- Understanding Your Role and Responsibilities
- Understanding Local Rules
- Understanding Industry-Specific Rules

Module Seven: Dealing with Harassment and Discrimination
- Defining Harassment
- Types of Workplace Discrimination
- A Manager's Responsibility
- An Employer's Responsibility

Module Eight: Workplace Violence
- Defining Violence
- A Manager's Responsibility
- An Employer's Responsibility

Module Nine: Managing Employee Performance
- Choosing the Time and Place for Feedback
- Types of Employee Appraisals
- Using the Feedback Sandwich
- Encouraging Growth and Development

Module Ten: Disciplining Employees
- Understanding Your Role
- Understanding Your Choices
- Having the Meeting
- Following Up

Module Eleven: Terminating Employees
- Documenting Events
- Preparing for the Decision
- Making the Decision
- Communicating the Decision

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Improving Mindfulness

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

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

Course Outline:

Module One: Getting Started
- Housekeeping Items
- Pre-Assignment Review
- Workshop Objectives
- The Parking Lot
- Action Plan

Module Two: What is Mindfulness?
- Buddhist Concept
- Bare Attention
- Memory
- Psychological Concept
- Case Study
- Module Two: Review Questions

Module Three: Practicing Mindfulness
- Mindfulness Meditation
- Attention
- Acceptance
- Scanning
- Case Study
- Module Three: Review Questions

Module Four: Emotional IQ
- Purpose of Emotions
- Performance Emotions
- Swing Emotions
- Blue emotions
- Case Study
- Module Four: Review Questions

Module Five: Cognitive Distortion I
- Dichotomous Reasoning
- Magnification and Minimization
- Filtering (Including Disqualifying)
- Jumping to Conclusions
- Case Study
- Module Five: Review Questions

Module Six: Cognitive Distortion II
- Destructive Labelling
- Personalizing
- Blaming
- The Tyranny of the Should
- Case Study
- Module Six: Review Questions

Module Seven: Mindfulness Based Cognitive Therapy
- Mental Modes
- Doing Mode
- Being Mode
- Metacognitive Awareness
- Case Study
- Module Seven: Review Questions

Module Eight: Mindfulness and Gratitude
- What is Gratitude?
- Gratitude Journal
- Gratitude Exercise
- How to Form a Habit
- Case Study
- Module Eight: Review Questions

Module Nine: Cultivating High Performance Emotions
- Emotion-Cognition-Behavior Triangle
- Cultivating Enthusiasm
- Cultivating Confidence
- Cultivating Tenacity
- Case Study
- Module Nine: Review Questions

Module Ten: Mindfulness and Customer Service
- Individually Focused
- Active Listening
- Building a Rapport
- Timing
- Case Study
- Module Ten: Review Questions

Module Eleven: Mindfulness and Leadership
- Mental Resilience
- Focus
- Compassion
- Creativity
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words From The Wise
- Review Of The Parking Lot
- Lessons Learned
- Recommended Reading
- Completion Of Action Plans And Evaluations

Improving Self-Awareness

Self-awareness is developing an understanding your emotions and feelings. It is an awareness of the physical, emotional, and psychological self. Your participants will identify ways of recognizing all of these and improving each through various cognitive and learning styles.

Improving Self-Awareness will improve self-control, reduce procrastination, and develop mood management. Your participants will improve their relationships and create a more fulfilling life. These improvements will in turn translate into a wholly improved workforce. Stress will decline and productivity will increase as internal turmoil will decline all through improving self-awareness.
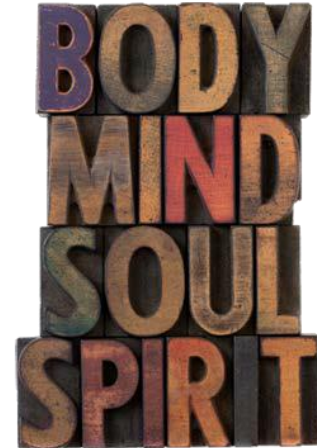
Course Outline:

Module One: Getting Started
- Housekeeping Items
- Pre-Assignment Review
- Workshop Objectives
- The Parking Lot
- Action Plan

Module Two: What is the Self?
- The Physical Self
- The Emotional Self
- The Psychological Self
- The Spiritual Self
- Case Study
- Module Two: Review Questions

Module Three: Awareness of the Physical Self
- Scanning
- Progressive Relaxation
- Physical Stressors
- Exercise
- Case Study
- Module Three: Review Questions

Module Four: Time Management
- Organization
- Goal Management
- Priorities
- Procrastination
- Case Study
- Module Four: Review Questions

Module Five: The Emotional Self
- Validity of Emotions
- Utility of Emotions
- Arousal
- Valence
- Case Study
- Module Five: Review Questions

Module Six: Mood Management
- Emotional Intelligence
- Categories of Emotions
- Increasing Arousal
- Decreasing Arousal
- Case Study
- Module Six: Review Questions

Module Seven: The Psychological Self
- Thinking Style
- Learning Style
- Personality Style
- Distorted Thinking
- Case Study
- Module Seven: Review Questions

Module Eight: Interpersonal Awareness
- Addressing Different Thinking Styles
- Addressing Different Learning Styles
- Active Listening and Body Language
- Transactional Analysis
- Case Study
- Module Eight: Review Questions

Module Nine: The Spiritual Self
- Mindfulness
- Meditation
- Cultivating Positivity
- Gratitude
- Case Study
- Module Nine: Review Questions

Module Ten: Limitations of Self-Awareness
- Navel Gazing
- Dangers of Excessive Self Discipline
- Humility
- Empathy
- Case Study
- Module Ten: Review Questions

Module Eleven: Independence versus Interdependence
- What is Interdependence?
- Systems Theory
- More than the Sum of All Parts
- Team Building
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of the Parking Lot
- Lessons Learned
- Recommended Reading
- Completion of Action Plans and Evaluations

In Person Sales

In the age of online shopping and technology, in-person sales can easily be ignored. Do not overlook the importance of personal contact. You never know when or where you will meet your next customer, and it is important to make a good impression. Everyone who is interested in sales must be confident in the art of in-person sales.

With our In-Person Sales workshop, your participants will discover the specifics of what it means to become an effective salesperson, and steps to success. They will learn how to connect with customers and move them through the sales process.

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: In-Person Sales
- Definition
- Benefits
- Cost
- Effectiveness
- Case Study
- Module Two: Review Questions

Module Three: Examples of In-Person Sales
- Sales Call
- Retail
- FaceTime
- Meetings
- Case Study
- Module Three: Review Questions

Module Four: Sales Funnel
- Generate Leads
- Nurture Leads
- Acquire Customer Base
- Expand Customer Base
- Case Study
- Module Four: Review Questions

Module Five: Prepare
- Effective Methods to Generate Leads
- Know Your Customer
- Practice Sales Conversation
- Set Goals
- Case Study
- Module Five: Review Questions

Module Six: Presentation
- Determine Venue
- Stay on Point
- Tie the Information to Customer Values
- Refer to Past Conversations
- Case Study
- Module Six: Review Questions

Module Seven: Engage
- Emotional Intelligence
- Allow Evaluation
- Overcome Objections
- Incentives
- Case Study
- Module Seven: Review Questions

Module Eight: Commitment
- A Verbal "Yes"
- Maintain Connection
- Remind Customer of Value
- Call to Action
- Case Study
- Module Eight: Review Questions

Module Nine: Sale
- It Isn't Over Till It's Over
- Make the Process Easy
- Close with Exceptional Service
- Thank and Reward
- Case Study
- Module Nine: Review Questions

Module Ten: Loyalty
- Continuity Programs
- Special Rewards
- Handwritten Cards
- Case Study
- Module Ten: Review Questions

Module Eleven: Expand
- Word of Mouth
- Networking
- Clubs
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Increasing Your Happiness

Increasing ones happiness can be done through the power of positive thinking. That is one skill that this work shop will touch on to teach your participants how to be happier. Happiness will spread throughout your organization, and have a positive effect on everyone.

With our Increasing Your Happiness workshop your participants will engage in unique and helpful ways to increase their happiness. This will have a robust effect on their professional and personal lives. It will improve their communication skills, increase productivity, and lesson absenteeism.

Course Outline:

Module One: Getting Started
- Housekeeping Items
- Pre-Assignment Review
- Workshop Objectives
- The Parking Lot
- Action Plan

Module Two: Plan Ahead For Happiness
- Have a Nightly Routine
- Get At Least Eight Hours of Sleep
- Wake Up Early
- Give Yourself Extra Commute Time
- Case Study
- Module Two: Review Questions

Module Three: Plan Your Day
- Arrive 10-15 Minutes Early
- Check Your Calendar for Action Items
- Create A to Do List For the Day
- Build In Breaks
- Case Study
- Module Three: Review Questions

Module Four: Relate To Others
- Greet Your Colleagues
- Smile!
- Build Your Support Team and Check In Regularly
- Take Time to Socialize
- Case Study
- Module Four: Review Questions

Module Five: Go To Your Happy (Work) Space
- Create a Workspace That Makes You Happy
- Clear the Clutter
- Bring In Personal Touches
- Add Some Green!
- Case Study
- Module Five: Review Questions

Module Six: Accentuate the Positive
- Use a Daily Affirmation
- Surround Yourself with Positive People
- Limit Your Negative Interactions
- Build Friendships
- Case Study
- Module Six: Review Questions

Module Seven: Use Your Benefits
- Use Your Vacation And Paid Time Off!
- Exercise Your Way to Happy!
- Employee Assistance Programs
- Other Benefits – Credit Union, Direct Deposit, Etc.
- Case Study
- Module Seven: Review Questions

Module Eight: Take Control of Your Career Happiness
- Take Control of Your Professional Development
- Seek Frequent Feedback
- Practice Professional Courage
- Seek Mentoring, and Seek To Mentor Others
- Case Study
- Module Eight: Review Questions

Module Nine: Set Boundaries
- Learn To Say No
- Learn To Say Yes
- Protect Your Downtime
- Know When to Call It A Day
- Case Study
- Module Nine: Review Questions

Module Ten: Practice Positivity
- Keep Your Interactions Positive
- Practice Gratitude
- Address Conflict or Misunderstandings Directly and Positively
- Look For the Silver Lining
- Case Study
- Module Ten: Review Questions

Module Eleven: Choose To Be Happy
- Happiness Is a Choice
- Choose Your Stress Response
- Do One Thing Each Day That You Love and Enjoy
- Seek To Make Positive Changes
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of the Parking Lot
- Lessons Learned
- Recommended Reading
- Completion of Action Plans And Evaluations

Internet Marketing Fundamentals

Marketing has changed dramatically over the last decade. Marketing is all about communicating, and the Internet has completely changed the way people communicate. The Internet is a marketer's dream come true, especially with Social Media, as you have a low cost marketing tool that can reach a large audience.

Internet Marketing Fundamentals will provide your participants with a great set of skills to market your business online. Content is the king of Internet marketing, and your participants will need to know how to utilize your great content. If you want your business to grow then your participants need to understand Internet Marketing Fundamentals.

Course Outline:

Module One: Getting Started
- Housekeeping Items
- The Parking Lot
- Workshop Objectives
- Pre-Assignment
- Action Plans and Evaluations

Module Two: SWOT Analysis in Marketing
- Strength
- Weaknesses
- Opportunities
- Threats
- Case Study
- Module Two: Review Questions

Module Three: Marketing Research
- Consume All Media
- Finding the Right Price
- Product Development and Improvement
- Identify Your Target Audience
- Case Study
- Module Three: Review Questions

Module Four: Real Time Marketing
- Dynamic Content
- Engagement Builds Followers
- Constant Readiness and Monitoring
- The Time the Place and the Media
- Case Study
- Module Four: Review Questions

Module Five: Brand Management
- Every Interaction Counts
- Consistent Through all Media
- Unique Qualities
- Needs to be Actively Managed
- Case Study
- Module Five: Review Questions

Module Six: Social Media (I)
- You are Building a Community
- A Personal Touch
- Brand Champions
- Make it Easy to Share
- Case Study
- Module Six: Review Questions

Module Seven: SEO Basics
- Relevant and Original Content
- Keywords
- Value Proposition
- Linking
- Case Study
- Module Seven: Review Questions

Module Eight: Social Media (II)
- Content is King
- Blog and Interact
- Webinars
- Constant Monitoring
- Case Study
- Module Eight: Review Questions

Module Nine: Website Characteristics
- SEO Optimization
- Landing Page
- Analytics
- Mobile and Tablet Friendly
- Case Study
- Module Nine: Review Questions

Module Ten: Capturing Leads
- Lead Management and Generation
- Give Something Away
- Quality vs. Quantity
- Capture Repeat Customers
- Case Study
- Module Ten: Review Questions

Module Eleven: Campaign Characteristics
- Tailored for Your Audience
- Use Powerful Words
- The 4 W's of a Campaign
- Monitor and Tweak
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Interpersonal Skills

We've all met that dynamic, charismatic person that just has a way with others, and has a way of being remembered. Your participants will identify ways of creating a powerful introduction, remembering names, and managing situations when you've forgotten someone's name.

The Interpersonal Skills 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. They will also identify the skills needed in starting a conversation, moving a conversation along, and progressing to higher levels of conversation.
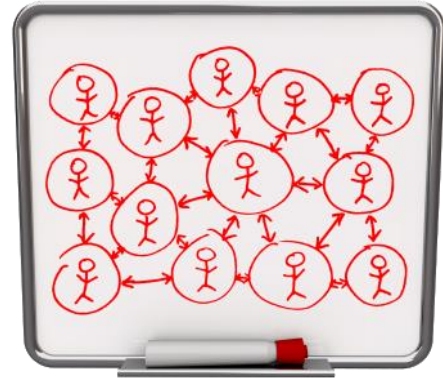
Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Verbal Communication Skills
- Listening and Hearing: They Aren't the Same Thing
- Asking Questions
- Communicating with Power

Module Three: Non-Verbal Communication Skills
- Body Language
- The Signals You Send to Others
- It's Not What You Say, its How You Say It

Module Four: Making Small Talk and Moving Beyond
- The Four Levels of Conversation

Module Five: Moving the Conversation Along
- Asking for Examples
- Using Repetition
- Using Summary Questions
- Asking for Clarity and Completeness

Module Six: Remembering Names
- Creating a Powerful Introduction
- Using Mnemonics
- Uh-Oh - I've Forgotten Your Name

Module Seven: Influencing Skills
- Seeing the Other Side
- Building a Bridge
- Giving In Without Giving Up

Module Eight: Bringing People to Your Side
- A Dash of Emotion
- Plenty of Facts
- Bringing It All Together

Module Nine: Sharing Your Opinion
- Using I-Messages
- Disagreeing Constructively
- Building Consensus

Module Ten: Negotiation Basics
- Preparation
- Opening
- Bargaining
- Closing

Module Eleven: Making an Impact
- Creating a Powerful First Impression
- Assessing a Situation
- Being Zealous without Being Offensive

**Module Twelve: Wrapping Up**
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Job Search Skills

Searching for a job can be intimidating. How do you know what job you're best suited for? How do you build a winning resume and cover letter? Where can you find job leads? How do you network without feeling nervous? What happens when you land an interview? And most importantly, where do you find help when you need it?

The Job Search Skills workshop will give you the answers to all these questions, plus a plan to get you to a new job within a month. After completing this program, you'll be more than ready to start your search for your perfect job. Identifying the purpose for working and the assessment of skills can help determine the types of jobs your participants should apply for.

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Ready, Set, Go!
- Identifying Your Values and Purpose
- Assessing Your Skills
- Setting SMART Goals
- Building a Resource System
- A 30-Day Plan

Module Three: Building Your Resume
- Basic Resume Formats
- Chronological Style Resume
- Combination Style Resume
- Essential Information to Include
- Dealing with Awkward Points
- Checklist for Success

Module Four: Polishing Your Resume
- Creating an Attractive Package
- About Branding
- Some Extra Touches
- Checklist for Success

Module Five: Writing a Cover Letter
- Types of Cover Letters
- First contact cover letter
- Targeted cover letter
- Recommendation Cover Letter
- Creating a Template
- Customizing the Template
- Checklist for Success

Module Six: Creating a Portfolio
- When Do I Need a Portfolio?
- Types of Portfolios
- Working Portfolio
- Display Portfolio
- Assessment Portfolio
- Essential Elements
- Checklist for Success

Module Seven: Networking Skills
- What is Networking?
- Getting a Conversation Started
- Creating an Effective Introduction
- But I'm So Nervous!
- What Not to Talk About
- Wrapping Up and Moving On

Module Eight: Skills for Success
- Being Organized
- Becoming a Punctual Person
- I Can Do This!
- Important Etiquette Points

Module Nine: Where to Look?
- The Obvious Places
- The Hidden Job Market
- About Cold Calling
- The Power of Networking

Module Ten: Understanding the Interview
- Types of Interviews
- What to Expect
- About Behavioral Questions
- About Knowledge Questions

Module Eleven: Interview Skills
- Dressing for Success
- The Meaning of Colors
- Interpreting Common Dress Codes
- Deciding What to Wear
- Answering Questions
- Asking Questions
- Following Up

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Knowledge Management

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

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

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Understanding Knowledge Management
- What is Knowledge
- What is Knowledge Management
- A Brief History
- Applications in the Workplace

Module Three: Dos and Don'ts
- Data, Information, and Knowledge
- The Tacit Mode

Module Four: The Knowledge Management Life Cycle
- Understanding Episodes
- Acquisition
- Knowledge
- Integration

Module Five: The New Knowledge Management Paradigm
- Paradigms of the Past
- The New Paradigm
- Implications and Applications
- The Knowledge Management Endgame

Module Six: Knowledge Management Models
- The Nonaka and Takeuchi Model (SECI)
- Wiig Model
- Kakabadse Model
- Boisot Model

Module Seven: Building a Knowledge Management Rationale
- Why Rationale is Necessary
- Building a Business Case
- Finding Success Stories
- The Commodization/Customization Model

Module Eight: Customizing Knowledge Management Definitions
- Components of a Knowledge Management Definition
- Customizing the Components
- Creating a KMBOK

Module Nine: Implementing Knowledge Management in Your Organization
- Gathering Support
- Identifying Opportunities for Revenue Streams
- Key Knowledge Management Techniques
- A Map for Success
- The No-Budget Scenario

Module Ten: Tips for Success
- About the Chief Knowledge Officer
- Knowledge Management Skill Checklist
- The Knowledge Management Imperative
- The Hype Curve
- Barriers and Helpers to Success

Module Eleven: Advance Topics
- The Knowledge Management Maturity Model
- Absorptive Capacity
- Rustiness
- Process Model Types

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Leadership and Influence

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

Once you learn the techniques of true Leadership and Influence, 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.

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: The Evolution of Leadership
- Defining Leadership
- Characteristics of a Leader
- Leadership Principles
- A Brief History of Leadership
- Historical Leaders
- Modern Leaders
- The Great Man Theory
- The Trait Theory
- Transformational Leadership
- Summary

Module Three: Situational Leadership
- Situational Leadership: Telling
- Situational Leadership: Selling
- Situational Leadership: Participating
- Situational Leadership: Delegating

Module Four: A Personal Inventory
- An Introduction to Kouzes and Posner
- Model the Way
- Inspire a Shared Vision
- Challenge the Process
- Enable Others to Act
- Encourage the Heart
- A Personal Inventory
- Creating an Action Plan
- Set Leadership Goals
- Address the Goals
- Seek Inspiration
- Choose a Role Model
- Seek Experience
- Create a Personal Mission Statement

Module Five: Modeling the Way
- Determining Your Way
- Being an Inspirational Role Model
- Influencing Others Perspectives

Module Six: Inspiring a Shared Vision
- Choosing Your Vision
- Communicating Your Vision
- Identifying the Benefit for Others

Module Seven: Challenging the Process
- Developing Your Inner Innovator
- Seeing Room for Improvement
- Lobbying for Change

Module Eight: Enabling Others to Act
- Encouraging Growth in Others
- Creating Mutual Respect
- The Importance of Trust

Module Nine: Encouraging the Heart
- Sharing Rewards
- Celebrating Accomplishments
- Making Celebration Part of Your Culture

Module Ten: Basic Influencing Skills
- The Art of Persuasion
- The Principles of Influence
- Creating an Impact

Module Eleven: Setting Goals
- Setting SMART Goals
- Creating a Long-Term Plan
- Creating a Support System

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Leadership Development for Women

Women's leadership has consistently proven to be a powerful force for positive change in the world, with female leaders sharing unique skills, strengths, and perspectives that are essential for creating a more equitable society. Despite the advancements of female leadership over the years, women continue to face numerous challenges in leadership positions, including gender stereotypes, bias, and underrepresentation. Understanding the importance of women's leadership is not only a matter of justice and equality, but also a critical step towards creating a better, more inclusive world for everyone. Today, women are stepping up and making their voices heard, while breaking down barriers and shattering glass ceilings along the way.

