



Training Services

Novus Origo's instructional courses are highly interactive and utilize a multitude of methods to deliver a successful learning program, such as; multimedia, PowerPoint, case studies, small / large group discussion formats, action learning, supportive application exercises, along with challenging questions and interactions that incorporates and leverages "real work" experiences.

All Novus Origo instructors have significant consulting and proven work experience in the subject matter they are training. Not only are they skilled leaders and practitioners who bring subject matter mastery; they also have the proven industry experience needed to bridge the gap between the classroom environment and real world scenarios, which are not typically part of a trainer's script. This unique blend of subject matter expertise, vast industry experience, practical functionality, and our advisor approach makes for a highly effective and engaging workshop.

Novus Origo's classes will equip organizations, executives, managers, and team members with today's best methods and tools for the improvement of performance and organizational excellence. Our training curriculum and delivery methodologies create an environment that encourages change and provides processes that promote organizational effectiveness. Novus Origo offers a wide range of training services to help your organization assess needs, design and implement solutions, and measure results.

The Novus Origo training mission is to unleash the potential of each student, and our effective and innovative products & services enable individuals to; develop key skills and competencies, teams to maximize their performance, and organizations to achieve their missions.



Training Course Titles

(Italicized = Company Core Service Area Courses)

One (1) Day Soft-Skills Classes

1. [Administrative Support](#)
2. [Anger Management](#)
3. [Assertiveness And Self-Confidence](#)
4. [Attention Management](#)
5. [Budgets And Financial Reports](#)
6. [Business Ethics](#)
7. [Business Etiquette](#)
8. [Business Succession Planning](#)
9. [Business Writing](#)
10. [Call Center Training](#)
11. [Change Management](#)
12. [Civility In The Workplace](#)
13. [Coaching And Mentoring](#)
14. [Communication Strategies](#)
15. [Conflict Resolution](#)
16. [Creative Problem Solving](#)
17. [Customer Service](#)
18. [Emotional Intelligence](#)
19. [Employee Motivation](#)
20. [Employee Onboarding](#)
21. [Facilitation Skills](#)
22. [Generation Gaps](#)
23. [Human Resource Management](#)
24. [Interpersonal Skills](#)
25. [Job Search Skills](#)

26. [Knowledge Management](#)
27. [Leadership And Influence](#)
28. [Lean Six Sigma](#)
29. [Measuring Results From Training](#)
30. [Media And Public Relations](#)
31. [Meeting Management](#)
32. [Middle Manager](#)
33. [Negotiation Skills](#)
34. [Overcoming Sales Objections](#)
35. [Performance Management](#)
36. [Personal Productivity](#)
37. [Presentation Skills](#)
38. [Project Management](#)
39. [Proposal Writing](#)
40. [Public Speaking](#)
41. [Recruitment And Interviewing Skills](#)
42. [Safety In The Workplace](#)
43. [Sales Fundamentals](#)
44. [Stress Management](#)
45. [Supervising Others](#)
46. [Talent Management](#)
47. [Teamwork And Team Building](#)
48. [Time Management](#)
49. [Train-The-Trainer](#)
50. [Workplace Diversity](#)
51. [Workplace Harassment](#)
52. [Workplace Violence](#)

One (1) Day Micro-Soft Office Classes

1. [MS Project 2007 Advanced](#)
2. [MS Project 2007 Essentials](#)
3. [MS Project 2010 Advanced](#)
4. [MS Project 2010 Essentials](#)



One (1) Day Soft-Skill Course Descriptions

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 module will take time to part of your daily work routine. However, making the commitment to consistently apply the concepts everyday is the key to changing and adopting new behaviors in a short amount of time.

Administrative Support 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

[**BACK TO COURSE LIST**](#)

Anger Management

Benjamin Franklin once said, 'In this world nothing can be said to be certain, except death and taxes.' We would add a third item to his list: anger.

Anger can be an incredibly damaging force, costing people their jobs, personal relationships, and even their lives when it gets out of hand. However, since everyone experiences anger, it is important to have constructive approaches to manage it effectively. The Anger Management workshop will help teach participants how to identify their anger triggers and what to do when they get angry.

Anger Management 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

[**BACK TO COURSE LIST**](#)

Assertiveness and Self-Confidence

Self-confident and assertiveness are two skills that are crucial for success in life. If you don't feel worthy, and/or you don't know how to express your self-worth when communicating with others, life can be very painful.

The Assertiveness And Self-Confidence workshop will give participants an understanding of what assertiveness and self-confidence each mean (in general and to them personally) and how to develop those feelings in their day-to-day lives.

