

WORKSHOPS AVAILABLE

Introduction

We realize that transferring the knowledge and skills learned in a workshop to the actual job situation is the primary goal of training. Therefore, our emphasis at every training session is practical application and skill practice. All sessions are tailored to your business or industry.

As a special note, do not believe in providing a “team-building” training session. Team-building occurs as an integral part of the process of training, interventions, skill improvement, sharing and growing both leaders and staff. Building a team does not occur in a single training session. Your commitment to staff and your organization through ongoing development is the key to “team-building”.

Instructional Methods and Scheduling Options

Every workshop is highly interactive. The facilitator uses small group breakouts, group problem solving techniques, case studies, role play situations, and leader-led discussion. Each workshop is modularized to accommodate easily to an organization’s training priorities and schedule. Most customers request a customized approach and we design modules to reflect a customer’s unique objectives and their particular industry. Most session time commitments vary widely due to the highly customized formats.

One-page outlines of workshop objectives are available for each session upon request.

Management Training

Leadership: Vision to Action

This session is a facilitated organizational SWOTT Analysis followed by strategic planning and direction mapping. Clearly formulating and articulating a vision is a skill-set that enables a person to think in strategic and proactive ways, to understand the phases of organizational growth, to determine a desired direction and influence others to follow them.

Time: Multi-Day formats depending on size and scope.

Target Audience: Executive and upper-management

Coaching Employees

Coaching employees involves growing and developing them. It is not merely supervising or managing them and their tasks. Learn key elements for increased morale, productivity and fulfillment.

Time: Half-Day and One-Day formats.

Target Audience: All team members

Management Skills in Action

Many of the modules listed below are combined to create a management skills series. This course composed of 12 half-day modules include: Time Management & Planning, Team Leadership, Problem-Solving, Communication, Conflict Resolution, Motivating Workers, Delegation, and Coaching

Time: Varies according to the customer's requirements.

Target Audience: All levels of management as well as management prospects.

Managing Tasks & Time

This workshop covers specific techniques on prioritizing, scheduling, delegation and follow-up, documenting conversations, handling interruptions, paper storage and retrieval principles and much more.

Time: One-Day and Half-Day formats.

Target Audience: All levels of staff.

Meetings That Work

70% of meeting effectiveness involves practicing a set of specific skills. This session covers: meeting planning, making and using an agenda, leading meetings that yield results, and when to use alternatives to meetings when appropriate.

Time: One-Day and Half-Day formats.

Target Audience: Meeting & work group leaders and prospective meeting leaders

Project Teams That Work

Workshop covers: how to establish foundation for optimal functioning, launch the team successfully, coordinate team assignments, assure effective communication among team members, team problem solving methods, keep team members motivated.

Time: Two-Day and One-Day formats.

Target Audience: All team members

Motivating Workers

Few things are more essential to high performance and employee morale than being motivated. Workshop covers: learn what motivates people, create a climate where employees motivate themselves, design an environment in which people retain interest in their jobs, and discover what demotivators are and how to avoid them. This session can be expanded to survey staff for specific organization-specific motivators and demotivators.

Time: Two-Day and One-Day formats.

Target Audience: Supervisors/Managers/Team Leaders

Problem Solving & Decision Making

In today's competitive climate only those who can solve problems, create new opportunities, and innovate new services and products will succeed. Participants learn proactive approaches to problem analysis and creative and critical thinking strategies.

Time: One-Day format.

Target Audience: All team members

Team Leader Training

Being a facilitator or team leader involves a foundation of unique skills. This workshop equips one with the skills needed to organize a group: use the appropriate leadership style, lead meetings and facilitate discussion, group problem solving methods, team decision making and consensus, and gain participation of all team members.

Time: Two-Day and One-Day formats.

Target Audience: All team leaders

Managing Change in Your Organization

One characteristic of today's organizations is constant change. This workshop teaches participants how to use change as an opportunity for growth, identify the various stages of organizational change, and the challenges of each stage that must be dealt with. This session is especially valuable during a period of reorganization.

Time: Half-Day and One-Day formats.

Target Audience: All team members

Human Resource Series

Interviewing and Employee Selection

Participants will learn how to identify the behavioral requirements of a job, use a job description to identify the essential functions of a position, prepare a structured interview to maintain consistency in the hiring process, conduct the interview, and receive updated information on personnel laws governing employee selection. Learn how to avoid superficial answers, as well as how and when to use follow-up questions.

Time: Half-Day and One-Day formats.

Target Audience: All team members

Performance Appraisals

Workshop covers: identify desired employee performance, communicate expectations, conduct the appraisal session, and monitor progress. The session incorporates the client's existing appraisal forms.

Time: One-Day and Half-Day formats.

Target Audience: Supervisors/managers who evaluate performance of others

What You Don't Know Can Hurt You

This session covers all the key human resource liabilities and responsibilities managers and supervisors have. The organization's Employee Handbook, current state and federal laws and regulations are used to create this tailored workshop

Time: Half-Day and One-Day formats.

Target Audience: All managers and supervisors

Tips for Responding to Charges Filed with Administrative Agencies

This session focuses on Human Resources professionals.