The Leadership Development for Women course will provide participants with the tools to navigate challenges, gain confidence to lead, and motivate future generations. Additionally, participants will gain knowledge on the value of networking and mentoring for inspiring others to recognize their full potential as leaders. By empowering women leaders, we are not only creating a more equitable society, but we are also uncovering capabilities that will help to fuel business growth and innovation.

Course Outline:

Module One: Getting Started
- Housekeeping Items
- Pre-Assignment Review
- Workshop Objectives
- The Parking Lot
- Action Plan

Module Two: Leading With Purpose
- Women in Business
- The Importance of Female Voices
- Inclusive Leadership
- Qualities of Successful Leaders
- Achieving Gender Equity
- Practical Illustration
- Module Two: Review Questions

Module Three: The Value of Women's Leadership
- Mentors and Role-Models
- Diversity of Experience and Thought
- Collaboration
- Empathy and Inclusivity
- Enhanced Reputation
- Practical Illustration
- Module Three: Review Questions

Module Four: Gender-Based Barriers
- Promotion and Pay Gaps
- Underrepresentation in Leadership
- Work-life Balance
- Imposter Syndrome
- Access to Resources
- Practical Illustration
- Module Four: Review Question

Module Five: Addressing Bias Against Women
- Unconscious Bias
- Microaggressions
- Stereotyping
- Harassment
- Discrimination
- Practical Illustration
- Module Five: Review Questions

Module Six: Gaining Confidence to Lead
- Building on Strengths
- Practicing Self-Care
- Seeking Out Opportunities
- Reframing Setbacks
- Visualizing Success
- Practical Illustration
- Module Six: Review Questions

Module Seven: Creating Organizational Change
- The Promotion of Equity
- Negotiation Strategies
- Female Leadership Programs
- Mentorship and Sponsorship
- Demonstrating Through Action
- Practical Illustration
- Module Seven: Review Questions

Module Eight: Leadership Networking
- The Benefits of Networking
- A Lack of Networking
- Communicating Your Leadership Vision
- Creating Resilient Networks
- Social Networking
- Practical Illustration
- Module Eight: Review Questions

Module Nine: Developing a Leadership Style
- Module Nine: Developing a Leadership Style
- Establishing a Personal Brand
- Impactful Communication
- Using Emotional Intelligence
- Building Assertiveness
- Strategic Thinking
- Practical Illustration
- Module Nine: Review Questions

Module Ten: Managing Time and Priorities
- The Importance of Time Management
- Setting Goals and Priorities
- Planning and Scheduling
- Delegating Tasks Effectively
- Managing Your Energy
- Practical Illustration
- Module Ten: Review Questions

Module Eleven: Empowering Others
- Advocacy and Support
- Recruiting Women
- Leading By Example
- Empowerment Through Teamwork
- Celebrating Successes
- Practical Illustration
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words From The Wise
- Review Of The Parking Lot
- Lessons Learned
- Recommended Reading
- Completion Of Action Plans And Evaluations

Lean Six Sigma

Imagine a realm where business processes are optimized, waste is minimized, and customer expectations are exceeded- this is the world of Lean Six Sigma. Lean Six Sigma is a process improvement methodology that merges the power of Lean and Six Sigma approaches. Lean process, which is based on the principle of continuous improvement, aims to eliminate waste while maximizing value for the customer. On the other hand, Six Sigma is a data-driven approach that focuses on reducing variation and defects in processes, using statistical analysis and problem-solving techniques. Together, Lean Six Sigma has revolutionized the ways organizations operate and succeed, and can be applied to any industry or business process.

Our Lean Six Sigma course will provide participants with the fundamental principles of Lean Six Sigma, and how to apply them to business processes, reduce waste, and deliver measurable results. Participants will gain an understanding of the DMAIC and DMADV problem-solving approaches, and how to use common Lean Six Sigma tools and concepts, such as Value Stream Mapping and Kaizen, to facilitate process improvements. With the power of Lean Six Sigma, organizations can efficiently streamline their workflow and achieve operational excellence.

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Introduction to Lean Six Sigma
- What is Six Sigma?
- What is Lean?
- The History
- Elements of Lean Six Sigma
- Who Needs Lean Six Sigma?
- Practical Illustration
- Module Two: Review Questions

Module Three: Lean Six Sigma Principles
- Focus on the Customer
- Find the Root Cause
- Eliminate Waste to Create Flow
- Communicate With the Team
- Flexible and Responsive Environment
- Practical Illustration
- Module Three: Review Questions

Module Four: The Phases of Six Sigma (DMAIC)
- Define
- Measure
- Analyze
- Improve
- Control
- Practical Illustration
- Module Four: Review Questions

Module Five: The Phases of Six Sigma (DMADV)
- Define
- Measure
- Analyze
- Design
- Verify
- Practical Illustration
- Module Five: Review Questions

Module Six: Waste Management
- Muda, Muri, Mura
- The Wastes of Lean
- Value-Added vs. Non-Value-Added
- The Laws
- The Cost of Waste
- Practical Illustration
- Module Six: Review Questions

Module Seven: The Principles of Lean Manufacturing Muda, Muri, Mura
- Value
- Value Stream
- Flow
- Pull
- Perfection
- Practical Illustration
- Module Seven: Review Questions

Module Eight: Project Selection and Management Value
- Selecting and Scoping Projects
- Project Management
- Kaizen
- Change Management
- Leadership Skills
- Practical Illustration
- Module Eight: Review Questions

Module Nine: Lean Six Sigma Techniques
- Brainstorming
- The S System
- Benchmarking
- Poka-yoke

- Gemba Walk
- Practical Illustration
- Module Nine: Review Questions

Module Ten: Tools to Drive Change Brainstorming
- Value Stream Mapping
- Pareto Chart
- Cause-and-Effect Analysis
- The Whys
- Histogram
- Practical Illustration
- Module Ten: Review Questions

Module Eleven: Business Advantages
- Error Reduction
- Increased Revenue
- Reduced Costs
- Customer Loyalty
- Employee and Team Development
- Practical Illustration
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Life Coaching Essentials

Many people often mistake a life coach for a mental health professional, such as a psychiatrist or a therapist. This misconception often leads people to believe they do not need a life coach since they feel as though nothing is wrong with their mental health. However, a life coach is designed to help improve a person's professional and personal life by working with them to achieve their goals.

With our Life Coaching Essentials workshop, your participants will discover the meaning of life coaching and how life coaching services can be utilized to achieve their goals.

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Why You Need A Life Coach?
- Difficulty Making Life Decisions
- Prioritizing Projects and Timelines
- Urgent Situations
- Lack of Balance
- Case Study
- Module Two: Review Questions

Module Three: The Benefits of Life Coaching
- Set Performance Targets
- Cope with Pressure and Stress
- Develop and Maintain Vision
- Maintain Motivation
- Case Study
- Module Three: Review Questions

Module Four: Life Coaching Challenges
- Lack of Commitment
- Procrastination
- Poor Communication Skills
- Lack of Direction
- Case Study
- Module Four: Review Questions

Module Five: Basic Structure of a Coaching Session
- Develop an Action Plan
- Ask Questions
- Overcome
- Set timeline
- Case Study
- Module Five: Review Questions

Module Six: Essential Skills for Successful Coaching
- Listen with Curiosity
- Take in what you hear
- Reflect with Accuracy
- Questioning for Exploration
- Case Study
- Module Six: Review Questions

Module Seven: Life Coaching Tools and Techniques
- Goal Tracking
- Journaling
- Life Coaching Assessments and Forms
- Homework Assignments and Action Items
- Case Study
- Module Seven: Review Questions

Module Eight: Life Coaching Specialized Areas (I)
- Relationship Coaching, Dating Coaching
- Health Coaching, Fitness Coaching
- Family Coaching, Parenting Coaching
- Spiritual Coaching
- Case Study
- Module Eight: Review Questions

Module Nine: Life Coaching Specialized Areas (II)
- General Life Coaching
- Image Coaching
- Communication Coaching, Creativity Coaching
- Career Coaching
- Case Study
- Module Nine: Review Questions

Module Ten: Life Coaching Specialized Areas (III)
- Retirement Coaching
- Leadership Coaching, Performance coaching
- Business Coaching
- Executive Coaching
- Case Study
- Module Ten: Review Questions

Module Eleven: Apply What You Learned to the Workplace
- Have a Game Plan
- Link Game Plan and Goals
- Do Drills
- Assess Progress
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations
- Recommended Reading

Manager Management

With this course you will be able to provide the skills, guidance, and empowerment to your team of managers. They will then be better suited in leading and motivating their team and thus produce fantastic results. To be a successful manager means having a wide range of skills. Through this workshop you will be able to disperse your knowledge and experience throughout your leadership team.

Manager Management takes a special type of leader. This workshop will expand your participant's knowledge and provide a way for them to teach and lead new and experienced managers. As every manager knows that learning never stops, this workshop will have something for everyone.

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Grooming a New Manager
- Set Specific Goals
- Authority (What They Can and Can't Do)
- Create a Shared Vision
- The More they Learn, the More Responsibility They Get
- Case Study
- Module Two: Review Questions

Module Three: Measuring Performance
- Staying Within Their Budget
- Setting Measurable Objectives
- Skip Level Feedback
- Collaborate on Criteria to be Evaluated
- Case Study
- Module Three: Review Questions

Module Four: Motivating Managers
- Provide the Needed Resources
- Bonuses and Incentives
- Give Credit for Good Work
- Keep Them Challenged
- Case Study
- Module Four: Review Questions

Module Five: Signs of Poor Management
- Missed Deadlines
- Team Turnover
- Losing Customers
- Little or No Growth
- Case Study
- Module Five: Review Questions

Module Six: Trust Your Team of Managers
- Do Not Micromanage
- Promote Open and Honest Communication
- Reward Initiative
- Trust, but Verify
- Case Study
- Module Six: Review Questions

Module Seven: When an Employee Complains about their Manager
- Keep the Information Confidential
- Gather Information from Both Sides
- Coach or Delegate the Solution
- Follow-up with the Manager or Employee
- Case Study
- Module Seven: Review Questions

Module Eight: Coaching and Mentoring (I)
- Writing Performance Reviews
- Provide Clear and Timely Feedback
- Praise in Public, Criticize in Private
- Make Sure Your Door is Always Open
- Case Study
- Module Eight: Review Questions

Module Nine: Coaching and Mentoring (II)
- Offer Advice, Not the Solution
- Create a Supportive Environment
- Building Ownership
- 360 Degree Feedback
- Case Study
- Module Nine: Review Questions

Module Ten: When Do You Step In?
- Unsafe or Dangerous Events
- Legal Ramifications
- Severe Financial Costs
- Repeated Failures after Coaching Has Occurred
- Case Study
- Module Ten: Review Questions

Module Eleven: Remember These Basic Qualities
- Express Confidence in Their Abilities
- Practice what you preach
- Have an Open Door
- Their Success is Your Success
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Managing Personal Finances

For many people, finances are an unsolvable Rubik's cube filled with anxiety. We don't teach children when they are young the value of a good credit score. Many people have a hard time formatting and sticking to a budget. You can easily solve the finance puzzle with a little hard work, self-control, and the right tools. Today is a new day; you are taking the first steps to reclaiming your financial freedom.

Most people know that a map can tell them how to get from point A to point B. A well-developed budget is just like a map as it helps you reach your financial goals. You start at point A, and the budget helps you go the distance get to point B. And with our Managing Personal Finances workshop your participants will learn how to budget, and create a plan for their future.

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Module Two: The Benefits of Budgeting
- Getting Rid of Debt
- Generating Savings
- Reducing Stress and Anxiety
- Lessening Family Conflicts
- Case Study
- Module Two: Review Questions

Module Three: What to Consider Before Creating a Budget
- Understand Your Income
- Determine Budget Duration
- Determine Expenses
- Track What's Being Spent
- Case Study
- Module Three: Review Questions

Module Four: Types of Fixed Personal Expenses
- Utility Bills
- Housing Bills
- Transportation
- Debt Payments
- Case Study
- Module Four: Review Questions

Module Five: Types of Fluctuating Personal Expenses
- Personal Care
- Entertainment
- Eating Out
- Case Study
- Module Five: Review Questions

Module Six: Establish Your Goals
- Short Term vs Long Term
- Be Realistic
- Actually Get Rid of Debt
- Save for the Future
- Case Study
- Module Six: Review Questions

Module Seven: Determine Where Cuts Can Be Made
- Cut Bad Habits
- Decrease Transportation Costs
- Reduce Utility Bills
- Decrease Entertainment Expenses
- Case Study
- Module Seven: Review Questions

Module Eight: Tools
- Software
- Phone Applications
- The Envelope System
- Expenditure Notebook
- Case Study
- Module Eight: Review Questions

Module Nine: Stick With Your Budget
- Use Cash for Weekly Allowance
- Accountability to Family or Friends
- Set Up a Different Account for Savings
- Remind Self of Benefit to Sticking with Budget
- Case Study
- Module Nine: Review Questions

Module Ten: Additional Ways to Make Money
- Make and Sell Items
- Sell Unused Items
- Small Part-Time Job
- Recycle for Money
- Case Study
- Module Ten: Review Questions

Module Eleven: Paying Off Debt
- Get Three Credit Reports
- Start with Small Stuff and Work Your Way Up
- Credit Card Hacks
- Investigate Student Loan Repayment or Consolidation Options
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Managing Workplace Anxiety

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

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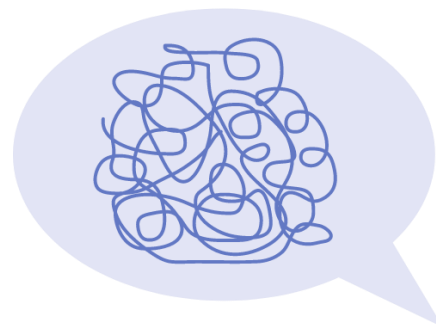
Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Types of Anxiety
- Generalized Anxiety Disorder
- Social Anxiety
- Panic Disorder
- Phobias
- Obsessive-Compulsive Disorder
- Practical Illustration
- Module Two: Review Questions

Module Three: Physical Symptoms
- Rapid Heartbeat
- Panic Attack
- Headache
- Trembling or Shaking
- Digestive Discomfort
- Practical Illustration
- Module Three: Review Questions

Module Four: Anxiety Triggers
- Fear of the Unknown
- Fear of Conflict or Confrontation
- Holding in Feelings
- Public Speaking
- Perfectionism

- Practical Illustration
- Module Four: Review Questions

Module Five: Anxiety vs. Nervousness
- Determining the Cause
- The Duration of Symptoms
- Intensity of Symptoms
- Interfering With Life
- Levels of Anxiety
- Practical Illustration
- Module Five: Review Questions

Module Six: Recognizing Anxiety in Others
- Avoiding Social Situations
- Difficulty Accepting Negative Feedback
- Difficulty Focusing on Tasks
- Irrational Fears
- Offering Support
- Practical Illustration
- Module Six: Review Questions

Module Seven: Coping Strategies (I)
- Keeping a Journal
- Power of Positive Thinking
- Creating a "Me" Place
- Establish Attainable Goals
- 3-3-3 Rule
- Practical Illustration
- Module Seven: Review Questions

Module Eight: Coping Strategies (II)
- Talk With Friends and Family
- Get Enough Sleep
- Eating Well and Exercise
- Breathing Exercises
- Begin Small and Build Up to Larger Challenges
- Practical Illustration
- Module Eight: Review Questions

Module Nine: Acknowledge the Situation
- It's OK to Make a Mistake
- Accept the Situation, and Move On
- Ending the Cycle
- Identify the Trigger
- You're Not Alone
- Practical Illustration
- Module Nine: Review Questions

Module Ten: The Positive Aspects
- Alerts Us to Danger
- Improves Self-Awareness
- Great Motivator
- Prevent Mistakes
- Empathetic and Understanding
- Practical Illustration
- Module Ten: Review Questions

Module Eleven: When to Seek Extra Help?
- Feeling Overwhelmed
- Physical Changes
- Unable to Work or Function
- Experiencing Panic Attacks
- Feelings of Irritability
- Practical Illustration
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Managing Workplace Harassment

Oh, you may say, "not in my office," or "not our team," but workplace harassment is an increasing issue in the organizations today. It can come in the form of a slap, a phrase, an email, or reassignment of duties. Harassment is not okay and it is illegal. Harassment needs to be reported so that the company can handle the issue properly and remediate any future problems.

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

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Discrimination
- Gender
- Race
- Religion
- Disability
- Case Study
- Module Two: Review Questions

Module Three: Physical
- Hitting
- Threatening Behavior
- Destroying Property
- Workplace Homicide
- Case Study
- Module Three: Review Questions

Module Four: Verbal
- Yelling
- Insulting
- Ordering
- Blaming
- Case Study
- Module Four: Review Questions

Module Five: Sexual
- Touching
- Gestures
- Sharing Inappropriate Photos
- Sharing Inappropriate Jokes
- Case Study
- Module Five: Review Questions

Module Six: Psychological
- Isolating
- Discrediting
- Disparaging
- Contesting
- Case Study
- Module Six: Review Questions

Module Seven: Cyberbullying
- Sending Humiliating Mass Emails
- Sending Harassing Emails
- Emailing Lies to Others
- Monitoring Policy
- Case Study
- Module Seven: Review Questions

Module Eight: Employer Responsibility
- Understanding Federal and State Laws
- Recordkeeping
- Investigating Complaints
- Remediating Harassment
- Case Study
- Module Eight: Review Questions

Module Nine: Stopping Harassment Before It Happens
- Developing Anti-Harassment Policy
- Regularly Updating Policy
- Training Employees
- Emphasizing Consequences for Non-Compliance
- Case Study
- Module Nine: Review Questions

Module Ten: Reporting Harassment
- Uncertainty or Fear of the Unknown
- Holding in Feelings
- Public Speaking/Speaking Up
- Trying to Be Perfect
- Case Study
- Module Ten: Review Questions

Module Eleven: Handling Harassment Complaints
- Creating a Step-by-Step Process
- Publishing a Step-by-Step Process
- Training Employees
- Retaliating
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Marketing Basics

Marketing is an essential element for every business. It can be that one missing piece of the puzzle, and when it fits the big picture is revealed. Your participants will be given an introduction to marketing and its benefits. If you are not marketing your business you will not grow, and if you do not grow you will not succeed.

Marketing Basics will provide the basic knowledge to your participants, and give them the ability to build and grow your business. Marketing has changed a lot recently and having a new perspective will give your participants the needed information to assist them in their marketing decisions. No matter what your product or service is, your business will benefit with a better understanding of marketing.