Assertiveness and Self-Confidence Course Outline:

Module One: Getting Started

Icebreaker

Housekeeping Items

The Parking Lot

Workshop Objectives

Module Two: What Does Self-Confidence Mean To You?

What is Assertiveness?

What is Self-Confidence?

The Four Styles

Module Three: Obstacles to Our Goals

Types of Negative Thinking

Case Study

Personal Application

Module Four: Communication Skills

Listening and Hearing: They Aren't the Same Thing

Asking Questions

Body Language

Module Five: The Importance of Goal Setting

Why Goal Setting is Important

Setting SMART Goals

Our Challenge to You

Module Six: Feeling the Part

Identifying Your Worth

Creating Positive Self-Talk

Identifying and Addressing Strengths and Weaknesses

Module Seven: Looking the Part

The Importance of Appearance

The Role of Body Language

First Impressions Count!

Module Eight: Sounding the Part

It's How You Say It

Sounding Confident

Using 'I' Messages

Module Nine: Powerful Presentations

What to Do When You're on the Spot

Using STAR To Make Your Case

Module Ten: Coping Techniques

Building Rapport

Expressing Disagreement

Coming to Consensus

Module Eleven: Dealing with Difficult Behavior

Dealing with Difficult Situations

Key Tactics

Module Twelve: Wrapping Up

Words from the Wise

Review of Parking Lot

Lessons Learned

Completion of Action Plans and Evaluations

[**BACK TO COURSE LIST**](#)

Attention Management

A distracted workforce is less than effective. Employees who do not pay attention to their work can waste valuable time and make careless mistakes.

Attention Management is a useful skill that allows managers to connect with their employees on an emotional level and motivate them to focus on their work and how to reach their personal and company goals.

Attention Management 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

Intentional 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

[**BACK TO COURSE LIST**](#)

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.

Budgets And Financial Reports 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

[BACK TO COURSE LIST](#)

Business Etiquette

Business etiquette is so much more complex than knowing table manners like which fork to use at a business lunch. 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. The Business Etiquette workshop will help participants look and sound their best no matter what the situation.

Business Etiquette 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

[**BACK TO COURSE LIST**](#)

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.

Business Ethics 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

[BACK TO COURSE LIST](#)

Business Succession Planning

The loss of valuable leadership can cripple a company. Business succession planning is essentially preparing successors to take on vital leadership roles when the need arises.

Whether it is preparing someone to take over as the sole proprietor of a small business or a position of leadership in a corporation, business succession planning is essential to the long-term survival of a company. The Business Succession Planning course will teach you the difference between succession planning and mere replacement planning and how to prepare people to take on the responsibilities of leadership so that the company thrives in the transition.

Business Succession Planning 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

[**BACK TO COURSE LIST**](#)

Business Writing

Writing is a key method of communication for most people, and it's one that many people struggle with.

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

Business Writing 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

[**BACK TO COURSE LIST**](#)

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.

Call Center Training 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

[BACK TO COURSE LIST](#)

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.

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.

Change Management Course Outline:

Module One: Getting Started

Icebreaker

Housekeeping Items

The Parking Lot

Workshop Objectives

Module Two: Preparing for Change

Why Change Management?

Defining Your Strategy

Building the Team

Module Three: Understanding Change on an Individual Level

Influences on Change

Common Reactions to Change

Tools to Help the Change Process

Module Four: Identifying “What’s in it for Me”? (WIFM)

“What’s in it for Me?”

Executive Sponsorship and Support

Effective Communications

Module Five: Planning and Managing the Change

Developing a Change Management Plan

Developing a Communication Plan

Change Readiness Audit

Implementing the Plans

Module Six: Gaining Support of the Organization

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 Purposes of Appreciative Inquiry

Examples and Case Studies

Module Nine: Bringing People to Your Side

A Dash of Emotion

Plenty of Facts

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

[BACK TO COURSE LIST](#)

Civility In The Workplace

Civility is treating people with consideration and respect. It is a simple and priceless act that can have an incredibly positive impact on someone's day. Being polite and nice and genuinely caring about your coworker's feelings will produce a happy and more productive work environment. Producing a more civil workforce will put smiles on the faces of employees and customers alike.

An uncivil workplace can lead to lower moral, lower productivity, more employee turnover, and generally not a nice place to work. The list is endless as to what negative events can occur in an uncivil work environment. The benefits to Civility In The Workplace are countless and will pay off immensely in every aspect of your job.

Civility In The Workplace 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

[**BACK TO COURSE LIST**](#)

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.