Time: Half-Day and One-Day formats.

Target Audience: HR and Executive Management

Disability Management

Family Medical Leave Act, the concept of reasonable accommodation and the Company's LOA policy and procedures are used for this tailored workshop.

Time: Half-Day and One-Day formats.

Target Audience: HR & all Managers

Workforce Diversity

Today's organization is a rich mixture of human resources. Workshop covers appreciating differences, making accommodations, and benefiting from diversity from persons of varying ages, ethnic backgrounds, men and women, married and single, physically challenged as well as often overlooked diverse aspects of work and communication styles. Handling sexual harassment may be included.

Time: Half-Day and One-Day formats.

Target Audience: All team members

Performance Training

Coaching for Performance & Growth

This workshop instructs the skills needed to do an effective job of handling employee performance issues: developing self-directed workers, direct the low performer, create written action plans with an employee, how to terminate a chronically low performer, gain knowledge of employment laws, and much more.

Time: Half-Day and One-Day formats.

Target Audience: All team members

Feedback & Evaluating Performance

Learn how to give feedback based on objective criteria and performance. Create expectations and criteria so that the employees will be able to evaluate themselves objectively and fairly. How to set the bar high enough but not so high it is unattainable.

Time: Half-Day and One-Day formats.

Target Audience: All team members

Delegation: Working Through Others Effectively

Learn how to delegate assignments to increase efficiency and effectiveness. Learn keys to optimizing performance and follow-through on delegated tasks. Learn what should and should not be delegate. Explore barriers to delegating and solutions to those barriers.

Time: Half-Day and One-Day formats.

Target Audience: All team members

Internal Customer Service

The most effective way to strengthen a department's position is to run it like a business unit with other departments and employees as "internal customers." Topics include: assess your value like Senior Management does, analyze the needs of departments that require your services.

Time: Half-Day and One-Day formats.

Target Audience: All team members

Human Interaction & Personal Development Training

Cooperation & Communication in Action

This outdoor (or gymnasium/large room) session explores group interactions & problem solving through physical and mental activities. Have fun while seeing peers and managers alike in a different light. Expert facilitation draws session experiences into real-life application of learning points.

Time: Half-Day and One-Day formats.

Target Audience: All team members

Career Development

The workshop helps managers and employees evaluate their job-related abilities and design a career action plan.

Time: Half-Day and One-Day formats.

Target Audience: All team members

Interpersonal Communication Skills

Workshop covers: express oneself clearly, listen to others effectively, and learn questioning techniques that enable understanding of another person's viewpoint.

Time: Half-Day and One-Day formats.

Target Audience: All team members

Stress Management

One of our most popular sessions. Topics include: recognize the symptoms of tension, understand causes of stress, and techniques for managing stress in one's professional and personal life. Participants gain an appreciation for stress as a cause of absenteeism, employee turnover, and lower productivity in the workplace. Stress & burnout assessments are included. Optional: We can help you establish stress prevention organizational measures.

Time: Half-Day and One-Day formats.

Target Audience: All team members

Conflict Resolution

Conflict can be healthy when it brings about new ideas, but in many cases conflict between co-workers is unpleasant and inhibits productivity. This workshop instructs the participants on methods of handling conflict and preventing damaged relationships. Learn multiple approaches to resolving conflict situations. Learn when to use them. Learn how to establish expectations within a group or team for the resolution process.

Time: Half-Day and One-Day formats.

Target Audience: All team members

Telephone Skills - End of the Line...Customer Service

Surveys indicate 80% of contact with customers is provided by phone. When we add the percentage of time we use the phone to contact co-workers within our own organizations, it becomes apparent that telephone skills are important to effective business communication.

Time: Half-Day and One-Day formats.

Target Audience: Administrative assistants and secretaries.

Goal Setting for Work and Work-Life Balance

From focusing work performance to optimizing success to improving work-life balance, learn how to set, pursue and succeed at attaining goals. Learn how contingency planning is integral to your success. Learn key aspects to your motivation that get you where you want to be!

Time: Half-Day and One-Day formats.

Target Audience: All team members

Training & Presentation Skills Series

Presentation Skills

Few skills build confidence and increase the perception of personal competence like being able to speak before a group. This module teaches how to prepare and deliver a presentation, use visual aids effectively, and overcome anxiety of speaking.

Time: Half-Day and One-Day formats.

Target Audience: All team members

Presentation Skills for Technical Professionals

Technical professionals are often required to make presentations at project meetings, before management groups, and to customers. Yet, most people in technical positions have not been exposed to “public speaking” skills. This workshop prepares technical professionals with the skills needed to present complex information in an understandable manner.

Time: Half-Day and One-Day formats.

Target Audience: All team members

On-the-job Training – Train-the-Trainer System & Process

Establish a training process to ensure predictable results. Know when and what a trainee knows. Learn how to avoid key training errors that result in numerous follow-ups, re-training and on-the-job performance errors. Differentiate between a true training issue and other performance issues.

Time: Half-Day and One-Day formats.

Target Audience: All team members