Course Outline:

Module One: Getting Started
- Housekeeping Items
- The Parking Lot
- Workshop Objectives
- Pre-Assignment
- Action Plans

Module Two: What is Marketing?
- What is a Market?
- Marketing is Not Selling
- Understanding Customer Needs
- Defining Your Product or Service
- Case Study
- Module Two: Review Questions

Module Three: Common Marketing Types (I)
- Direct Marketing
- Active Marketing
- Incoming Marketing
- Outgoing Marketing
- Case Study
- Module Three: Review Questions

Module Four: Common Marketing Types (II)
- Guerilla Marketing
- B2B Marketing
- B2C Marketing
- Promotional Marketing
- Case Study
- Module Four: Review Questions

Module Five: The Marketing Mix
- Product
- Price
- Promotion
- Place
- Case Study
- Module Five: Review Questions

Module Six: Communicating the Right Way
- The Marketing Pitch
- Sell Value Not Price
- Fun and Entertaining is Powerful
- Choosing the Right Media
- Case Study
- Module Six: Review Questions

Module Seven: Customer Communications
- Give Your Customers a Voice
- It's Not About You, It's About Them
- Every Interaction Counts
- Answer Questions Honestly
- Case Study
- Module Seven: Review Questions

Module Eight: Marketing Goals
- Brand Switching
- Repeat Purchases
- Brand Loyalty
- Inform and Educate
- Case Study
- Module Eight: Review Questions

Module Nine: The Marketing Funnel
- Awareness
- Interest
- Desire
- Action
- Case Study
- Module Nine: Review Questions

Module Ten: Marketing Mistakes (I)
- Not Taking Social Media Seriously
- Not Having a USP
- Cross Cultural and International Translations
- Not Building a Relationship
- Case Study
- Module Ten: Review Questions

Module Eleven: Marketing Mistakes (II)
- Not Having a Plan
- Aiming at Everyone
- Not Tracking Metrics
- Not Listening to Your Customers
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Measuring Results from Training

Although we all know that training can have many amazing benefits, sometimes it can be hard to prove those benefits with 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.

Our Measuring Results from Training course, your 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 update the curriculum to create content that is better suited for the participants.

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Kolb's Learning Styles
- The Four-Stage Process
- Accommodators
- Diverges
- Converges
- Assimilators

Module Three: Kirkpatrick's Levels of Evaluation
- Overview
- Level One: Reactions
- Level Two: Learning
- Level Three: Behavior
- Level Four: Results

Module Four: Types of Measurement Tools
- Goal Setting
- Self-Evaluations
- Peer Evaluations
- Supervisor Evaluations
- High-Level Evaluations

Module Five: Focusing the Training
- Performing a Needs Assessment
- Creating Learning Objectives
- Drilling Down Into Content

Module Six: Creating an Evaluation Plan
- What Will We Evaluate?
- When Will the Evaluation be Completed?
- How Will We Evaluate It?
- Who Will Perform the Evaluation?

Module Seven: Assessing Learning before Training
- Workplace Observation
- Objectives Assessment
- Pre-Assignments and Pre-Tests

Module Eight: Assessing Learning during Training
- Reviewing Learning Objectives
- Performing Hip-Pocket Assessments
- Quizzes and Tests
- Skill Assessments

Module Nine: Assessing Learning after Training
- Evaluation Timelines
- Learning Journal
- Goal Setting
- Additional Methods of Evaluation

Module Ten: The Long Term View
- Creating a Long Term Evaluation Plan
- Methods of Evaluation
- Documenting Lessons Learned

Module Eleven: Calculating the Return on Investment (ROI)
- A Basic ROI Formula
- Identifying and Measuring Tangible Benefits
- Identifying and Measuring Intangible Benefits
- Calculating Total Costs
- Making a Business Case

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Media and Public Relations

In this workshop, your participants will get the knowledge they need to effectively manage their image and value by forming solid networks through strategic communication planning. Effective networking is essential for day-to-day business or for those times when you are actively pursuing job opportunities. This workshop is designed to provide practical and hands-on tools that will give your participants a skillset in dealing with the media and the public.

Media and Public Relations is the most successful method of communicating your value to those around you. Furthermore, good networking skills enable you to tap into those relationships you already have and increase the scope of your network. The larger the scope the more people knows you and offers you opportunities.

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Networking for Success (I)
- Overview
- Creating an Effective Introduction
- Making a Great First Impression

Module Three: Networking For Success (II)
- Overview
- Minimizing Nervousness
- Using Business Cards Effectively
- Remembering Names

Module Four: The Meet and Greet
- Overview
- The Three-Step Process
- The Four Levels of Conversation
- Case Study (I)
- Case Study (II)

Module Five: Dressing for Success
- Overview
- The Meaning of Colors
- Interpreting Common Dress Codes
- Deciding What to Wear

Module Six: Writing
- Overview
- Business Letters
- Writing Proposals
- Reports
- Executive Summaries

Module Seven: Setting Goals
- Overview
- Understanding Goals
- SMART Goals
- Helping Others with Goal Setting

Module Eight: Media Relations
- Overview
- Television
- Print
- Web Presence, Blogs & the Internet

Module Nine: Issues and Crisis Communication Planning
- Overview
- Gauging the Impending Crisis Level
- Providing Feedback and Insights
- How Information will be Distributed
- Tracking the Overall Effect

Module Ten: Social Media (The PR Toolkit)
- Overview
- Blogs
- Wikis
- Podcasts
- Social Bookmarks
- RSS Feeds

Module Eleven: Employee Communications
- Overview
- Verbal Communication
- Non-Verbal Communication Skills
- Email Etiquette
- Negotiation Skills
- Making an Impact

Module Twelve: Wrapping Up
- Overview
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Meeting Management

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

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

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Planning and Preparing (I)
- Identifying the Participants
- Choosing the Time and Place
- Creating the Agenda

Module Three: Planning and Preparing (II)
- Gathering Materials
- Sending Invitations
- Making Logistical Arrangements

Module Four: Setting up the Meeting Space
- The Basic Essentials
- The Extra Touches
- Choosing a Physical Arrangement

Module Five: Electronic Options
- Overview of Choices Available
- Things to Consider
- Making a Final Decision

Module Six: Meeting Roles and Responsibilities
- The Chairperson
- The Minute Taker
- The Attendees
- Variations for Large and Small Meetings

Module Seven: Chairing a Meeting (I)
- Getting Off on the Right Foot
- The Role of the Agenda
- Using a Parking Lot

Module Eight: Chairing a Meeting (II)
- Keeping the Meeting on Track
- Dealing with Overtime
- Holding Participants Accountable

Module Nine: Dealing with Disruptions
- Running in and Out
- Cell Phone and PDA's Ringing
- Off on a Tangent
- Personality Conflict

Module Ten: Taking Minutes
- What are Minutes?
- What do I Record?
- A Take-Home Template

Module Eleven: Making the Most of Your Meeting
- The 50 Minute Meeting
- Using Games
- Giving Prizes
- Stuffed Magic

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Middle Manager

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

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

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Introduction to Management
- What is Management?
- What Do Mangers Do?
- What Does It Take to Be a Manager?
- Why Does Management Matter?

Module Three: Ethics and Social Responsibility
- What is Ethical Workplace Behavior?
- What is Unethical Workplace Behavior?
- How to Make Ethical Decisions
- What is Social Responsibility?

Module Four: Managing Information
- Why Information Matters
- Strategic Importance of Information
- Characteristics and Costs of Useful Information
- Getting and Sharing Information

Module Five: Decision-Making
- What is Rational Decision-Making?
- Steps to Rational Decision-Making
- Limits to Rational Decision-Making
- Improving Decision-Making

Module Six: Control Basics of Control
- The Control Process
- Is Control Necessary or Possible?
- How and What to Control
- Control Methods

Module Seven: Organizational Strategy
- Basics of Organizational Strategy
- Sustainable Competitive Advantage
- Strategy-Making Process
- Corporate, Industry, Firm Level Strategies

Module Eight: Innovation and Change
- Organizational Innovation
- Why Innovation Matters
- Managing Innovation
- Organizational Change
- Why Change Occurs and Why it Matters
- Managing Change

Module Nine: Organizational Structures and Process
- Departmentalization
- Organizational Authority
- Job Design
- Designing Organizational Process

Module Ten: Managing Teams
- The Good and the Bad of Using Teams
- Kinds of Teams
- Work Team Characteristics
- Enhancing Work Team Effectiveness

Module Eleven: Motivation and Leadership
- Basics of Motivation
- Equity Theory
- Expectancy Theory
- What is Leadership?
- Situational Leadership
- Strategic Leadership

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Millennial Onboarding

Onboarding new employees is a secure investment that will assist newly hired employees in developing their skills, knowledge, and value within the company. It will help match the technically skilled Millennial workforce with new and emerging needs of your company, which gives your company an advantage within the market.

Millennial Onboarding is a specialized type of employee onboarding. With Millennials we are seeing a need to tweak the onboarding process to better suit the needs of the company and new hires. 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.

Course Outline:

Module One: Getting Started
- Housekeeping Items
- Pre-Assignment Review
- Workshop Objectives
- The Parking Lot
- Action Plan

Module Two: Purpose of Onboarding
- Start-Up Costs
- Employee Anxiety
- Employee Turnover
- Realistic Expectations
- Case Study
- Module Two: Review Questions

Module Three: Introduction
- Why Onboarding?
- Importance of Onboarding
- Making Employees Feel Welcome
- First Day Checklist
- Case Study
- Module Three: Review Questions

Module Four: Millennia's And Onboarding
- Who Are Millennials?
- How Do Millennials Differ From Other Employees?
- Investiture Socialization – Let Them Be Themselves
- Informal Rather Than Formal Onboarding Processes
- Case Study
- Module Four: Review Questions

Module Five: Onboarding Checklist
- Pre-Arrival
- Arrival
- First Day
- First Week
- First Month
- Case Study
- Module Five: Review Questions

Module Six: Engaging the Millennial Employee
- Create an Informal Program Rather Than A Formal One
- Engage Employees One On One
- Role of Human Resources
- Role of Managers
- Case Study
- Module Six: Review Questions

Module Seven: Following Up with the Millennial Employee
- Initial Check in – One on One
- Following up – Regular, Informal Follow Ups
- Setting Schedules – Millennials and Work/Life
- Mentoring the Millennial
- Case Study
- Module Seven: Review Questions

Module Eight: Setting Expectations with the Millennial Employee
- Define Requirements – Provide Specific Instructions
- Identify Opportunities for Improvement and Growth
- Set Verbal Expectations – Specific, Clear, Systematic
- Put It in Writing – Specific, Clear, Systematic
- Case Study
- Module Eight: Review Questions

Module Nine: Mentoring the Millennial Employee
- Be Hands-On and Involved
- Serial Mentoring
- Be a Mentor, Not an Authority Figure
- Focus Millennials" Exploratory Drive on Work
- Case Study
- Module Nine: Review Questions

Module Ten: Assigning Work to the Millennial Employee
- Provide Clear Structure and Guidelines
- Provide Specific Benchmarks
- Set Boundaries and Provide Reality Checks
- Guide, Don't Dictate
- Case Study
- Module Ten: Review Questions

Module Eleven: Providing Feedback
- Millennials Thrive on Feedback
- Characteristics of Good Feedback
- Informal Feedback
- Formal Feedback
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of the Parking Lot
- Lessons Learned
- Recommended Reading
- Completion of Action Plans and Evaluations

mLearning Essentials

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

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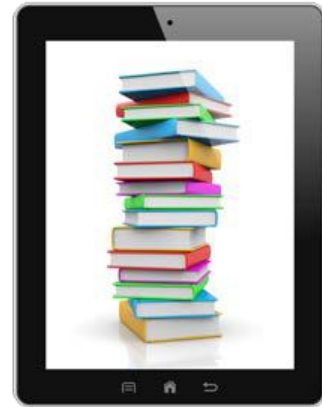
Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: What is mLearning?
- mLearning Uses
- mLearning Environments
- mLearning Tools
- mLearning Advantages
- Case Study
- Module Two: Review Questions

Module Three: Common mLearning Devices
- Mobile Phones
- Tablets
- Notebook Computers
- Personal Digital Assistant (PDA)
- Case Study
- Module Three: Review Questions

Module Four: Ancillary Equipment in mLearning
- Internet Connections
- Messaging Services
- Video Cameras
- Bluetooth
- Case Study
- Module Four: Review Questions

Module Five: mLearning vs. eLearning
- Devices Available
- Informal vs Formal Structure
- Increased Access
- Content
- Case Study
- Module Five: Review Questions

Module Six: Four C's of mLearning
- Content
- Compute
- Capture
- Communicate
- Case Study
- Module Six: Review Questions

Module Seven: Aspects of mLearning
- The FRAME Model
- The Device Aspect
- The Learner Aspect
- The Social Aspect
- Case Study
- Module Seven: Review Questions

Module Eight: Challenges of mLearning
- Dependence on Technology
- Decreased Quality of Communication
- Security
- Risk of Distraction
- Case Study
- Module Eight: Review Questions

Module Nine: Benefits of mLearning
- Decreased Costs
- Available Support
- Unlimited Resources
- Continuous Learning
- Case Study
- Module Nine: Review Questions

Module Ten: Getting mLearning Started
- Organize Your Resources
- Form a Work Plan
- Engage Employees
- Establish an End Goal
- Case Study
- Module Ten: Review Questions

Module Eleven: Employee Training
- Training Facilities
- Encourage Communication
- Establish Guidelines
- Equipment Training
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations
- Recommended Reading

Motivating Your Sales Team

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

Motivating Your Sales Team will help your participants create the right motivating environment that will shape and develop their sales team with right attitude and healthy competition. Instilling that unique seed which grows the motivation in your team will ensure an increase in performance and productivity. Have the best sales team you can have through better motivation.

Course Outline:

Module One: Getting Started
- Housekeeping Items
- Pre-Assignment Review
- Workshop Objectives
- The Parking Lot
- Action Plan

Module Two: Creating a Motivational Environment
- Frequent Team Check-Ins
- Train Your Team
- Emulate Best Practices
- One Size Does Not Fit All!
- Case Study
- Module Two: Review Questions

Module Three: Communicate to Motivate
- Regular Group Meetings
- Regular One on One Meetings
- Focus on Strengths and Development Areas
- Ask for Feedback
- Case Study
- Module Three: Review Questions

Module Four: Train Your Team
- Focus on Training and Development
- Peer Training
- Mentoring
- Keep the Focus Positive!
- Case Study
- Module Four: Review Questions

Module Five: Emulate Best Practices
- Look to Industry Leaders
- Solicit Team Member Suggestions
- Take a Field Trip!
- Leverage outside Expertise
- Case Study
- Module Five: Review Questions

Module Six: Provide Tools
- The Right Tools
- Ask Team Members What Tools They Need
- Provide High Quality Tools
- Allow for Training
- Case Study
- Module Six: Review Questions

Module Seven: Find Out What Motivates Employees
- One Size Does Not Fit All
- Find What Motivates Individuals
- Find What Motivates the Team
- Tailor Rewards to Employees
- Case Study
- Module Seven: Review Questions

Module Eight: Tailor Rewards to the Employee
- Motivation is Personal!
- Choose 1-3 Motivators
- Employee's Personal Goals
- Reward Achievements
- Case Study
- Module Eight: Review Questions

Module Nine: Create Team Incentives
- Incentives Foster Teamwork
- Team Goals
- Choose 1-3 Motivators
- Reward Achievements
- Case Study
- Module Nine: Review Questions

Module Ten: Implement Incentives
- Regular Incentives
- Mark Milestones
- Encourage Friendly Competition
- Keep Value Reasonable
- Case Study
- Module the: Review Questions

Module Eleven: Recognize Achievements
- Recognition Motivates!
- Recognize Achievements Regularly
- Recognize Achievements Publicly
- Document Achievements
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of the Parking Lot
- Lessons Learned
- Recommended Reading
- Completion of Action Plans and Evaluations

Multi-Level Marketing

Multi-level marketing, also known as MLM, is a business marketing strategy that many companies use in order to encourage current agents to perform while at the same time growing the team by recruiting and training new agents. This tactic of marketing helps boost the company's sales force not only from the sales of the primary agent, but also from the sales and profits of the agents they have recruited.

With our Multi-Level Marketing workshop, your participants will discover the specifics of how multi-level marketing works and how to effectively source agents. For many companies, it can prove to be a valuable tool for not only building revenue, but also for building their marketing and networking circles.

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: How Does Multi-Level Marketing Work
- Networking Marketing
- Independent Agents
- Commission-Based
- Agents Recruit New Agents
- Case Study
- Module Two: Review Questions

Module Three: Building a Contact List
- Leverage Personal Networks
- Warm Lists
- Internet Lead Generation
- Purchasing Lead Lists
- Case Study
- Module Three: Review Questions

Module Four: Recruiting New Agents (I)
- Draw on Personal and Professional Network
- Recruit Satisfied Customers
- Recruit Those Who Seek Work Flexibility
- Stress Benefits of Being Agent
- Case Study
- Module Four: Review Questions

Module Five: Recruiting New Agents (II)
- Invitation to Marketing Presentation
- Focus Presentation on Benefits
- Showcase Success Stories
- Provide Several Presentation Media
- Case Study
- Module Five: Review Questions

Module Six: Training MLM Agents
- Sponsorship/Mentorship
- Provide Training in Marketing
- Provide Training in Recruitment
- Provide Ethics Training
- Case Study
- Module Six: Review Questions

Module Seven: Sponsorship/Mentorship
- Pair New Agents with Mentors
- Benefits of Sponsorship/Mentorship to Mentee
- Benefits of Sponsorship/Mentorship to Mentor
- Best Mentorship Practices
- Case Study
- Module Seven: Review Questions

Module Eight: Provide Marketing Presentation Training
- Provide Training in Presentations
- Provide Copies of Marketing Presentation
- New Recruits Practice Presentation
- Offer Marketing Resources
- Case Study
- Module Eight: Review Questions

Module Nine: Provide Social Media Training
- Social Media is Key to Networking!
- Websites and Blogs
- Facebook and Twitter
- LinkedIn
- Case Study
- Module Nine: Review Questions

Module Ten: Provide Training in Recruitment
- Building a Contact List
- Leveraging Personal and Professional Networks
- Provide Presentation/ "Elevator speech" Training
- Discuss Follow-up
- Case Study
- Module Ten: Review Questions

Module Eleven: Provide Ethics Training
- MLM and Bad Rap for Ethics
- Only Follow-up if Opted In
- Keeping the Sales Pitch Honest
- Keep Expectations Realistic
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations
- Recommended Reading

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 Negotiation Skills workshop will give your 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 negations could lead to problems in the future.

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Understanding Negotiation
- The Three Phases
- Skills for Successful Negotiating

Module Three: Getting Prepared
- Establishing Your WATNA and BATNA
- Identifying Your WAP
- Identifying Your ZOPA
- Personal Preparation

Module Four: Laying the Groundwork
- Setting the Time and Place
- Establishing Common Ground
- Creating a Negotiation Framework
- The Negotiation Process

Module Five: Phase One; Exchanging Information
- Getting off on the Right Foot
- What to Share
- What to Keep to Yourself

Module Six: Phase Two; Bargaining
- What to Expect
- Techniques to Try
- How to Break an Impasse

Module Seven: About Mutual Gain
- Three Ways to See Your Options
- About Mutual Gain
- What Do I Want?
- What Do They Want?
- What Do We Want?

Module Eight: Phase Three; Closing
- Reaching Consensus
- Building an Agreement
- Setting the Terms of the Agreement

Module Nine: Dealing with Difficult Issues
- Being Prepared for Environmental Tactics
- Dealing with Personal Attacks
- Controlling Your Emotions
- Deciding When It's Time to Walk Away

Module Ten: Negotiating Outside the Boardroom
- Adapting the Process for Smaller Negotiations
- Negotiating via Telephone
- Negotiating via Email

Module Eleven: Negotiating on Behalf of Someone Else
- Choosing the Negotiating Team
- Covering All the Bases
- Dealing with Tough Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Networking Outside the Company

Networking – according to Merriam Webster is "the exchange of information or services among individuals, groups, or institutions; specifically: the cultivation of productive relationships for employment or business". These and other events can become more easily managed with this great workshop.