Coaching and Mentoring 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

[BACK TO COURSE LIST](#)

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.

Communication Strategies 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?

Module Three: Basic Verbal Communication Skills

Varying the Pitch of Your Voice

Using Tone to Your Advantage

Monitoring Your Speed

Module Four: Advanced Verbal Communication Skills

Speaking Like a STAR

Module Five: Non-Verbal Communication Skills

Body Language

The Meaning of Gestures

Module Six: More on Listening

A Word from President Roosevelt

Being an Active Listener

The Signals You Send to Others

Module Seven: Asking Good Questions

Open Questions

Closed Questions

Probing Questions

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: Making Small Talk

Level One: General Topics

Level Two: Sharing Your Ideas and Thoughts

Level Three: Sharing Your Experiences

Module Eleven: Overcoming Common Barriers

Language Differences

Cultural Differences

Different Place, Same Time

Module Twelve: Wrapping Up

Words from the Wise

Review of Parking Lot

Lessons Learned

Completion of Action Plans and Evaluations

[**BACK TO COURSE LIST**](#)

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.

In the Conflict Resolution workshop, participants will learn crucial conflict management skills, including dealing with anger and using the Agreement Frame.

Conflict Resolution 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

[BACK TO COURSE LIST](#)

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.

Creative Problem Solving 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, Part One

Brainstorming Basics

Brainwriting and Mind Mapping

Duncker Diagrams

Module Seven: Generating Solutions, Part Two

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

[BACK TO COURSE LIST](#)

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.

Customer Service 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! (even if not in person)

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 (not jumping to conclusions)

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 Vulgarly

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

[**BACK TO COURSE LIST**](#)

Emotional Intelligence

Emotional intelligence describes the ability to understand one's own feelings, and that of groups, and how these emotions can influence motivation and behavior. The concepts of Emotional Intelligence has been around since at least the 1900's, but the term was first introduced by Wayne Payne in 1985.

As a result of the growing acknowledgement by professionals of the importance and relevance of emotions to work outcomes, the research on the topic continued to gain momentum, but it wasn't until the publication of Daniel Goleman's best seller Emotional Intelligence: Why It Can Matter More Than IQ that the term became widely accepted by mainstream media.

Emotional Intelligence Course Outline:

Module One: Getting Started

Icebreaker

Housekeeping Items

The Parking Lot

Workshop Objectives

Module Two: What is Emotional Intelligence?

Self Management

Self Awareness

Self Regulation

Self Motivation

Empathy

Module Three: Four skills in emotional intelligence

How to Accurately Perceive Emotions

Use Emotions to Facilitate Thinking

Understand Emotional Meanings

Manage Emotions

Module Four: Verbal Communication Skills

Focused Listening

Asking Questions

Communicating with Flexibility and Authenticity

Module Five: 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 Six: Social Management and Responsibility

Benefits of Emotional Intelligence

Articulate your Emotions Using Language.

Module Seven: Tools to Regulate Your Emotions

Seeing the Other Side

Self Management and Self Awareness

Giving in Without Giving Up

Module Eight: Gaining Control

Using Coping Thoughts

Using Relaxation Techniques

Bringing it All Together

Module Nine: Business Practices (I)

Understand Emotions and How to Manage Them in the Workplace

Role of Emotional Intelligence at Work

Disagreeing Constructively

Module Ten: Business Practices (II)

Optimism

Pessimism

The Balance Between Optimism & Pessimism

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

[BACK TO COURSE LIST](#)

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.

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.

Employee Motivation 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 Other's™ 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

[BACK TO COURSE LIST](#)

Employee Onboarding

Employee Onboarding is an important and vital part of any companies hiring procedure. Hiring, training, and bringing new employees onboard cost a lot of money and are major investments. Onboarding is a secure investment that will assist newly hired employees in developing and keeping their skills, knowledge, and value within the company. It will stop highly skilled workers from being lured to a competitor, which makes your company stronger within the market.

Through Employee Onboarding you will find 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 employee and company and having a structured set of procedures will make this time run smoother and produce a greater chance of success.

Employee Onboarding 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

[BACK TO COURSE LIST](#)

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.

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

Facilitation Skills 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

[**BACK TO COURSE LIST**](#)

Generation Gaps

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.

While having various cultures in one workplace can present communication problems and conflicts, the benefits of such a variety in the workplace outweigh it. Both the young and older worker have many ideas to offer, which can 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.

The Generation Gaps workshop will help participants understand the various generations present at work and understand what motivates them and how to deal with them on a daily basis.

