

PROFESSIONAL DEVELOPMENT CATALOG

STRATEGIES FOR TODAY'S WORKPLACE PROFESSIONAL
(Other topics available upon request)



***GLOBAL
PERFORMANCE
STRATEGIES, LLC.***

(an affiliate company of Creative Presentation Resources, Inc.)

**3801 W. Lake Mary Blvd, Ste 119 #39, Lake Mary, Florida 32746-6159 USA.
Phone: (001) (407) 330-4845 Fax: (001) (407) 323-8051. Email: blucas@globalperformancestrategies.com
or stanzer@globalperformancestrategies.com.**

Global Performance Strategies proudly presents...

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WHO IS GLOBAL PERFORMANCE STRATEGIES?

Global Performance Strategies (GPS) focuses in a number of specialty areas: Performance consulting, training programs/ presentations, meeting facilitation, and life skills planning seminars.

Performance Consulting Services

Our business focuses on training and human resource development consulting. From that perspective, we provide a full scope of services including developmental needs assessment and consultation, training design, program development and evaluation. To accomplish these functions we use a variety of individual and organizational assessment tools and strategies. We then provide a selection of programs, methodologies, and interventions for dealing with the demands of today's workplace.

Our goal --- your total satisfaction and helping to resolve your organizational human resource development needs by building an ongoing relationship with you. We are interested in your success rather than in having a short interaction, then walking away.

Training/Presentations

Our programs are dynamic, interactive and designed to deliver high quality, information and knowledge or skill enhancement. They can be used as a professional outsourced training intervention, or to supplement internal professional development resources.

Each program listed in this catalog can be delivered as a generic offering or customized through consultation with your organizational representatives. In addition to programs found herein, we can customize sessions that satisfy your needs by bringing together several components from a variety of catalog offerings. While many programs listed are single or multi-day offerings, many can be modularized into half-day sessions. Some topics also lend themselves to be delivered in short presentations for professional meetings or conferences.

In order to ensure that you have the flexibility needed to meet the developmental needs of your employees, a number of our programs can either be taught by our instructors or members of your own staff. The latter is accomplished through a comprehensive train-the-trainer program presented at your location followed by a licensing agreement that allows you to purchase participant materials from us. Under such an agreement, your own staff can conduct sessions, as they are needed.

To further assist in your success, we have formed associate relationships with numerous companies and individuals. In addition to our own programs and consulting services, this allows us to assist you in addressing virtually any area of human resource development, training and management. In each case where other resources are used, *we* will be your primary contact and will ensure that you get what you need and pay for. That means we guarantee your satisfaction and we'll do whatever it takes to effectively deliver the products and services contracted.

Ropes Experiential Learning Activities

Through our network of associates, we offer a series of low and high ropes interactive experiential learning activities. These interventions can be combined with instruction on behavioral styles and interpersonal communication or can be presented as stand alone learning experiences. In either case, participants become aware of the importance, and practice competencies related to leadership, communication, teamwork, decision making, problem solving, planning and a multitude of other workplace and life skills.

For more information on these powerful learning experiences, contact us.

Meeting Facilitation

Need an objective third party to guide your team or group through a strategic planning or brainstorming session? Our trained facilitators can help by meeting with your project leaders to help determine meeting objectives, construct an agenda, and facilitate the group meeting.

How to Access Our Consulting, Presentation, Meeting Facilitation, and Training Services

If you have a need related to employee development please call one of our seasoned experts to discuss how we can assist. There is no cost for our initial consultation and if we determine that your situation is outside the scope of our expertise, we'll tell you so. We'll also make appropriate suggestions for alternative resolution or make references.

For information about our product line and to get your name on our mailing list, please call us at (001)(407) 330-4845. FAX us at (001)(407) 323-8051. You can also e-mail us at blucas@globalperformancestrategies.com or stanzer@globaleperformancesolutions.com.

Training Products

©2002. *Global Performance Strategies, LLC*. 3801 W. Lake Mary Blvd, Ste 119 #39, Lake Mary, Florida 32746-6159 USA. Phone: (001) (407) 330-4845 Fax: (001) (407) 323-8051. Email: blucas@globalperformancestrategies.com or stanzer@globalperformancestrategies.com.

Through our affiliated company, *Creative Presentation Resources, Inc.*, you can purchase dozens of creative toys, games, incentives, books, videos, novelties, behavioral and skill self-assessment instruments and materials. Each is designed to enhance workplace learning and add pizzazz to your training programs and presentations. Some books and videos are packaged as self-contained programs, which can be facilitated by your own experienced trainers or presenters. Others can assist individuals through self-paced learning or supervisory driven coaching. Visit www.presentationresources.net for further information.

IMPORTANT CLIENT INFORMATION

For many of the program topics listed in this catalog, a 60-90 minute condensed presentation can be delivered as a conference concurrent session, dinner meeting, or executive overview.

Content for all programs can be customized to your organization's needs. For example, if there are sections of one program that you would like added to another that you have chosen, we can "cut and paste" to some extent. This can be done at no additional cost to you. Extensive redesign and changes to participant workbooks/materials will result in increased costs. Additionally, if you provide camera-ready line art at least thirty (30) days before a scheduled program, we can scan you corporate/organizational logo onto participant materials and leader's guides. This adds a customized look at no additional cost to you.

Most programs are limited to no more than twenty-four participants. Some are limited to fewer participants because of videotaped feedback and program format. In some instances, additional participants can be added. Please call for additional information.

We are continually adding programs and modifying content to stay current with what is happening in the today's business environment. If you have a special need, but do not see a program addressing that content listed, please call to discuss with one of our seasoned consultants.

Certificates of Completion are awarded for all programs upon request.

ASSESSMENTS AND INSTRUMENTS

Having a strong knowledge of yourself, your abilities and your tendencies can position you to excel and move ahead of your peers. The easiest manner for accomplishing this is through self-assessment instruments and surveys.

To assist in your self-exploration, and that of others in your organization, we provide the full line of products and assessment instruments from *Inscape Publishing Company* (formerly Carlson Learning Company). We also provide instruction on how to use the products for maximum professional development and gain.

Self-assessment products are available to assess the following areas (some available in French and Spanish):

- Behavioral style characteristics
- Listening style preferences
- Values
- Attitudes
- Stress
- Leadership
- Customer service
- Diversity awareness
- Time management
- Sales

Computer-Generated Behavioral Style Reports

A computer software package for the Personal Profile System, which can generate a confidential, in-depth printed behavior styles report, is also available. In addition to individual reports, it creates styles-comparison reports for up to six people in team situations, and it can show a comparison between an employee and their job roles. The latter can help ensure a better job fit. All reports are excellent tools for identifying behavioral issues and helping develop personal action plans for improvement.

We can provide these reports to you or you can purchase the software for installation on your own computers. This option can result in a long-term savings to your organization.

Associated Assessment Products

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stanzer@globalperformancestrategies.com.

In addition to surveys, there are leader's guides available to facilitate completion of the assessments. You can purchase assessments, then your own internal Human Resource Development professionals or managers can use the guides to integrate assessments into staff developmental initiatives. With these materials, you can successfully evaluate employee strengths and areas for future development. The materials come in a variety of forms, such as, games, videos, written reference materials, audiotapes and computer software.

Please contact us for a catalog of Inscape Publishing products.