With our Networking (Outside the Company) workshop, your participants will begin to see how important it is to develop a core set of networking 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 networking strategy.

Course Outline:

Module One: Getting Started
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: The Benefits of Networking Outside of Work
- Create a Solid Network
- Meet Strategic Alliance Partners
- Generate Leads
- Position Yourself
- Case Study
- Module Two: Review Questions

Module Three: Networking Obstacles
- Time Constraints
- Saying the Wrong Thing
- Where to go to Network
- Fear of Rejection
- Case Study
- Module Three: Review Questions

Module Four: Networking Principles
- Develop Contacts
- Organize Your Contacts
- Follow-Up
- Maintain Relationships
- Case Study
- Module Four: Review Questions

Module Five: Why Network?
- Gain Trust
- Be visible
- Be an insider
- Gain Advantage
- Case Study
- Module Five: Review Questions

Module Six: How to Build Networks
- Physical Networking Groups
- Attend Networking Events
- Social Networking Sites
- Create Networking Referral List
- Case Study
- Module Six: Review Questions

Module Seven: Online Networking Tools
- Social Networks
- Blogs
- Chat Rooms
- Email
- Case Study
- Module Seven: Review Questions

Module Eight: Develop Interpersonal Relationships
- Be Specific
- Keep your Word
- Maintain Boundaries
- Invest Time
- Case Study
- Module Eight: Review Questions

Module Nine: Common Networking Mistakes
- Taking Before Giving
- Assumptions
- Reaching too High
- Assuming Tools Create Connections
- Case Study
- Module Nine: Review Questions

Module Ten: Time Management
- Prioritize Contacts
- Create Group Activities
- Connect Online
- Schedule Your Network Activities
- Case Study
- Module Ten: Review Questions

Module Eleven: Manage Personal and Professional Network
- Be Responsive
- Give Back
- Separate Personal and Business Activities
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations
- Recommended Reading

Networking within the Company

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

Networking within the Company is about creating and maintaining better relationships. Your participants will develop skills to avoid obstacles, increase communication, and build relationships that last over time. Employees who understand and embrace the aspects of networking in the workplace will grow your business and create a more engaging environment.

Course Outline:

Module One: Getting Started
- Housekeeping Items
- Pre-Assignment Review
- Workshop Objectives
- The Parking Lot
- Action Plan

Module Two: The Benefits of Networking at Work
- Gain Connections
- Share Knowledge
- Increase Opportunity
- Improve Image
- Case Study
- Module Two: Review Questions

Module Three: Networking Obstacles
- Confusion about the Definition of Networking
- Personality Traits
- Cultural Barriers
- Personal Pride
- Case Study
- Module Three: Review Questions

Module Four: Networking Principles
- Relationships
- Listen
- Offer Value
- Build Trust
- Case Study
- Module Four: Review Questions

Module Five: How to Build Networks
- Meet New People
- Be Polite
- Follow up
- Allow Relationships to Develop Naturally
- Case Study
- Module Five: Review Questions

Module Six: Recognize Networking Opportunities
- Formal Networking
- Informal Networking
- Workday Opportunities
- Always Be Ready to Network
- Case Study
- Module Six: Review Questions

Module Seven: Common Networking Mistakes
- Not Meeting New People
- Not Following Through
- High Expectations
- Being Unprofessional
- Case Study
- Module Seven: Review Questions

Module Eight: Develop Interpersonal Relationships
- Be Genuine
- Dialogue
- Maintain Boundaries
- Invest Time
- Case Study
- Module Eight: Review Questions

Module Nine: Online Networking Tools
- Social Networks (LinkedIn, Twitter, Facebook)
- Blogs
- Chat Rooms
- Email
- Case Study
- Module Nine: Review Questions

Module Ten: Time Management
- Prioritize Contacts
- Create Group Activities
- Connect Online
- Schedule Your Network Activities
- Case Study
- Module Ten: Review Questions

Module Eleven: Maintaining Relationships over Time
- Contact Networks Regularly
- Be Honest
- Give Personal Attention
- Limit Networks to a Manageable Size
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of the Parking Lot
- Lessons Learned
- Recommended Reading
- Completion of Action Plans and Evaluations

Office Health and Safety

 The productivity of a company begins with the health of its employees. While it is not always possible to eliminate sickness, with the proper tools, reducing the illness and its effects can be within your reach. With this course, you will obtain what it takes to keep yourself and co-workers healthy.

In the Office Health and Safety course, participants will learn the core skills that will help them identify common illnesses, understand how they spread, recognize symptoms, apply treatment and prevention techniques and establish an emergency response plan.

 Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Common Winter Illnesses I
- Cold
- Cold Sores
- Influenza
- Pneumonia
- Case Study
- Module Two: Review Questions

Module Three: Common Winter Illnesses II
- Conjunctivitis
- Sore Throat
- Strep Throat
- Norovirus/ Viral Gastroenteritis
- Case Study
- Module Three: Review Questions

Module Four: Cold/ Cold Sores

- How it Spreads
- Symptoms
- Treatment
- Prevention
- Case Study
- Module Four: Review Questions

Module Five: Influenza

- How it Spreads
- Symptoms
- Treatment
- Prevention
- Case Study
- Module Five: Review Questions

Module Six: Pneumonia

- How it Spreads
- Symptoms
- Treatment
- Prevention
- Case Study
- Module Six: Review Questions

Module Seven: Sore Throat/ Strep Throat

- How it Spreads
- Symptoms
- Treatment
- Prevention
- Case Study
- Module Seven: Review Questions

Module Eight: Norovirus/ Viral Gastroenteritis

- How it Spreads
- Symptoms
- Treatment
- Prevention
- Case Study
- Module Eight: Review Questions

Module Nine: Keeping Office Clean

- Dusting
- HEPA Filters
- Disinfecting Surfaces
- Daily Trash Disposal
- Case Study
- Module Nine: Review Questions

Module Ten: Stay/ Go Home

- Offer Paid Sick Days
- Early Release With Pay
- Alternative Work Days
- Work From Home
- Case Study
- Module Ten: Review Questions

Module Eleven: Emergency Response Plan (ERP)

- Develop ERP
- Communicate ERP
- Evaluate ERP
- Revise ERP
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Office Politics for Managers

You have likely experienced some form of Office Politics. Working with different personalities, opinions, backgrounds, and values is a challenge in any environment. It is an inevitable fact that when people are working together personalities can and will clash. No one is an island, so working together as a team is incredibly important for the organization and every employee.

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

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: New Hires
- Company Core Values
- Building Relationships
- Encourage Respect
- Setting Ground Rules
- Case Study
- Module Two: Review Questions

Module Three: It's About Interacting and Influencing
- Dealing with Different Personalities
- Build a Culture of Collaboration
- Be Nice to Everyone (Not Just Those That Can Help You)
- Be a Team Player
- Case Study
- Module Three: Review Questions

Module Four: Dealing With Rumors, Gossip, and Half-Truths
- It's Effects on Moral
- Reinforce the Truth with Facts
- Do Not Participate
- Deal With it swiftly
- Case Study
- Module Four: Review Questions

Module Five: Office Personalities (I)
- Complainer
- Gossiper
- Bully
- Negative Ned/Nancy
- Case Study
- Module Four: Review Questions

Module Six: Office Personalities (II)
- Information Keeper
- Know-it-All
- The Apple-Polisher
- Nosey Neighbor
- Case Study
- Module Six: Review Questions

Module Seven: Getting Support for Your Projects
- Gain Trust through Honesty
- Be Assertive
- Blow Your Own Horn
- Make Allies
- Case Study
- Module Seven: Review Questions

Module Eight: Conflict Resolution
- The Importance of Forgiveness
- Neutralizing Emotions
- The Benefits of a Resolution
- The Agreement Frame
- Case Study
- Module Eight: Review Questions

Module Nine: Ethics
- Benefits of an Ethical Environment
- Lead by Example
- Ensuring Ethical Behavior
- Addressing Unethical Behavior
- Case Study
- Module Nine: Review Questions

Module Ten: You Are Not an Island
- Never Burn a Bridge
- Take the High Road
- Trust is a Two Way Street
- Don't Hide in Your Office
- Case Study
- Module Ten: Review Questions

Module Eleven: Social Events Outside of Work
- How to Decline Politely
- Rules When Attending
- Meeting New People
- Conversation Do's and Don'ts
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

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 your participants will be given the tools necessary in developing better Organizational Skills.

Through Organizational Skills your 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. So stop looking for those important items, and start knowing where they are by getting organized.

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Remove the Clutter
- Just Do It
- You Don't Have to Keep Everything
- Three Boxes: Keep, Donate, and Trash
- A Place for Everything and Everything in Its Place
- Case Study
- Module Two: Review Questions

Module Three: Prioritize
- Write It Down
- Urgent/Important Matrix
- Divide Tasks
- 80/20 Rule
- Case Study
- Module Three: Review Questions

Module Four: Scheduling Your Time
- Have a Master Calendar
- Setting Deadlines
- Remove or Limit the Time Wasters
- Coping With Things Outside of Our Control
- Case Study
- Module Four: Review Questions

Module Five: To Do Lists
- Use a Day Planner
- Finish What You Start
- Focus on the Important
- Do Quick Tasks Immediately
- Case Study
- Module Four: Review Questions

Module Six: Paper and Paperless Storage
- Find a System that Works for You
- Make it Consistent
- Make it Time Sensitive
- Setting up Archives
- Case Study
- Module Six: Review Questions

Module Seven: Organization Your Work Area
- Keeping Items within Arm's Reach
- Only Have Current Projects on Your Desk
- Arranging Your Drawers
- Organize to Match Your Workflow
- Case Study
- Module Seven: Review Questions

Module Eight: Tools to Fight Procrastination
- Eat That Frog!
- Remove Distractions
- Give Yourself a Reward
- Break Up Large Tasks
- Case Study
- Module Eight: Review Questions

Module Nine: Organizing your Inbox
- Setting up Delivery Rules
- Folder and Message Hierarchy
- Deal with Email Right Away
- Flag and Highlight Important Items
- Case Study
- Module Nine: Review Questions

Module Ten: Avoid the Causes of Disorganization
- Keeping Everything
- Not Being Consistent
- Not Following a Schedule
- Bad Habits
- Case Study
- Module Ten: Review Questions

Module Eleven: Discipline is the Key to Stay Organized
- Stay Within Your Systems
- Learn to Say No
- Have Organization Be Part of Your Life
- Plan for Tomorrow, Today
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Overcoming Sales Objections

Experiencing a sales objection can be a disheartening event. Through this course your participants will learn how to eliminate the objection and push through to get that sale. Even the best quality services or items can be turned down, and learning how to overcome these denials will be of great benefit.

Overcoming Sales Objections is an essential part of the sales process, as it will open up a whole new set of opportunities. It will produce new sales and provide an ongoing relationship with new clients. Objections will always occur no matter the item being sold or presented.

Course Outline:

Module One: Getting Started
- Housekeeping Items
- The Parking Lot
- Workshop Objectives
- Action Plans and Evaluation Forms

Module Two: Three Main Factors
- Skepticism
- Misunderstanding
- Stalling
- Module Two: Review Questions

Module Three: Seeing Objections as Opportunities
- Translating the Objection to a Question
- Translating the Objection to a Reason to Buy
- Case Study
- Module Three: Review Questions

Module Four: Getting to the Bottom
- Asking Appropriate Questions
- Common Objections
- Basic Strategies
- Case Study
- Module Four: Review Questions

Module Five: Finding a Point of Agreement
- Outlining Features and Benefits
- Identifying Your Unique Selling Position
- Agreeing with the Objection to Make the Sale
- Case Study
- Module Five: Review Questions

Module Six: Have the Client Answer Their Own Objection
- Understand the Problem
- Render It Unobjectionable
- Case Study
- Module Six: Review Questions

Module Seven: Deflating Objections
- Bring up Common Objections First
- The Inner Workings of Objections
- Case Study
- Module Seven: Review Questions

Module Eight: Unvoiced Objections
- How to Dig up the Real Reason•
- Bringing Their Objections to Light
- Case Study
- Module Eight: Review Questions

Module Nine: The Five Steps
- Expect Them
- Welcome Them
- Affirm Them
- Complete Answers
- Compensating Benefits
- Module Nine: Review Questions

Module Ten: Dos and Don'ts
- Dos
- Don'ts
- Module Ten: Review Questions

Module Eleven: Sealing the Deal
- Understanding When It's Time to Close
- Powerful Closing Techniques
- The Power of Reassurance
- Things to Remember
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Performance Management

Performance Management is making sure the employee and the organization are focused on the same priorities. It touches on the organization itself by improving production and reducing waste. It helps the employee or individual set and meet their goals and improves the employee manager relationship. This is key in keeping an organization and employee aligned, which improves performance and productivity, is Performance Management.

When changes occur Performance Management helps the transition to be smoother and less hectic. It helps the organization and employee have a stream-lined relationship which improves communication and interactions between the two groups. It will help close any gaps that exist in an employee's skill-set and make them a more valuable employee through feedback and coaching.

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: The Basics (I)
- What is Performance Management?
- How Does Performance Management Work?
- Tools
- Case Study
- Review Questions

Module Three: The Basics (II)
- Three Phase Process
- Assessments
- Performance Reviews
- Case Study
- Review Questions

Module Four: Goal Setting
- SMART Goal Setting
- Specific Goals
- Measurable Goals
- Attainable Goals
- Realistic Goals
- Timely Goals
- Monitoring Results
- Case Study
- Review Questions

Module Five: Establishing Performance Goals
- Strategic Planning
- Job Analysis
- Setting Goals
- Motivation
- Case Study
- Review Questions

Module Six: 360 Degree Feedback
- What is 360 degree Feedback?
- Versus Traditional Performance Review
- The Components
- Case Study
- Review Questions

Module Seven: Competency Assessments
- Competency Assessment Defined
- Implementation
- Final Destination
- Case Study
- Review Questions

Module Eight: Kolb's Learning Cycle
- Experience
- Observation
- Conceptualization
- Experimentation
- Case Study
- Review Questions

Module Nine: Motivation
- Key Factors
- The Motivated Organization
- Identifying Personal Motivators
- Evaluating and Adapting
- Case Study
- Review Questions

Module Ten: The Performance Journal
- Record Goals and Accomplishments
- Linking with Your Employees or Managers
- Implementing a Performance Coach
- Keeping Track
- Case Study
- Review Questions

Module Eleven: Creating a Performance Plan
- Goals
- Desired Results
- Prioritization
- Measure
- Evaluation
- Case Study
- Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Personal Branding

Personal Branding is identifying your assets, characteristics, strengths, and skills as an individual. Understanding Personal Branding will provide advantages in your participant's personal and professional lives. Branding is a mix of how you present yourself and how others see you. It is important to be aware of how you are viewed.

With our Personal Branding course your participants will be able to share their vision and passions with others in your company. Utilize this knowledge through Social Media to define and influence how others see you. You are your brand so protect it. Live it.

Course Outline:

Module One: Getting Started
- Housekeeping items
- Pre-Assignment Review
- Parking Lot
- Workshop Objectives
- Action Plans

Module Two: Defining Yourself (I)
- If You Don't, They Will
- Brand Mantra
- Be Real
- SWOT Analysis
- Case Study
- Module Two: Review Questions

Module Three: Defining Yourself (II)
- Pillars
- Passions
- Define Your Strengths
- The Three C's
- Case Study
- Module Three: Review Questions

Module Four: Controlling and Developing Your Image
- Clear and Defined
- Consistent Image
- It Takes a Commitment
- Live It Every Day
- Case Study
- Module Four: Review Questions

Module Five: Personal and Professional Influences
- Corporate and Personal Integration
- They Will Influence Each Other
- Be a Professional
- Build Rapport
- Module Five: Review Questions

Module Six: Sharpening Your Brand
- Blogging
- Authenticity is Key (always be authentic)
- Transparency
- Networking
- Case Study
- Module Six: Review Questions

Module Seven: Appearance Matters
- First Impressions
- Rise Out of the Crowd
- True Reflection
- Dress for Success
- Case Study
- Module Seven: Review Questions

Module Eight: Social Media (I)
- Needs Constant Monitoring
- Security
- Have an Objective
- Promote
- Case Study
- Module Eight: Review Questions

Module Nine: Social Media (II)
- It's a Tool
- Content is King
- Have a Gimmick
- Don't Ignore Any Mentions
- Case Study
- Module Nine: Review Questions

Module Ten: Brand Management during a Crisis
- Caught In a Bad Spot?
- Never Burn a Bridge
- Information
- Monitor and Respond
- Case Study
- Module Ten: Review Questions

Module Eleven: Branding Personality Traits
- Identify Your Unique Values
- Be Bold
- Think Outside the Box
- Fail. Learn. Repeat
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Personal Productivity

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.

Personal Productivity is a goal most of us have. Through this workshop your participants will be on the right track in achieving that goal. Some people blame everything that goes wrong in their life on something or someone else, but through this workshop your participants will take ownership and begin to lead a more productive life.

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Setting SMART Goals
- The Three P's
- The SMART Way
- Prioritizing Your Goals
- Evaluating and Adapting

Module Three: The Power of Routines
- What is a Routine?
- Personal Routines
- Professional Routines
- Six Easy Ways to Simplify Your Life

Module Four: Scheduling Yourself
- The Simple Secret of Successful Time Management
- Developing a Tracking System
- Scheduling Appointments
- Scheduling Tasks

Module Five: Keeping Yourself on Top of Tasks
- The One-Minute Rule
- The Five-Minute Rule
- What To Do When You Feel like You're Sinking

Module Six: Tackling New Tasks and Projects
- The Sliding Scale
- A Checklist for Getting Started
- Evaluating and Adapting

Module Seven: Using Project Management Techniques
- The Triple Constraint
- Creating the Schedule
- Using a RACI Chart

Module Eight: Creating a Workspace
- Setting Up the Physical Layout
- Ergonomics 101
- Using Your Computer Efficiently

Module Nine: Organizing Files and Folders
- Organizing Paper Files
- Organizing Electronic Files
- Scheduling Archive and Clean-Up

Module Ten: Managing E-Mail
- Using E-mail Time Wisely
- Taking Action!
- Making the Most of Your E-mail Program
- Taking Time Back from Handheld Devices

Module Eleven: Tackling Procrastination
- Why We Procrastinate
- Nine Ways to Overcome Procrastination
- Eat That Frog!

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

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. Your 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.

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Creating the Program
- Performing a Needs Analysis
- Writing the Basic Outline
- Researching, Writing, and Editing

Module Three: Choosing Your Delivery Methods
- Basic Methods
- Advanced Methods
- Basic Criteria to Consider

Module Four: Verbal Communication Skills
- Listening and Hearing: They Aren't the Same Thing
- Asking Questions
- Communicating with Power

Module Five: Non-Verbal Communication Skills
- Body Language
- It's Not What You Say, It's How You Say It

Module Six: Overcoming Nervousness
- Preparing Mentally
- Physical Relaxation Techniques

Module Seven: Creating Fantastic Flip Charts
- Required Tools
- The Advantages of Pre-Writing
- Using Colors Appropriately
- Creating a Plan B

Module Eight: Creating Compelling PowerPoint Presentations
- Required Tools
- Tips and Tricks
- Creating a Plan B

Module Nine: Wow 'Em with the Whiteboard
- Traditional and Electronic Whiteboards
- Required Tools
- Using Colors Appropriately
- Creating a Plan B

Module Ten: Vibrant Videos and Amazing Audio
- Required Tools
- Tips and Tricks
- Creating a Plan B

Module Eleven: Pumping it Up a Notch
- Make Them Laugh a Little
- Encouraging Discussion
- Dealing with Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Project Management

With the increasing demand for efficient project delivery, mastering the art of project management has become a critical skill for both businesses and individuals. Project management is the practice of planning, organizing, and managing resources to achieve specific goals and objectives, while adhering to the predefined project parameters. It provides control over the project lifecycle, from its initiation to its completion. Whether a business is planning a small-scale project or a large-scale initiative, effective project management is the key to ensuring success.

