

The Training Edge, LLC



Course Catalog

Training Programs and Workshop

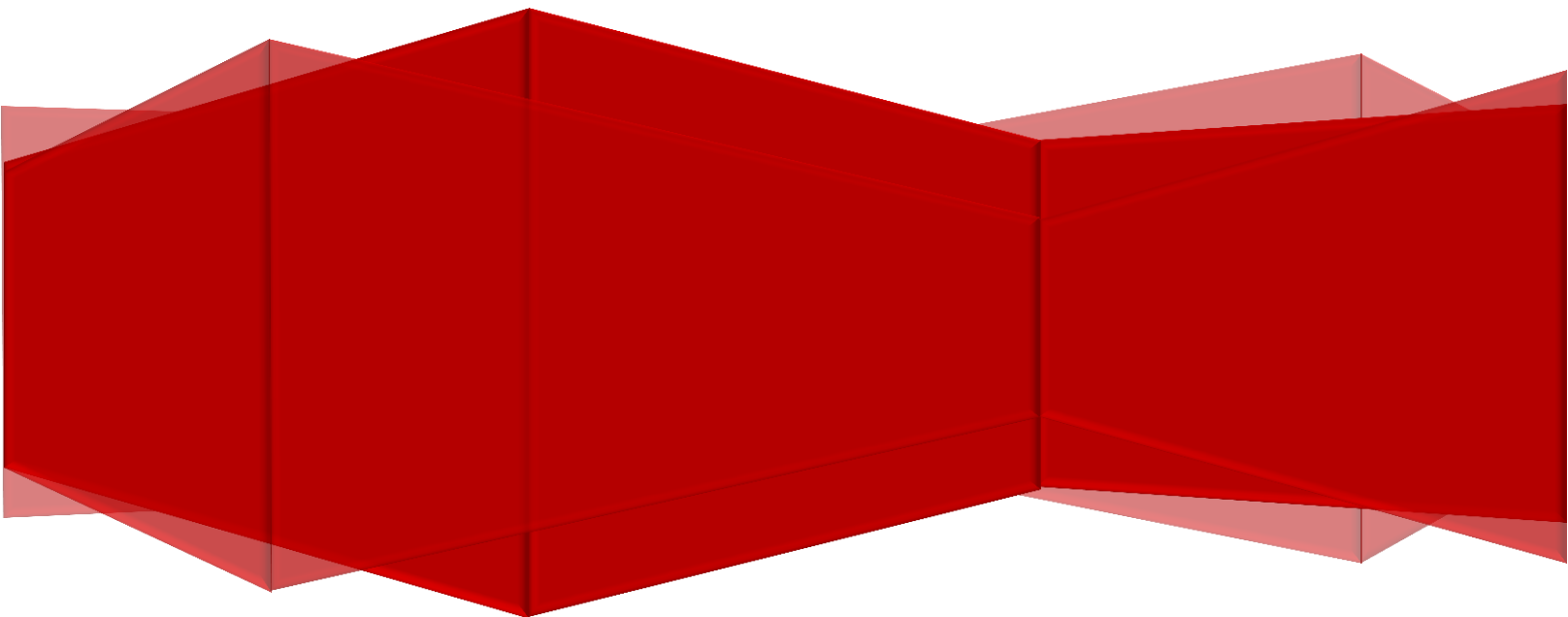


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Communicating with Impact

Course Objectives

Help participants become more effective communicators to increase productivity and improve morale in the workplace.

Allow participants to accurately assess their current strengths and areas for improvement. Then allow time for lecture, group participation, skill practice, role-play, case studies, and coaching to improve skill levels and ensure adult learning takes place.

Participants will:

- Assess their skill level
- Comprehend the art of two way communication
- Develop better listening skills
- Understand non-verbal messages they are sending and how to adapt for clearer communication
- Learn to read the non-verbal messages being received
- Develop techniques for projecting a positive verbal message
- Improve their ability to give feedback without judgment
- Utilize techniques to effectively manage voicemail
- Learn how to write clear and concise e-mails
- Create action plans and apply the training to life

Participants receive

- Coaching throughout the session
- Written and verbal evaluation of strengths/areas for improvement
- A workbook/reference manual

Class Size

Maximum of 16 people per workshop

Workshop Length

One-day Workshop

Dealing with Difficult People

Course Objectives

This one-day workshop will show participants how to get along and work productively with everyone and learn how to demonstrate the necessary qualities that bring results from others. Participants will learn how to recognize behavior styles that cause difficulty and be able to apply learned skills to improve relationships, communications, and performance.

This workshop will be interactive and fun. Participants will understand the change process and how to become proactive, rather than reactive, in change situations.

Participants will:

- Understand your own personal behavioral style
- Understand what causes people to be difficult
- Learn how to work as teams
- Develop and action plan for interacting with people

Training Topics

- What is your own behavioral style?
- Being aware of how your style both works and does not work for you
- Learn how your personal behavior style changes under stress
- What causes people to be difficult
- Finding strategies to cope with people whose styles differ from yours
- Putting profiles together and working as teams
- Realizing what a power struggle is
- Moving from power struggle to partnership
- Learn how to develop an action plan for interacting with people whose behavioral styles differ from yours

Participants receive

- Coaching throughout the session
- Written and verbal evaluation of strengths/areas for improvement
- A workbook/reference manual

Class Size

Maximum of 16 people per workshop

Workshop Length

One-day Workshop

Generous Listening

Course Objectives

Being an effective communicator takes real skill. Communication skills have to be developed, practiced and improved on an on-going basis; they are the heart of interpersonal skills. As important as it is to speak, it is often more important to listen. FACT! There is very little listening in our society. What listening has become is (most of the time) waiting for YOUR turn to speak – instead of truly giving the gift of generous listening. This course will teach you the amazing technique of how to use generous and empathetic listening to understand what it really being said and what it is like to understand the other person's point of view.

In this two-hour program, we look at the dynamics and mechanics of effective listening in the workplace, with the intent to provide the essential listening skills individuals need to build relationships and create positive results.

Participants in this workshop will learn the essentials of effective listening. Specifically, the participants will explore best practices for:

- Determine the impact of effective listening skills
- Identify bad listening habits
- Improve and understand the use of nonverbal communication
- Learn the factors which enhance or detract from listening
- Focus skills for effective listening
- Responding Skills:
 - Summarizing and paraphrasing as a listening skill
Use of Active Listening Technique
 - Empathetic Listening
 - Selective Listening
- Build rapport and promote easy listening through empathy skills
- Learn to overcome emotions, judgments, and knee-jerk reactions
- Devise action plan for improving and implementing individual listening skills

Participants receive

- Coaching throughout the session
- Written and verbal evaluation of strengths/areas for improvement
- A workbook/reference manual

Class Size

Maximum of 16 people per workshop

Workshop Length

Two Hour Workshop

Influencing Skills

Course Objectives

Help participants learn critical skills for communicating and influencing others by learning to adapt to others' styles, to listen and understand, and to create win-win situations in the workplace.

This workshop incorporates lecture, self-assessments, group exercises, teamwork, role-plays, and coaching in a fun and relaxed atmosphere. Participants learn and practice skills they can apply to build rapport, find common ground, and negotiate effectively.

Pre-work

- Completion of the Everything DiSC Workplace Assessment
- Completion of the Influence Worksheet

Participants will learn:

- To understand what it means to “influence” others
- To identify influencing styles
- Skills to adjust and be flexible with different styles
- Techniques to build rapport and find common ground
- How to ask open questions and listen for understanding
- How to ask for what they want or need
- Understand what barriers exist that stand in the way from achieving results
- To say no without ruining a relationship
- How to negotiate and influence for win/win situations
- To develop a personalized action plan to improve influencing skills

Post Work

- Implementation of a personal action plan
- Accountability summary for implementation of pre-work sheet

Participants receive:

- Coaching throughout the session
- Evaluation of strengths/areas for improvement
- A workbook/reference manual

Class Size

Maximum of 16 people per workshop

Workshop Length

One-day Workshop

Managing Effective Meetings

Course Objectives

Help participants learn to make meetings more meaningful, productive, and time-efficient.

Allow participants to accurately assess their current strengths and areas for improvement. Then allow time for lecture, group participation, skill practice, role-play, case studies, and coaching to improve skill levels and ensure adult learning takes place.

Participants will:

- Assess their skill level
- Decide to meet or not to meet
- Learn to optimize meeting time
- Develop targeted agendas
- Learn techniques to handle difficult situations
- Develop techniques for staying on track
- Determine when conference calls are a viable alternative
- Plan conference calls that are productive
- Learn to make meeting interactive and fun
- Plan meetings that get results
- Create action plans and apply the training to life

Participants receive:

- Coaching throughout the session
- Written and verbal evaluation of strengths/areas for improvement
- A workbook/reference manual

Class Size

Maximum of 16 people per workshop

Workshop Length

Half-day Workshop

Personal Branding and Positive Image

Course Objectives

Help participants create a power personal branding and deliver positive, professional presence.

