

Customer Centric • Strategy • People • Process

## TRAINING COURSES

### **Being A Supervisor: Teaching New Managers Crucial Leadership Skills**

This workshop is designed to provide the new manager with the skills and qualities needed for the new management position. Topics such as establishing priorities, disciplining individuals, improving performance, dealing with conflict, etc., will be discussed. The session will consist of lectures, discussion questions, role-plays, case studies, and developing a supervisor/management improvement plan.

LENGTH 8 hours.

### **Coaching, Counseling, and Feedback**

This workshop is designed to equip managers and supervisors with the skills needed to coach, counsel and provide constructive feedback to their employees in order to encourage continuous improvement in the employee's performance as well as in their professional and personal growth. Appropriate for any person in the organization that has management or supervisory responsibility for direct reports, work groups, or departments.

LENGTH 8 hours

### **Conducting Effective Performance Appraisal Interviews - Seminar**

At the end of this session participants will have learned how performance counseling, including performance appraisal impacts upon the quality of work productivity, employee behavior, and interpersonal relationships, how the quality of communication between manager and employee can affect the success of performance appraisal interviews, how to prepare and conduct an effective performance interview. Appropriate for the front line manager or supervisor.

LENGTH 4 hours.

### **Creative Thinking: Building Skills**

This workshop is designed to set a non-traditional tone, begin to shift participant perspective from their usual mode of thinking and establish a different frame of mind. It also provides a brief theoretical grounding in the topic of creativity and assists people in releasing the creativity from within. This workshop is appropriate for all personnel.

LENGTH 8 hours.

### **Customer Service: The Competitive Edge**

Customer service the competitive edge is a workshop that provides participants with the ability to identify excellent and poor customer service, understand how to win the good will of the customers and most importantly why good customer service is important. This workshop is appropriate for any group and may be tailored for the internal or external customer.

LENGTH 8 hours.

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### Decision Making

This workshop is designed to empower individuals and teams to improve the effectiveness and efficiencies of their decision-making. This workshop is for new managers, supervisors, members of participative management or self-managed work teams, or any individual who must make decisions of consequence and has not had formal high-level management training. It would also be appropriate, as review, for individuals that have had previous training.

LENGTH 8 hours.

### Delegation

This workshop is designed for supervisors or managers and assists them on how to delegate successfully. It demonstrates how delegation can improve personal performance, and boost productivity. Topics that will be discussed during the workshop will be methods involved in successful delegation, how to overcome resistance to a delegated task, simplified PERT chart to monitor progress, using two way communications to improve the level of understanding when delegating a task, explain how to use recognition, rewards, and sanctions when delegating work.

LENGTH - 8 hours

### Dynamic Communication: Listening and Talking

This session is designed for any individual that sometimes listens but doesn't hear, or sometimes says things that aren't as crisp and clear, as they should be. It is also appropriate for those individuals who sometimes turn a deaf ear to others, even though they don't intend to, and for those individuals that sometimes talk to themselves, even though they don't intend to. Good for individuals that need to get more give and take out of their daily work.

LENGTH 8 hours

### Employee Motivation

This workshop is designed for team leaders, group leaders, supervisors, and managers that are responsible for keeping the productivity of a group or team up. This workshop will enable participants from any discipline to encourage others to put their minds, spirits, and energies into their jobs.

LENGTH - 8 hours.

### Goal Setting: Effective Personal Performance Goals

This workshop is designed to provide participants with the skills to write clear measurable performance goals, and plans to implement them, and give them an opportunity to develop at least one goal and one plan in the workshop. This is for all levels of management in the organization.

LENGTH 8 hours

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### Group Decision Making and Problem Solving - Seminar

At the end of this session participants will have learned how important effective problem solving skills and effective decision-making is in an employee involvement program, and how to use the previous skills to achieve better results in an employee involvement program. Appropriate for anyone involved in group decision-making and problem solving.

LENGTH 4 hours.

### Handling Complaints and Employee Problems - Seminar

After completing this seminar participants will learn the importance employee complaints and problems have to the process of communication, how too effectively handle complaints, other employee concerns, and problems. Appropriate for front line managers or supervisors.

LENGTH 4 hours

### Improving Employee Work Performance - Seminar

After completing this session participants will have learned the principles of establishing work standards and control points for employees, diagnose employee performance deficiencies and determine how to correct them, and how to handle persistent employee performance problems including discipline. Appropriate for the front line manager or supervisor.

LENGTH 4 hours

### Improving Listening and Counseling Effectiveness - Seminar

At the end of this seminar participants will have learned how important effective listening skills are to the communication process and to effective interpersonal relations, what the common barriers to effective listening are and how to overcome them. Appropriate for the front line manager or supervisor.