PROGRAM DESCRIPTIONS

CUSTOMER SERVICE, TELEPHONE AND CALL CENTER SKILLS

Achieving Exemplary Customer Service

Course Description: Positive customer service doesn't just happen. The people in an organization delivering the service must be properly trained and managed effectively in order to succeed. This session will focus on the strategies and skills crucial for better serving customer needs. Activities designed to prompt thinking and discussion, as well as provide a forum for self-examination of knowledge and skills related to customer service, are included.

You Will Learn to:

- Identify customer needs
- Communicate more effectively with customers on an interpersonal level
- Deliver efficient customer service over the telephone
- Handle a variety of difficult situations
- Recognize when it might be appropriate to escalate a customer concern to the next level of your organization

Learning Strategies: Customer Service Action Planner (customer style assessment survey)
Small group discussion
Lecture
Small group activities

Who Should Attend? Anyone engaged in interactions with internal or external customers who has minimal formal training in how to effectively deal with customers or potential customers.

Course Duration: One-half (1/2) to one (1) day

Audience Size: Twenty-four (24)

Prerequisites: None, however, *Understanding the Customer Psyche: The Role of Behavioral Styles in Serving Others*, is highly recommended.

Building Stronger Customer Relations Through Sound Interpersonal Communication

Course Description: The ability to actively listen, ask the right questions, provide feedback, recognize verbal and nonverbal cues and communicate effectively in person or over the telephone is crucial to service success. In this program, participants will explore an effective communication model and through a variety of activities examine how to more effectively give and get information from their customers.

You Will Learn to:

- Recognize and use active listening techniques when interacting with customers
- Identify a variety of non-verbal cues, how they differ between various cultures and groups, and potential pitfalls of misinterpretation of the signals sent by you and others
- Use effective questioning techniques to determine your customers needs and issues
- Strategies for giving meaningful and effective feedback

Learning Strategies: Personal Listening Profile (self-assessment)
Small group discussion
Lecture
Demonstration
Small group activities
Video-based activity

Who Should Attend? Anyone engaged in interactions with internal or external customers

Course Duration: 1 Day

Audience Size: Twenty-four (24)

Prerequisites: None

Additional Information: Participants will receive a copy of the booklet *Communicating One-to-One: Making the Most of Interpersonal Contacts*.

Creating a Customer Service Environment for the 21st Century

Course Description: The face of the business world is changing rapidly and dramatically. As the world becomes more competitive, it is also changing demographically. In today's service environment, your first customer might be a white, affluent teenage girl, followed by an eighty-five year old Japanese man who has a hearing deficit, two Lebanese businessmen with their wives, a middle-aged Afro-American woman with a physical disability, and a housewife who only speaks Spanish.

The skills of yesterday will not satisfy the needs of today's changing customer base. To serve customers from diverse backgrounds, service providers need to understand the differences and similarities of a variety of people. This program addresses the need to have an open their mind related to ways of servicing all customers and being inclusive in approaches to others. Identification of the issues and possible solutions will be the focus of discussion and activities.

You Will Learn to:

- Recognize factors related to a diverse society which impact the customer environment
- Better value the diversity of others in the customer environment
- Effectively interact with others who are different from you
- Identify and effectively use non-verbal and verbal communication in a diverse customer world

Learning Strategies: Discovering Diversity Profile (self-assessment)
Small group discussion
Lecture
Small group activities

Who Should Attend? Anyone engaged in interactions with internal or external customers

Course Duration: One (1) to two (2) days

Audience Size: Twenty-four (24)

Prerequisites: None

Customers Come First: Strategies to Let Them Know It

Course Description: In this interactive workshop you will work together with other participants to gather information for improving your customer environment. You will also examine strategies for targeting processes, systems or procedures that can be improved to increase customer service. Through discussions and small group activities, you and fellow participants will identify potential service problem areas and develop key actions for avoiding them.

You Will Learn to:

- Identify things that a typical customer wants or expects from a service provider
- Recognize elements of the service environment that impact your customers
- Help establish and expand an effective service culture
- Identify key steps for effecting service quality to customers
- Strategize ways of empowering employees that can result in enhanced customer service

Learning Strategies: Small group discussion
Lecture
Brainstorming

Who Should Attend? Anyone who supervises or manages others in a customer environment

Course Duration: 1/2 Day (1 and 2 day versions available in the form of a full management retreat)

Audience Size: Twenty-four (24)

Prerequisites: See *Additional Information* below

Additional Information: It is crucial that members of upper management agree to seriously consider and support ideas generated in this program. Otherwise, expectations are raised needlessly and future trust in management could be affected. Best results occur when management has addressed and established sound policies on customer service delivery, recovery and employee empowerment before this session is offered. If this has not occurred, we recommend at least a two-day retreat where such issues can be brainstormed and a foundation for future discussion laid.

Exemplary Phone Etiquette: Techniques That Get Results

Course Description: Answering the phone is not difficult. Doing it effectively is often hard for many people. In this session, the techniques needed to avoid phone tag, leave effective incoming and outgoing voice mail messages, answer calls, use hold and transfer features, and address callers in a professional manner will be explored.

You Will Learn to:

- Effectively answer the telephone in a professional manner
- Use the features of *hold* and *transfer* in a way that effects good will and customer satisfaction
- Efficiently take messages for others
- Use your own voice mail or electronic messaging system effectively
- Leave professional messages on someone else's voice mail system

Learning Strategies: Small group discussion
Lecture
Small group activities
Role Play

Who Should Attend? Anyone engaged in interactions with internal or external customers on the telephone or any employee desiring to improve telephone usage effectiveness.

Course Duration: One-half (1/2) day

Audience Size: Twenty-four (24)

Prerequisites: None

Additional Information: We can use your organization's actual telephone instruments to demonstrate use of features, if desired.

Fixing What is Broken: Encouraging Customer Loyalty Through Service Recovery

Course Description: Too often, service providers don't recognize the impact of a breakdown in customer service. When the customer's needs are not met, or when they perceive this to be so, everyone loses --- the organization, employees and customers. Through discussion and activities, participants will explore a variety of real-world situations in which service has broken down. They will also develop strategies for prevention and recovery when breakdown does occur.

You Will Learn to:

- Recognize potential and actual service breakdowns
- Diagnose potential causes of service breakdowns
- How to handle service breakdowns successfully
- Use policies to assist, not anger customers
- Adapt strategies for dealing with customers when their expectations or needs are not met

Learning Strategies: Small group discussion
Lecture
Brainstorming
Small group activities

Who Should Attend? Anyone engaged in interactions with internal or external customers

Course Duration: One-half (1/2) day

Audience Size: Twenty-four (24)

Prerequisites: See *Additional Information* below

Additional Information: For this program to be effective, prior to it being offered, management must ensure that there is an effective customer service recovery policy in place. Additionally, frontline employees must have been granted an adequate degree of authority to implement it at their level. *Global Performance Strategies* can provide consulting services to help you develop such a policy, if none currently exists.

Management's Role in the Customer Service Process

Course Description: The actions of supervisors and other members of management are crucial in helping successfully establish and maintain a strong service culture. In this program, participants will examine the elements of an effective service environment and what goes into making it positive. Important issues such as training, organizational philosophy, service strategy, systems, and the roles of employees and management in supporting the culture will be evaluated and discussed. After thoroughly scrutinizing what causes breakdowns in a service culture, thirteen strategies for promoting a customer-focused culture will be offered for consideration.