A strong personal brand allows you to take control of your identity. You can influence the perceptions others make about you and your service and inspire them to do business with you. Discover strategies to maximize your image, create influence, access and use intuition, and transform your mindset. Live the life you desire and achieve your goals.

Participants will:

- Eliminate negative thoughts that hold you back.
- Define and refine your image.
- Clarity the vision of your life and future.
- Build strong beliefs and a foundation for success.
- Create an inner and outer image to influence others.
- Use clothing, colors and styles as powerful marketing tools.
- Develop powerful presentation skills.
- Create marketing and public relations plans.
- Create custom roadmap for networking within your chosen niche and follow up to get the business

Participants receive:

- Coaching throughout the session
- Written and verbal evaluation of strengths/areas for improvement
- A workbook/reference manual

Class Size

Maximum of 16 people per workshop

Workshop Length

Half-day Workshop

Problem Solving and Decision Making

Course Objectives

This course will present a clear process and user-friendly techniques for making smart business and personal choices.

Using a case study approach, this course offers straightforward, easy-to-follow process designed to improve the way business decisions -- or any decisions that help to reach a goal -- are made. This workshop incorporates lecture, group exercises, business examples and coaching in a fun and relaxed atmosphere. Participants learn and practice skills they can apply to make better quality decisions.

Participants will:

- Assess their decision making style
- Define clear parameters of decisions
- Collect relevant information and generate creative alternatives
- Hone intuition and incorporate it into decisions
- Define consequences and payoffs
- Analyze risks and define level of risk tolerance
- Avoid common mistakes and psychological traps in the decision making process
- Correlate an appropriate strategy with a specific decision
- Describe the dynamics of group decision making
- Develop clear guidelines on communicating decisions
- Design an action plan to evaluate the results of decisions
- Tailor decision-making style to be situationally appropriate

Participants receive:

- Coaching throughout the session
- Evaluation of strengths/areas for improvement
- A workbook/reference manual

Class Size

Maximum of 16 people per workshop

Workshop Length

One-day Workshop

Course Objectives

StrengthsFinder® is Gallup's online assessment of your five most powerful strength themes. The Internet-based StrengthsFinder® Profile is the product of a long-term extensive research and application effort to identify the most prevalent human strengths. The program introduces 34 dominant "themes" with thousands of possible combinations.

This program reveals how to translate your strengths into personal and career success. This workshop incorporates lecture, self-assessments, group exercises, role-plays, and coaching in a fun and relaxed atmosphere. Participants walk away from the session with practical tools that can be immediately applied to their individual work situations, as well as a vision of the powerful productivity possible in a team that recognizes and leverages all team members' strengths.

Pre-work

Completion of the **StrengthFinders** Assessment Tool

Participants will:

- A deep and rich common language of each person's unique strengths and talents
- How to value, work with and leverage the strengths of others.
- To increase productivity and efficiency by aligning an individual's strengths and talents to particular team tasks.
- To supply a common framework to better understand and manage communication
- How to increase better problem solving
- To identify individual and team assets and potential blind spots
- To increase resiliency, customer satisfaction and lower turnover by being fully engaged

Participants receive:

- Coaching throughout the session
- Evaluation of strengths/areas for improvement
- A workbook/reference manual

Class Size

Maximum of 16 people per workshop

Workshop Length

One-day Workshop

Turning Conflict into Collaboration Solutions

Course Objectives

Adult learning theory states that lessons need to be applied and evaluated by adults for optimal learning. We integrate this theory into our training by incorporating individual exercises, assessments, role-play, teamwork, skill practice, coaching, and evaluations.

Participants will:

- Become more aware of their own conflict style
- Recognize the conflict styles of employees in order to respond in the most effective way
- Assess work-related conflict situations and apply an effective conflict mode to resolve the conflict
- Practice using different conflict modes
- Develop skills to effectively manage conflicts in the workplace

Training Topics

- What is conflict
- Uncovering the sources of conflict
- Conflict handling modes
- Assertiveness
- Cooperativeness
- Conflict Resolution

Pre-assignment

After taking the assessment we then review the Five Conflict Handling Modes:

- Competing
- Collaboration
- Compromising
- Avoiding
- Accommodating

Participants receive:

- Coaching throughout the session
- Evaluation of strengths/areas for improvement
- A workbook/reference manual

Class Size

Maximum of 16 people per workshop

Workshop Length

One-day Workshop

Celebration of Diversity

Overview

As the dramatic shift to a highly diverse workforce continues, organizations know they must help all workers understand, accept, and capitalize on differences. Cultural backgrounds, generational perspectives, and experiences of diverse employees and customers can enrich the organization, making it more innovative and globally competitive. Realizing the benefits of diversity means that the organization and employees have made the commitment to meeting the diversity challenge through self-awareness, understanding, and application.

Course Objectives

At the conclusion of this training program, the participants will be able to:

- Define and describe the process of valuing diversity.
- Identify some of the visible and invisible ways in which people differ.
- Recognize that diversity affects and is affected by each individual.
- Recognize common prejudices and reactions to issues of diversity.
- Learn how to strengthen team communication and productivity among all working generations.
- Take specific actions to demonstrate a commitment to valuing diversity in the workplace.

Program Topics:

- Defining diversity
- Perceptions: Understanding the lenses we wear and how they relate to our reactions to diversity
 - Topics include: Visible and Invisible Disabilities, LGBT, Micro-Inequities, Generations, Gender
- Moving toward valuing differences
- How to approach situations that are uncomfortable and different than your norms

Pre-Work

- Participants will be asked to complete several self-awareness questions prior to the session. This helps employees learn how they personally respond to cultural diversity issues, and where they need to develop increased understanding. It is the foundation on which authentic communication; acceptance, teamwork and successful futures will be built.

Post Work

- Participants will be asked to create and implement an individual action plan that assists their commitment to implementing the lessons and content learned to ultimately strengthen diversity and inclusiveness among all generations in all areas.

Class Size

Maximum of 16 people per workshop

Workshop Length

One-day Workshop

Cross Cultural Communication

Program Objective

Develop stronger cross cultural communication skills to send, receive, and interpret messages to improve relationships, increase productivity and achieve next level in performance.

Strategy

Participants in this workshop will assess their beliefs and awareness around cross cultural communication and diversity and inclusiveness. Through lecture, group participation, skill practice, role-play, case studies, and coaching they learn to advance their skill levels and take communication to the next level. Participants will also be recorded at the opening and conclusion of the workshop to assess skill development.

Overview

Communication goes far beyond the actual words that you say; it's also how you say those words and the non-verbal messages that you send with them. The receipt and interpretation of that message depends on the other person's view of the world and his or her beliefs and values. This workshop reaches beyond the surface to explore the similarities and differences among varying cultures. It helps to teach participants to monitor and adapt the more subtle aspects of effective cross cultural communication.

Participants Will:

- Assess their current beliefs and cross cultural communication skill level
- Understand dimensional balance of cultural and influence
- Develop different communication strategies based on the preferences, needs, and cultures of others
- Apply the concept of Generous Listening Skills when interacting with others
- Read the non-verbal messages being received
- Examine the impact of their non-verbal behaviors in supporting or undermining their intended communication
- Improve their ability to give feedback without judgment
- Seek to understand and come from a place of appreciation and curiosity around cultures
- Create action plans to further develop skills

Participants Receive:

- Coaching throughout the session
- Written and verbal evaluation of strengths/areas for improvement
- A workbook/reference manual

Workshop Length

One Day

Class Size

Maximum class size is 16 participants.

Gender Communications

This workshop provides participants with a positive way to understand the differences between genders. While there are clearly gender differences, each person has perspectives and capabilities from both genders. People often think that they are speaking the same language when they are communicating with someone from a different gender. The reality is that they are not! It is the lack of clarity and confusion over these "gender / cultural differences" between genders that creates so many of the communication and interpersonal problems that result in conflict, high stress levels, sense of frustration, and ultimately, lower productivity. Our goal is to provide participants with practical concepts and specific skills that will lead to improved results in the workplace.

Course Objectives:

Participants will explore the relationship between gender and communication in four areas:

- (1) the nature and history of genders communication;
- (2) motivation and needs of genders in language;
- (3) gender differences in verbal and nonverbal communication; and
- (4) communication within same-gender environment.

Training Topics:

Module 1: Overview of Gender Differences

- Understanding the concept and history of gender / communication differences

Module 2: Understanding the Differences in What Motivates and Key Needs for Both Genders

- Introduce Skill Set to Motivate Each Gender by understanding essential needs for both genders
- Practice & Discuss Applying the Tools with Experiential Exercises

Module 3: Understanding the Difference in Problem Solving Styles for Genders

- Introduce a Skill Set for Solving Problems with someone of the opposite Gender
- Practice & Dialogue about Applying the Tools through Experiential Exercises

Module 4: Understanding the Unique Language of Genders

- Teach a skill set to understand and avoid misinterpreting communication from both genders

Action Planning

Each participant will complete an action plan. They will commit to implementing 3 strategies or techniques discussed in the workshop that will allow them to manage change effectively and move towards becoming a change agent.