The Project Management 7th Edition course will cover principles and techniques in accordance with the Project Management Body of Knowledge (PMBOK) 7th Edition, which is the globally recognized standard for project management best practices. Participants will gain an understanding of value delivery, project management principles, as well as performance domains that are important for final delivery outcomes. As the world continues to change with technology evolving and new organizations emerging, it's important to reconsider the global perspectives that are found within the PMBOK Guide.

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Introduction to Project Management
- What is a Project?
- What is Project Management?
- What is a Project Manager?
- The Value of Project Management
- 7th Edition Changes
- Practical Illustration
- Module Two: Review Questions

Module Three: Value Delivery
- Creating Value for Organizations
- Governance Systems
- Functions That Support Products
- Project Influences
- Product Management
- Practical Illustration
- Module Three: Review Questions

Module Four: Project Management Values
- Code of Ethics
- Responsibility
- Respect
- Fairness
- Honesty
- Practical Illustration
- Module Four: Review Questions

Module Five: Project Management Principles (I)
- What are Principles?
- The Development of Principles
- General Management Principles
- Stewardship
- Team
- Practical Illustration
- Module Five: Review Questions

Module Six: Project Management Principles (II)
- Stakeholders
- Value
- Systems Thinking
- Leadership
- Tailoring
- Practical Illustration
- Module Six: Review Questions

Module Seven: Project Management Principles (III)
- Quality
- Complexity
- Risk
- Adaptability and Resiliency
- Change
- Practical Illustration
- Module Seven: Review Questions

Module Eight: Project Performance Domains (I)
- What is a Project Performance Domain?
- Stakeholder Performance Domain
- Team Performance Domain
- Development Approach and Life Cycle Performance Domain
- Planning Performance Domain
- Practical Illustration
- Module Eight: Review Questions

Module Nine: Project Performance Domains (II)
- Project Work Performance Domain
- Delivery Performance Domain
- Measurement Performance Domain
- Uncertainty Performance Domain
- Interactions Among the Domains
- Practical Illustration
- Module Nine: Review Questions

Module Ten: The Tailoring Process
- What is the Tailoring Process?
- Tailoring Considerations
- Aspects to Tailor
- Tailoring With the Performance Domains
- Diagnostics
- Practical Illustration
- Module Ten: Review Questions

Module Eleven: Models, Methods, and Artifacts
- Defining the Terms
- Commonly Used Models
- Commonly Used Methods
- Commonly Used Artifacts
- What to Avoid
- Practical Illustration
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Proposal Writing

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. Your participants will explore the proposal writing process including the most common types of proposals.

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

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Understanding Proposals
- What is a Proposal?
- The Proposal Writing Process
- Types of Proposals
- About Requests for Proposals

Module Three: Beginning the Proposal Writing Process
- Identifying Your Purpose and Your Audience
- Performing a Needs Analysis
- Writing the Goal Statement

Module Four: Preparing an Outline
- A General Format
- Special Sections
- Creating a Framework
- Getting Down to Details

Module Five: Finding Facts
- Identifying Resources
- Using the Internet as a Resource
- Organizing Your Information

Module Six: Writing Skills (I)
- Spelling and Grammar
- Working with Words
- Constructing Sentences
- Persuasive Writing
- Mastering Voice

Module Seven: Writing Skills (II)
- Creating Paragraphs
- Creating Strong Transitions
- Building to Conclusions

Module Eight: Writing the Proposal
- Educating the Evaluator
- Ghosting the Competition
- Using Illustrations

Module Nine: Checking for Readability
- Checking for Clarity
- Reading for Your Audience
- Using the Readability Index

Module Ten: Proofreading and Editing
- Proofreading Like a Pro
- Editing Techniques
- Checking the Facts
- The Power of Peer Review

Module Eleven: Adding the Final Touches
- Our Top Typesetting Tips
- Achieving a Professional Look and Feel
- Creating the Final Package

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Prospecting and Lead Generation

Prospecting and lead generation is the method of making links which may lead to a sale or other promising result. The leads may come from various sources or undertakings, for example, via the Internet, through personal referrals, through telephone calls either by telemarketers, through advertisements, events, and purchase of lists of potential clients. These and other events can become more easily managed with this great workshop.

With our Prospecting and Lead Generation workshop, your participants will begin to see how important it is to develop a core set of sales 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 sales strategy.

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Prospecting
- Make it a Priority
- Identify Your Ideal Prospect
- Choose Prospecting Methods
- Make it a Habit
- Case Study
- Module Two: Review Questions

Module Three: Traditional Marketing Methods
- Cold Calling
- Direct Mail
- Trade Shows
- Networking
- Case Study
- Module Three: Review Questions

Module Four: New Marketing Methods
- Social Networks
- Search Engine Marketing
- Email Marketing
- Display Advertising
- Case Study
- Module Four: Review Questions

Module Five: Generating New Leads
- Become a Brand
- Webinars
- Blogs
- Engaging Video
- Case Study
- Module Five: Review Questions

Module Six: Avoid Common Lead Generation Mistakes
- Limiting Channels
- Failure to Provide Value
- Failure to Connect
- Failure to Try
- Case Study
- Module Six: Review Questions

Module Seven: Educate Prospects
- Content Creation
- Stand Out from the Competition
- Fill Customer Needs
- Always Deliver on Promises
- Case Study
- Module Seven: Review Questions

Module Eight: The Pipeline
- Contact
- Meet
- Propose
- Close
- Case Study
- Module Eight: Review Questions

Module Nine: Follow up Communication
- Know Your Leads
- Move Quickly
- Know How to Respond
- Set Future Meetings
- Case Study
- Module Nine: Review Questions

Module Ten: Track Activity
- Use the Appropriate Tools
- Assess Your Advertising Sources
- Record Information about Leads
- Assess ROI
- Case Study
- Module Ten: Review Questions

Module Eleven: Create Customers
- Develop Relationships
- Show Genuine Interest
- Be Professional
- Show Reliability and Integrity
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations
- Recommended Reading

Public Speaking

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

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

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Identifying Your Audience
- Performing a Needs Analysis
- Creating an Audience Profile
- Identifying Key Questions and Concerns

Module Three: Creating a Basic Outline
- Outlining the Situation
- Identifying the Task That Had to Be Performed
- Listing the Actions You Took
- Revealing the Results

Module Four: Organizing the Program
- Making Organization Easy
- Organizational Methods
- Classifying and Categorizing

Module Five: Fleshing It Out
- Identifying Appropriate Sources
- Establishing Credibility
- The Importance of Citations

Module Six: Putting It All Together
- Writing Your Presentation
- Adding a Plan B
- Reviewing, Editing, and Rewriting

Module Seven: Being Prepared
- Checking Out the Venue
- Gathering Materials
- A 24 Hour Checklist

Module Eight: Overcoming Nervousness
- A Visit from the Boss
- Preparing Mentally
- Physical Relaxation Techniques
- Appearing Confident in Front of the Crowd (Even If You Don't Feel That Way)

Module Nine: Delivering Your Speech (I)
- Starting Off on the Right Foot
- Using Visual Aids
- Checking the Volume of Your Voice

Module Ten: Delivering Your Speech (II)
- Adjusting on the Fly
- Gauging Whether Breaks Are Required
- Wrapping Up and Winding Down

Module Eleven: Questions and Answers
- Ground Rules
- Answering Questions That Sound like an Attack
- Dealing with Complex Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Recognizing Employee Excellence

The success of any business is intricately tied to its employees, making them invaluable assets within the professional environment. When we recognize their excellence, we do more than just validate their hard work; we pave the way for a workplace culture of motivation and drive. Employee recognition is the timely acknowledgment of a person's or team's behavior, effort, or business result that supports the organization's goals and values. Many corporations are now realizing the immense potential of building a recognition culture, and are consequently experiencing the numerous benefits this strategic move brings along. Recognition and rewards of our efforts at work do not just make us feel good, but it also motivates us to maintain high standards and continually strive for excellence.

The Recognizing Employee Excellence course will provide participants with the tools to design an employee recognition program, develop effective recognition strategies, and ensure that recognition is both fun and tailored to employee needs. With these insights, participants will be better able to align their teams' efforts with the company's vision, leading to increased job satisfaction, higher productivity, and improved business results.

Course Outline:

Module One: Getting Started
- Housekeeping Items
- Pre-Assignment Review
- Workshop Objectives
- The Parking Lot
- Action Plan

Module Two: Recognition Basics
- A Recognition Culture
- Appreciation vs. Recognition
- Maslow's Hierarchy of Needs
- The Benefits
- The Psychology of Recognition
- Practical Illustration
- Module Two: Review Questions

Module Three: Types of Recognition
- Peer-to-Peer Recognition
- Manager-to-Employee Recognition
- Team Recognition
- Celebrating Milestones
- Performance-Based Recognition
- Practical Illustration
- Module Three: Review Questions

Module Four: Types of Rewards
- Recognition vs. Rewards
- Extrinsic vs. Intrinsic Rewards
- Monetary Rewards
- Non-Monetary Rewards

- Wellness-Based Rewards
- Practical Illustration
- Module Four: Review Questions

Module Five: Creating a Recognition Culture
- Align Recognition to Values
- Leadership Commitment
- Fun Recognition Initiatives
- Recognize Excellence Beyond Metrics
- Offer Responsibility
- Practical Illustration
- Module Five: Review Questions

Module Six: Designing a Recognition Program
- Setting Clear Objectives
- Launching the Recognition Program
- Communicating the Program to Employees
- Tracking Success
- Sustainability and Long-Term Planning
- Practical Illustration
- Module Six: Review Questions

Module Seven: Effective Recognition Strategies
- Tailoring Recognition to Individual Employees
- Formal Recognition Programs
- Informal and Spontaneous Recognition
- Recognition for Remote Work
- Social Media Strategies
- Practical Illustration
- Module Seven: Review Questions

Module Eight: Recognition Best Practices
- Frequency of Recognition
- Timeliness of Recognition
- Sincerity and Personalization
- Public vs. Private
- Implementing Best Practices in the Organization
- Practical Illustration
- Module Eight: Review Questions

Module Nine: Recognition and Well-Being
- Understanding the Connection
- Promoting a Positive Work Environment
- Recognizing Work-Life Balance
- Creating Personal Goals
- Sense of Belonging
- Practical Illustration
- Module Nine: Review Questions

Module Ten: Feedback and Performance Recognition
- Providing Constructive Feedback
- Celebrating Goal Achievements
- The Role of Emotional Intelligence
- Driving Continuous Improvement
- Elevating Recognition in Meetings
- Practical Illustration
- Module Ten: Review Questions

Module Eleven: Overcoming Challenges
- Dealing with Recognition Inequality
- Avoid Recognition Fatigue
- Budget Constraints
- Making It Personal
- Beyond Yearly Recognition
- Practical Illustration
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words From The Wise
- Review Of Parking Lot
- Lessons Learned
- Completion Of Action Plans And Evaluations
- Recommended Reading

Respect In The Workplace

A respectful work environment is essential to the overall success of your team, as well as a contribution to a stronger work reputation. Evidently, when we learn to accept the differences between the values and perspectives of those around us, we can continue to grow as a team with this shared knowledge. The concept of respect is often taught at a young age, however, it is just as important to remind adults to model respective behaviors. Remember, it is the responsibility of all team members to be respectful to one another, and address conflict in a positive manner in order to accomplish a healthy, safe work environment.

Our Respect in the Workplace workshop will give you the tools and conversation to help empower your team to recognize behaviors that influence the performance done within the workplace. A respectful workplace is one in which integrity and professionalism are displayed, and the skills to communicate and recognize one another are practiced.

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: What is Respect
- Defining Respect
- Self-Respect
- Owed Respect vs Earned Respect
- Measuring Respect
- Respect for the Workplace
- Case Study
- Module Two: Review Questions

Module Three: The Respectful Employee
- Common Characteristics
- The Importance of Mutual Respect
- Earning Respect
- Enhancing Professionalism
- Being Liked vs Being Respected
- Case Study
- Module Three: Review Questions

Module Four: Disrespectful Behavior
- Why these Behaviors Arise
- Discrimination
- Bullying
- Harassment
- What is Not Harassment
- Case Study
- Module Four: Review Questions

Module Five: Managing Emotions
- Meaning Of Emotions
- Negative Emotions at Work
- Choosing Your Reactions
- Absorbing Other Peoples Emotions
- The Positive Outcome
- Case Study
- Module Five: Review Questions

Module Six: Respectful Communication Approaches
- Self-Awareness
- Active Listening
- Nonverbal Communication
- Verbal Communication
- Constructive Disagreement
- Case Study
- Module Six: Review Questions

Module Seven: The Inclusive Mindset
- The Inclusive Leader
- Diversity vs Inclusion
- Types of Workplace Diversity
- Creating an Inclusive Workplace
- The Power of Words
- Case Study
- Module Seven: Review Questions

Module Eight: Employee Recognition

- Recognition and Respect
- The Halo Effect
- Giving Recognition
- The Communication Component
- Improving Employee Recognition
- Case Study
- Module Eight: Review Questions

Module Nine: The R's of Respect

- Recognition
- Responding
- Reporting
- Roles and Responsibilities
- Rising Above
- Case Study
- Module Nine: Review Questions

Module Ten: Building a Respectful Workplace

- It Starts With You
- Team Contribution
- Respecting Space and Boundaries
- Workplace Ethics
- Policies on Respect
- Case Study
- Module Ten: Review Questions

Module Eleven: Benefits to the Business

- Productivity and Knowledge
- Employee Engagement
- Job Satisfaction
- Stress Reduction
- The Welcoming Environment
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Responsibility in the Workplace

One of the most critical traits to look for in an employee is responsibility. Responsible employees drive the success of an organization, whether for profit or not for profit.

The responsibility in the workplace workshop will introduce to you the idea of responsibility and the traits that define a responsible employee. It will also show the effects of having responsible employees versus irresponsible employees. And finally, the workshop will cover the steps to becoming more responsible.

Course Outline:

Module One: Getting Started
- Housekeeping Items
- The Parking Lot
- Workshop Objectives
- Pre-Assignment
- Action Plans and Evaluation Forms
- Action Plan
- Evaluation Form

Module Two: Accountability Ladder
- What is the Reality?
- Take Ownership
- Find Solutions
- Implement Solutions
- Practical Illustration
- Module Two: Review Questions

Module Three: Examples of Responsibility
- Admitting to a Mistake
- Completing Work Shift
- Pulling Weight in Group Tasks
- Meeting Deadlines
- Practical Illustration
- Module Three: Review Questions

Module Four: Importance
- Work Quality
- Work Productivity
- Employee Engagement
- Employee Morale
- Practical Illustration

- Module Four: Review Questions

Module Five: Benefits
- Individual Success
- Build Trust with Co-Worker
- Builds Trust with Organization
- Success of Organization
- Practical Illustration
- Module Five: Review Questions

Module Six: Characteristics of Responsible People
- Humble
- Transparent
- Promise Keeper
- Proactive
- Practical Illustration
- Module Six: Review Questions

Module Seven: Barriers
- No Direction
- No Ownership
- No Commitment
- No Resilience
- Practical Illustration
- Module Seven: Review Questions

Module Eight: Overcome Barriers
- Create Clear Goals
- Provide Resources
- Allow and Provide Feedback
- Mentorship
- Practical Illustration
- Module Eight: Review Questions

Module Nine: Increasing Responsibilities
- Prioritize Tasks
- Communicate Expectations
- Incentive Programs
- Consequences
- Practical Illustration
- Module Nine: Review Questions

Module Ten: Accountability Software
- WorkZone

- Jira
- Samepage
- ProWorkflow
- Practical Illustration
- Module Ten: Review Questions

Module Eleven: Accountability Software II
- TaskQue
- Monday.com
- Asana
- Trello
- Practical Illustration
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Risk Assessment and Management

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

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

Course Outline:

Module One: Getting Started
- Housekeeping Items
- The Parking Lot
- Workshop Objectives
- Action Plans and Evaluations

Module Two: Identifying Hazards and Risks
- What is a Hazard?
- What is a Risk?
- Consult with Employees
- Likelihood Scale
- Case Study
- Module Two: Review Questions

Module Three: Seeking Out Problems Before they Happen (I)
- Unique to Your Business
- Walk Around
- Long Term and Short Term
- Common Issues
- Case Study
- Module Three: Review Questions

Module Four: Seeking Out Problems Before they Happen (II)
- Ask "What would happen if....?"
- External Events
- Worst Case Scenarios
- Consequence Scale
- Case Study
- Module Four: Review Questions

Module Five: Everyone's Responsibility
- See it, Report it!
- If It Is Not Safe Don't Do It
- Take Appropriate Precautions
- Communicating to the Organization
- Case Study
- Module Five: Review Questions

Module Six: Tracking and Updating Control Measures
- What is a Control Measure?
- Your Business Procedures
- Are They Adequate?
- Updating and Maintaining
- Case Study
- Module Six: Review Questions

Module Seven: Risk Management Techniques
- Reduce the Risk
- Transfer the Risk
- Avoid the Risk
- Accept The Risk
- Case Study
- Module Seven: Review Questions

Module Eight: General Office Safety and Reporting
- Accident Reports
- Accident Response Plan
- Emergency Action Plan
- Training and Education
- Case Study
- Module Eight: Review Questions

Module Nine: Business Impact Analysis
- Gather Information
- Identify Vulnerabilities
- Analyze Information
- Implement Recommendations
- Case Study
- Module Nine: Review Questions

Module Ten: Disaster Recovery Plan
- Make It Before You Need It
- Test, Update, and Repeat
- Hot, Warm, and Cold Sites
- Keep Documentation Simple and Clear
- Case Study
- Module Ten: Review Questions

Module Eleven: Summary of Risk Assessment
- What are the Hazards?
- Who Might be Harmed?
- Are Current Control Measures Sufficient?
- If Not, Change Control Measures
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Safety in the Workplace

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

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

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: An Overview
- Work Safety and Health Legislations
- Roles & Duties
- Safety Planning

Module Three: Types of Hazards
- Computer Workstations
- Ergonomics
- Fire Prevention
- Fitness & Wellness
- Heat Stress
- Stress
- Violence

Module Four: Managers Role
- Promoting & Enforcing Safety Standards
- Element of a Health and Safety Program
- Responsibilities
- Corporate Culture

Module Five: Training
- Reasons for Training
- Definition
- Orientation
- On the Job Training
- Safety Meetings
- Planning and Conducting a Training Session

Module Six: Stress Management
- Altering
- Avoiding
- Accepting
- Relaxation Techniques
- Using Routines to Reduce Stress

Module Seven: Workplace Violence
- What is Workplace Violence?
- Identifying
- Addressing
- Implementing a Workplace Harassment Policy

Module Eight: Identifying Your Company Hazards
- Conducting an Inspection
- Prioritizing Deficiencies
- Report & Following Up

Module Nine: Drug & Alcohol Abuse
- For Employees
- For Managers or Supervisors
- When to Address
- Implementing a "No Tolerance" Rule

Module Ten: Writing the Safety Plan
- Management Involvement
- Responsibility
- Employee Involvement
- Follow Through with Accident Investigations
- Training of Employees

Module Eleven: Implement the Plan
- Selecting an Employee Representative
- Identifying Roles
- Assigning Responsibility
- Follow Through

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Sales Fundamentals

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 their interest concrete – something that merits spending some of their hard-earned money.

The Sales Fundamentals 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. Your participants will become more confident, handle objections, and learning how to be a great closer.