You Will Learn to:

- Focus on the service culture in day-to-day operations
- Determine how customer-focused cultures are formed
- Identify your own customer base
- Use the thirteen strategies learned for promoting a service culture

Learning Strategies: Small group discussion
Lecture
Case study
Small group activities

Who Should Attend? Anyone who supervises others in a customer environment or who manages a customer-focused organization.

Course Duration: One-half (1/2) day

Audience Size: Twenty-four (24)

Prerequisites: A sound understanding of customer service concepts and techniques

Service Skills That Lead to Increased Customer Satisfaction

Course Description: Today's customers are a demanding lot. Identifying and satisfying their needs is a challenge, but can lead to great personal satisfaction for the service provider. In this session, participants will explore effective techniques for focusing on customer needs and fulfilling organizational commitments to the customer.

You Will Learn to:

- Use research about customer expectations and needs to better serve them
- Recognize trends in what organizations are doing to meet customer needs
- Identify opportunities to satisfy unspoken customer needs
- Solicit customer needs by asking appropriate questions

Learning Strategies: Small group discussion
Lecture
Research data
Small group activities

Who Should Attend? Anyone engaged in interactions with internal or external customers

Course Duration: One-half (1/2) day

Audience Size: Twenty-four (24)

Prerequisites: None

Telephone Talk: Saying What the Caller Expects to Hear

Course Description: So often, we inadvertently offend or cause a caller to be dissatisfied because of something we do or fail to do when communicating over the telephone. This program will focus on common mistakes made by people communicating over the telephone. It will also provide sound strategies for correcting these mistakes. Issues such as effective use of telephone features, such as "hold," "transfer," and voice mail will be addressed along with how to better communicate your message when you can't see the other party. Role-play between participants using a variety of scenarios helps reinforce material presented.

You Will Learn to:

- Effectively use the standard features of *hold* and *transfer* when speaking with someone over the telephone
- Recognize and avoid common mistakes that people make when communicating via the telephone
- Realize the importance of non-verbal communication in telephone communication
- Effectively take messages
- Develop professional sounding outgoing voicemail messages
- Leave effective messages over voicemail and answering machines

Learning Strategies: Small group discussion
Roleplay
Lecture
Brainstorming
Small group activities

Who Should Attend? All employees

Course Duration: One-half (½) to One (1) day versions available (depending on depth of information desired)

Audience Size: Twenty-four (24)

Prerequisites: None

Tele-Selling Basics: Skills That Get the Sale

Course Description: Getting the customer on the line is only the first step in process of relationship building that can ultimately lead to a sale. The key to successful telephone sales and customer satisfaction is for the customer service representative or salesperson to identify customer needs, then provide a solution. Whether you are involved in cross-selling or upgrading a current customer, or cold calling to new ones, you have to first understand the basics before proceeding. This program provides the knowledge and skills necessary for anyone with a positive attitude to potentially be successful in selling products or services over the telephone.

You Will Learn to:

- Formulate questions that work to encourage rather than discourage customer involvement
- Solicit information that can uncover customer needs
- Recognize unspoken needs based on information provided
- Handle standard customer objections in a professional manner
- Know when “no” means “Stop!”
- Close a sale at the appropriate time
- Develop a plan for follow through

Learning Strategies: Small group discussion
Roleplay
Lecture
Brainstorming
Small group activities

Who Should Attend? All employees involved in environments where products or services are being offered for sale to current and potential customers

Course Duration: One-half (½) to One (1) day versions available (depending on depth of information desired)

Audience Size: Twenty-four (24)

Prerequisites: None

Understanding the Customer Psyche: The Role of Behavioral Styles in Serving Others.

Course Description: Through use of several behavioral style surveys, participants will determine their own behavioral style preferences as well as those of their customers. By recognizing style characteristics, service providers can better determine approaches to communication, conflict resolution, information gathering and needs satisfaction. Small group activities are included to allow free flowing dialogue and sharing of personal experiences which can enhance knowledge and appreciation for the power of behavioral style recognition.

You Will Learn to:

- Identify your own behavioral style preference
- Recognize how the style preference of your customer can influence interactions with them
- Develop better communication approaches for dealing with others
- Resolve conflict with someone whose style differs from your own

Learning Strategies: Small group discussion
Lecture
Self-assessment (behavioral styles profile)
Customer behavioral style survey
Brainstorming
Video

Who Should Attend? Anyone who interacts with internal or external customers

Course Duration: One (1) day

Prerequisites: None

Preparing Yourself to Deliver Quality Call Center Service

Course Description: Call Center customer service is about more than just skills; it is about personal attitude, self-esteem and knowledge. In order to prepare for and serve customers effectively, call center representatives must first identify who their customers are. They must also recognize their own level of self-esteem, commitment and ability to serve those customers.

This session focuses on helping service providers determine with whom they are dealing (internal and/or external customers), personal factors that they possess that impact service levels, and ways to positively communicate.

You Will Learn to:

- Define different types of customers.
- Describe personal factors that can help project a positive, professional image.
- Positively communicate with yourself in order to enhance self-esteem.
- Strategies for building customer trust and confidence.

Learning Strategies: Small group discussion
Personal assessment
Lecture
Brainstorming
Small group activities

Who Should Attend? All employees involved in call center environments where products or services are being offered to current and potential customers

Course Duration: One-half (½) to One (1) day versions available (depending on depth of information desired)

Audience Size: Twenty-four (24)

Prerequisites: None

Problem Solving and Decision Making for Call Center Employees

Course Description: Dealing with people via the telephone or through other technology creates special challenges since the element of face-to-face communication is removed. To be effective, call center representatives and their supervisors must have the ability to listen effectively, gather and analyze pertinent data, then make appropriate decisions on a course of action. This program focuses on a process for doing those things.

You Will Learn to:

- Define your role in the problem-solving process.
- Describe the Problem-Solving Model and develop specific strategies for identifying and resolving customer issues.
- Apply concepts of sound listening and questioning.
- Avoid common listening pitfalls.
- Implement strategies to let your customers know that you received their message(s).
- Explain the importance of decision-making in providing quality service.
- Identify resources to assist in problem solving and decision-making.

Learning Strategies: Small group discussion
Personal listening assessment
Lecture
Brainstorming
Small group activities

Who Should Attend? All employees involved in call center environments where products or services are being offered to current and potential customers

Course Duration: One-half (½) to one (1) day versions available (depending on depth of information desired)

Audience Size: Twenty-four (24)

Prerequisites: None

HUMAN RESOURCE DEVELOPMENT/LEGAL ISSUES

Inclusiveness in the Workplace: Valuing the Diversity of Others

Course Description: The face of today's workplace changes daily. Each employee, customer and visitor brings with them unique characteristics and preferences that add diversity and value to the environment. Learning to recognize and acknowledge personal beliefs related to other individuals and groups can increase personal effectiveness. It can also enhance relationships and interactions in the workplace. In this session, participants complete a self-scoring diversity profile and use the information as a basis for later discussions and activities. They also participate in a simulation activity designed to raise their awareness of the needs of others and how they react to those needs.