Class Size

Maximum of 16 people per workshop

Workshop Length

One-half day workshop

Generations in the Workplace

Course Objectives

Adult learning theory states that lessons need to be applied and evaluated by adults for optimal learning. We integrate this theory into our training by incorporating individual exercises, teamwork, skill practice, coaching, and evaluations. This workshop can also include a “panel of experts” – a group from each generation to share their viewpoint and answer questions.

Participants will:

- Understand each generation and their unique work ethic
- Identify what each group brings to the table in terms of talents and strengths, how they like to manage or be managed, and their views on quality, service, work and life in general
- Learn to value and utilize the unique talents and strengths each generation brings to the workforce and how to maximize those abilities

Training Topics

- Generational Overview
 - the Veterans – born prior to 1946,
 - the Baby Boomers – born between 1947-1965,
 - the Gen Xers – born between 1965 -1980,
 - The Nexters or Millenials – born between 1980-2000
- Steps to Success
 - Valuing and accommodating differences
 - Adjusting styles
 - Establishing workplace choices
 - Respecting and valuing individual skills and abilities
 - Creating an inclusive environment
- The Panel
 - What it is like to be a part of your generation and work for this organization?
 - What do you look for in a leader?
 - What motivates you?
 - How do you view work?
 - What do you think your generation brings to the workplace?
 - Q & A – the panel will answer questions from the audience

Participants receive:

- Coaching throughout the session
- Evaluation of strengths/areas for improvement
- A workbook/reference manual

Class Size

Maximum of 16 people per workshop

Workshop Length

Half-day Workshop

Respect in the Workplace

Course Objectives

As the dramatic shift to a highly diverse workforce continues and the reality of organizations needing to work at full capacity, organizations know they must help all workers understand how to work together in a positive and productive manner. This program helps individuals and organization define acceptable behavior and expectations around respect in the workplace through self-awareness, understanding, and application.

Participants will:

- Describe the special role that respect plays in today's workforce
- Define legal and organizational expectations for maintaining respect and inclusiveness
- Build mutual understanding and respect through use of the Traffic Light Analogy in recognizing actions and behaviors, including Sexual Harassment Prevention
- Learn how to strengthen team communication and productivity among all individuals through greater respect and inclusiveness to maintain a harassment-free workplace

Participants receive:

- Coaching throughout the session
- Evaluation of strengths/areas for improvement
- A workbook/reference manual

Class Size

Maximum of 16 people per workshop

Workshop Length

Two-Hour Workshop

Sexual Harassment Prevention

Course Objectives

Adult learning theory states that lessons need to be applied and evaluated by adults for optimal learning. We integrate this theory into our training by incorporating individual exercises, assessments, role-play, teamwork, skill practice, coaching, and evaluations.

Participants will:

- Recognize key elements of harassment
- Understand the dynamics behind the behavior
- Assessing the impact on the individual, productivity and the organization
- Know your responsibilities and how to take action
- Use the Guiding Principles as prevention

Training Topics

- Could this be “Harassment” quiz?
- Communication and sexual harassment
- Major ruling on sexual harassment
- Key elements
- The impact
- Types of sexual harassment
- Harassment information
- What to do if you are sexually harassed
- Case studies
- Closing

Participants receive:

- Coaching throughout the session
- Evaluation of strengths/areas for improvement
- A workbook/reference manual

Class Size

Maximum of 16 people per workshop

Workshop Length

One Day Workshop or Half Day Workshop

Behavior Based Interview Skills

Interviewing sounds easy enough: you arrange for a conversation between you and potential candidates, and then select the best person for a particular position. But what if you could refine the process in such a way that you were confident that you are selecting the right person? How do you separate the good from the great, when they have similar work experience and strengths to offer? This one-day workshop will give you the skills and tools to hire successful candidates

Course Objectives

- How to recognize the costs incurred by an organization when a wrong hiring decision is made
- Ways to develop a fair and consistent interviewing process for selecting employees
- How to develop a job analysis and position profile
- How to use traditional effective behavior-based interview questions
- Communication skills that are essential for a skilled recruiter
- How to effectively interview difficult applicants

Course Topics:

1. History of the interviewing process
2. The recruitment and selection process
3. Cost analysis
4. Job analysis and position profiles
5. How to review, screen, and highlight resumes and performance assessments
6. Problems recruiters face and interviewing barriers
7. Non-verbal communication and types of questions
8. Traditional vs. behavioral interviews
9. Difficult applicants
10. Interview preparation and format

Participants receive:

- Coaching throughout the session
- Evaluation of strengths/areas for improvement
- A workbook/reference manual

Class Size

Maximum of 16 people per workshop

Workshop Length

One Day Workshop

Coaching for High Performance

Course Objectives

This workshop will be customized and have verbiage, role-plays and exercises that are “real-life” to your organization. We can also incorporate your competencies and the use of tools from your performance management process.

Participants will:

- Understand the role of the coach
- Develop others to reach their full potential
- Learn to deliver feedback for improved performance
- Practice effective coaching techniques

Training Topics

- What is a coach?
 - Unlocking a person’s potential to maximize his or her performance
- DiSC behavior styles
 - Dominance
 - Influence
 - Steadiness
 - Conscientiousness
- Setting goals / objectives
- Giving feedback
- The coaching session
- Action planning

Participants receive:

- Coaching throughout the session
- Evaluation of strengths/areas for improvement
- A workbook/reference manual

Class Size

Maximum of 16 people per workshop

Workshop Length

One Day Workshop

Emerging Leaders

Course Objectives

Adult learning theory states that lessons need to be applied and evaluated by adults for optimal learning. We integrate this theory into our training by incorporating individual exercises, role-play, teamwork, skill practice, coaching and evaluations. We provide tools that can be used back in the workplace to help apply the training to life.

A 360 degree feedback assessment can be administered prior to the workshop and the results and their impact will be discussed at the training. This three-day workshop will be customized and have verbiage, role-plays and exercises that are “real-life” to your organization.

Participants will:

- Understand how to be a better communicator.
- Learn skills to effectively coach and motivate others.
- Develop the ability to present yourself as a confident leader.
- Create a strategy to lead your team to success.

Training Topics

- Leader, Manager, Boss
- Vision and Strategy
- Understanding Yourself – The Key to Effective Leadership
- Communicating Effectively – To All Levels
- Utilizing the Appropriate Communication Vehicle
- DiSC Behavior Styles
- Positive Verbal Image
- Effective Body Language
- Active Listening
- Giving Feedback
- Motivating Others
- Coaching Others
- Administering Discipline – Beyond Coaching
- Case Studies – Leading in Difficult Situations
- Action Planning

Participants receive:

- Coaching throughout the session
- Evaluation of strengths/areas for improvement
- A workbook/reference manual

Class Size

Maximum of 16 people per workshop

Workshop Length

Three Day Workshop

Fundamental Concepts of Performance Management

Inspiring someone to be their best is no easy task. Just how do you manage for optimum performance? How do you create a motivating environment that encourages people to go beyond their best? This one-day workshop will give you insight to those skills.

Course Objectives

Participants will learn:

- The role of goal setting in performance management.
- Tools to help your employees set and achieve goals.
- A three-phase model that will help you prepare employees for peak performance, activate their inner motivation, and evaluate their skills.
- Motivational tools and techniques.

Course Topics

1. The Shared Management Model

- Participants will learn about the three-phase model that will be the focus of this course.
- Participants will also learn about making the employee their own internal manager.

2. Setting Goals

- Participants will use a goal setting tool to set some goals for the workshop.
- Participants will learn how to use this tool in the performance management process.

3. Phase I (Preparation)

- During this session, participants will explore how to prepare the employee to go beyond their best using coaching and training.
- Participants will also learn how to choose the right person for the job and setting standards.

4. Phase II (Activation)

- Participants will learn what the activation phase is all about.
- Participants will also learn ways to turn employees into self-motivators.

5. Phase III, Part A (Ongoing Evaluation)

- Evaluation is a key component of managing for performance.
- Participants will explore how to best conduct ongoing evaluation, particularly constructive feedback.

6. Phase III, Part B (Formal Evaluation)

- Participants will learn about formal types of evaluations, including performance reviews.

Participants receive:

- Coaching throughout the session, including evaluation of strengths/areas for improvement
- A workbook/reference manual

Class Size

Maximum of 16 people per workshop

Workshop Length

One Day Workshop

Hiring and Coaching Excellent Employees

Course Objectives

Adult learning theory states that lessons need to be applied and evaluated by adults for optimal learning. We integrate this theory into our training by incorporating individual exercises, role-play, teamwork, skill practice, coaching and evaluations.

This workshop will be customized and have verbiage, role-plays and exercises that are “real-life” to your organization. Participants will bring a job description from their department to work with during the session as a potential job opening.

The Training Edge will incorporate any current interviewing forms, processes, and competencies that are already established in your organization.

Participants will:

- Understand how to hire excellent employees

Training Topics

- Attract and hire excellent employees
- Prepare for the interview
- The interview
- The decision
- Legal issues
- Final interviews
- Action planning

Participants receive:

- Coaching throughout the session
- Evaluation of strengths/areas for improvement
- A workbook/reference manual

Class Size

Maximum of 16 people per workshop

Workshop Length

One Day Workshop

Leadership Skills for Success

Course Objectives

Help participants to strengthen their leadership skills, build a higher level of teamwork and communication, and increase productivity by applied understanding and acceptance of self and others.