Generation Gaps 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

Human Resource Management

In recent years, tasks that were originally thought to fall under the responsibility of the human resources department have become a part of many managers' job descriptions.

The 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.

Human Resource Management 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

Do's 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

[**BACK TO COURSE LIST**](#)

Interpersonal Skills

We've all met that dynamic, charismatic person that just has a way with others, and has a way of being remembered.

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.

Interpersonal Skills 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, It's 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

[**BACK TO COURSE LIST**](#)

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.

Job Search Skills 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

[**BACK TO COURSE LIST**](#)

Knowledge Management

The 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.

Knowledge Management 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

[BACK TO COURSE LIST](#)

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.

There are countless war stories of simple GI's and sailors who rose to a challenge on their own in the heat of battle. Clearly, leadership potential exists within each of us. That potential can be triggered by outside events, or it can be learned by exploring ourselves from within. This training takes the latter approach.

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.

Leadership and Influence 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

Lean Six Sigma

Although the ideas of Lean have gained popularity over the past decade, particularly since Jeffery Liker's *The Toyota Way* was published in 2004, Lean principles have existed for nearly three hundred years. Benjamin Franklin's work in the 1700's is one of the earliest examples. Henry Ford advocated Lean ideas in the 1920's, and Sakichi Toyoda (the founder of Toyota) developed some of the basic principles of Lean, which were published in 1935, five years after his death.

The Lean Six Sigma will provide an introduction to this way of thinking that has changed so many corporations in the world. You will understand how to start your company on the journey to becoming lean and more efficient, less wasteful, and more flexible.

Lean Six Sigma Course Outline:

Module One: Getting Started

Icebreaker

Housekeeping Items

The Parking Lot

Workshop Objectives

Module Two: Understanding Lean

About Six Sigma

About Lean

History behind Lean

Toyota Production Systems

The Toyota Precepts

Module Three: Liker's Toyota Way

Philosophy

Process

People and Partners

Problem Solving

Module Four: The TPS House

The Goals of TPS

The First Pillar: Just In Time (JIT)

The Second Pillar: Jidoka (Error-Free Production)

Kaizen (Continuous improvement)

The Foundation of the House

Module Five: The Five Principles of Lean Business

Value

Value Stream

Flow

Pull

Seek Perfection

Module Six: The First Improvement Concept (Value)

Basic Characteristics

Satisfiers

Delighters

Applying the Kano Model

Module Seven: The Second Improvement Concept (Waste)

Muda

Mura

Muri

The New Wastes

Module Eight: The Third Improvement Concept (Variation)

Common Cause

Special Cause

Tampering

Structural

Module Nine: The Fourth Improvement Concept (Complexity)

What is complexity?

What causes complexity?

How to Simplify?

Module Ten: The Fifth Improvement Concept (Continuous improvement)

The PDSA Cycle (Plan, Do, Study, Act)

The DMAIC Method

Module Eleven: The Improvement Toolkit

Gemba

Genchi Genbutsu

Womack's Principle

Kaizen

A Roadmap for implementation

Module Twelve: Wrapping Up

Words from the Wise

Review of Parking Lot

Lessons Learned

Completion of Action Plans and Evaluations

[BACK TO COURSE LIST](#)

Measuring Results From Training

Although we all know that training can have many amazing benefits, sometimes it can be hard to prove those benefits and attach a dollar value to training. Some topics, like sales training or time management, might have direct, tangible benefits. Other topics, like communication or leadership, might have benefits that you can't put a dollar value on. 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.

Measuring Results From Training 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

Divergers

Convergers

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

[**BACK TO COURSE LIST**](#)

Media and Public Relations

In this workshop, your participants will get knowledge they need to manage effectively 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.

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.

This workshop is designed to give practical teaching and hands-on tools that will get your participants networking once they complete this course.

Media and Public Relations 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

[BACK TO COURSE LIST](#)

Meeting Management

In 2009, the Ayers group reported that in the United States alone, 25 million hours were spent in meetings. Half of those hours were wasted.

With an average American hourly wage of \$19 per hour, that is a minimum of \$200 million dollars in waste. When you further consider that the average meeting attendant is at the management level or higher, that figure is a very low estimate. The Meeting Management workshop will explore how to reduce waste and make meetings more efficient.

Meeting Management 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 Pagers 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

[**BACK TO COURSE LIST**](#)

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 understand 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.

Middle Manager Course Outline:

Module One: Getting Started

Icebreaker

Housekeeping Items

The Parking Lot

Workshop Objectives

Module Two: Introduction to Management

What is Management?