LENGTH 4 hours

### Improving Meeting Leadership Skills - Seminar

After completing this session participants will have learned for task-oriented meetings, how to avoid common pitfalls that could result in unproductive meetings, and how to be an effective meeting leader. Appropriate for the team leader, front line manager, or supervisor.

LENGTH 4 hours

### Leadership: Styles Practices - Seminar

This seminar is designed to assist the participants with the functions of a leader, the characteristics of an effective leader, basic styles of leadership, how to determine which style they use most frequently and how effective they are, and methods to determine which leadership style is most effective in various situations. Designed for team leaders, the front line supervisor, or manager.

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LENGTH 4 hours

### Leadership: The Vital Management Difference

This workshop is designed to assist participants in identifying and developing a leadership profile, the difference between managing and leading and the qualities and skills of leadership. Any supervisor or manager that is attempting to make a change and needs to transition from a manager to a leader. Other workshops that participants should attend in addition to this one are:

- Delegation
- Communication
- Team Building
- Being a Supervisor
- Goal Setting
- Performance Appraisals
- Managing Innovation
- Managing a Diverse Work-force

LENGTH 8 hours

### Making Effective Work Assignments - Seminar

After completing this session participants will have learned why work assignments are frequently misunderstood and not carried out, what can be done to ensure that they are communicated effectively and properly followed through to successful completion and how to properly train employees and make results producing training assignments. Appropriate for front line managers and supervisors.

LENGTH 4 hours

### Managing Change: The Human Factors

This workshop is designed to assist managers and supervisors implement change successfully by gaining employee support for the change and by actively involving them in the change process. Participants will learn about three keys to managing the human side of change, which are:

- Recognizing employees' various emotional responses to change.
- Involving employees in designing and/or implementing the change.
- Maintaining two-way communications in all phases of the change process.

This workshop is designed for any manager or supervisor that is involved in the design and implementation of change.

LENGTH 8 hours

### Managing Conflict: How To Make It Work In The Organization

At the end of this workshop participants will know how to handle conflictive situations more effectively. They will also learn:

- The advantage and disadvantage of conflict.
- The five classic ways to handle conflict.
- Proactive strategies for conflict prevention.
- Collaborative problem-solving techniques.
- The steps required for learning personal conflict management.

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This workshop is appropriate for any individual in an organization that may find themselves in a position that they must handle conflictive situations more effectively.

LENGTH 8 hours.

### Managing a Diverse Work-force

This workshop is designed to equip managers and supervisors to effectively manage *all* employees' regardless of sex, age, ability, job description or level within the organization or ethnic background. In addition it is designed to create a working environment in which employees are encouraged to fully contribute their abilities and talents.

At the end of this workshop participants will be able to:

- Manage all employees regardless of sex, age, ability, job description or level within the organization or ethnic background;
- Create a working environment in which all employees are encouraged to fully contribute their abilities and talents.

LENGTH 8 hours.

### Managing Innovation: Releasing The Power Of Creativity

Managing Innovation is designed to assist individuals and organizations explore the creativity within themselves, their employees, or team members and search vigorously for new ideas, new products, new processes, and new markets, spawning the concept, "entrepreneur." Managers, supervisors, group leaders, and team leaders need to learn how to manage this type of individual, release the reigns and fit this individual into the corporate structure. This is appropriate for managers, supervisors, team leaders, group leaders, etc.

LENGTH 12 hours, 1 1/2 days.

### Managing Meetings

Managing meetings will prepare participants on how to be a meeting leader, how to plan a meeting, conduct a meeting, evaluate successful meetings that make good use of participants time and help meet individual and organizational goals. This workshop is appropriate for anyone at any level of the organization who must plan and conduct a meeting.

LENGTH 8 hours.

### Managing Multiple Priorities

This workshop is designed to provide participants with the knowledge and skills to concentrate on activities that contribute to their work unit mission, their own goals, and satisfy customers - internal external. This is an appropriate workshop for supervisors to middle managers.

LENGTH 8 hours

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### Managing Time: The Invisible Asset

This workshop is designed for any individual or team that must schedule their time to meet short range, intermediate range, and long range goals. A goal setting or project management workshop should precede this workshop.

LENGTH 8 hours

### Managing The Change To Total Quality

This workshop is designed for those individuals, departments, or organizations with a Total Quality process and is looking for a medium to effect attitudinal and behavior changes that are requisites of a Total Quality Culture. The goal of this workshop is to create top to bottom quality-oriented culture, provide awareness that change is essential and promote an error free work environment. This is appropriate for managers, supervisors, group leaders, team leaders, and team members.

LENGTH 4 hours.

### Planning Organizing - Seminar

At the end of this session participants will have learned the importance of planning and organizing, methods by which effective work plans may be developed, and how to follow key principles of delegation. Appropriate for team leaders, project leaders, front line managers, or supervisors.