You Will Learn to:

- Assess your level of diversity knowledge
- Recognize the impact your behavior has on others
- Embrace diversity as a means of strengthening your organization
- Reduce interpersonal conflict
- Increase organizational effectiveness and harmony

Learning Strategies: Discussion
Lecture
Brainstorming
Small group activities
Discovering Diversity Profile (self-assessment)

Who Should Attend? All employees

Course Duration: One (1) day

Audience Size: Twenty-four (24)

Prerequisites: None

Motivating Today's Workforce: Facing the Challenges of a Changing Workplace

Course Description: Maslow, Herzberg, and all the other key theorists in the twentieth century were onto something -- it takes a lot for supervisors to help motivate employees. This workshop investigates the phenomenon of motivation in a workplace of contingent workers and non-traditional environments where supervisors rarely see their employees. Additionally, motivation is surveyed from the values perspective of Baby Boomers, and pre- and post-Baby Boomers. It is not just what the supervisor and organization provides that stimulates employee enthusiasm; there are also personal background factors at work. If supervisors don't recognize and deal with this, they are doomed to beat their head against a wall over and over again.

You Will Learn to:

- Recognize why some people turn on, while others turn off in the workplace
- Identify and deal with the four different types of personality styles
- Use a variety of motivators to get the "buy in" of others to workplace initiatives
- Discern the shift in values that has occurred in the past century which affects workplace motivation

Learning Strategies: Small group discussion
Lecture
Behavioral Styles Profile (self-assessment)
Small group activities
Video-based activity

Who Should Attend? Anyone who supervises others or who wants to learn more about human motivation.

Course Duration: One (1) day

Audience Size: Twenty-four (24)

Prerequisites: None

Effective Performance Management: Helping employees to grow

Course Description: The terms performance management, appraisal, review and many other terms are often used interchangeably to describe the process where a supervisor provides formal written performance feedback to an employee. While there are slight differences in the meaning of some of the terms, the concept of having an established policy and format for delivering ongoing performance feedback is crucial for a variety of reasons. This workshop will explore the definitions, pros and cons, strategies, and formats involved in the appraisal process. It will also provide a forum for the exchange of ideas between participants and allow them to individually and collectively practice their appraisal skills.

You Will Learn to:

- Identify how an appraisal of an employees performance fits into a larger performance development system
- Value the importance of timely performance appraisal
- Use proven performance appraisal strategies
- Recognize the legal implications of performance management
- Properly document employee performance during the appraisal period

Learning Strategies: Small group discussion
Lecture
Small group activities
Video-based practice and feedback (optional)

Who Should Attend? Anyone who supervises others and human resources personnel desiring to expand their knowledge.

Course Duration: One and one-half (1 1/2) days

Audience Size: Twelve (12) with videotaped practice/feedback or twenty-four (24) without videotaped feedback

Prerequisites: None, although the workshop "*Coaching skills for today's supervisors*" or a similar program is highly recommended before taking this course.

Selecting the Right Job Candidate: Interviewing Strategies for Success

Course Description: Choosing a new employee can be traumatic and stressful for an interviewer and applicants. It is also expensive for an organization. Add to these factors the potential legal liability and you have enough reasons to want to make the best hiring decision possible. This session addresses how to effectively prepare for, conduct and follow up on an interview while staying within legal boundaries.

You Will Learn to:

- Develop strategies for preparing a successful employment interview
- Recognize the importance of asking appropriate questions during interviews
- Ask questions that comply with legal guidelines
- Use a systematic behavioral approach to interviewing job applicants

Learning Strategies: Small group discussion
Lecture
Small group activities
Video-taped roleplay
Video-based activity

Who Should Attend? Anyone involved in interviewing new employees

Course Duration: Two (2) days – includes videotaped interview practice sessions)

Audience Size: Six to twelve (6-12)

Prerequisites: None

Working Effectively With Others: The Legal and Ethical Aspects of Today's Workplace (Supervisory/management version)

Course Description: The threat of litigation continually looms in the today's workplace. To counter, this pre-emptive program was designed to raise awareness, provide tools for creating a fair and equitable work environment, and reduce potential litigation.

The program is based on five Basic Concepts designed to develop and support a non-discriminatory workplace. In addition to a sound overview of legal issues facing organizations and supervisors, attendees examine and discuss video scenarios related to potentially illegal situations. Additionally, they participate in a variety of small group activities. Situations are designed to put them in the position of human resource professionals and juries where they must determine whether persons and organizations involved have violated the law.

You Will Learn to:

- Identify five Basic Concepts that can provide a basis for setting up a workplace environment where employees feel good about themselves, others and the organization
- Recognize situations and behavior which might be offensive to others
- Comply with laws which govern workplace behavior
- Use current federal employment laws as a basis for fair and equitable treatment for everyone in the workplace
- Avoid potential litigation through compliance with policies and laws

Learning Strategies: Small group discussion
Lecture
Case studies
Small group activities
Video-based activity

Who Should Attend? Anyone who supervises others

Course Duration: One (1) day (supervisory version)

Audience Size: Twenty-four (24)

Prerequisites: None

Additional Information: A train-the-trainer certification is available for this program.

INTERPERSONAL COMMUNICATIONS

Getting the Information You Need

Course Description: Misunderstandings and lack of information needed to make a decision are often the result of failing to ask the right questions. You usually get answers based on the type of questions you ask. This presentation focuses on a variety of questioning techniques, their format, purpose, and potential outcomes. It also addresses the need to listen and effectively read the non-verbal cues of others, then to effectively interpret what they are saying with words and actions.

You Will Learn to:

- Identify ineffective information gathering techniques you may currently be using
- Develop strategies for effectively gathering information from others
- Ask questions in a more effective and efficient manner
- Reduce misunderstandings by others when you ask for information

Learning Strategies: Small group discussion
Lecture
Brainstorming
Small group activities

Who Should Attend? All employees

Course Duration: One-half (1/2) Day

Audience Size: Twenty-four (24)

Prerequisites: None

But That's Not What I Meant: Getting What You Need From Others

Course Description: We often resist asking for meaningful feedback because we either don't know how or are afraid of what we will hear. In fact, feedback is often difficult -- if not impossible for some people to give. Unfortunately, without it, you're never sure exactly what someone meant or how they interpreted your messages. In this session numerous aspects related to giving and receiving effective feedback will be explored.

You Will Learn to:

- Provide a variety of types of feedback
- Apply a model for providing effective feedback to others
- Use questioning techniques to determine if the message you intended was received
- Give appropriate feedback
- Address feedback to the appropriate person
- Techniques to use for soliciting and encouraging feedback

Learning Strategies: Small group discussion
Lecture
Brainstorming
Small group activities

Who Should Attend? All employees

Course Duration: One (1) day

Audience Size: Twenty-four (24)

Prerequisites: None

Effective Communication Skills: Tools for Surviving and Thriving in Life

Course Description: Getting what you want, sharing information, listening to others and sending and receiving non-verbal cues effectively are all part of daily life. And, while everyone can benefit from doing these things well, some are more proficient than others – thereby potentially becoming more successful are.

In this program, based on the popular book *Effective Interpersonal Relationships*, participants explore the intricacies of effectively giving and getting information.