What Do Managers 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

[BACK TO COURSE LIST](#)

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. For example, have you ever:

Decided where to eat with a group of friends?

Decided on chore assignments with your family?

Asked your boss for a raise?

These are all situations that involve negotiating! The Negotiation Skills workshop will give participants an understanding of the phases of negotiation, tools to use during a negotiation, and ways to build win-win solutions for all those involved.

Negotiation Skills 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

[**BACK TO COURSE LIST**](#)

Overcoming Sales Objections

Experiencing a sales objection can be a disheartening event. Through this course we will learn how to eliminate the objection and push through to get that sale.

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. 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 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

Review

Module Three: Seeing Objections as Opportunities

Translating the Objection to a Question

Translating the Objection to a Reason to Buy

Case Study

Review

Module Four: Getting to the Bottom

Asking Appropriate Questions

Common Objections

Basic Strategies

Case Study

Review

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

Review

Module Six: Have the Client Answer Their Own Objection

Understand the Problem

Render It Unobjectionable

Case Study

Review

Module Seven: Deflating Objections

Bring up Common Objections First

The Inner Workings of Objections

Case Study

Review

Module Eight: Unvoiced Objections

How to Dig up the “Real Reason”

Bringing Their Objections to Light

Case Study

Review

Module Nine: The Five Steps

Expect Them

Welcome Them

Affirm Them

Complete Answers

Compensating Benefits

Review

Module Ten: Dos and Don'ts

Dos

Don'ts

Review

Module Eleven: Sealing the Deal

Understanding When It's Time to Close

Powerful Closing Techniques

The Power of Reassurance

Things to Remember

Review

Module Twelve: Wrapping Up

Words from the Wise

Review of Parking Lot

Lessons Learned

Completion of Action Plans and Evaluations

[**BACK TO COURSE LIST**](#)

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. The 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.

Performance Management 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

[**BACK TO COURSE LIST**](#)

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 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

[BACK TO COURSE LIST](#)

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.

The Presentation Skills workshop will give participants some presentation skills that will make speaking in public less terrifying and more enjoyable. Topics that participant's can look forward to include; creating a compelling program, using various types of visual aids, and engaging the audience.

Presentation Skills 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

[BACK TO COURSE LIST](#)

Project Management

In the past few decades, organizations have discovered something incredible: the principles that have been used to create enormous successes in large projects can be applied to projects of any size to create amazing success. As a result, many employees are expected to understand project management techniques and how to apply them to projects of any size.

The Project Management workshop will give participants an overview of the entire project management process, as well as key project management tools that they can use every day.

Project Management Course Outline:

Module One: Getting Started

Icebreaker

Housekeeping Items

The Parking Lot

Workshop Objectives

Module Two: Key Concepts (I)

What is a Project?

What is Project Management?

What is a Project Manager?

Module Three: Key Concepts (II)

About the Project Management Institute (PMI)

About the Project Management Body Of Knowledge (PMBOK)

The Five Process Groups

The Nine Knowledge Areas

The Triple Constraint

Module Four: Initiation (I)

Identifying Your Stakeholders

Assessing Needs and Wants

Setting a SMART Project Goal

Creating Requirements and Deliverables

Module Five: Initiation (II)

Creating a Statement of Work

Completing the Project Planning Worksheet

Completing the Project Charter

Module Six: Planning (I)

Managing Expectations

Creating a Task List

Estimating Time

Estimating Resources

Estimating Costs

Module Seven: Planning (II)

Building the Work Breakdown Structure

Creating the Schedule

Creating a Risk Management Plan

Creating a Communication Plan

Module Eight: Planning Tools

The Gantt Chart

The Network Diagram

Using a RACI Chart

Going the Extra Mile: Microsoft Project

Module Nine: Executing the Project

Establishing Baselines

Monitoring Project Progress

Triple Constraint Reduction Methods

Module Ten: Maintaining and Controlling the Project

Making the Most of Status Updates

Managing Change

Monitoring Risks

Module Eleven: Closing Out

Preparing for Closeout

Celebrating Successes

Learning from Project Challenges

Scope Verification

A Final To-Do List

Module Twelve: Wrapping Up

Words from the Wise

Review of Parking Lot

Lessons Learned

Completion of Action Plans and Evaluations

[**BACK TO COURSE LIST**](#)

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 readers feel it is the only logical choice.

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.

Proposal Writing 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

[BACK TO COURSE LIST](#)

Public Speaking

According to a 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.

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.