Through a series of exercises and discussions, participants learn the impact of being an effective leader and team member in the workplace and how to adapt their style and approach, as needed. This workshop is interactive, fun, and impactful.

Participants will:

- Better understand leadership style and preferences.
- Collaborate more effectively with members of the team.
- Use a common language as a tool to understand work styles.
- Appreciate the needs and preference of similar and differing styles.
- Build trust and rapport with others, including direct reports, customers, and fellow team members.
- Recognize inappropriate or unproductive communication.
- Build a solid foundation of understanding and appreciation of each other.
- Recognize personal conflict style and the impact it has on others.
- Increase the level and commitment to treating each other with respect.
- Provide commitment to a stronger working relationship with colleagues, co-workers, customers, and team members.

Participants receive:

- Coaching throughout the session
- Results from a self-assessment
- Evaluation of strengths/areas for improvement
- A workbook/reference manual

Class Size

Maximum of 16 people per workshop

Workshop Length

Half Day Workshop

Leading through Change

Course Objectives

Adult learning theory states that lessons need to be applied and evaluated by adults for optimal learning. We integrate this theory into our training by incorporating individual exercises, assessments, role-play, teamwork, skill practice, coaching, and evaluations.

Participants will:

- Define what change looks and feels like
- Identify different stages of change and how it affects the organization
- Recognize change resistance and how to resolve it
- Learn to lead and drive change

Training Topics

- Leadership is
- Accepting change
- Developing and maintaining a positive attitude
- Change resistance
- Leading / driving change
- Action planning

Participants receive:

- Coaching throughout the session
- Evaluation of strengths/areas for improvement
- A workbook/reference manual

Class Size

Maximum of 16 people per workshop

Workshop Length

One Day Workshop

Leading a Diverse Team

Your success as a Team Leader depends on how well your team operates. How are their problem-solving skills? Are they enthusiastic and motivated to do their best? Do they work well together? When working in the diverse team environment, the success of the end result is contingent upon the core team functions, which include trust, communication, and synergy. If you want to develop your team leadership skills and unleash the talent of your individual team members, this workshop is a practical look at the essential leadership practices that work to achieve high performance teams. This program covers many aspects of what it means to be an effective diverse team, including forming successful teams, defining team expectations, conducting collaborative activities, making decisions effectively, solving problems, establishing a learning culture and understanding the roles of leadership and followership.

Course Objectives

- Recognize the importance of being an effective team role model
- Create a coaching environment where people can and want to perform
- Clearly define Responsibility, Accountability, and Authority -- for all leadership roles
- Discuss how to best deploy resources during chaotic times
- Understand the importance of prioritizing the strategic goals to empower employees
- Improving understanding and applications in leading a diverse work team through cross cultural awareness and appreciation
- Reduce assimilation time for new teams by utilizing a defined process, including how to set performance standards, communicate goals, and gain commitment.
- Improve the “closing” process for teams that have completed their requirements. Learn how to use defined methodology for identifying lessons learned and knowing how to best apply that information for the next project initiative.
- Increase quality of measurable team results.

Course Topics

- | | |
|--|---|
| 1. Defining a Team – Characteristics of High Performing Teams | • Debrief from Leadership Profile |
| 2. Team Leadership Environment | • Manage A Culturally Diverse Work Group: Cross Cultural Awareness and Appreciation |
| 3. Understanding RA ² (Responsibility, Accountability, Authority) | • Debrief from Cross Cultural Assessment |
| 4. Defining the Qualities of an Ideal Team Leader | • Team Problem Simulation |
| 5. Setting expectations / Defining goals and obtaining commitment | • Pulling it All Together: How to orient and onboard team members, |
| | • Keeping the Momentum Going “Leading Diverse Teams |

Class Size: Maximum of 16 people per workshop

Workshop Length: One Day Workshop

Managing Remote and Virtual Teams

Course Objectives

Implement practices and behaviors that contribute to the successful management of remote teams.

This workshop focuses on the skills needed to manage teams over different geographic locations. The workshop offers managers a set of practical tools to create and maintain a sense of teamwork among employees across different work sites. This dynamic workshop includes group interaction, exercises, role-play, and action planning.

Participants will:

- Assess the benefits and challenges of remote supervision
- Ensure that all team members' perspectives and expertise are "on the table"
- Develop expectations for communication and meetings using a "team charter"
- Produce collaborative solutions to critical issues utilizing input from the entire team
- Develop and maintain trust
- Address team conflicts
- Avoid the tendency to micromanage
- Engage in proactive coaching
- Conduct team business effectively through effective email and conference calls
- Acclimate new employees to the team successfully
- Celebrate team accomplishments

Participants receive:

- Coaching throughout the session
- Evaluation of strengths/areas for improvement
- A workbook/reference manual

Class Size

Maximum of 16 people per workshop

Workshop Length

One Day Workshop

Motivating Employees

It's no secret. Employees who feel they are valued and recognized for the work they do are more motivated, responsible, and productive. This is a busy one-day workshop to help supervisors and managers create a more dynamic, loyal, and energized workplace. This program is designed specifically to help busy managers and supervisors understand what employees want and to provide them with a starting point for creating champions.

Course Objectives

Participants will learn:

- What motivation is
- Common motivational theories and how to apply them
- When to use the carrot, the whip, and the plant
- Discover how fear and desire affect employee motivation
- Explore ways to create a motivational climate and design a motivating job
- Understanding your personal motivators
- How to recognize motivators and values in others
- How to adapt and embrace varying motivators to create a positive and empowering environment

Course Topics Include:

1. What is motivation?
2. Supervising and motivation
3. Motivational theories; The Carrot, Whip, and Plant
4. Understanding the fears and desires around motivation
5. Exploring values, interests, attitudes and motivators
6. Identifying your personal motivators
7. Recognizing motivator styles of others
8. Adapting and empowering varying motivational styles
9. Creating an action plan for a positive motivating environment

Participants receive:

- Coaching throughout the session
- Motivators Assessment Report
- Evaluation of strengths/areas for improvement
- A workbook/reference manual

Class Size: Maximum of 16 people per workshop

Workshop Length: One Day Workshop

High Impact Presentation Skills

Training Edge offers several options for helping your employees to effectively communicate their ideas to each other and to your clients. In all programs, participants will learn techniques and tactics for before, during, and after the presentation which results in high impact performance.

In-House Classroom Training	One on One Coaching	Large Group Programs
This highly interactive 2-Day Presentation Skills Workshop is designed for small group (8 people) provides the skills to achieve high audience impact.	This customized program is designed for the executive or employee needs a tailored approach to achieving maximum presentation results.	This 2-hour program captures the highlights of effective presentation skills for larger groups of 25 to 500. This program is ideal for large conferences.

2-Day In House Classroom Training Course Objectives

Participants will -

- Improve their speaking and delivery skills by focusing on style and strengths
- Build confidence and reduce fear and nervousness
- Understand how to assess the audience and meet their needs
- Learn how to influence through effective persuasion skills
- Develop and present more compelling presentations
- Learn how to leverage Presentation Aides to motivate audience to action
- Handle questions successfully
- Identify and minimize the impact of common challenges when delivering presentations, including the challenging audience behaviors
- Provide a forum to practice current and upcoming presentations

Course Content:

1. Impromptu Speaking
2. Setting Objectives/Assessing the Audience
3. Professional Presence through Body Language, Gestures and Movements
4. Opening and Closing with Impact
5. Powerful Presentation Aides
6. Handle Questions Like a Pro
7. Understand What It Means To "Influence" Others. Minimize disruptive behaviors.
8. Presentation of Prepared Assignments

Participants receive:

- Coaching throughout the session, Evaluation of strengths/areas for improvement, and a workbook/reference manual

Class Size: Maximum of 8 people per workshop

Workshop Length: 2 Day Workshop

Facilitation Skills

It is impossible to be part of an organization today and not attend meetings. Staff meetings, project meetings, and planning and coordinating meetings all take time.

There has been a growing realization that we have to pay attention to the process elements of meetings if we want them to be effective. With its focus on asking rather than telling, and listening to build consensus, facilitation is the new leadership ideal, the core competency everybody needs. Managers and supervisors are often asked to facilitate rather than instruct or manage their meetings and training sessions.

How can you facilitate, rather than control, group decision-making and team interaction? With no formal training, people may find it difficult to make the transition from instructors or managers to facilitators.