You Will Learn to:

- More effectively build trust with others in the workplace
- Use the two-way communication model to better exchange information
- Develop strategies for improving verbal communication skills
- Communicate better non-verbally
- Enhance relationships through better listening
- Manage conflict
- Recognize how the changing workplace environment affects interpersonal communication

Learning Strategies: Small group discussion
Lecture
Brainstorming
Small group activities
Video

Who Should Attend? All employees

Course Duration: One (1) or two (2) day versions available (depending on depth of information desired)

Audience Size: Twenty-four (24)

Prerequisites: None

Additional Information: Participants receive a copy of the book, *Effective Interpersonal Relationships* by Robert W. Lucas

GenderSpeak: Communicating Across the Sexes

©2002. *Global Performance Strategies, LLC*. 3801 W. Lake Mary Blvd, Ste 119 #39, Lake Mary, Florida 32746-6159
USA. Phone: (001) (407) 330-4845 Fax: (001) (407) 323-8051. Email: blucas@globalperformancestrategies.com or stanzer@globalperformancestrategies.com.

Course Description: Virtually anywhere you go today you encounter articles, media broadcasts, college courses or speakers discussing the differences in communication between men and women. Whether the topics evolve around non-verbal cues, verbal breakdowns, societal factors that impact the sexes, or a variety of other issues related to the diverging needs and expectations in communication, one factor stands out – men and women do have differing interpersonal agendas and practices. This program focuses on many of those differences and how they impact relationships in the workplace.

You Will Learn to:

- To recognize what gender communication is and why it is important to study it
- Recognize conversational rituals between men and women and how they impact relationships
- Differentiate between language that is sexual and sexist in nature
- Reduce anxiety created by uncertainties in gender communication
- Be more effective when communicating with both men and women
- Prevent misunderstandings related to interactions between men and women
- Recognize how the changing workplace environment requires a broader range of interpersonal communication skills

Learning Strategies: Small group discussion
Lecture
Brainstorming
Small group activities

Who Should Attend? All employees

Course Duration: Four (4) Hours (Full day and two-day courses can also be developed depending on depth of desired knowledge)

Audience Size: Twenty-four (24)

Prerequisites: None

Listening for Success: Learning to Use a Key Skill for Personal and Professional Growth

Course Description: The average adult in the United States listens at about a twenty-percent efficiency rate. That means that potentially three-fourths of any conversation is missed or misunderstood! Is it any wonder that divorce rates are so high and the number one complaint on organizational satisfaction surveys is that communication isn't working? Though a series of personal assessments, group activities, discussions and an audiotaped listening simulation, participants will explore what it takes to develop effective listening skills.

You Will Learn to:

- Determine your own listening efficiency level through a simulation activity
- Identify barriers to effective communication
- Develop strategies for increasing listening effectiveness
- Use knowledge of your listening style preference, discovered through self-assessment, to develop a personal action plan for listening improvement

Learning Strategies: Small group discussion
Lecture
Personal Listening Profile (self-assessment survey)
Brainstorming
Small group activities
Audio-based simulation

Who Should Attend? All employees

Course Duration: One-half (½) to One (1) day versions available (depending on depth of information desired)

Audience Size: Twenty-four (24)

Prerequisites: None

Making Your Point Non-verbally: The Art of Communicating Through Unspoken Cues

Course Description: One picture is worth a thousand words. So is one look, one action (or inaction) or one gesture. In this session, participants will address the subject of sending and receiving messages non-verbally. They'll examine how messages can be misinterpreted based on numerous factors ranging from time of day, to personality style, to cultural background. Strategies for effectively sending and receiving nonverbal messages will be provided.

You Will Learn to:

- Recognize a variety of non-verbal cues
- Interpret potential meaning of unspoken signals given by others
- Identify cultural differences and interpretations of non-verbal signals

Learning Strategies: Small group discussion
Lecture
Brainstorming
Small group activities

Who Should Attend? All employees

Course Duration: One (1) to One and one-half (1 ½) days – includes a visit to a local mall, airport or similar location where large numbers of people gather to observe and discuss behavior

Audience Size: Twenty-four (24)

Prerequisites: None

PERSONAL/PROFESSIONAL GROWTH

Building Personal Power: The key to Your Future

Course Description: Is your "net" working and getting you everything it potentially could? Many people marvel at the ease of how some people find and tap into personal resources. With a little planning and practice, anyone can benefit from the valuable power building strategy of sharing resources known as *networking*.

You Will Learn to:

- Identify potential networking opportunities
- Develop strategies for building or increasing your personal and professional network
- Use techniques identified in the program to improve networking skills and more effectively "work a room"

Learning Strategies: Small group discussion
Lecture
Brainstorming

Who Should Attend? Anyone desiring to improve individual effectiveness or expand their sphere of influence

Course Duration: One-half (1/2) day

Audience Size: Twenty-four (24)

Prerequisites: None

Additional Information: A shortened 45-90 version for more people can be done in professional development meeting settings (Call for details).

Conflict Management: Skills for Improved Effectiveness

Course Description: People take many approaches to dealing with conflict. Some are more effective and appropriate than others are. By recognizing the way you approach and handle conflict situations, you can reduce your own stress level and that of others. You can also increase your personal effectiveness while appearing more confident, professional and able to handle a variety of people and situations. This session is designed to provide knowledge and tools to prepare you for a variety of interpersonal “life” encounters.

You Will Learn to:

- Recognize issues that create personal conflict
- Identify your personal approach to a variety of situations
- Use proactive interpersonal communication to identify potential conflict situations and defuse them.
- Develop strategies for dealing with conflict in the workplace and in your personal life
- Better influence others through the effective handling of conflict

Learning Strategies: Thomas-Kilmann Conflict Styles (self-assessment survey)
Small group discussion
Lecture
Brainstorming

Who Should Attend? Anyone desiring to improve individual effectiveness or better manage conflict

Course Duration: One (1) day

Audience Size: Twenty-four (24)

Prerequisites: None

Coping With Stress: Making the Most of Life

Course Description: Learning to recognize and minimize stressors in your life can lead to more self-fulfillment and efficiency. From an organizational standpoint, medical costs, tardiness, absenteeism and turnover can be reduced. In this program, you will complete a self-scored survey to identify areas of stress. Then, you will use the information learned to develop a personal action plan to cope with, reduce or eliminate stress and strengthen professional and personal relationships.

You Will Learn to:

- Identify stressors found in various areas of your life
- Use coping strengths identified through a self-assessment to better manage stress
- Recognize areas for improvement in managing stress and coping
- Build mutually supportive relationships with others that can reduce personal stress levels

Learning Strategies: Small group discussion
Lecture
Coping and Stress Profile (self-assessment survey)
Brainstorming

Who Should Attend? Anyone desiring to enhance the quality of their life through stress reduction

Course Duration: One-half (½) to One (1) day

Audience Size: Twenty-four (24)

Prerequisites: None

Handling Emotional People

Course Description: Dealing with customers, peers, subordinates or bosses who are exhibiting emotional behavior can be stressful – and in some cases, potentially dangerous. Knowing what to say or do to help reduce tensions can often mean the difference between resolution and confrontation. In this program, basic communication techniques are stressed along with discussions and activities designed to raise awareness of the need to modify language and message presentation. Such things can often help you avoid the escalation of tensions and anxiety when dealing with others. The concept of, “if you become part of the problem, you cannot be part of the solution” is stressed throughout.