Public Speaking 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

[BACK TO COURSE LIST](#)

Recruitment and Interviewing Skills

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

Recruitment and Interviewing Skills 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 Throughout 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

[BACK TO COURSE LIST](#)

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.

Each industry has its own set of hazards, but there are workplace hazards that are common across organizations. By identifying and anticipating hazards, employers can prevent injuries and keep employees safe.

The Safety In The Workplace course will be instrumental in reviewing common hazards, safety techniques and after completion, you will have the tools to help you create a Safety policy for your work place.

Safety In The Workplace 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

[BACK TO COURSE LIST](#)

Sales Fundamentals

Although the definition of a sale is simple enough, the process of turning someone into a buyer can be very complex.

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.

Sales Fundamentals 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

[**BACK TO COURSE LIST**](#)

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.

The Stress Management workshop will give participants a three-option method for addressing any stressful situation, as well as a toolbox of personal skills.

Stress Management 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

[**BACK TO COURSE LIST**](#)

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.

Supervising Others 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

[BACK TO COURSE LIST](#)

Talent Management

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

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

Talent Management 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

[BACK TO COURSE LIST](#)

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.

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.

Teamwork and Team Building 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

[**BACK TO COURSE LIST**](#)

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 the organization.

The Time Management workshop will cover strategies to help participants learn these crucial strategies.

Time Management 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

[BACK TO COURSE LIST](#)

Train-The-Trainer

Whether you are preparing to be a professional trainer, or you are someone who does a bit of training as a part of their job, you'll want to be prepared for the training that you do.

The Train-The-Trainer workshop will give all types of trainer's tools to help them create and deliver engaging, compelling workshops that will encourage trainees to come back for more.

Train-The-Trainer 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

[BACK TO COURSE LIST](#)

Workplace Diversity

With the world becoming more mobile and diverse, diversity has taken on a new importance in the workplace.

The Workshop Diversity workshop will help participants understand what diversity is all about, and how they can help create a more diverse world at work and at home.

Workplace Diversity Course Outline:

Module One: Getting Started

Icebreaker

Housekeeping Items

The Parking Lot

Workshop Objectives

Module Two: Understanding Diversity

What is Diversity?

Related Terms and Concepts

A Brief History

A Legal Overview

Module Three: Understanding Stereotypes

Stereotypes vs. Biases

Identifying Your Baggage

Understanding What This Means

Module Four: Breaking Down the Barriers

Changing Your Personal Approach

Encouraging Workplace Changes

Encouraging Social Changes

Module Five: Verbal Communication Skills

Listening and Hearing: They Aren't the Same Thing

Asking Questions

Communicating with Power

Module Six: 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 Seven: Being Proactive

Encouraging Diversity in the Workplace

Preventing Discrimination

Ways to Discourage Discrimination

Module Eight: Coping with Discrimination

Identifying if You Have Been Discriminated Against

Methods of Reprisal

Choosing a Course of Action

Module Nine: Dealing with Diversity Complaints as a Person

What To Do If You're Involved In A Complaint

Understanding Your Role

Creating a Support System

Module Ten: Dealing with Diversity Complaints as a Manager

Recording the Complaint

Identifying Appropriate Actions

Choosing a Path

Module Eleven: Dealing with Diversity Complaints as an Organization

Receiving a Complaint

Choosing a Response

Learning from the Complaint

Module Twelve: Wrapping Up

Words from the Wise

Review of Parking Lot

Lessons Learned

Completion of Action Plans and Evaluations

[**BACK TO COURSE LIST**](#)

Workplace Harassment

Harassment can be based on a variety of factors that differ from the one doing the harassment, such as race, sex and disability.

The Workplace Harassment workshop will help give participants the tools necessary to recognize harassment in the workplace as well understand your rights and responsibilities under the law, with regard to safety in the workplace.

Workplace Harassment 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

An 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

[**BACK TO COURSE LIST**](#)

Workplace Violence

Workplace harassment is illegal and destructive to any organization. It is important to treat everyone in the workplace with respect and dignity. 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 harassment training is essential to the welfare of all businesses and their employees.

In order to prevent Workplace Violence, it is essential that managers and employees are able to identify individuals who could become violent and understand how to diffuse dangerous situations. According to a recent survey, over one-third of Americans have been bullied and harassed at work. This affects people on every level. It can lead to depression, illness, and poor work performance.

The Workplace Violence will help participants to identify and address violence in the workplace, as well as giving them the tools to develop their own Workplace Harassment Policy.