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Understanding the Talk
- Types of Sales
- Common Sales Approaches
- Glossary of Common Terms

Module Three: Getting Prepared to Make the Call
- Identifying Your Contact Person
- Performing a Needs Analysis
- Creating Potential Solutions

Module Four: Creative Openings
- A Basic Opening for Warm Calls
- Warming up Cold Calls
- Using the Referral Opening

Module Five: Making Your Pitch
- Features and Benefits
- Outlining Your Unique Selling Position
- The Burning Question That Every Customer Wants Answered

Module Six: Handling Objections
- Common Types of Objections
- Basic Strategies
- Advanced Strategies

Module Seven: Sealing the Deal
- Understanding When It's Time to Close
- Powerful Closing Techniques
- Things to Remember

Module Eight: Following Up
- Thank You Notes
- Resolving Customer Service Issues
- Staying in Touch

Module Nine: Setting Goals
- The Importance of Sales Goals
- Setting SMART Goals

Module Ten: Managing Your Data
- Choosing a System That Works for You
- Using Computerized Systems
- Using Manual Systems

Module Eleven: Using a Prospect Board
- The Layout of a Prospect Board
- How to Use Your Prospect Board
- A Day in the Life of Your Board

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Self-Leadership

As we grow, we learn to become leaders. Being a leader is natural for some, and learned for others. No matter how we have become a leader, it is important to remember we must lead ourselves before we lead others. Take the time to motivate yourself and realize that you can do it.

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

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: What Is Self-Leadership?
- Sources
- Before Action
- During
- After Action
- Case Study
- Module Two: Review Questions

Module Three: Motivators
- Need for Autonomy
- Self-Efficacy
- External Factors
- Internal Factors
- Case Study
- Module Three: Review Questions

Module Four: Behavior Focus (I)
- Focusers and Reminders
- Cues
- Self-Observation
- Goal Setting
- Case Study
- Module Four: Review Questions

Module Five: Behavior Focus (II)
- Purpose
- Reward
- Punishment
- Practice
- Case Study
- Module Five: Review Questions

Module Six: Natural Rewards
- Definition
- Competence
- Purpose and Self-Control
- Life Activities
- Case Study
- Module Six: Review Questions

Module Seven: Constructive Thinking
- Positive Thinking
- Self-Talk
- Aware of Personal Beliefs and Assumptions
- Opportunity Thinking
- Case Study
- Module Seven: Review Questions

Module Eight: Well-Being (I)
- Emotional Intelligence
- Stress Management
- Optimism
- Fun and Happiness
- Case Study
- Module Eight: Review Questions

Module Nine: Well-Being (II)
- Fitness
- Diet
- Sleep
- Personal Effectiveness
- Case Study
- Module Nine: Review Questions

Module Ten: Individuality

- Personality
- Locus of Control
- Self-Monitor
- Autonomy
- Case Study
- Module Ten: Review Questions

Module Eleven: Personal Application

- Diversity
- Personal Problems
- Workplace Problems
- Social Responsibility
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Sensitivity Training

Sensitivity training is crucial in creating a workplace that is inclusive, and a safe place for all to work. This course will look at interactions within a group, but will be more focused towards individual's behaviors and emotions.

With our Sensitivity Training workshop you will introduce topics to promote sensitivity, as well as the benefits that come along with it. It will also describe the steps that should be taken when it is determined that employees are not in compliance with the business' policy. This will then help to foster positive relationships between co-workers, and in turn benefit the whole organization.

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Introduction to Sensitivity Training
- Definition
- History
- Who Needs It?
- Goals
- Case Study
- Review Questions

Module Three: Benefits
- Raising Awareness
- Interaction
- Behavioral Changes
- Productive Workplace
- Case Study
- Review Questions

Module Four: Stereotypes
- Explicit
- Implicit
- Purpose
- Effects
- Case Study
- Review Questions

Module Five: Discrimination
- Employer Responsibility
- HR and Best Practices
- Elephant in the Room
- Overcoming Stereotypes
- Case Study
- Review Questions

Module Six: Sex and Gender Stereotypes
- Employer Responsibility
- HR and Best Practices
- Elephant in the Room
- Overcoming Stereotypes
- Case Study
- Review Questions

Module Seven: Age
- Employer Responsibility
- HR and Best Practices
- Elephant in the Room
- Overcoming Stereotypes
- Case Study
- Review Questions

Module Eight: Disabilities
- Employer Responsibility
- HR and Best Practices
- Elephant in the Room
- Overcoming Stereotypes
- Case Study
- Review Questions

Module Nine: Religion
- Employer Responsibility
- HR and Best Practices
- Elephant in the Room
- Overcoming Stereotypes
- Case Study
- Review Questions

Module Ten: Handling Complaints (I)
- Develop Process
- Publish Process
- Train Employees
- Assess the Effectiveness of the Process
- Case Study
- Review Question

Module Eleven: Handling Complaints (II)
- Gather Information from the Complainant
- Evaluate the Credibility of the Complaint
- Interview Those Involved
- Take Action Against the Offender
- Case Study
- Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Servant Leadership

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

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

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: What is Servant Leadership?
- A Desire to Serve
- Knowing to Share the Power
- Putting Others First
- Helping Employees Grow
- Case Study
- Module Two: Review Questions

Module Three: Leadership Practices
- Democratic Leadership Style
- Laissez-Faire Style
- Leading by Example
- Path-Goal Theory
- Case Study
- Module Three: Review Questions

Module Four: Share the Power
- Being Empathetic
- Learn to Delegate
- Their Success is Your Success
- Know When to Step In
- Case Study
- Module Four: Review Questions

Module Five: Characteristics of a Servant Leader
- Listening Skills
- Persuasive Powers
- Recognizes Opportunities
- Relates to Employees
- Case Study
- Module Five: Review Questions

Module Six: Barriers to Servant Leadership
- Excessive Criticism
- Doing Everything Yourself
- Sitting on the Sidelines
- Demanding from Employees
- Case Study
- Module Six: Review Questions

Module Seven: Building a Team Community
- Identify the Group Needs
- Complement Member Skills
- Create Group Goals
- Encourage Communication
- Case Study
- Module Seven: Review Questions

Module Eight: Be a Motivator
- Make it Challenging
- Provide Resources
- Ask for Employee Input
- Offer Incentives
- Case Study
- Module Eight: Review Questions

Module Nine: Be a Mentor
- Establish Goals
- Know When to Praise or Criticize
- Create a Supportive Environment
- Create an Open Door Policy
- Case Study
- Module Nine: Review Questions

Module Ten: Training Future Leaders
- Offer Guidance and Advice
- Identify Their Skill Sets
- Methods of Feedback
- Establish Long Term Goals
- Case Study
- Module Ten: Review Questions

Module Eleven: Self-Reflection
- Keep a Journal
- Identify Your Strengths and Weaknesses
- Identify Your Needs
- Creating Your Own Goals
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Social Intelligence

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

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

Course Outline:

Module One: Getting Started
- Housekeeping Items
- The Parking Lot
- Workshop Objectives
- Pre-Assignment
- Action Plans

Module Two: Increase Your Self-Awareness
- Remove or Limit Self-Deception
- Ask for Feedback
- Be Open to Change
- Reflect on Your Actions
- Case Study
- Module Two: Review Questions

Module Three: The Keys to Empathy
- Listening and Paying Attention
- Don't Judge
- Shift Your View
- Don't Show Fake Emotions
- Case Study
- Module Three: Review Questions

Module Four: Active Listening
- Attunement
- Don't Jump to Conclusions
- Shift your Focus
- Don't Discount Feelings
- Case Study
- Module Four: Review Questions

Module Five: Insight on Behavior
- Perception
- Facts vs. Emotion
- Online Communication
- Listen and Watch More
- Case Study
- Module Five: Review Questions

Module Six: Interpersonal Communication
- Give Respect and Trust
- Be Consistent
- Always Keep Your Cool
- Observing Body Language
- Case Study
- Module Six: Review Questions

Module Seven: Social Cues (I)
- Recognize Social Situations
- The Eyes Have It
- Non-Verbal Cues
- Verbal Cues
- Case Study
- Module Seven: Review Questions

Module Eight: Social Cues (II)
- Spectrum of Cues
- Review and Reflect
- Being Adaptable and Flexible
- Personal Space
- Case Study
- Module Eight: Review Questions

Module Nine: Conversation Skills
- Current Events
- Conversation Topics
- Cues to Watch For
- Give People Your Attention
- Case Study
- Module Nine: Review Questions

Module Ten: Body Language
- Be Aware of Your Movements
- It's Not What You Say, its How You Say It
- Open Vs. Closed Body Language
- Communicate with Power
- Case Study
- Module Ten: Review Questions

Module Eleven: Building Rapport
- Take the High Road
- Forget About Yourself
- Remembering People
- Ask Good Questions
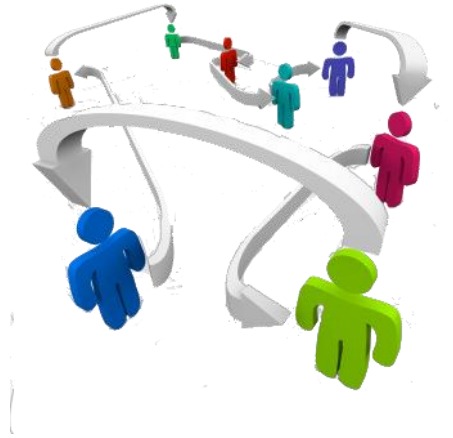- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

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 your 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.

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Setting the Right Group Dynamic (I)
- Communicating
- Collaborating
- Sharing of Best Practices
- Refining Ideas
- Case Study
- Module Two: Review Questions

Module Three: Setting the Right Group Dynamic (II)
- Diversity Builds Knowledge
- Social Interactions
- People Are Different
- Dealing with Difficult People
- Case Study
- Module Three: Review Questions

Module Four: Develop a Social Learning Culture at Work (I)
- Making the Connection
- Tagging Star Employees
- Recognizing Teaching Movements
- Culture of Questioning
- Case Study
- Module Four: Review Questions

Module Five: Develop a Social Learning Culture at Work (II)
- Safe to Share Environment
- Instilling a Passion for Learning
- Instill a Sense of Sharing
- Learning in the Social Unit
- Case Study
- Module Five: Review Questions

Module Six: Develop a Social Learning Culture at Work (III)
- Remove Fear of Feedback or Criticism
- Creating a Social Unit
- Imitation and Modeling
- Empowering Learners
- Case Study
- Module Six: Review Questions

Module Seven: Role Playing (I)
- Identify Work Related Scenarios
- Add Variables
- Assign Roles
- Prepare Role-Players
- Case Study
- Module Seven: Review Questions

Module Eight: Role Playing (II)
- Act it out
- Debrief
- Mirror Good Examples
- General Role Playing Tips
- Case Study
- Module Eight: Review Questions

Module Nine: Utilizing the Right Tools (I)
- Mentoring
- Social Media
- Critical Thinking
- Gamification
- Case Study
- Module Nine: Review Questions

Module Ten: Utilizing the Right Tools (II)
- Relevant Resources Selection
- Job Shadowing
- Knowledge Management
- Social Facilitation
- Case Study
- Module Ten: Review Questions

Module Eleven: Modeling and Observational Learning
- Inspired by Leaders
- Boosting Self-Efficacy
- Peer Role Models
- Generating Engagement
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Social Media in the Workplace

We are being flooded with Social Media invitations and updates. Web-based communication icons like Twitter, Facebook, YouTube, and LinkedIn are dominating the way we interact with each other. People are feeling the need to be updated at all times. It has become a time eater, and businesses are quickly becoming aware of the drain it can have on productivity. People love to share, but they need to know what is alright to share and what should not be sent out.

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

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: What is Social Media?
- Online Communities
- User Created Content
- Information Sharing
- Communication Tools
- Case Study
- Module Two: Review Questions

Module Three: Defining Your Social Media Policy (I)
- It Should be a Living Document
- Choosing an Information Officer
- What Can and Cannot Be Shared
- Legal and Ethic Specifications
- Case Study
- Module Three: Review Questions

Module Four: Defining Your Social Media Policy (II)
- New Hire Orientation
- Let Common Sense Guide You
- Nothing Offensive
- Rules on Soliciting and Personal Posts
- Case Study
- Module Four: Review Questions

Module Five: Creating a Living Document
- What is a Living Document?
- How often is it revised?
- Who Will be in Charge
- Change Management
- Case Study
- Module Five: Review Questions

Module Six: Keeping an Eye on Security
- Password Rules
- Needs Constant Monitoring
- Keeping Information Confidential
- Protecting Intellectual Property
- Case Study
- Module Six: Review Questions

Module Seven: Rules to Follow When Posting (I)
- Always Show Respect
- Stop and Think Before You Post
- Always be Honest
- Never Discredit or Talk Ill of Competitors
- Case Study
- Module Seven: Review Questions

Module Eight: Rules to Follow When Posting (II)
- Be Transparent
- Act Like You Would in Real Life
- Grammar and Spelling Still Counts
- Never Post When You Are Angry
- Case Study
- Module Eight: Review Questions

Module Nine: Benefits of Social media
- From Audience to Author
- Builds Customer Loyalty
- Speed and Flexibility in Communication
- Two Way Communications
- Case Study
- Module Nine: Review Questions

Module Ten: The Pitfalls of Social Media
- Bullying
- Group Think
- Trolling
- Remember, It Is Out There Forever
- Case Study
- Module Ten: Review Questions

Module Eleven: Listen to Your Customers
- They Provide Great Feedback
- It Makes Them Happy
- Improves Your Brand
- Improves Product Development
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Social Media Marketing

Social media is a staple of modern life. It is so enmeshed in the way we communicate that companies have little choice but to engage social media as part of their marketing strategy. Before implementing any social media strategies, you should take the time to understand the benefits as well as the risks.

With our Social Media Marketing workshop, your participants will discover the specifics of how to effectively use social media marketing. By utilizing different social media platforms to reach current and potential customers, your marketing will only see success.

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Facebook
- Pros / Cons
- Likes / Comments
- Posts / Links
- Tracking and Measurement
- Case Study
- Module Two: Review Questions

Module Three: YouTube
- Pros / Cons
- Channel
- Content and Voice
- Tags and Measurement
- Case Study
- Module Three: Review Questions

Module Four: Twitter
- Pros/ Cons
- Voice
- Tags and Links
- Tracking and Measurement
- Case Study
- Module Four: Review Questions

Module Five: LinkedIn
- Pros / Cons
- Optimize Search in Profile
- Groups and Links
- Tracking and Measurement
- Case Study
- Module Five: Review Questions

Module Six: Google+
- Pros / Cons
- Natural Search Links
- Strategy
- Tracking and Measurement
- Case Study
- Module Six: Review Questions

Module Seven: Pinterest
- Pros/ Cons
- Posting and Conversation
- Pins and Boards
- Tracking and Measurement
- Case Study
- Module Seven: Review Questions

Module Eight: Tumblr
- Pros / Cons
- Posting and Conversation
- Links
- Tracking and Measurement
- Case Study
- Module Eight: Review Questions

Module Nine: Flickr
- Pros / Cons
- Expand Sharing
- Discussion
- Tracking and Measurement
- Case Study
- Module Nine: Review Questions

Module Ten: Snapchat
- Pros / Cons
- Audience
- Ads
- Tracking and Measurement
- Case Study
- Module Ten: Review Questions

Module Eleven: Instagram
- Pros / Cons
- Niche and Quality
- Hashtags
- Tracking and Measurement
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Stress Management

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. Your participants will be shown how stress can be positive and negative, and we'll look at the Triple A approach that will form the basis of this workshop.

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

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Understanding Stress
- What is Stress?
- What is Eustress?
- Understanding the Triple "A" Approach

Module Three: Creating a Stress-Reducing Lifestyle
- Eating Properly
- Exercising Regularly
- Sleeping Well

Module Four: Altering the Situation
- The First "A"
- Identifying Appropriate Situations
- Creating Effective Actions

Module Five: Avoiding the Situation
- The Second "A"
- Identifying Appropriate Situations
- Creating Effective Actions

Module Six: Accepting the Situation
- The Third "A"
- Identifying Appropriate Situations
- Creating Effective Actions

Module Seven: Using Routines to Reduce Stress
- Planning Meals
- Organizing Chores
- Using a To-Do List

Module Eight: Environmental Relaxation Techniques
- Finding a Sanctuary
- Using Music
- Seeing the Humor

Module Nine: Physical Relaxation Techniques
- Soothing Stretches
- Deep Breathing
- Tensing and Relaxing
- Meditation

Module Ten: Coping with Major Events
- Establishing a Support System
- Creating a Plan
- Knowing When to Seek Help

Module Eleven: Our Challenge to You
- Creating a Stress Log
- Week One: Recording Events
- Week Two: Identifying Stressors and Creating a Plan
- Week Three: Creating New Habits
- Reviewing and Evaluating

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Supervising Others

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.

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

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Setting Expectations
- Defining the Requirements
- Identifying Opportunities for Improvement and Growth
- Setting Verbal Expectations
- Putting Expectations in Writing

Module Three: Setting Goals
- Understanding Cascading Goals
- The SMART Way
- Helping Others Set Goals

Module Four: Assigning Work
- General Principles
- The Dictatorial Approach
- The Apple-Picking Approach
- The Collaborative Approach

Module Five: Degrees of Delegation
- Level One: Complete Supervision
- Level Two: Partial Supervision
- Level Three: Complete Independence

Module Six: Implementing Delegation
- Deciding to Delegate
- To Whom Should You Delegate?
- Providing Instructions
- Monitoring the Results
- Troubleshooting Delegation

Module Seven: Providing Feedback
- Characteristics of Good Feedback
- Feedback Delivery Tools
- Informal Feedback
- Formal Feedback

Module Eight: Managing Your Time
- The 80/20 Rule
- Prioritizing with the Urgent-Important Matrix
- Using a Productivity Journal
- Using Routines and Rituals to Simplify Your Workday

Module Nine: Resolving Conflict
- Using a Conflict Resolution Process
- Maintaining Fairness
- Seeking Help from Within the Team
- Seeking Help from Outside the Team

Module Ten: Tips for Special Situations
- What to Do If You've Been Promoted from within the Team
- What to Do If You're Leading a Brand New Team
- What to Do if You're Taking on an Established Team

Module Eleven: A Survival Guide for the New Supervisor
- Ask the Right Questions of the Right People
- Go to Gemba
- Keep Learning!

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Supply Chain Management

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

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

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Why Supply Chain Management?
- Customer Satisfaction
- Improving Performance
- Lowering Costs
- Product Development
- Case Study
- Module Two: Review Questions

Module Three: Key Terms (I)
- Procurement
- Upstream and Downstream
- Raw Material
- Forecasting
- Carrying Cost
- Case Study
- Module Three: Review Questions

Module Four: Key Terms (II)
- Inventory
- Order Generation
- Order Taking
- Order Fulfillment
- Returns Management
- Case Study
- Module Four: Review Questions

Module Five: Three Levels of Supply Chain Management
- Strategic level
- Tactical level
- Operational Level
- Bullwhip Effect
- Case Study
- Module Five: Review Questions

Module Six: Five Stages of Supply Chain Management
- Plan
- Source
- Make
- Deliver
- Return
- Case Study
- Module Six: Review Questions

Module Seven: The Flows of Supply Chain Management
- The Product Flow
- The Information Flow
- The Finances Flow
- Data Warehouses
- Case Study
- Module Seven: Review Questions

Module Eight: Inventory Management
- Levels of Inventory
- Just-In-Time Inventory
- Keeping Accurate Records
- Inventory Calculator
- Case Study
- Module Eight: Review Questions

Module Nine: Supply Chain Groups
- The Suppliers
- The Producers
- The Customers
- The Customer's Customer's
- Case Study
- Module Nine: Review Questions

Module Ten: Tracking and Monitoring
- Dashboard
- RFID"s
- Alert Generation
- Stock Keeping Unit (SKU)
- Case Study
- Module Ten: Review Questions

Module Eleven: Supply Chain Event Management
- Inventory Alerts
- Supplier Alerts
- Bottlenecking
- Being Proactive
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Taking Initiative

Taking the initiative is a crucial step in moving forward in our professional and personal lives. By showing initiative, it reflects us in a positive light to others as well as builds our own self-esteem. If we want something to happen, we need to make it happen. That is what initiative is all about. Take opportunities and run with them. Do not let excuses cause you to miss out on amazing opportunities. See what you want, believe what you want, and make it happen.