Objectives

At the conclusion of this training program, the participants will be able to:

- Distinguish facilitation from instruction and training
- Identify the competencies linked to effective small group facilitation
- Understand the difference between content and process
- Work through the common challenges presented in group/meeting facilitation

Course Content

1. Defining Your Role
2. How Facilitators Work
3. Establishing Ground Rules as Norms – The Process and Value
4. Content and Process
5. Types of Thinking
6. Common Facilitation Techniques
7. Providing Effective Feedback
8. Dealing with Difficult Dynamics
9. Analysis Tools

Participants receive:

- Coaching throughout the session
- Evaluation of strengths/areas for improvement
- A workbook/reference manual

Class Size

Maximum of 16 people per workshop

Workshop Length

One Day and Two Day Workshops Available

Strategic Planning

Course Objectives

Every successful organization needs a strategic plan. The value of the plan is in both the discipline it brings by systematically guiding deep reflections about the organization's future and the forces influencing its future. The resulting road map – the strategic plan – then charts a path to that future. By itself, though, the strategic plan is not enough. Creating a successful plan requires that there be skilled strategic thinkers in place from all parts of the organization to create it. When a strategic plan is combined with the competencies of strategic thinking by stakeholders at all levels, the organization is more likely to sustain its success for the long term.

The goal of the “Fundamentals” workshop is to provide a solid foundation of strategic planning knowledge for the participants. The application of that knowledge then occurs in the “Applied Strategic Planning” workshop, which is focused on the skills and knowledge needed to develop a strategic plan and make it operational.

Participants will:

- Describe strategic planning and enumerate the common components of a strategic plan.
- Describe the role that strategic planning plays in enabling long-term success for any organization.
- Identify how strategic planning differs from other forms of organizational planning.
- Develop strategic-thinking skills in themselves and others.
- Work through the key stages of the strategic-planning process:
 - Assess the current environment
 - Develop a vision of the future and define key governing beliefs/values
 - Identify strategic issues and develop goals/action plans
 - Implement, monitor, and revise the plan
- Identify methods for involving key stakeholders in strategy formulation and implementation.
- Describe common obstacles to strategic planning and ways to overcome them.

Participants receive:

- Coaching throughout the session
- Evaluation of strengths/areas for improvement
- A workbook/reference manual

Class Size

Maximum of 16 people per workshop

Workshop Length

One Day Workshop

Team Leader Training

Course Objectives

Adult learning theory states that lessons need to be applied and evaluated by adults for optimal learning. We integrate this theory into our training by incorporating individual exercises, role-plays, self-assessments, skill practice, teamwork, evaluations, and videotaping. This two-day workshop is presented in a fun and relaxed atmosphere.

Participants will:

- Become more effective trainers/facilitators
- Understand how to transfer skills and knowledge to participants
- Increase credibility
- Learn to make training interactive and fun
- Understand how to handle difficult situations
- Develop powerful presentation skills
- Identify ways to apply the training to life

Training Topics

- Adult learning principles
- Establishing leadership and credibility
- Effective use of voice
- Gestures and movement
- Openings, closings, and icebreakers
- Visual aids
- Learning enhancements
- Addressing nervousness
- Final presentation

Participants receive:

- Coaching throughout the session
- Evaluation of strengths/areas for improvement
- A workbook/reference manual

Class Size

Maximum of 10 people per workshop

Workshop Length

Two Day Workshop

Team Excellence

Course Objectives

Help participants assess and better understand their team dynamics and how to increase their effectiveness collectively as a team and through each individual contribution. Participants will further explore their DiSC communication style and then learn to adapt to other styles for improved communication, acceptance of change, increased productivity, and enhanced relationship building with stakeholders.

Through a series of exercises, role-plays, and case studies participants learn the impact of the styles in the workplace and how to adapt as needed. This workshop is interactive and fun.

Specifically, this program will reinforce how to best use the application of DiSC in collaborating with others by quickly recognizing and adapting styles that reflect a person's behavioral preference. DiSC provides a common language that will gain insight on how to minimize conflict and build stronger rapport and trust. Specifically, this program provides the opportunity for self-improvement through better learning and understanding one's strengths, perceptions, and opportunities for improvement.

Pre-assignment:

Completion of an online DiSC Assessment.

Participants will:

- Recognize the value of re-connecting and support during times of change.
- Reinforce (or newly learn) the characteristics of the four DiSC behavior styles – Dominance, Influence, Steadiness, and Conscientiousness
- Re-assess their style and the style of others
- Comprehend the importance of having all styles to make an effective team
- Develop communication techniques that are effective with each style
- Understand the importance of recognizing and adapting to other styles inside and outside the team. Learn how to network and connect to other stakeholders outside the team.

Participants receive:

- Coaching throughout the session
- Results from a self-assessment
- Evaluation of strengths/areas for improvement
- A workbook/reference manual

Class Size

Maximum of 16 people per workshop

Workshop Length

Half Day Workshop



High Impact Training Programs

Being a Great Team Member

Course Objective

Participants receive:

- Coaching throughout the session
- Evaluation of strengths/areas for improvement
- A workbook/reference manual

Class Size

Maximum of 16 people per workshop

Workshop Length

One Day Workshop

Cutting Edge Team Dynamics

Training Edge offers a variety of Teambuilding Events. We customize the program to fit your objectives, resources, and time frame. Some of our most popular events include:

1. **DiSC Team Building – Using the DISC Assessment we deliver a highly interactive where** participants to understand their own styles, the styles of their teammates and how to work together more effectively.
2. **Let's Make A Deal!** Through a series of requests, tasks, and challenges, groups will need to work together to provide the answer to the request, using those items that were brought in their tote bag.
3. **Treasure Hunt** Pirate teams are challenged by a treasure map to ultimately find hidden treasures.
4. **High Tech Treasure Hunt – Team** are given GPSs to adventure through a series of checkpoints.
5. **Team Survivor!** -Teams will navigate through a series of team challenges to be the ultimate survivor! Great metaphors for teams experiencing change and the unexpected.
6. **Painting the Vision to Reality** Teams must work together to gather the necessary supplies, paint their vision, and creates a lasting memento of the experience.
7. **Team Cuisine** The group will create the menu and prepare the food and deliver a masterpiece meal – all within a series of challenges and meaningful experiences.
8. **Tandem for Teams** Each team is to work together to build two small children's bikes, which will then later be donated to a local charity.
9. **Achieving the Key to Success** - Teams will need to navigate themselves through a highly-spirited scavenger hunt to locate and open locked boxes to solve a larger puzzle
10. **The Amazing Photo Race** Each team is to progress through a series of clues to create a photographic journey, with the ultimate goal of reaching the finish line first.
11. **Who Saved the Team?** Similar to a "Murder Mystery" event, but instead of someone being murdered.... A team is actually saved!
12. **Teddy Bear to the Rescue** - Each team will participate in a series of activities that will ultimately build teddy bears, which will be donated to rescue organizations to ease children's fears and pain during difficult times.
13. **Junkyard Team Challenge Teams** will utilize their innovation and creativity skills and techniques to dream up an innovative table-top sporting event for an international competition.
14. **Cake Boss Contest** - Through effective use of tools, resources, and flavors, this contest/teambuilding event is modeled after several food design shows.

Class Size

Most programs accommodates 10-500 people per workshop

Workshop Length

Varies

Experiential Teambuilding

Course Objectives

Help participants to build a higher level of teamwork, camaraderie, communication, and productivity by increased trust, understanding, and acceptance of others.

Through a series of discussions, exercises, role-plays, and case studies participants learn the impact of being an effective team member in the workplace and how to adapt their style and approach, as needed. This workshop is interactive and fun.

Participants will:

- Collaborate more effectively with members of the team.
- Use a common language as a tool to understand personal and team work styles.
- Appreciate the needs and preference of similar and differing styles.
- Build trust and rapport with new and existing team members.
- Recognize inappropriate or unproductive communication.
- Build a solid foundation of understanding and appreciation of each other.
- Recognize personal conflict style and the impact it has on others.
- Increase the level and commitment to treating each other with respect.
- Capitalize on personal motivators and use them to help the team.
- Provide commitment to a stronger working relationship with colleagues, co-workers, and team members.

People who work on teams quickly discover that each person has a unique approach to work – different ways of accomplishing the job. Sometimes team differences are easily accepted – even laughed about – and may complement each other. But too frequently teams find that those differences can also cause confusion, stagnation, or frustration.

Only when people have a framework to make sense of their differences can they learn what to expect from others and achieve true teamwork. This program uses various team models to address three of the most common challenges that teams face: motivation, conflict, and communication. Participants learn simple, intuitive ways to make lasting improvements in the team's effectiveness.

Participants receive:

- Coaching throughout the session
- Results from a self-assessment
- Evaluation of strengths/areas for improvement
- A workbook/reference manual

Class Size

Maximum of 16 people per workshop

Workshop Length

One Day Workshop or Half Day Workshop Available

Accountability and Empowerment

Course Objectives

Adult learning theory states that lessons need to be applied and evaluated by adults for optimal learning. We integrate this theory into our training by incorporating individual exercises, role-play, teamwork, skill practice, coaching, and evaluations.

Participants will:

- Define accountability and empowerment
- Be accountable in order to meet objectives and achieve success
- Foster open communication leading to improved morale, better teamwork and an environment of accountability

Training Topics

- Accountability and Empowerment: A Partnership
- Building Trust and Respect
- Empowerment: Letting Competent People Lead/Act/Decide
- Accountability
- Action Planning

Participants receive:

- Coaching throughout the session
- Evaluation of strengths/areas for improvement
- A workbook/reference manual

Class Size

Maximum of 16 people per workshop

Workshop Length

Half Day Workshop

Balancing Work and Life

Course Objectives

Adult learning theory states that lessons need to be applied and evaluated by adults for optimal learning. We integrate this theory into our training by incorporating individual exercises, role-play, teamwork, skill practice, coaching, and evaluations.