Workplace Violence 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

[BACK TO COURSE LIST](#)

One (1) Day MS Office Course Descriptions

Project 2007 Advanced

Project 2007 is sophisticated project management software that can help project managers with planning, assigning resources, tracking progress, managing budgets, and analyzing workloads for projects.

Project 2007 Advanced Course Outline:

Module One: Getting Started

Icebreaker

Housekeeping Items

The Parking Lot

Workshop Objectives

Module Two: Viewing the Project

Using Split Views

Sorting Information

Grouping Information

Filtering Information

Using AutoFilters

Using Zoom

Module Three: Working with Tasks(I)

Overlapping Tasks

Delaying Tasks

Setting Task Deadlines

Setting Task Constraints

Splitting Tasks

Module Four: Working with Tasks(II)

Understanding Task Type

Assigning a Task Calendar

Understanding Task Indicators

Module Five: Working with Resources

Assigning a Resource Calendar

Delaying Resource Start Time

Applying Predefined Resource Contours

Specifying Resource Availability Dates

Grouping Resources

Module Six: Working with Costs

Adding Pay Rates for a Resource

Specifying Pay Rates for Different Dates

Applying a Different Pay Rate to an Assignment

Using Material Resource Consumption Rates

Entering Task Fixed Costs

Module Seven: Balancing the Project

Scheduling Resource Overtime

Identifying Resource Overallocation

Balancing Resource Overallocations Manually

Balancing Resource Overallocations Automatically

Module Eight: Updating Project Progress

Saving a Baseline Plan

Updating the Entire Project

Updating Task Actual Values

Updating Task Completion Percentage

Updating Actual Work

Updating Actual Costs

Module Nine: Checking Project Progress

Viewing Project Statistics

Viewing Project Costs

Viewing the Project's Critical Path

Checking Duration Variance

Checking Work Variance

Checking Cost Variance

Identifying Slipped Tasks

Saving an Interim Plan

Module Ten: Working with Reports

Opening a Report

Adding Page Elements to a Report

Sorting a Report

Defining Report Contents

Creating a Visual Report

Module Eleven: Working with Multiple Projects

Creating Links Between Projects

Consolidating Projects

Viewing Multiple Project Critical Paths

Viewing Consolidated Project Statistics

Creating a Resource Pool

Module Twelve: Wrapping Up

Words from the Wise

Review of Parking Lot

Lessons Learned

Completion of Action Plans and Evaluations

[**BACK TO COURSE LIST**](#)

Project 2007 Essentials

Project is the world's premier spreadsheet software. You can use Project to analyze numbers, keep track of data, and graphically represent information. With Project 2007, participants can manage more data than ever, with increased worksheet and project sizes. Project also makes their job easier by providing an easy to use interface, and an array of powerful tools to help them turn their data into usable information – and better information leads to better decision making!

Project 2007 Essentials Course Outline:

Module One: Getting Started

Icebreaker

Housekeeping Items

The Parking Lot

Workshop Objectives

Module Two: Opening and Closing Project

Opening Project

Understanding the Interface

Creating a Project

Saving a Project

Opening and Closing Project Files

Closing Project

Module Three: Your First Project

About the Project Guide

Entering the Start Date for your Project

Setting the Project Calendar

Setting Holidays and Days Off

Defining the Units of Time (Days and Weeks)

Module Four: Adding Tasks

Understanding Key Terms

Entering Tasks

Viewing Task Information

Adding Notes to Tasks

Understanding Task Indicators

Module Five: Advanced Task Operations

Creating Summary Tasks

Creating Recurring Tasks

Changing the Order of Tasks

Deleting Tasks

Splitting a Task

Module Six: Scheduling your Tasks

Linking Tasks

Unlinking Tasks

Adding Lags and Leads to Task Relationships

Setting Deadlines

Setting Constraints

Module Seven: Adding Resources

Understanding Resources

Creating a Work Resource

Creating a Material Resource

Viewing Resource Information

Modifying the Resource Calendar

Module Eight: Assigning Resources

Understanding the Relationship between Work, Duration and Units

Assigning a Single Resource

Assigning Multiple Resources

Changing a Resource Assignment

Leveling Resources

Module Nine: Customizing Your Project View

Important Task Views

Important Resource Views

Customizing the Gantt Chart with the Wizard

Customizing the Gantt Chart Manually

Formatting the Time Scale

Module Ten: Creating Project Reports

Creating Basic Reports

Creating a Visual Report

Copying a Picture

Adding a Text Box and Shapes

Module Eleven: Finishing Your Project

Checking your Spelling

Using the Page Setup Dialog Box

Printing a Project View

E-mailing a Project

Module Twelve: Wrapping Up

Words from the Wise

Review of Parking Lot

Lessons Learned

Completion of Action Plans and Evaluations

[**BACK TO COURSE LIST**](#)

Project 2010 Advanced

Project 2010 has been completely redesigned, and we must say, we're pretty excited! Whether you've been using Project for years, or haven't opened it yet, you'll appreciate this course's information on using the new interface. Of course, we'll also work through the basics, including how to create projects, add tasks and resources, and customize your view.