You Will Learn to:

- Recognize different types of emotional or disruptive behavior often found in the workplace
- Use the strategies for dealing with emotional behavior discussed in the program to better deal with such situations when they arise
- Communicate in a manner that can reduce or eliminate emotional reactions from others

Learning Strategies: Small group discussion
Lecture
Brainstorming
Demonstration

Who Should Attend? Anyone desiring to improve their ability to communicate or function more effectively in an emotional situation

Course Duration: One-half (½) day

Audience Size: Twenty-four (24)

Prerequisites: None

Making Meetings More Successful

Course Description: Meetings occupy the majority of an average professional's day in many organizations. Whether for planning, implementation, sharing or some other reason, the time spent behind closed doors with others should be valued. When there is a valid reason for individuals or groups to gather, there should be some prior planning to make sure the encounter adds value. This session focuses on strategies to help ensure that occurs.

You Will Learn to:

- Use meetings to increase productivity
- Establish ground rules for enhancing meeting effectiveness
- Recognize the roles of meeting attendees
- Develop strategies for managing meetings

Learning Strategies: Small group discussion
Lecture
Brainstorming
Small group meeting activity

Who Should Attend? Anyone desiring to improve their meeting effectiveness

Course Duration: One-half (½) day

Audience Size: Twenty-four (24)

Prerequisites: None

The Style of Your Life: Behavioral Characteristics by Which You Live

Course Description: Every person is a complex mixture of strengths and areas for improvement. We all change and adapt from one interpersonal situation to another without even thinking about it, yet we always tend to go back to one primary personality focus. In this interactive presentation you will discover what your personal tendencies are for dealing with other people in the workplace. You will be introduced to ways of using your knowledge of behavior styles to improve your relationships and communication with others. This is a great program for enhancing teamwork, understanding and communication within the workplace.

You Will Learn to:

- Recognize your own behavior styles and how to use the knowledge of it to improve relationships with others
- Interact more effectively with others based on your knowledge of behavior styles
- Identify indicators of someone's style of behavior
- Develop an action plan for personal improvement
- Value the strengths of others
- Improve communication skills
- Reduce conflict and stress

Learning Strategies: Small group discussions and activities
Lecture
Self-assessment survey
Brainstorming
Video-based activity

Who Should Attend? Anyone desiring to learn more about why people act a certain way, communicate more effectively or enhance personal interactions with others

Course Duration: One-half (1/2) to One (1) day

Audience Size: Twenty-four (24)

Prerequisites: None

Additional Information: Each participant receives a computerized behavioral style report that is used as a basis for discussion and personal development.

Time Management Strategies for Today's Busy Workplace

Course Description: Doing more with less, increasing the bottom line, and getting more out of the time available, are issues facing most people in today's workplace. Recognizing how to handle factors affecting your ability to manage time (analyzing, planning, scheduling, interruptions, meetings, paperwork, delegation, procrastination and time teamwork) is crucial in successfully improving time management skills. Through use of a self-scoring time management survey, you will identify your own skill levels in these areas, and then develop strategies for improvement in each.

You Will Learn to:

- Recognize your own time management style
- How to use your knowledge of your time management style to improve effectiveness
- Create approaches for enhanced productivity
- Develop a more productive attitude about time
- Recognize that time is an ally, not an adversary

Learning Strategies: Small group discussions
Lecture
Self-assessment survey
Brainstorming
Small group activities

Who Should Attend? Anyone desiring to learn more about their own approach to tasks and how to improve effectiveness and efficiency

Course Duration: One-half (1/2) to One (1) day

Audience Size: Twenty-four (24)

Prerequisites: None

Writing for Impact

Course Description: Effective writing in business is critical to communicating your message and ideas. Today's information worker must know how to communicate with crispness and clarity in letters, memorandums, e-mail and facsimiles.

This program addresses the knowledge and skills needed to prepare written correspondence in a business setting. Using work related projects participants learn how to organize, prepare and construct effective business writings. Complimenting their individual work, participants work in teams to learn how to review and edit written messages.

You Will Learn to: During this program, participants will learn to:

- Identify common business writing problems.
- Demonstrate techniques for evaluating writing skills.
- Correct common business writing problems.
- Improve the readability and effectiveness of your writing and editing using 5 specific Writing Improvement Factors.

Learning Strategies: Small group discussions and activities
Lecture
Self-assessment survey
Individual practice activities
Brainstorming

Who Should Attend? Anyone desiring to enhance their messages, better ensure accurate communication, and improve the effectiveness of their business writing, in letters, emails, faxes and more.

Course Duration: Two (2) days (consecutive)

Audience Size: Maximum of Twenty (20)

Prerequisites: None

SUPERVISORY/MANAGEMENT SKILLS

Coaching Skills for Today's Supervisors

Course Description: A key role for today's supervisor is to help guide employee and peer performance. To do this effectively they must possess finely tuned interpersonal communication skills and knowledge of the eight phases of the *Coaching Process Model*. This workshop is based on the successful Irwin Publishing book *Coaching Skills: A Guide for Supervisors* by Global Performance Strategies President -- Bob Lucas. The program explores the challenges of coaching in today's diverse workplace and provides insights and strategies for success. Through a series of participant-based activities and small group discussions, attendees explore the realm of performance coaching.

You Will Learn to:

- Define performance coaching
- Use the Coaching Process Model
- Set performance goals
- Tie coaching into a broader strategy of performance management
- Effectively document coaching activities throughout the performance period
- Recognize the impact of coaching on employee performance, morale and productivity

Learning Strategies: Small group discussion
Lecture
Brainstorming
Small group activities
Video

Who Should Attend? Anyone who supervises others, mentors, and peer/team coaches

Course Duration: Two (2) days (depending on number of participants) – includes videotaped coaching practice sessions

Audience Size: Seven to fourteen (7 – 14) (depending on number of instructors contracted)

Prerequisites: None

Effective Performance Management: Helping employees to grow

Course Description: The terms performance management, appraisal, review and many other terms are often used interchangeably to describe the process where a supervisor provides formal written performance feedback to an employee. While there are slight differences in the meaning of some of the terms, the concept of having an established policy and format for delivering ongoing performance feedback is crucial for a variety of reasons. This workshop will explore the definitions, pros and cons, strategies, and formats involved in the appraisal process. It will also provide a forum for the exchange of ideas between participants and allow them to individually and collectively practice their appraisal skills.

You Will Learn to:

- Identify how an appraisal of an employees performance fits into a larger performance development system
- Value the importance of timely performance appraisal
- Use proven performance appraisal strategies
- Recognize the legal implications of performance management
- Properly document employee performance during the appraisal period

Learning Strategies: Small group discussion
Lecture
Small group activities
Video-based practice and feedback (optional)

Who Should Attend? Anyone who supervises others and human resources personnel desiring to expand their knowledge.

Course Duration: One and one-half (1 1/2) days

Audience Size: Twelve (12) with videotaped practice/feedback or twenty-four (24) without videotaped feedback

Prerequisites: None, although the workshop "*Coaching skills for today's supervisors*" or a similar program is highly recommended before taking this course.

Management's Role in the Customer Process

Course Description: The actions of supervisors and other members of management are crucial in helping successfully establish and maintain a strong service culture. In this program, participants will examine the elements of an effective service environment and what goes into making it positive. Important issues such as training, organizational philosophy, service strategy, systems, and the roles of employees and management in supporting the culture will be evaluated and discussed. After thoroughly scrutinizing what causes breakdowns in a service culture, thirteen strategies for promoting a customer-focused culture will be offered for consideration.