Participants will:

- To examine the three main areas of your life.
- Identify the areas that need attention.
- Understand the two types of guilt and what their role is.
- Work through your three life circles to create a better balance.

Training Topics

- Why is balance so difficult
- The challenge of balancing our lives
- Coping requires awareness, balance and choice
- Action Planning

Participants receive:

- Coaching throughout the session
- Evaluation of strengths/areas for improvement
- A workbook/reference manual

Class Size

Maximum of 16 people per workshop

Workshop Length

One Hour Workshop

Creating a Professional Presence

Course Objectives

Enhance the quality of an employee's interaction with clients and colleagues through professional appearance and conduct in order to outclass the competition.

This workshop focuses on the skills needed to build solid relationships both internally and externally by adding polish and presence to employees. The workshop gives practical tools to improve customer service by mastering the art of business etiquette and professional appearance. This dynamic workshop includes group interaction, exercises, role-play, action planning, and helpful hints.

Participants will:

- Understand the power of a positive first impression.
- Receive tips and instructions on how to enhance their personal power.
- Learn and practice the guidelines for meeting and greeting clients.
- Improve professional image by learning the power of handshakes and the rules of introductions.
- Develop skills to speak in a more clear and professional manner.
- Uncover what their clothes say about them.
- Assess what to do to improve their own professional image.
- Improve their effectiveness through emails, voice mails and telephone etiquette.
- Develop a personalized action plan.

Participants receive:

- Coaching throughout the session
- Evaluation of strengths/areas for improvement
- A workbook/reference manual

Class Size

Maximum of 16 people per workshop

Workshop Length

One Day Workshop

Creative and Innovative Thinking

Course Objectives

The term 'innovation' means a new way of doing something -- having the ability to look at something old or current and see something new or different. To succeed in today's economic conditions, truly *successful* CEOs didn't fall back on traditional management discipline, existing best practices, or status quo operations. They dug deeper, wider, and exploded with out of the box critical thinking skills to survive and thrive. In fact, according to a new IBM study, creativity and innovation is now the most important leadership quality for success in business over the next five years.

This *Innovation* workshop teaches participants to apply innovation techniques to achieve breakthrough results. Armed with new techniques and strategies, participants become stronger role models as creative agents, and entrepreneurs among others to ultimately provide a competitive edge for your organization.

The workshop incorporates a high level of interactivity, practical learning, self-assessment, exercises, skill practice, case studies and action planning in a fun and relaxed atmosphere.

Pre-Work

Participants will be asked to complete an online assessment that helps to define the following individual/team strengths. (20 minute pre-work required)

Participants will:

- Creative capacity
- Levels of curiosity
- Pattern breaking skills
- Idea nurturing ability
- Willingness to experiment and take risks
- Courage and resilience levels
- Energetic persistence

Participants receive:

- Coaching throughout the session
- Evaluation of strengths/areas for improvement
- A workbook/reference manual

Class Size

This workshop is designed for small and large groups

Workshop Length

Half Day Workshop

Dealing with Change

Change Happens. Without it, people and organizations stay stagnate, fail to move forward, and many times, move backwards. Those who have an understanding of the dynamics of change are better equipped to analyze the factors at play in the particular circumstances, and to adopt practical strategies to deal with resistance. This session helps to deal with change and provides strategies that can be immediately transferred and applied to real world experiences.

Course Objectives

At the conclusion of this training program, the participants will be able to:

- Understand the change process.
- Respond to change in an open minded and constructive manner.
- Focus on what is within one's control.
- Take accountability and avoid having a "victim" mentality.
- Manage change in a proactive, rather than reactive manner.
- Incorporate strategies to move towards becoming a change agent.

Course Content

Accepting and Processing Change Change is occurring at a more rapid pace than any time during history. In order to survive and thrive in the business environment an individual must have the capacity to change. We review the 7-step change

The Control Factor - We help participants learn to let go of what they can't control and focus on what they can. The process we facilitate can be utilized on an individual or group level.

Accountability and Roles It is imperative that each member of the organization be accountable in order to navigate through change. We examine ways to be proactive vs. reactive.

Success Strategies Successful people plan for change. We discuss, practice, and plan:

- ⇒ How to plan for and implement changes effectively, including developing and maintaining a positive attitude
- ⇒ Moving from "them vs. us" to "we" – how to focus and understand the big picture to begin acting as a cohesive team/company
- ⇒ How to become a successful change agent

Action Planning Each participant will complete an action plan.

Participants receive:

- Coaching throughout the session
- Evaluation of strengths/areas for improvement
- A workbook/reference manual

Class Size

Maximum of 16 people per workshop

Workshop Length

Half Day to Full Day Workshop

Emotional Intelligence

Course Objectives

This one-day workshop enables participants to learn and understand the impact of emotions in the workplace. Participants will develop a greater awareness of emotional reactions and those of their direct reports. Also, participants will learn how to communicate with their direct reports in ways that help them to manage their emotions more effectively.

Given the increased competitive pressures of a global market place and increased demands in customer requirements, sales professionals have found they must sell differently and to different decision makers than they did in the past. These new requirements can result in a wide range of feelings and frustration. This requires learning how to manage tension and increase personal (emotional) comfort in adapting to various challenging situations and challenges.

Pre-assignment

Participants will complete an individual pre-assessment Emotional Intelligence Attribute Index.

Participants will:

- Understanding what emotional intelligence is
- Exploring the case for emotional intelligence as it relates better customer and colleague interaction
- Developing timely awareness of emotions “in the moment”, especially while working with internal and external customers
- Managing emotion and using the “right” emotion to enhance business effectiveness
- Applying your emotional intelligence protocol to the appropriate situation so that progress is made and resistance is contained
- Increasing perceptual sensitivity to detect and respond to subtle customer signals
- Identifying and responding to the critical incidents that trigger unproductive behavior and actions
- Creating a personal action plan for immediate application

Participants receive:

- Coaching throughout the session
- Evaluation of strengths/areas for improvement
- A workbook/reference manual

Class Size

Maximum of 16 people per workshop

Workshop Length

One Day Workshop

Goal Setting Skills

Course Objectives

Learn how to get into the habit of setting and achieving goals. Create self-achievement.

Participants in this workshop will accurately assess their current strengths and areas for improvement. Then through lecture, group participation, skill practice, role-play, case studies, and coaching they learn to advance their skill levels and take communication to the next level.

The process of setting goals helps you choose where you want to go in life. By knowing precisely what you want to achieve, you know where you have to concentrate your efforts. You'll also quickly spot the distractions that would otherwise lure you from your course. This process will help to build self-confidence fast.

Participants will:

- Learn how to set sharp, clearly defined goals
- Explore the major areas of lifetime goal development (financial, health, career, etc)
- Understand the importance of measurement and metrics for goals
- Develop different techniques and strategies to achieve your goals
- Create excitement, motivation, and celebration around achievement
- Learn how to plan for the unexpected to avoid being derailed
- Create a real action plan for goal implementation

Participants receive:

- Coaching throughout the session
- Evaluation of strengths/areas for improvement
- A workbook/reference manual

Class Size

Maximum of 16 people per workshop

Workshop Length

Half Day Workshop

Business Writing

Course Objective

Help participants write meaningful, professional correspondence.

Strategy

Allow participants to accurately assess their current strengths and areas for improvement. Then allow time for lecture, group participation, skill practice, and coaching to improve skill levels and ensure adult learning takes place.

Participants will:

- Assess their skill level
- Improve their written image
- Eliminate wordiness
- Learn to avoid common grammatical errors
- Develop skills to deliver a message in a concise yet professional manner
- Understand how and why messages might be misinterpreted
- Recognize when emails are appropriate and when they are not
- Comprehend how to set an appropriate “tone” for the message
- Learn to assess and adapt to the audience
- Develop techniques for writing in “bullets”
- Understand the importance of proper word choice
- Bring and evaluate email messages they have sent in the past
- Compose an outgoing email message and be given feedback on areas for improvement
- Create action plans and apply the training to life

Each participant will have hands-on opportunities to practice all skills and techniques.

Participants receive:

- Coaching throughout the session
- Written and verbal evaluation of strengths/areas for improvement
- A workbook/reference manual

Class Size

Maximum of 16 people per workshop

Class Length

Half- and Full day workshops available

Stress Management

Course Objectives

Help participants understand how they respond to stress and to write an individual plan for improvement.

Participants define their stressors and patterns of behavior through lecture, exercises, group discussions and assessment tools. Participants also create action plans to help them recognize and respond to stress more productively.