Project 2010 Advanced Course Outline:

Module One: Getting Started

Icebreaker

Housekeeping Items

The Parking Lot

Workshop Objectives

Module Two: Viewing the Project

Using Split Views

Sorting Information

Grouping Information

Filtering Information

Using AutoFilters

Using Zoom

Module Three: Working with Tasks (I)

Overlapping Tasks

Delaying Tasks

Setting Task Deadlines

Setting Task Constraints

Splitting Tasks

Module Four: Working with Tasks (II)

Understanding Task Type

Assigning a Task Calendar

Understanding Task Indicators

Module Five: Working with Resources

Assigning a Resource Calendar

Customizing a Resource Calendar

Applying Predefined Resource Contours

Specifying Resource Availability Dates

Grouping Resources

Module Six: Working with Costs

Adding Pay Rates for a Resource

Specifying Pay Rates for Different Dates

Applying a Different Pay Rate to an Assignment

Using Material Resource Consumption Rates

Entering Task Fixed Costs

Module Seven: Balancing the Project

Scheduling Resource Overtime

Identifying Resource Overallocation

Setting Leveling Options

Balancing Resource Overallocations Automatically

Balancing Resource Overallocations Manually

Module Eight: Updating Project Progress

Saving a Baseline Plan
Updating the Entire Project
Updating Task Actual Values
Updating Actual Work
Updating Actual Costs

Module Nine: Checking Project Progress

Viewing Project Statistics
Viewing Project Costs
Checking Duration Variance
Checking Work Variance
Checking Cost Variance
Identifying Slipped Tasks
Saving an Interim Plan

Module Ten: Working with Reports

Customizing a Basic Report
Creating a Custom Report
Customizing a Visual Report
Sorting a Report

Module Eleven: Working with Multiple Projects

Inserting a Sub-project
Consolidating Projects
Viewing Multiple Project Critical Paths
Viewing Consolidated Project Statistics
Creating a Resource Pool

Module Twelve: Wrapping Up

Words from the Wise
Review of Parking Lot

Lessons Learned

Completion of Action Plans and Evaluations

[BACK TO COURSE LIST](#)

Project 2010 Essentials

Project 2010 is a sophisticated project management software that can help project managers with planning, assigning resources, tracking progress, managing budgets, and analyzing workloads for projects

Project 2010 Essentials Course Outline:

Module One: Getting Started

Icebreaker

Housekeeping Items

The Parking Lot

Workshop Objectives

Module Two: Opening and Closing Project

Opening Project

Understanding the Interface

Creating a Blank Project

Creating a Project from a Template

Opening and Closing Files

Closing Project

Module Three: Your First Project

Creating a Basic Project

Adding Tasks to Your Project

Setting Constraints on Tasks

Module Four: Adding Tasks

Understanding Key Terms

Viewing Task Information

Sorting and Filtering Tasks

Understanding Task Indicators

Module Five: Advanced Task Operations

Splitting Tasks

Linking and Unlinking Tasks

Creating Summary and Sub Tasks

Creating Recurring Tasks

Module Six: Adding Resources

Understanding Resources

Adding Resources

Viewing Resource Information

Assigning Resources to Tasks

Leveling Resources

Module Seven: Other Ways to View Project Information

The Team Planner

Important Task Views

Important Resource Views

Using the Tools Tabs

Formatting the Timescale

Module Eight: Managing Your Project Status

Creating a Baseline

Updating Tasks

Updating the Project

About the Project Status Date

Module Nine: Updating and Tracking Your Progress

Viewing the Critical Path

Using Change Highlighting

Using the Task Inspector Pane

Module Ten: Creating Reports

Creating Basic Reports

Creating a Visual Report

Comparing Projects

Module Eleven: Adding the Finishing Touches

Checking Your Spelling

Using the Page Setup Dialog

Printing a Project

E-mailing a Project

Creating a PDF

Module Twelve: Wrapping Up

Words from the Wise

Review of Parking Lot

Lessons Learned

Completion of Action Plans and Evaluations

[BACK TO COURSE LIST](#)