With our Taking Initiative workshop, the class participants will learn what initiative is, how to take it on, the advantages of it, and when to know one's place. By enrolling in this class, participants will be taking the first step in making something positive happen for them! Now that is initiative!

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: What is Initiative?
- Definition
- Benefits, Personal and Professional
- Why People Do Not Take Initiative
- Make Initiative a Priority
- Case Study
- Module Two: Review Questions

Module Three: Know Clients
- Be Open Minded
- Be Adaptable
- Making Decisions
- Take Responsibility
- Case Study
- Module Three: Review Questions

Module Four: Recognize When You Can Step In
- Know Your Strengths and Skills
- Go the Extra Mile
- Listen Carefully
- Fill in the Gaps
- Case Study
- Module Four: Review Questions

Module Five: Recognize When You Can Go Outside the Normal
- Consider Culture and Values Before Acting
- Is It in the Scope of Your Authority?
- Communicate Ideas
- Act on Solutions
- Case Study
- Module Five: Review Questions

Module Six: Weighing the Consequences
- Ask Questions
- Risk, Impact, or Cost Analysis
- Is Authorization Necessary?
- When Risks Are Too High
- Case Study
- Module Six: Review Questions

Module Seven: Good or Bad
- The Good
- The Bad
- Develop Judgment
- Avoid Acting on Emotion
- Case Study
- Module Seven: Review Questions

Module Eight: Confidence
- Are You Confident?
- Build Confidence
- Positive Thinking
- Visualization
- Case Study
- Module Eight: Review Questions

Module Nine: Find Opportunities
- Internal Opportunities
- External Opportunities
- Apply Core Competencies
- What Problems Exist, and Will They Grow?
- Case Study
- Module Nine: Review Questions

Module Ten: Be Persistent
- Handle Setbacks
- Manage Change
- Modify Ideas When Necessary
- Move Forward
- Case Study
- Module Ten: Review Questions

Module Eleven: Balance Initiative and Restraint
- Consider the Work Involved in an Idea
- Develop Emotional Intelligence
- Know the Buy-in of Stakeholders
- Do Not Push All Ideas Forward
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Talent Management

Every company wants to have the best and brightest employees, and with Talent Management that can be achieved. With a company's workforce generally being its highest cost, does it not make sense to invest in it? With Talent Management you are developing a more skilled workforce, and attracting better and more skilled new hires.

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

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Defining Talent
- What is Talent Management
- Types of Talent
- Skills and Knowledge Defined

Module Three: Understanding Talent Management
- Guidelines
- Importance & Benefits
- Challenges
- Key Elements to Developing a Winning Strategy

Module Four: Performance Management
- Performance Management Defined
- Benefits
- How to Keep Your Employees Motivated
- Case Study

Module Five: Talent Reviews
- 360 Degree Feedback
- Talent Calibration
- Maintaining an Effective Work Force
- Looking to the Future

Module Six: Succession & Career Planning
- What is Succession Planning?
- Developing a Plan
- Executing the Plan
- Overcoming Roadblocks
- Case Study

Module Seven: Engagement
- Employee Engagement
- Generating Engagement
- Influences
- Case Study

Module Eight: Competency Assessments
- Competency Assessment Defined
- Implementation
- Final Destination
- Case Study

Module Nine: Coaching, Training & Development
- Setting Goals
- Developing Options
- Providing Feedback
- Wrapping Up

Module Ten: Do's and Don'ts
- Do's & Don'ts
- Tips for Talent Management
- Case Study

Module Eleven: Employee Retention
- Goals and Motivation
- The Expectancy Theory
- Object Oriented Theory
- Case Study

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Team Building for Managers

Teamwork is a part of everyday business life. Whether it's virtual, in the office, or on the road, we are often expected to be a functional part of a team. Having a strong team benefits every organization and will lead to more successes than not. Teamwork is how your participants will elevate that event or project from just OK to great!
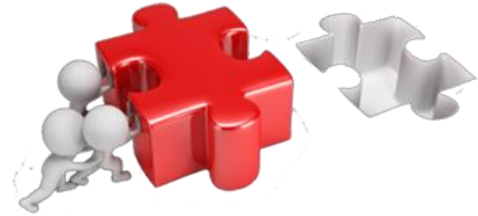
Through our Team Building for Managers workshop participants will be encouraged to explore the different aspects of a team, as well as ways that they can become a top-notch team performer. They will be given the details and concepts of what makes up a team, and what factors into being a successful team and team member. Activities that build camaraderie, develop problem solving skills, and stimulate interaction will give your participants what is needed to be a great team member.

Course Outline:

Module One: Getting Started
- Housekeeping Items
- Pre-Assignment Review
- Workshop Objectives
- The Parking Lot
- Action Plan

Module Two: What Are The Benefits Of Team Building?
- Better Communication And Conflict Resolution
- Effectiveness
- Motivation
- Camaraderie
- Case Study
- Module Two: Review Questions

Module Three: Types of Team Building
- Games
- Activities
- Education
- Social Gatherings
- Case Study
- Module Three: Review Questions

Module Four: Creating Team Chemistry
- Games For Introductions
- Games To Build Camaraderie
- Games For Problem Solving
- Games To Stimulate Interaction
- Case Study
- Module Four: Review Questions

Module Five: Improving Team Strength
- Games To Build Trust
- Games To Motivate
- Games To Build Communication
- Games For Conflict Resolution
- Case Study
- Module Five: Review Questions

Module Six: Engagement and Collaboration Activities
- Activities To Build Camaraderie
- Activities For Idea Sharing
- Activities To Build Trust
- Activities To Stimulate Interaction
- Case Study
- Module Six: Review Questions

Module Seven: Building a Great Team Identity
- Activities To Motivate
- Activities To Improve Working Together
- Activities To Build Communication
- Activities For Conflict Resolution
- Case Study
- Module Seven: Review Questions

Module Eight: Social Gathering
- Singing / Karaoke
- Dinner / Pot Lucks
- Physical Activities
- Meetings
- Case Study
- Module Eight: Review Questions

Module Nine: Common Mistakes When Team Building
- Letting Cliques Develop
- Not Delegating Tasks
- Rewarding In Private / Criticizing In Public
- Disjointed Plans Of Grandeur
- Case Study
- Module Nine: Review Questions

Module Ten: Formatting A Team Building Plan
- Define The Goal
- Consult Team Members
- Research And Create Structure
- Keep It Fun
- Case Study
- Module Ten: Review Questions

Module Eleven: Evaluations and Improvements
- Was The Goal Met?
- Was The Team Building Cohesive?
- What Did The Team Think Of The Team Building?
- How Can The Team Building Be Improved For Next Time?
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words From The Wise
- Review Of The Parking Lot
- Lessons Learned
- Recommended Reading
- Completion Of Action Plans And Evaluations

Team Building Through Chemistry

Teams are unavoidable in any business. The key to successful team building is addressing the importance of chemistry. By staying aware of the chemistry as 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, your participants will discover the specifics of how building a team through chemistry will lead to success. It is not enough to have a group of people just work on a project. They need to connect and utilize each other's strength through team chemistry.

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Understanding Teams
- What Is the Definition of a Team?
- How Do People Feel about Being on Teams?
- Why Do Teams Fall Apart?
- Examples of Successful Teams
- Case Study
- Module Two: Review Questions

Module Three: Team Development Model
- Forming
- Norming
- Storming
- Performing
- Case Study
- Module Three: Review Questions

Module Four: Chemistry in Teams
- What Is Chemistry?
- Factors that Influence Chemistry
- Examples
- Roles of Leadership
- Case Study
- Module Four: Review Questions

Module Five: Diversity
- Advantages
- Complexity
- Conflicts
- Encourage Individuality
- Case Study
- Module Five: Review Questions

Module Six: Vision and Goals
- Creating Vision
- Shared Vision
- SMART Goals
- Collaboration
- Case Study
- Module Six: Review Questions

Module Seven: Roles
- Establishing Roles
- Taking
- Making
- Avoid Power Struggles
- Case Study
- Module Seven: Review Questions

Module Eight: Leadership Functions
- Set the Tone
- Conflict Management
- Direct, Don't Order
- Encourage
- Case Study
- Module Eight: Review Questions

Module Nine: Develop Cohesion
- Sense of Exclusivity
- Connect Beyond Work
- Outside Competition
- Focus on Consensus
- Case Study
- Module Nine: Review Questions

Module Ten: Build Relationships
- Respect
- Empathy
- Open Communication
- Share Credit
- Case Study
- Module Ten: Review Questions

Module Eleven: Direction of Team
- Charter
- Task Orientation
- Monitor Performance
- Feedback
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

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. Your 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.

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Defining Success
- What is a Team?
- An Overview of Tuckman and Jensen's Four-Phase Model

Module Three: Types of Teams
- The Traditional Team
- Self-Directed Teams
- E-Teams

Module Four: The First Stage of Team Development Forming
- Hallmarks of This Stage
- What To Do As A Leader
- What To Do As A Follower

Module Five: The Second Stage of Team Development Storming
- The Hallmarks of This Stage
- What To Do As A Leader
- What To Do As A Follower

Module Six: The Third Stage of Team Development Norming
- The Hallmarks of This Stage
- What To Do As A Leader
- What To Do As A Follower

Module Seven: The Fourth Stage of Team Development Performing
- Hallmarks of this Stage
- What To Do As A Leader
- What To Do As A Follower

Module Eight: Team Building Activities
- The Benefits and Disadvantages
- Team-Building Activities That Won't Make People Cringe
- Choosing a Location for Team-Building

Module Nine: Making the Most of Team Meetings
- Setting the Time and the Place
- Trying the 50-Minute Meeting
- Using Celebrations of All Sizes

Module Ten: Solving Problems as a Team
- The Six Thinking Hats
- Encouraging Brainstorming
- Building Consensus

Module Eleven: Encouraging Teamwork
- Some Things to Do
- Some Things to Avoid
- Some Things to Consider

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Telephone Etiquette

Phone etiquette is a highly valuable tool to have in an employee's skill-set, and our Telephone Etiquette workshop will help provide those skills. This course will help your participants improve their phone skills which will make them more confident, improve sales, and help gain new customers while retaining your current clientele. A more confident employee is also one that is happier, and happier employees will produce happier customers.

Through our Telephone Etiquette workshop your participants will learn the skills to increase productivity and improve performance. This will produce a positive environment throughout your business and influence the organization as a whole. Recognizing the different skills used between inbound and outbound calls along with knowledge on how to deal with rude or angry callers makes this workshop a great investment.

Course Outline:

Module One: Getting Started
- Housekeeping Items
- Pre-Assignment Review
- Workshop Objectives
- The Parking Lot
- Action Plan

Module Two: Aspects of Phone Etiquette
- Phrasing
- Tone of Voice
- Speaking Clearly
- Listen to the Caller
- Case Study
- Module Two: Review Questions

Module Three: Using Proper Phone Language
- Please and Thank You
- Do Not Use Slang
- Avoid Using the Term "You"
- Emphasize What You Can Do, Not What You Can't
- Case Study
- Module Three: Review Questions

Module Four: Eliminate Phone Distractions
- Avoid Eating or Drinking
- Minimize Multi-Tasking
- Remove Office Distractions
- Do Not Let Others Interrupt
- Case Study
- Module Four: Review Questions

Module Five: Inbound Calls
- Avoid Long Greeting Messages
- Introduce Yourself
- Focus on Their Needs
- Be Patient
- Case Study
- Module Five: Review Questions

Module Six: Outbound Calls
- Be Prepared
- Identify Yourself and Your Company
- Give Them the Reason for the Call
- Keep Caller Information Private
- Case Study
- Module Six: Review Questions

Module Seven: Handling Rude or Angry Callers
- Stay Calm
- Listen to the Needs
- Never Interrupt
- Identify What You Can Do For Them
- Case Study
- Module Seven: Review Questions

Module Eight: Handling Interoffice Calls
- Transferring Calls
- Placing Callers on Hold
- Taking Messages
- End the Conversation
- Case Study
- Module Eight: Review Questions

Module Nine: Handling Voicemail Messages
- Ensure the Voice Mail Has a Proper Greeting
- Answer Important Messages Right Away
- Ensure Messages are Delivered to the Right Person
- When Leaving A Message for Others...
- Case Study
- Module Nine: Review Questions

Module Ten: Methods of Training Employees
- Group Training
- One-on-One Training
- Peer Training
- Job Shadowing
- Case Study
- Module Ten: Review Questions

Module Eleven: Correcting Poor Telephone Etiquette
- Screening Calls
- Employee Evaluations
- Peer Monitoring
- Customer Surveys
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of the Parking Lot
- Lessons Learned
- Recommended Reading
- Completion of Action Plans and Evaluations

Telework and Telecommuting

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

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

Course Outline:

Module One: Getting Started
- Housekeeping Items
- The Parking Lot
- Workshop Objectives
- Pre-Assignment
- Action Plans and Evaluations

Module Two: Core Skills Required
- Self-Management
- Time Management
- Organizing and Planning
- Communication
- Case Study
- Module Two: Review Questions

Module Three: Self-Management (I)
- Solving Problems on Your Own
- Being and Staying Motivated
- You Have More Freedom, Don't Abuse It
- You and Only You are Accountable
- Case Study
- Module Three: Review Questions

Module Four: Self-Management (II)
- Recognize and Remove Bad Habits
- Reflect on Mistakes, and Learn from Them
- Establish Good Habits
- Be Assertive With Yourself
- Case Study
- Module Four: Review Questions

Module Five: Time Management (I)
- Build a Little Flexibility Into Your Schedule
- Identify and Remove Time Wasters
- Working with Time Zones
- Using Free Time Wisely
- Case Study
- Module Five: Review Questions

Module Six: Time Management (II)
- The Urgent/Important Matrix
- Setting and Sticking to Deadlines
- The Glass Jar: Rocks, Pebbles, Sand, and Water
- Recognize When You are Procrastinating
- Case Study
- Module Six: Review Questions

Module Seven: Organization and Planning (I)
- Plan for Additional Stress
- When to Seek Help
- Being Proactive, not Reactive
- Establish Priorities and Attainable Goals
- Case Study
- Module Seven: Review Questions

Module Eight: Organization and Planning (II)
- Setting up Your Home Office
- Remove Unneeded or Distracting Items
- When Technology Fails?
- Develop a Normal Working Day
- Case Study
- Module Eight: Review Questions

Module Nine: Communication (I)
- Stay in the Loop
- Use the Correct Medium
- Be Clear and To the Point
- Virtual Communication Can Be Impersonal
- Case Study
- Module Nine: Review Questions

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Module Ten: Communication (II)
- Open and Frequent Communication
- Share Your Information
- Have a Collaborative Attitude
- Setting Expectations with Family and Friends
- Case Study
- Module Ten: Review Questions

Module Eleven: Additional Challenges
- Building Trust and Rapport
- Feeling Isolated
- Always in the Office
- Lack of or Less Feedback
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

The Cloud and Business

The cloud has become a vital component for business as technology becomes embedded in modern life. Every leader needs to understand the cloud and how it operates as well as the potential dangers and pitfalls associated with cloud computing. Knowledgeable monitoring and maintenance can be the difference between the success and failure of the technology's use.

With our The Cloud and Business workshop, your participants will discover the specifics of how the cloud can be a useful business tool. With a clear understanding of the cloud, your participants will be able to make the best decisions for their customers and business.

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: The Cloud
- Definition
- History
- History Current Uses
- Trends
- Case Study
- Module Two: Review Questions

Module Three: Models for Business
- Software as a Service
- Platform as a Service
- Infrastructure as a Service
- Other Options
- Case Study
- Module Three: Review Questions

Module Four: Advantages
- Data Center Finances
- Labor Finances
- Productivity
- Ease of Use
- Case Study
- Module Four: Review Questions

Module Five: Address Risks
- Assessment
- Prioritize Concerns
- Address Risks
- Focus on Success
- Case Study
- Module Five: Review Questions

Module Six: Security
- Understand Weaknesses
- Breaches
- Identity Management
- Strategies
- Case Study
- Module Six: Review Questions

Module Seven: Device Management
- Devices that Can Connect
- Desktops
- Benefits
- Monitoring
- Case Study
- Module Seven: Review Questions

Module Eight: Service Oriented Architecture
- Definition
- With the Cloud
- Services
- Benefits to the Business
- Case Study
- Module Eight: Review Questions

Module Nine: Business Processes
- Scale Applications
- Web-based
- Examples
- Predictions
- Case Study
- Module Nine: Review Questions

Module Ten: Standards
- Best Practices
- Organizational Standards
- Standards in the Cloud
- Interoperability and Integration
- Case Study
- Module Ten: Review Questions

Module Eleven: Monitoring
- Governance
- Measure Performance
- Methods of Measurement
- Monitor Services
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Time Management

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

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

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Goal Setting
- The Three P's
- S.M.A.R.T. Goals
- Prioritizing Your Goals
- Visualization

Module Three: Prioritizing Your Time
- The 80/20 Rule
- The Urgent Versus Important Matrix
- Assertiveness

Module Four: Planning Wisely
- Creating Your Productivity Journal
- Maximizing the Power of Your Productivity Journal
- The Glass Jar: Rocks, Pebbles, Sand, and Water
- Chunk, Block, and Tackle
- Ready, Fire, Aim!

Module Five: Tackling Procrastination
- Why We Procrastinate
- Nine Ways to Overcome Procrastination
- Eat That Frog!

Module Six: Crisis Management
- When the Storm Hits
- Creating a Plan
- Executing the Plan
- Lessons Learned

Module Seven: Organizing Your Workspace
- De-Clutter
- Managing Workflow
- Dealing with E-mail
- Using Calendars

Module Eight: Delegating Made Easy
- When to Delegate
- To Whom Should You Delegate?
- How Should You Delegate
- Keeping Control
- The Importance of Full Acceptance

Module Nine: Setting a Ritual
- What is a Ritual?
- Ritualizing Sleep, Meals, Exercise
- Examples of Rituals
- Using Rituals to Maximize Time

Module Ten: Meeting Management
- Deciding if a Meeting is Necessary
- Using the PAT Approach
- Building the Agenda
- Keeping Things on Track
- Making Sure the Meeting Was Worthwhile

Module Eleven: Alternatives to Meetings
- Instant Messaging and Chat Rooms
- Teleconferencing
- E-mail Lists and Online Groups
- Collaborating Applications

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Top 10 Sales Secrets

No one is born a sales person. No one has a special gift that makes customers buy products/services. Everyone can however, learn how to sell successfully. By learning to communicate with customers, build lead lists, and sell the company's services with authority, anyone can be a successful sales person.

With our Top 10 Sales Secrets workshop, your participants will discover the specifics of how to develop the traits that will make them successful sales people and how to build positive, long lasting relationships with their customers!