You Will Learn to:

- Focus on the service culture in day-to-day operations
- Determine how customer-focused cultures are formed
- Identify your own customer base
- Use the thirteen strategies learned for promoting a service culture

Learning Strategies: Small group discussion
Lecture
Case study
Small group activities

Who Should Attend? Anyone who supervises others in a customer environment or manages a customer-focused organization.

Course Duration: One-half (1/2) Day

Audience Size: Twenty-four (24)

Prerequisites: A sound understanding of customer service concepts and techniques

Motivating Today's Workforce: Facing the Challenges of a Changing Workplace

Course Description: Maslow, Herzberg, and all the other key theorists in the twentieth century were onto something -- it takes a lot for supervisors to help motivate employees. This workshop investigates the phenomenon of motivation in a workplace of contingent workers and non-traditional environments where supervisors rarely see their employees. Additionally, motivation is surveyed from the values perspective of Baby Boomers and pre- and post-Baby Boomers. It is not just what the supervisor and organization provides that stimulates employee enthusiasm; there are also personal background factors at work. If supervisors do not recognize and deal with this, they are doomed to beat their heads against a wall over and over again.

You Will Learn to:

- Recognize why some people turn on, while others turn off in the workplace
- Identify and deal with the four different types of personality styles
- Use a variety of motivators to get the "buy in" of others to workplace initiatives
- Discern the shift in values that has occurred in the past century which affects workplace motivation

Learning Strategies: Small group discussion
Lecture
Behavioral Styles Profile (self-assessment)
Small group activities
Video-based activity

Who Should Attend? Anyone who supervises others or who wants to learn more about human motivation.

Course Duration: One (1) Day

Audience Size: Twenty-four (24)

Prerequisites: None

Sharing the Load: Delegating Your Way to More Free Time

Course Description: Never having enough time is a common complaint by supervisors and managers, yet few people do much to change the factors contributing to their time crunch. Often, it is a simple matter of having an effective process for dealing with the avalanche of things that you have to do every day. And, as many people find themselves doing “more with less,” the ability to delegate is going to become even more crucial for success and sanity.

You Will Learn to:

- Identify factors that eat away at your time during the day
- Effectively delegate to employees, peers and your boss
- Recognize when employees are using a technique know as “upward delegation”

Learning Strategies: Small group discussion
Lecture
Brainstorming
Video-based activity

Who Should Attend? Anyone who supervises others or who wants to learn how to delegate more effectively

Course Duration: One-half (1/2) day

Audience Size: Twenty-four (24)

Prerequisites: None

The New Supervisor: Exploring the Roles and Responsibilities for Success

Course Description: Taking on new roles can be intimidating and challenging for supervisors and managers. It takes special knowledge and skills, above those of a technician, to be successful. This workshop helps newly promoted or hired supervisors explore their new jobs and responsibilities, identify their own personality and leadership styles preferences, and develop a plan for success.

You Will Learn to:

- Identify the roles of an effective supervisor
- Recognize your personal leadership style
- Use knowledge gained about leadership to improve supervisor-employee relationships
- Explain the five bases of your power as a supervisor and how to strengthen them

Learning Strategies: Small group discussion
Lecture
Brainstorming
Video-based activity

Who Should Attend? Anyone who supervises others or who wants to learn how to delegate more effectively

Course Duration: One-half (1/2) to One (1) Day

Audience Size: Twenty-four (24)

Prerequisites: None

TEAM DEVELOPMENT AND ENHANCEMENT

Interpersonal Skills for the Workplace Team Environment

Course Description: Moving from a hierarchical to a team-based environment requires strengthened interpersonal communication skills. Research indicates that the time needed for this to occur completely and for teams to “jell” could be as much as five to ten years! This presentation focuses on the basic strategies for establishing trust with others, communicating effectively and maintaining productive relationships.

You Will Learn to:

- Recognize what a team is
- Encourage trust by others through actions which show you trust them
- Build stronger relationships with team members through effective interpersonal communication techniques
- Identify key strategies for working more cohesively with others on the team

Learning Strategies: Small group discussion
Lecture
Brainstorming
Small group activities

Who Should Attend? Anyone who is currently or will soon be working in a team based environment

Course Duration: One (1) day

Audience Size: Twenty-four (24)

Prerequisites: None

Additional Information: While this program can effectively provide anyone in a team environment with valuable information and communications skills, it is most effective when all members of a team participate as a group. Also, it is only one piece of a larger strategy for team development and growth.

Working Effectively in Teams

Course Description: This program is designed to help newly formed teams develop strategies and processes for better communication and efficiency. By initially defining what a team is, then focusing on ways to improve working relationships, make decisions, manage conflict and deal with team problems, participants develop a foundation to grow together. This program is best done in conjunction with consultative services that explore issues and challenges facing the team in the organization.

You Will Learn to:

- Define the roles of team members
- Identify strategies for effectively working with others on a team
- Recognize and reduce potential barriers to team effectiveness
- Determine ways to reduce conflict within the team
- Make decisions which facilitate team effectiveness

Learning Strategies: Small group discussion
Lecture
Brainstorming
Small group activities

Who Should Attend? Anyone who is currently or will soon be working in a team based environment. The most value is gained for intact teams to participate as a group.

Course Duration: One (1) day (plus consultation days)

Audience Size: Twenty-four (24)

Prerequisites: Interpersonal Skills for the Workplace Team Environment is recommended

Reality Oriented Performance Experiential System (ROPES) Teambuilding Training

Course Description: This program is customized to meet your team needs. Conducted at our Orlando, Florida area facility, a variety of activities are selected to specifically address the issues being faced by your team (e.g. resource management, communication, time management, problem solving, decision making, and many others). We can supplement the activities phase of the program by adding classroom content on topics such as effective interpersonal communication, conflict management, behavioral styles, trust building, handling stressful situations, team roles, and many more.

You Will Learn to:

- Identify the strengths and areas for improvement of team members.
- Better define the roles of team members.
- Capitalize on current skills and develop new ones for dealing with others.
- Make decisions that facilitate team effectiveness.
- Solve problems through collaborative efforts.
- Build trust through cohesive communication and interaction.

Learning Strategies: Small group activities
Lecture
Brainstorming
Small group discussion

Who Should Attend? Anyone who is currently or will soon be working in a team-based environment. The most value is gained for intact teams to participate as a group.

Course Duration: One-half (1/2) to one 91) day

Audience Size: Maximum of fifteen (15) per group; Groups of up to sixty (60) people can be handled by formation of four small groups.

Prerequisites: Interpersonal Skills for the Workplace Team Environment is Recommended; Behavioral Styles

Additional Information: We can come to your site to conduct “low ROPES” activities either indoors or outdoors. Please call for details.

TRAINING/PRESENTATION SKILLS

Designing Training to Comply with ADA: Providing Equal Access to All

Course Description: The American's with Disability Act has been in place since 1990, yet many organizations, trainers, and presenters routinely violate the law. In doing so, they leave themselves and their organization open to litigation. Through a simulation, participants will experience difficulties that can confront some people with disabilities in traditional training scenarios. Ideas and information will be exchanged on how to better serve all trainees and reduce the risk of unintentional discrimination.