Participants will:

- The definitions of “stress” and “stressors”
- How they respond physically, mentally and emotionally to stress
- The cost of stress to the employee as well as the company
- How to recognize personal stressors and their own responses
- Strategies to help them focus on what they can control and to let go of what they can’t
- How negative self-talk can sabotage stress management efforts and ways to change and become more positive
- That perception is half the battle
- The physical warning signals of stress and how to manage them
- What areas of life are vulnerable to stress and how to decrease that vulnerability
- The importance of moving from “victim” to “navigator” thinking
- To learn to use a problem-solving model to develop a plan for improvement
- Various relaxation and visualization exercises to help reduce stress

Participants receive:

- Coaching throughout the session
- Evaluation of strengths/areas for improvement
- A workbook/reference manual

Class Size

Maximum of 16 people per workshop

Workshop Length

One Day Workshop

Time Management for the Professional

Course Objectives

Adult learning theory states that lessons need to be applied and evaluated by adults for optimal learning. We integrate this theory into our training by incorporating individual exercises, assessments, role-play, teamwork, skill practice, coaching, and evaluations. This one-day workshop will be fun and interactive.

Participants will:

- Create personal governing values
- Understand why actions don't always match values
- Set priorities
- Identify and eliminate common time robbers
- Practice writing effective goals
- Improve productivity both on and off work
- Create a custom fit plan to balance work and life aligned with your priorities and values

Training Topics

- What is time management
- Learn the direct relationship between event control, self-esteem and productivity
- Understand how to identify governing values
- Develop skills for planning, prioritizing, and decision-making
- Identify and eliminate time robbers
- The four human needs
- Creating balance
- Goal setting – long-term, immediate and daily
- Action planning

Participants receive:

- Coaching throughout the session
- Evaluation of strengths/areas for improvement
- A workbook/reference manual

Class Size

Maximum of 16 people per workshop

Workshop Length

One Day Workshop

High Impact Presentation Skills

Adult learning theory states that lessons need to be applied and evaluated by adults for optimal learning. We integrate this theory into our training by incorporating individual exercises, role-play, skill practice, videotaping, coaching, and evaluations.

Pre-assignment:

Each participant will be asked to bring a five minute presentation to the workshop. They will fine-tune this and be videotaped presenting it on day two.

Participants will:

- Improve their speaking skills by focusing on their individual style and strengths
- Build confidence
- Understand how to assess the audience and meet their needs
- Improve their delivery skills
- Learn how to influence through effective persuasion skills
- Develop and present more compelling presentations
- Learn how to leverage Presentation Aides to motivate audience to action
- Handle questions successfully
- Identify and minimize the impact of common challenges when delivering presentations, including the challenging audience behaviors
- Provide a forum to practice current and upcoming presentations

Training Topics

- Impromptu Speaking
- Setting Objectives / Assessing the Audience
- Presentation Content
- Gestures and Movement
- Opening and Closing with Impact
- Powerful Presentation Aides
- Handle Questions Like a Pro
- Understand what it means to “Influence” Others
- Presentation of Prepared Assignments

Participants receive:

- Coaching throughout the session
- Evaluation of strengths/areas for improvement
- A workbook/reference manual

Class Size

Maximum of 10 people per workshop

Workshop Length

Two Day Workshop

Skills for Technical Presenters

The secret to a successful technical presentation is to frame the message so that listeners see a benefit for them. The paybacks to the presenter are respect, interest, and enthusiasm for the research. Technical Presentations helps scientists and technical professionals present more effectively at in-house meetings, at conferences, or to government agencies. This seminar features strategies for presenting technical information in a credible and interesting way to varied audiences. Participants in this two-day workshop are videotaped presenting their reports and review their tapes individually with a consultant.

Course Objectives

Technical Participants will:

- Establish rapport with your audience
- Learn techniques to reduce nervousness and fear
- Understand your strengths as a technical presenter and how to appeal to different types of people, who may or may not understand technical content
- Recognize how visual aids can create impact and attention
- Develop techniques to create a professional presence
- Learn some different ways to prepare and organize information
- Prepare, practice, and deliver a short presentation

Course Topics:

1. Introducing yourself and your project
2. Meeting needs of technical and non-technical audiences
3. Establishing credibility and maintaining it
4. Using verbal techniques to highlight key information
5. Illustrating data with anecdotes, examples, and analogies
6. Designing clear, effective visuals
7. Presenting visuals while keeping audience attention
8. Answering questions accurately and concisely
9. Concluding with a business impact

Participants receive:

- Coaching throughout the session
- Evaluation of strengths/areas for improvement
- A workbook/reference manual

Class Size

Maximum of 8 people per workshop

Workshop Length

Two Day Workshop

Sales Presentation Skills

Course Objectives

This two-day workshop focuses on all the skills a sales person needs to take their presentations to the next level. This workshop will have examples and exercises that are real life.

Pre-assignment:

Each participant will be asked to bring a seven to ten minute sales presentation to the workshop. They will fine-tune this and be videotaped presenting it at the end of day two.

Participants will:

- Improve their speaking skills by focusing on their individual style and strengths
- Build confidence
- Understand how to assess the audience through appropriate questioning techniques
- Meet customer needs and offer appropriate solutions
- Improve their delivery skills
- Learn to eliminate filler words and sound more professional
- Develop and present more compelling presentations
- Utilize techniques for controlling nervousness

Training Topics

- Impromptu Speaking
- Setting Objectives / Assessing the Audience
- Audience Participation
- Effective Use of the Voice
- Gestures and Movement
- Presentation Content
- Opening and Closing with Impact
- Use of Visual Aides
- Handle Questions Like a Pro
- Handling Objections
- Addressing Nervousness
- Presentation of Prepared Assignments

Participants receive:

- Coaching throughout the session
- Evaluation of strengths/areas for improvement
- A workbook/reference manual

Class Size

Maximum of 16 people per workshop

Workshop Length

Two Day Workshop

Behavioral Selling and Consulting Skills

This workshop explores the knowledge and use of DISC to leverage and advance your selling and consulting skills. Research shows that those most confident in their selling skills are statistically more likely to be top sales performers-and these are more likely to close sales at a higher rate. This program provides the secret to behavioral selling and adapting your style to the mirror image of your customer.

Course Objectives

Participants will:

- Gain confidence in their ability to sell
- Know the right thing to do in selling situations.
- Learn how to discover what their customer wants or needs.
- Easily get others to see their points of view.
- Monitor the temperament needed to handle objections and close deals
- Influence others to act or buy

Course Topics

- To understand what it means to sell behaviorally
- To identify varying selling styles
- Skills to adjust and be flexible with different customer styles
- Techniques to build rapport and find common ground
- How to ask open questions and listen for understanding
- How to ask for what they want or need
- Understand what barriers exist that stand in the way from achieving results
- How to negotiate and influence for win/win situations using behavioral techniques
- To develop a personalized action plan to improve selling results

Participants receive:

- DISC Assessment
- Coaching throughout the session
- Evaluation of strengths/areas for improvement
- A workbook/reference manual

Class Size

Maximum of 16 people per workshop

Workshop Length

One Day Workshop

C-Speak: Learning the Executive Language

Course Objectives

This one-day workshop will help finance professionals to gain confidence and to build the necessary skills to get appointments, conduct conversations with high-level executives, and create value that moves the relationship forward.

Participants will:

- Understand the characteristics of today's executive
- Recognize the importance of doing homework in preparation for an executive conversation
- Understand how to get an appointment with an executive
- Create a powerful meeting where executives want to move the relationship forward
- Increase value by speaking in value terms through the customer's eyes

Training Topics

- What executives do for a living
- Do your homework
- Getting the appointment
- The powerful executive meeting
- Crystal clear introductions
- Creating value – speaking in value terms
- Commitment to individual action plan

Participants receive:

- Coaching throughout the session
- Evaluation of strengths/areas for improvement
- A workbook/reference manual

Class Size

Maximum of 16 people per workshop

Workshop Length

One Day Workshop

Coaching the Coach – Success on the Road

Course Objectives

If you're a manager or a leader of others, how did you spend your time over the last week, the last month? How much of your time was spent giving your team members the tools and aptitude to improve their professional skills? How much time was spent helping them think through what they need to do to accomplish a goal or solve a task or problem? More importantly, have you given your employees the know-how to evaluate their own performance to self-correct and self-improve? Let's face it. We need performance whether we are side by side next to our rep or not.

This workshop will be customized and have verbiage, role-plays and exercises that are “real-life” to your organization. We can also incorporate your competencies and the use of tools from your performance management process.

Pre-assignment:

Completion of an online DiSC assessment.

Participants will:

- Understand and commit to the role of the coach
- Develop others to reach their full potential
- Learn to deliver feedback for improved performance
- Practice effective coaching techniques

Training Topics

- What is a coach
- Understanding the model of influence
- Behavior styles
- Setting goals / objectives
- Giving feedback
- The coaching session
- Self coaching
- Action planning

Participants receive:

- Coaching throughout the session
- Evaluation of strengths/areas for improvement
- A workbook/reference manual

Class Size

Maximum of 16 people per workshop

Workshop Length

One Day Workshop

Emotional Intelligence in Sales

Course Description

This one-day workshop enables participants to learn and understand the impact of emotions in the workplace. Participants will develop a greater awareness of emotional reactions and those of their direct reports. Also, participants will learn how to communicate with their direct reports in ways that help them to manage their emotions more effectively.