LENGTH 4 hours.

### Positive Human Relations - Seminar

This seminar assists the participants in recognizing the need for practicing positive human relations, key principles of employee behavior, fundamentals of employee motivation, and methods for positive reinforcement and feedback. This is appropriate for front line supervisors and managers.

LENGTH 4 hours.

### Presentations:

Giving a Presentation and Getting Your Point Across

This workshop is designed to prepare the participants in planning, writing, and delivering an effective oral presentation. This workshop is appropriate for teams, supervisors, managers, or professionals within the organization that are required to give oral presentations.

LENGTH - 2 days separated by a break of from one to seven days during which participants will prepare their presentations.

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### Problem Solving Process - Team Leader

This workshop is designed to provide participants with the skills to lead a problem solving team. It focuses on the problem solving process, the tools of the problem solving process, and touches lightly on team dynamics. It is designed for any individual that needs to lead a team through the problem solving process.

LENGTH - 3 days

### Problem Solving Process - Team Members

This workshop is designed to provide any individual that is a member of a problem solving team with the problem solving process and the tools used during the process. It touches lightly on team dynamics, communications, and productive meetings. There are many options to conducting this workshop, however the best is a one-day session followed by participation in a team with the leader and facilitator reviewing the training materials.

LENGTH 8 hours.

### Projects and People

This workshop is designed to enable participants to manage a project team effectively and interface smoothly with all project stakeholders. This workshop is appropriate for individuals who are serving as project managers for the first time and who need instruction in cross-functional and general management techniques. **ADDITIONAL WORKSHOPS PARTICIPANTS SHOULD TAKE ARE: TEAMWORK, DYNAMIC COMMUNICATION, AND GOAL SETTING**

LENGTH 8 hours.

### Satisfying Your Internal Customers

This workshop is designed to provide the participants with the knowledge and the skills to identify and respond to customer needs, help team and department members to become more customer oriented and facilitate that the organization provides quality service to the external customer by improving the internal processes. Appropriate for all personnel.

LENGTH 8 hours

### Supervisory Communications Skills - Giving Clear Directions and Follow Up Coaching

This first seminar, giving clear directions, is designed for supervisors, group leaders, or front line managers and focuses on a structured way to give effective instructions to subordinates.

The second seminar, follow up coaching, teaches participants with the knowledge to identify the skill level of an employee in relation to a specific task, plan a performance monitoring process that fits both the task and the employee, identifies ways to give feedback and assistance to the employee, and identifies ways to document and reward the employee's performance.

LENGTH - Two half-day sessions.

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### **Team Building: How To Get Your People to Work Together**

This workshop is designed any personnel in the organization that interacts with others in a group situation. The focus of the workshop will be using challenge to motivate others, building team leadership skills, achieving synergy through team effort, and getting more productivity out of people working together.

LENGTH 8 hours

### **Team Dynamics (Team Behavior) - Seminar**

After completing this session participants will have learned what teams are, how they function, how members deal with on another in various roles, how team members can help one another and the company by active and supportive participation. Appropriate for the front line manager or supervisor.

LENGTH 4 hours.

### **The Creative Process - Seminar**

At the end of this session participants will have learned what creativity is, what its characteristics are, how to identify the common blocks that hinder full use of the imagination, how to improve the creative thinking process, and the use of creative techniques in a group activity. Appropriate for anyone involved in a team.

LENGTH 4 hours.

### **The Role Responsibility of A Supervisor - Seminar**

This workshop is designed to provide the participants with a definition of the role of a supervisor, how to distinguish between the role of the supervisor and employees they supervise, responsibility of the supervisor, basic skills and functions that all supervisors must possess and perform. This workshop is appropriate for any front line manager or supervisor.

LENGTH 4 hours.

### **Train - The - Trainer 1 Day version for supervisors or group leaders.**

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### Understanding the Communication Process - Seminar

At the end of this seminar participants will be able to define communication, explain the purpose and objectives of the communication process, the key elements that comprise the communication process, and how meanings and semantics affect communication. Designed for the front line manager or supervisor.

LENGTH 4 hours.

### Vilotrex Manufacturing Company - Case Study on Teambuilding

This case study is a mythical organization that has recently conducted an attitude survey among its 285 employees. The company is privately owned and is led by its founder Peter Watson, the Chief Executive Officer. It is designed to improve interaction skills, effectiveness of participants, increase participants' problem solving skills, and familiarize participants with survey based organizational change methods. It is appropriate for middle and upper level managers.

LENGTH 8 hours

### Working Together Seminar

This workshop was designed as complete training session for cross-functional teams or departmental teams. It addresses goals, time management, behavior styles, communication, and professionalism as they relate to a team. It is appropriate for anyone that works in a team.

LENGTH 3 days