You Will Learn to:

- Use the requirements found in the Americans With Disabilities Act of 1990 to make services (training) accessible to all as a basis for future training and presentation program and material design
- Address the accessibility or learning needs of people with at least four disabilities
- Recognize the need to plan and to make program materials and content available to all

Learning Strategies: Discussion
Simulation activity
Demonstration
Lecture

Who Should Attend? Anyone involved in the planning, coordination or delivery of training programs, presentations, speeches, seminars or educational activities

Course Duration: One-half (1/2) Day

Audience Size: Twenty-four (24)

Prerequisites: None

Additional Information: Can also be done for larger groups in a 45 - 90 minute professional meetings or conference concurrent sessions format. Some of the impact and information is lost in session shorter than 90 minutes.

Presenting for Impact

Course Description: For years, surveys have found that the number one fear for most people – even above death – is public speaking. The thought of standing in front of a group to present ideas, whether the audience members are known or not, paralyzes the strong, purees the weak and drives the normally confident professional to a point of despair. Why does this happen? Many theories exist. Often it is nothing more than the fear of looking foolish or not having the skills necessary to creatively and effectively communicate to a group. This program provides the basic skills and knowledge to allow you to step onto any stage with the best of them. Through numerous videotaped practice sessions with feedback from other participants and the facilitator, you'll be on your way to successful presentations in no time.

You Will Learn to:

- Use techniques and strategies outlined in the program to develop and hone your group presentation skills
- Plan an effective presentation
- Develop a presentation outline and other aids to use in your presentations
- Improve your presentation skills through “wall talks”
- Build confidence through use of a structured process for delivering information
- Deliver an effective message to any size group
- Use a variety of presentation aids and equipment

Learning Strategies: Discussion
Impromptu presentations
Video-based feedback practice
Demonstration
Lecture
Small group activities

Who Should Attend? Anyone who gives presentations or wishes to develop their ability to deliver training programs, presentations, speeches, seminars or educational programs

Course Duration: Two-Four Days (Depending on depth of information needed and size of group)

Audience Size: Six - Eight (6-8)

Prerequisites: Willingness to participate in classroom presentation practices

Presentation Pizzazz: Adding Impact to Learning

Course Description: Ever wonder how some trainers and presenters keep coming up with new and innovative ideas, techniques, and "toys" to creatively get their messages across? The key is to turn on your creative light bulb. Through this interactive presentation you'll experience a variety of practical, low cost ways to add spark to training and presentations. In addition, you'll identify many new sources and solutions for putting spice into your gatherings.

You Will Learn to:

- Think "outside the box" to use common everyday items as training/presentation aids
- Add a spark of fun when providing information to others
- Use a variety of props to gain and hold attention
- Inspire others to learn by tapping into things they already know
- Provide program information in a somewhat unorthodox, yet effective manner

Learning Strategies: Small group discussion
Lecture
Brainstorming
Small group activities

Who Should Attend? Anyone who gives presentations or conducts classroom training and who wants to add some fun and variety to their sessions

Course Duration: one (1) day

Audience Size: Twenty-four (24)

Prerequisites: None

Additional Information: Can be done in a modified forty-five to ninety (90) minute version at professional development meetings for larger groups.

The Creative Trainer: Generating Ideas That Add Impact

Course Description: This interactive session will allow attendees to explore their creativity and think outside the box related to obtaining and using a variety of props, items, strategies and techniques to enhance learning and add pizzazz to their sessions. During the program, participants will experience a variety of techniques grabbing and holding participants' attention, verifying that that learning is occurring and gaining participant feedback during a session. Additionally, the facilitator will focus on and demonstrate creative methods for using training aids and props to facilitate adult learning. Areas to be covered:

- Research findings related to learning and the brain.
- Strategies for reviewing material throughout a program to ensure that transfer of information is occurring before the program ends.
- Sources and usage of creative training tools and props which can enhance the learning, make learning FUN and stimulate a desire to participate.
- Tips for effective and creative presentation of program content.

You Will Learn to:

- Facilitate creative training programs and presentations that can help induce behavior change and are FUN.
- Identify, make, or obtain inexpensive materials that add spark to your training programs and presentations.
- Increase interaction with participants.
- Review program concepts throughout your sessions in order to get an interim check of learning before the program ends.
- Create memorable techniques for adding excitement and sizzle to your programs so that participants keep coming back.

Learning Strategies: Small group discussion
Lecture
Facilitator-led discussion
Brainstorming
Small group activities
Demonstration

Who Should Attend? Anyone who gives presentations or conducts classroom training and who wants to add some fun and variety to their sessions

Course Duration: One-half (1/2) to One (1) day

Audience Size: Twenty-four (24)

Prerequisites: None

Additional Information: Can be done in a modified forty-five to ninety (90) minute version at professional development meetings for larger groups.

Brain-based learning: Enhancing learning, retention and recall of information

Course Description: The 1990s are often referred to as the “decade of the brain” because of the amount of research done on how the brain accesses, processes, retains and recalls information. This highly interactive and fun session helps participants understand and apply various concepts of learning into their training sessions. The results of such efforts are increased learning, comprehension and application of what is taught in training and educational settings.

Participants will see demonstrations and actually be involved in activities that incorporate games, props, puzzles, music, and many other fun elements that can aid learning and retention of information.

You Will Learn to:

- Incorporate the use of props, toys, and incentives into programs and presentations.
- Add pizzazz and energy to session content.
- Explore different ways to enhance learning by applying concepts of brain-based research.
- Aid retention of information presented in training.
- Apply concepts known about adult learning principles and the eight multiple intelligences.

Learning Strategies: Small group discussion
Lecture
Demonstration
Props, toys, games, puzzles, music
Brainstorming
Small group activities

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Training Skills for Today's Supervisors

Course Description: Today's supervisors are taking on new roles and need new skills to address the requirements of the evolving workplace. A major shift is doing more with less, which requires supervisors to have a broader knowledge and share it with employees. This session will help identify changes impacting the way supervisors do their jobs, the impact on employees and the organizational environment and how they train others. The basics of standup and on-the-job training are explored while participants have an opportunity to practice skills identified in the session.

You Will Learn to:

- Identify training needs in the workplace
- Package information in a manner which incorporates the principles adult learning
- Use the basics of program design and development to package information for effective delivery to others
- Use small blocks of available time to share important information, enhance knowledge and skills or modify attitudes through training
- Determine the results of one-on-one and group training conducted

Learning Strategies: Small group discussion
Lecture
Brainstorming
Small group activities
Videotaped practice and feedback

Who Should Attend? Anyone who supervises or trains others and desires to gain a sound basis of knowledge on how to increase their effectiveness

Course Duration: Two and One-half (2 ½) days – includes videotaped teach backs by participants with instructor/peer feedback

Audience Size: Eight (8)

Prerequisites: None

Additional Information: Participants receive a copy of the book, *Training Skills for Supervisors* by *Global Performance Strategies*, Managing Partner, Robert W. Lucas

Train-the-Trainer: Skills for Transferring Learning to the Workplace

Based on individual organizational and participant knowledge and skill needs, a customized 1-4 day program is available to train new training and development personnel.

Potential topics are:

- Needs assessment
- Program design
- Program and material development
- Basic and advanced platform skills
- Classroom/participant management skills
- Creative presentation techniques
- Program evaluation

While new and less experienced trainers can benefit, programs can be tailored for more seasoned trainers to help re-energize them. (Limited to 8 participants; Call for details)