Given the increased competitive pressures of a global market place and increased demands in customer requirements, sales professionals have found they must sell differently and to different decision makers than they did in the past. These new requirements can result in a wide range of feelings and frustration. This requires learning how to manage tension and increase personal (emotional) comfort in adapting to various challenging situations and challenges.

Pre-assignment

Each participant will be given Participants will complete an individual pre-assessment Emotional Intelligence Attribute Index.

Participants will:

- Understand what emotional intelligence is
- Exploring the case for emotional intelligence as it relates better customer and colleague interaction
- Developing timely awareness of emotions “in the moment”, especially while working with internal and external customers
- Managing emotions and using the “right” emotion to enhance business effectiveness
- Applying your emotional intelligence protocol to the appropriate situation so that progress is made and resistance is contained
- Increasing perceptual sensitivity to detect and respond to subtle customer signals
- Identifying and responding to the critical incidents that trigger unproductive behavior and actions
- Create a personal action plan for immediate application

Participants receive:

- Coaching throughout the session
- Evaluation of strengths/areas for improvement
- A workbook/reference manual

Class Size

Maximum of 16 people per workshop

Workshop Length

One-day Workshop

Handling Objections and Successful Closing

Handling Objectives Course Objectives

Participants learn how to understand the customer's thought process to eliminate objections and resistance. Getting your customer to buy in along the way helps to neutralize their defenses and focus on the customer's desired outcomes. We present the process which shows participants how to stabilize the relationship, manage and eliminate resistance, present the most advantageous ways to handle concerns and maintain control of the conversation or call.

At the end of this program, participants will be able to:

1. Neutralize and question to stabilize the relationship
2. Manage and eliminate resistance
3. Determine the most advantageous approach to handling a customer's concern
4. Maintain and control a sales call
5. Qualify the customer's current position

Closing Techniques Course Objectives

Asking for the business should be easy, if you've earned the right to close. This program introduces methods for closing the sale. This program gives participants a strategy and tactical plan on how to move a non-user or non-believer into an advocate. This program provides a road map on how to close, understand where the customer is on the buying continuum, gain realistic commitment throughout the sales process and know how to check in on the progression of their business relationship.

At the end of this program, participants will be able to:

- Proactively identify difficulties before they become barriers and end stops
- Recognize and respond to buying signals
- Gain commitment to action, which leads to effective closing
- Conduct a summary to identify and secure commitment to act
- Avoid improper closing methods
- Use a simple technique to prepare and achieve desired objectives every time

Participants receive:

- Coaching throughout the session
- Evaluation of strengths/areas for improvement
- A workbook/reference manual

Class Size

Maximum of 16 people per workshop

Workshop Length

One-day Workshop

Influencing Skills

Course Objectives

Help participants learn critical skills for communicating and influencing others by learning to adapt to others' styles, to listen and understand, and to create win-win situations in the workplace.

This workshop incorporates lecture, self-assessments, group exercises, teamwork, role-plays, and coaching in a fun and relaxed atmosphere. Participants learn and practice skills they can apply to build rapport, find common ground, and negotiate effectively.

Pre-assignment:

- Completion of the Everything DiSC Workplace Assessment
- Completion of the Influence Worksheet

Participants will learn:

- To understand what it means to "influence" others
- To identify influencing styles
- Skills to adjust and be flexible with different styles
- Techniques to build rapport and find common ground
- How to ask open questions and listen for understanding
- How to ask for what they want or need
- Understand what barriers exist that stand in the way from achieving results
- To say no without ruining a relationship
- How to negotiate and influence for win/win situations
- To develop a personalized action plan to improve influencing skills

Post Work

- Implementation of a personal action plan
- Accountability summary for implementation of pre-work sheet

Participants receive:

- Coaching throughout the session
- Evaluation of strengths/areas for improvement
- A workbook/reference manual

Class Size

Maximum of 16 people per workshop

Workshop Length

One-day Workshop

Negotiation Skills

Course Objectives

Provide participants with the knowledge and skills required to engage in successful, “interests-based” negotiations.

This workshop focuses on the skills of preparation, listening, and persuasion as the core components of effective negotiation. Emphasis is placed on negotiation from interests versus positions, as well as maintaining high ethical standards during the negotiation process. This dynamic workshop includes group interaction, exercises, case studies, role-play, action planning, and helpful hints.

PreWork

- Completion of the Everything DiSC Sales Profile

Participants will:

- Develop an effective plan and strategy for most negotiations
- Recognize interests and issues and avoid unnecessary positions
- Become more persuasive
- Use techniques that draw information from the other party
- Minimize conflicts and deadlocks
- Ask and answer questions to control the negotiations
- Deflect personal, hostile or irrelevant objections by reestablishing common ground in the negotiations
- Create a list of concessions that can be "given" during the negotiation to use as bargaining tools
- Read body language, facial expressions and other signals to uncover “hidden” messages
- Neutralize manipulative tactics
- Maximize closure opportunities

Participants receive:

- Coaching throughout the session
- Evaluation of strengths/areas for improvement
- A workbook/reference manual

Class Size

Maximum of 16 people per workshop

Workshop Length

One-day Workshop

Networking for Life

Course Objectives

Adult learning theory states that lessons need to be applied and evaluated by adults for optimal learning. We will incorporate mini-lecturettes, group interaction, exercises, skill practice, feedback, coaching and role-play.

Participants will:

- Build confidence
- Learn networking skills that have practical application in the workplace
- Build relationships
- Increase contacts for mutual support and assistance

Training Topics

- The art of networking
- It's not what you know but who you know
- First impressions that last
- The do's and don'ts of a handshake
- Techniques to find common bonds with strangers
- How to network at a function
- Ways to stand out in a crowd
- The importance of returning the favor
- Cross Cultural Networking
- Building relationships that last
- Tips for professional image
- Expanding your network of contacts

Participants receive:

- Coaching throughout the session
- Evaluation of strengths/areas for improvement
- A workbook/reference manual

Class Size

Maximum of 16 people per workshop

Workshop Length

Half Day Workshop

Selling 101

Course Objectives

This one-day workshop will help participants through all phases of the sales cycle.

Participants will learn the skills that advance the sale from an enticing open to a successful close. Some of the topics that may be covered are prospecting and networking, skillful questioning and handling objections, successful close and how to follow up and through by achieving on-going relationships with customers.

Pre-assignment:

Participants will complete an individual pre-assessment sales strategy index.

Participants will:

- Determine the qualities of an ineffective sales person
- Determine the qualities of an effective sales person
- Professional image
- Learn how to ask for business
- Determine what is needed to close the sale

Training Topics

- Introduction to Sales – Loving What You Do!
- Leaving your Comfort Zone
- Sales Call Circle
- Questioning / Probing
- Listening WWFM: Features and Benefits
- Handling Objections
- Follow Up and Through
- Making Your Own Quote
- Action Plan

Participants receive:

- Coaching throughout the session
- Evaluation of strengths/areas for improvement
- A workbook/reference manual

Class Size

Maximum of 16 people per workshop

Workshop Length

One Day Workshop

Managing Client Relations

Course Objectives

Help participants develop skills to build trust and long-term relationships with clients.

The workshop incorporates lecture, self-assessment, exercises, skill practice, case studies and role-plays in a fun and relaxed atmosphere.

Pre-assignment:

Participants will complete an online DiSC assessment.

Participants will:

- Skills to build trust and long term relationships
- Client styles and how to be flexible
- To create positive first impressions
- Skills to improve communication
- How to uncover client needs
- Approaches for handling difficult situations
- Techniques for presenting a warm, polished professional image
- Presentation techniques for client meetings
- How to say “no” and re-negotiate in a professional manner
- To develop techniques for “going the extra mile”

Participants receive:

- Coaching throughout the session
- Results from their DiSC assessment
- Evaluation of strengths/areas for improvement
- A workbook/reference manual

Class Size

Maximum of 16 people per workshop

Workshop Length

One Day Workshop

Territory Management / Account Planning

Course Objectives

Territory Management is a two-day program focused on the 3 major areas (modules) of planning critical to the success of a salesperson:

1. **Territory Planning:** As the owner of my business, what is my overall strategy to assure sales success in my territory?
2. **Account Planning:** As the driver of my business, what is my sales strategy in each of my accounts to assure sales growth that achieves my territory plan?
3. **Call Planning:** As the salesperson in my territory, how will I plan my customer interactions to maximize effectiveness in my sales calls and assure the required sales success in each of my accounts that results in the achievement of my territory plan?

This program focuses on new business development, as well as, protecting and growing business in existing accounts.

Pre-assignment:

- Current territory analysis
- Current sales numbers: actual vs. goal
- Current target account list
- Current territory routing and/or call schedules
- Any current reports/tools/processes/techniques used in territory planning and territory management

Training Topics

- Growing your territory (territory planning)
- The plan (account planning)
- Preparation (call planning)

Participants receive:

- Coaching throughout the session
- Evaluation of strengths/areas for improvement
- A workbook/reference manual

Class Size

Maximum of 16 people per workshop

Workshop Length

Two Day Workshop