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Effective Traits
- Assertiveness
- Emotional Intelligence
- Solve Problems
- Close
- Case Study
- Module Two: Review Questions

Module Three: Know Clients
- Research
- Customer Values
- Customer Needs
- Anticipate Needs
- Case Study
- Module Three: Review Questions

Module Four: Product
- Know Your Product
- Believe in the Company/Product
- Be Enthusiastic
- Link Product to Customer's Values
- Case Study
- Module Four: Review Questions

Module Five: Leads
- Sift Leads
- Time vs. Cost of Pursuing Leads
- Let Go of Leads Going Nowhere
- Focus on Positive Leads
- Case Study
- Module Five: Review Questions

Module Six: Authority
- Develop Expertise
- Know Your Competition
- Continue Education
- Solve Customer Problems Using Authority
- Case Study
- Module Six: Review Questions

Module Seven: Build Trust
- Testimonials
- Be Transparent
- Be Genuine
- Take on Customers' Point of View
- Case Study
- Module Seven: Review Questions

Module Eight: Relationships
- Listen Actively
- Communicate Often
- Rewards
- Build New Relationships
- Case Study
- Module Eight: Review Questions

Module Nine: Communication
- Be Prepared, Not Scripted
- Use Humor
- Be Yourself
- Thank and Reward
- Case Study
- Module Nine: Review Questions

Module Ten: Self-Motivation
- Value Your Work
- Reward Achievements
- Focus on Success
- Do Not Procrastinate
- Case Study
- Module Ten: Review Questions

Module Eleven: Goals
- SMART Goals
- Long-Term Goals
- Short-Term Goals
- Track and Modify
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Trade Show Staff Training

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

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

Course Outline:

Module One: Getting Started
- Housekeeping Items
- The Parking Lot
- Workshop Objectives
- Pre-Assignment
- Action Plans and Evaluations

Module Two: Pre-Show Preparation
- Prepare for Physical Issues
- Developing a Great Elevator Speech
- Setting Up a Schedule
- Connect With Attendees
- Case Study
- Module Two: Review Questions

Module Three: Booth Characteristics and Setup
- Stand Out
- Create a Booth Manual/Checklist
- Technology
- Scout a High Traffic Area
- Case Study
- Module Three: Review Questions

Module Four: Booth Characteristics and Setup (II)
- Signage
- Match Your Brand
- Private Area
- Focus on a Message
- Case Study
- Module Four: Review Questions

Module Five: During the Show (I)
- Company Objectives
- Highlighting Your Product
- Do Something Memorable
- Social Media
- Case Study
- Module Five: Review Questions

Module Six: During the Show (II)
- Classic Do's and Don'ts
- Gamification
- Walk the Floor
- Keep the Distractions Away
- Case Study
- Module Six: Review Questions

Module Seven: Qualifying Visitors
- Know the Answer
- Engage With Qualifying Questions
- Body Language
- Listening Skills
- Case Study
- Module Seven: Review Questions

Module Eight: Engaging the Right People
- Prospects
- Time Wasters (Catch and Release)
- Press
- Competitors
- Case Study
- Module Eight: Review Questions

Module Nine: The Rules of Engagement (I)
- Start With an Open Ended Question
- Record All Prospect Information
- Be Specific with Your Message
- Get a Commitment
- Case Study
- Module Nine: Review Questions

Module Ten: The Rules of Engagement (II)
- Have a Welcoming Environment
- The Do's and Don'ts of Business Cards
- Observational Skills
- When Not in the Booth
- Case Study
- Module Ten: Review Questions

Module Eleven: After the Show
- Review Information and Rank Your Leads
- Follow up with Your Leads
- Send Information Promptly
- Lessons Learned
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

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 always want to be prepared. Your participants will understand that training is a process where skills, knowledge, and attitudes are applied in a unique way.

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

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Understanding Training and Facilitation
- What is Training?
- What is Facilitation?
- Identifying Appropriate Situations for Each

Module Three: Gathering Materials
- Identifying Participants" Needs
- Reviewing the Materials
- Identifying and Resolving Gaps

Module Four: Creating a Lesson Plan
- Planning for the Basics
- Adding Slack Time
- Creating a Plan B
- A Take-Home Template

Module Five: Choosing Activities
- Types of Activities
- Creating a Tickle Trunk
- What to Do When Games Go Wrong

Module Six: Preparing for the Workshop
- Creating a Materials List
- Gathering Participant Information
- Setting up the Physical Location

Module Seven: Getting off on the Right Foot
- Greeting Participants
- Being Prepared
- Using Icebreakers
-

Module Eight: Delivery Tips and Tricks
- Using Visual Aids
- Creating Supporting Materials
- Gauging When It's Time for a Break

Module Nine: Keeping it Interactive
- Encouraging Discussion
- Using Group Work
- The Power of Post-It Notes

Module Ten: Dealing with Difficult Participants
- The Ground Rules
- Challenges and Solutions
- Handling Interruptions

Module Eleven: Tackling Tough Topics
- Tough Stuff to Watch Out For
- Adjusting Your Material for a Sensitive Issue
- Dealing with Sensitive Issues in the Workshop

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Trust Building and Resilience Development

Ensuring that relationships are built on trust is important for every organization. Trust is not just something you say, it's something you do and build. By providing your employees with the tools they need, it shows them that you are willing to invest in them and that you care about their well being.

With our Trust Building and Resiliency workshop your participants will be given the skills that will promote honesty and build trust throughout your organization. Having resilient employees is crucial in creating an environment that is a safe place for everyone to work. Remember you gain trust by giving trust!

Course Outline:

Module One: Getting Started
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Empower Staff
- Set Expectations
- Accept Input
- Delegate
- Supply Resources
- Case Study
- Review Questions

Module Three: Transparent Communication
- Verbal
- Non-Verbal
- Honest Feedback
- No Gossip
- Case Study
- Review Questions

Module Four: Keep Promises
- Be Organized
- Stay Motivated
- Don't Overcommit and Under Deliver
- Keep Track
- Case Study
- Review Questions

Module Five: Personality Types
- The Leader
- The Analytical
- The Amiable
- The Expressive
- Case Study
- Review Questions

Module Six: Respect
- Position
- Opinion
- Time
- Strengths/Weaknesses
- Case Study
- Review Questions

Module Seven: Stress Management
- Exercise
- Balanced Diet
- Sleep
- Work Under Pressure
- Case Study
- Review Questions

Module Eight: Develop Positive Relationships
- Get-to-Know Colleagues
- Manage Boundaries
- Collaborate with Others
- Show Appreciation
- Case Study
- Review Questions

Module Nine: Overcoming Adversities
- Recognize Mistakes
- Fix Mistakes
- Evaluate Your Improvements
- Avoid Same Mistakes in Future
- Case Study
- Review Questions

Module Ten: Change Acceptance/Management
- Keep End Goal in Mind
- Be Optimistic
- Like-Minded People
- Reward Yourself
- Case Study
- Review Questions

Module Eleven: Stay Motivated
- Why is it Important?
- Cognitive
- Emotional
- Compassionate
- Case Study
- Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Unconscious Bias

Everyone has unconscious biases. They live in the recesses of the human brain without us realizing it. These biases are grown in each individual and can greatly influence the day to day decisions that are made both at home and at work.

Our Unconscious Bias workshop will introduce your participants to the ideas and techniques for defining and understanding different unconscious biases. It will show the effects that these biases have on the culture and the business practices of a company. The workshop will also cover the steps to introduce a successful unconscious bias training program in your organization.
Course Outline:

Module One: Getting Started
- Housekeeping Items
- The Parking Lot
- Workshop Objectives
- Pre-Assignment

Module Two:What is Unconscious Bias?
- Definition
- How Does it Work?
- Triggers
- Impact
- Practical Illustration
- Review Questions

Module Three: Types of Unconscious Bias (I)
- Affinity Bias
- Halo Effect
- Attribution Bias
- Confirmation Bias
- Practical Illustration
- Review Questions

Module Four: Types of Unconscious Bias (II)
- Horns Effect
- Contrast Effect
- Beauty Bias
- Height Bias
- Practical Illustration
- Review Questions

Module Five: Types of Unconscious Bias (III)
- Conformity Bias
- Gender Bias

- Name Bias
- Ageism Bias
- Practical Illustration
- Review Questions

Module Six: Effects on Company
- Recruitment
- Opinion
- Employee Turnover & Low Morale
- Reputation
- Practical Illustration
- Review Questions

Module Seven: Mitigating Unconscious Bias
- Set Expectations
- Get Feedback
- Encourage Participation
- Train Employees
- Practical Illustration
- Review Questions

Module Eight: Training
- What to Include?
- Who Should Be Trained?
- How to Conduct?
- Check for Understanding
- Practical Illustration
- Review Questions

Module Nine: Promote Inclusion
- Educate
- Celebrate Differences
- Listen to Employees
- Fortify Anti-Discrimination Policies
- Practical Illustration
- Review Questions

Module Ten: Benefits
- Workplace Culture
- Ethical
- Financial
- Legal
- Practical Illustration
- Review Question

Module Eleven: Handling Complaints
- Gather Information
- Evaluate Credibility of the Complaint
- Interview Those Involved

- Take Action Against Offender
- Practical Illustration
- Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Universal Safety Practices

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

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

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: The Importance of Safety
- Legal Responsibilities
- Risks
- Benefits
- Setting the Example
- Case Study
- Module Two: Review Questions

Module Three: Fire Risk
- Causes and Types
- Assessment
- Prevention
- Communication
- Case Study
- Module Three: Review Questions

Module Four: Sound
- Levels of Noise
- Assessment
- Risks
- PPE or Environmental Changes
- Case Study
- Module Four: Review Questions

Module Five: Chemical and Electrical Hazards
- Assess Chemicals Used
- Inform
- Control Exposure
- Electrical Dangers
- Policies and Controls
- Case Study
- Module Five: Review Questions

Module Six: Ergonomics
- Common Ergonomic Related Injuries
- Assess Risks
- Equipment Changes
- Training
- Case Study

Module Seven: Workplace Violence
- Identify Stressors and Triggers
- Substance Abuse
- Report Policies
- Training and Emergency Plans
- Case Study
- Module Seven: Review Questions

Module Eight: Transportation
- Assess Transportation
- Onsite
- Off-site
- Policies to Prevent Injury
- Case Study
- Module Eight: Review Questions

Module Nine: Machinery
- Identify Machines and Their Risks
- Establish Safeguards
- Limit Use
- Care and Maintenance
- Case Study
- Module Nine: Review Questions

Module Ten: Safety Program
- Risk Assessment
- Establish Goals and Objectives
- Develop Policies and Procedures
- Training
- Case Study
- Module Ten: Review Questions

Module Eleven: Monitoring
- Establish Target KPIs
- Audits and Inspections
- Reports of Incidents
- Assess Data
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Virtual Team Building and Management

There are an estimated one billion virtual workers in 2012, and the number is expected to continue climbing well into the future. With a global workforce you are provided with a cost effective and talented pool of employees to draw from. With a virtual team you are given a Follow the Sun production environment.

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

Course Outline:

Module One: Getting Started
- Housekeeping Items
- The Parking Lot
- Workshop Objectives
- Pre-Assignment
- Action Plans and Evaluations

Module Two: Setting up Your Virtual Team (I)
- Choose Self-Motivated People with Initiative
- Face to Face Meeting At First
- Diversity Will Add Value
- Experienced with Technology
- Case Study
- Module Two: Review Questions

Module Three: Setting Up Your Virtual Team (II)
- Personality Can Count as Much as Skills
- Rules of Engagement
- Setting up Ground Rules
- Icebreakers and Introductions
- Case Study
- Module Three: Review Questions

Module Four: Virtual Team Meetings
- Scheduling Will Always be an Issue
- Have a Clear Objective and Agenda
- Solicit Additional Topics in Advance
- Discourage Just Being Status Reports
- Case Study
- Module Four: Review Questions

Module Five: Communication (I)
- Early and Often
- Rules of Responsiveness
- Face to Face When Possible
- Choose the Best Tool
- Case Study
- Module Five: Review Questions

Module Six: Communication (II)
- Be Honest and Clear
- Stay in Constant Contact
- Don't Make Assumptions
- Setup Email Protocols
- Case Study
- Module Six: Review Questions

Module Seven: Building Trust
- Trust Your Team and They Will Trust You
- Be Aware of "Us vs. Them" Territorial Issues
- Share Best Practices
- Create a Sense of Ownership
- Case Study
- Module Seven: Review Questions

Module Eight: Cultural Issues
- Respect and Embrace Differences
- Be Aware of Different Work Styles
- Know Your Team Members Cultural Background
- Dealing with Stereotypes
- Case Study
- Module Eight: Review Questions

Module Nine: To Succeed With a Virtual Team
- Set Clear Goals
- Create a SOP"s
- Build a Team Culture
- Provide Timely Feedback
- Case Study
- Module Nine: Review Questions

Module Ten: Dealing With Poor Team Players
- Manage Their Results, Not Their Activities
- Be Proactive Not of Reactive
- Check in Often
- Remove Them
- Case Study
- Module Ten: Review Questions

Module Eleven: Choosing the Right Tools
- Communication Software
- Collaboration and Sharing Tools
- Project Management Software
- Use Whatever Works for You and Your Team
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Work-Life Balance

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

With a Work-Life Balance you will be managing your time better. Better time management will benefit all aspects of life; you will be working less and producing more. This workshop will show how to focus on the important things, set accurate and achievable goals, and communicate better with your peers at work and your family at home.

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Benefits of a Healthy Balance
- Why It's Important
- Increased Productivity
- Improved Mental and Physical Health
- Increased Morale
- Case Study
- Module Two: Review Questions

Module Three: Signs of an Imbalance
- Health Risks
- Absenteeism
- Burnout
- Stress
- Case Study
- Module Three: Review Questions

Module Four: Employer Resources
- Offer More Employee Control
- Ask Employees for Suggestions
- Employee Assistance Program (EAP)
- Reward Your Staff
- Case Study
- Module Four: Review Questions

Module Five: Tips in Time Management
- The Urgent/Important Matrix
- Learn to Say No
- Stay Flexible
- 80/20 Rule
- Case Study
- Module Five: Review Questions

Module Six: Goal Setting
- The Three Ps
- SMART Goals
- Visualization
- Prioritizing Your Goals
- Case Study
- Module Six: Review Questions

Module Seven: Optional Ways to Work
- Telecommuting
- Job Sharing
- Job Redesign
- Flex Time
- Case Study
- Module Seven: Review Questions

Module Eight: At Work
- Leave Home Stress at Home
- Break Up Large Tasks
- Delegate
- Set Accurate Goals
- Case Study
- Module Eight: Review Questions

Module Nine: At Home
- Leave Work Stress at Work
- Turn Your Phone Off
- Take Some Me• Time
- Maintain Your Boundaries
- Case Study
- Module Nine: Review Questions

Module Ten: Stress Management
- Exercise
- Eating Well
- Getting Enough Sleep
- Self-Assessment
- Case Study
- Module Ten: Review Questions

Module Eleven: Working in a Home Office
- Setting Up a Home Office
- Setting Boundaries
- Dealing With Distractions
- Make a Schedule and Stick to It
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Workplace Bullying

Training on preventing bullying in the workplace is crucial in creating a workplace that is inclusive and safe for all to work.

The Workplace Bullying workshop will introduce you to your company's responsibility with regard to preventing bullying, as well as the effects of bullying. It talks about what to do if one is being bullied or witnesses another person being bullied. It will also describe the steps that should be taken when it is determined that employees are not in compliance with the business' policy.

Course Outline:

Module One: Getting Started
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: What Is Workplace Bullying
- Definition
- Types of Bullying
- Examples
- Statistics
- Practical Illustration
- Module Two: Review Questions

Module Three: Why Does One Bully?
- Lack of Self-Esteem
- A Need to Control
- Being Bullied
- A Toxic Work Environment
- Practical Illustration
- Module Three: Review Questions

Module Four: Effects on Employees
- Emotional
- Physical
- Psychological
- Work Productivity
- Practical Illustration
- Module Four: Review Questions

Module Five: Effects on Company
- Employee Turnover and Low Morale
- Employee Assistance Programs
- Decreased Productivity
- Reputation
- Practical Illustration
- Module Five: Review Questions

Module Six: Company Policy
- Anti-bullying Policy
- Frequently Updating Policy
- Train Employees
- Highlight Consequences for Non-Compliance
- Practical Illustration
- Module Six: Review Questions

Module Seven: Training
- What to Include
- Who Should Be Trained?
- How to Conduct
- Check for Understanding
- Practical Illustration
- Module Seven: Review Questions

Module Eight: Company Responsibility
- Know State and Federal Laws
- Keep Records of All Complaints
- Investigate Complaints
- Resolve Complaints
- Practical Illustration
- Module Eight: Review Questions

Module Nine: Being Bullied
- Seek Support
- Document
- Report
- Speak Up
- Practical Illustration
- Module Nine: Review Questions

Module Ten: Someone Else Being Bullied
- Support Victim
- Document
- Report
- Encourage Victim
- Practical Illustration
- Module Ten: Review Questions

Module Eleven: Company Address the Bully
- Confront
- Put on Probation
- Suspend
- Terminate Employment
- Practical Illustration
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Workplace Harassment

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

Our Workplace Harassment workshop will give participants the tools to recognize harassment when it occurs. It will help them understand their rights and responsibilities, and create a safe environment for all. Through this workshop your participants will recognize that it is necessary for everyone to identify harassment and exercise anti-harassment policies.

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: The Background
- The Law
- Identifying Harassment
- Anti-Harassment Policies

Module Three: Developing an Anti-Harassment Policy
- Anti-Harassment Policy: What Should Be Covered
- How Model Policies Work
- Steps to a Healthy Work Place
- Educating Employees

Module Four: Policies in the Workplace
- Anti-Harassment Policy Statements
- Employee's Rights and Responsibilities
- Employer's Rights and Responsibilities

Module Five: Proper Procedures in the Workplace
- If You are Being Harassed
- If You are Accused of Harassing
- The Investigation
- Remedies

Module Six: False Allegations
- How to Address the Situation
- Confidentiality
- Monitoring the Situation
- Retaliation
- Appeals

Module Seven: Other Options
- Union Grievance Procedures
- Mediation: Getting Help from Outside Organization

Module Eight: Sexual Harassment
- Defining Sexual Harassment
- Elements of Harassment
- Common Scenarios

Module Nine: Mediation
- What is Mediation?
- Deciding if it is Right
- How to Implement

Module Ten: Conflict Resolution
- How to Resolve the Situation
- Seeing Both Sides
- Deciding the Consequence

Module Eleven: The Aftermath
- How to Move On
- Monitoring the Situation
- Learning from Mistakes

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Workplace Violence

Workplace harassment must be identified, discouraged, and prevented in order to keep a hostile work environment from developing. Left unchecked, harassment can escalate into violence. Workplace violence and harassment training is essential to the safety of all employees.

In order to prevent Workplace Violence, it is essential that everyone is able to identify individuals who may be prone to violence. Our workshop will help your participants recognize certain behaviors, and lower the risk of escalated situations. This workshop will help participants identify the warning signs, as well as give them coping and response tools.

Course Outline:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: What is Workplace harassment?
- How to Identify
- Costs to your business

Module Three: Identifying the Bully
- Abusive Workplace Behaviors
- Bullying and Personality Disorders
- Narcissism

Module Four: How to Handle Workplace Violence
- Types of Behavior
- Target the Behavior, Not the Person
- Implement an Action Plan

Module Five: Risk Assessment (I)
- Understanding Anger and Aggression
- Defusing & De-escalating Strategies
- Communication Skills
- Tactical Options

Module Six: Risk Assessment (II)
- Identifying the Hazard
- Assessing the Risk
- Controlling the Risk
- Evaluating & Review

Module Seven: Being the Victim
- What Is Not Considered Bullying
- Steps to take

Module Eight: Checklist for Employers
- 4 Step Process
- Addressing all Employees
- Code of Ethics
- Policy and Procedures

Module Nine: Interview Process
- Identify a Bully in the Interview Process
- Warning Signs
- Role Play
- Case Study

Module Ten: Investigation Process
- Advising your Supervisor
- Lodging the Complaint
- Initial Response
- The Investigation
- The Findings
- Review & Closure

Module Eleven: Developing a Workplace Harassment Policy
- Scope
- Philosophy
- Principles
- Intent
- Options
- Informal Complaint Process
- Formal Investigation process

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations