



K.L. Scott
& Associates
ANALYTICS ANALYSIS ADVICE

Professional Development Training

Course Catalog

Accountability at Work: Creating a Culture of Ownership and Responsibility

(classroom, e-Learning)

The benefits to fostering a culture of accountability are not far-fetched. Most organizations are well aware of the end-result – high levels of employee commitment, participation, satisfaction and overall company morale just to name a few. What is less obvious is how to get there. Accountability is not about giving people more responsibility or punishing them for errors. The goal is simple – encourage actions that are consistent with desired results. This frame of mind sets the pace for Accountability at Work. The program leads participants through the concept and practices of accountability in two respects – personal and mutual accountability.

Program Length: 4 hours/Half Day

e-Learning Length: 1 hour

Adapting Your Leadership Style: The Four Behavior Styles and How to Make Them Work for You

(classroom, e-Learning)

Adapting Your Leadership Style: The Four Behavior Styles and How to Make Them Work for You will assess your personal leadership style and apply and practice tools for building connections with employees, running productive meetings and enhancing employee motivation.

Program Length: 4 hours/Half Day

e-Learning Length: 1 hour 5 minutes

Analytical Thinking Skills: Organize, Assess, and Communicate Data for Effective Decision-Making

(classroom, e-Learning)

Analytical Thinking Skills helps participants develop the ability to systematically and logically work through issues by following a 6-step process that begins with forming the issue into a question that can be answered. They then learn how to research and isolate the highest quality data needed to answer that question and analyze the data gathered in order to come to a verifiable conclusion or hypothesis that shows cause and effect. The last half of the program focuses on clearly communicating the analysis in such a way that it is easy for the intended audience to relate to and then factoring the analysis into decision making.

Program Length: 4 hours/Half Day

e-Learning Length: 1 hour

The Art of Influencing Others

(classroom, e-Learning)

Lay the foundation for more effective communication in this highly interactive workshop. Develop creative ways to establish rapport and build relationships through a deeper awareness of the power of nonverbal communication. Learn how to avoid common communication barriers. Recognize communication styles preferences, and tailor your communication to be more effective with each style. Learn methods for de-escalating difficult situations and resolving conflict effectively. Through a series of structured experiences, develop and learn to apply skills that improve your effectiveness when marketing your services in any communication skill.



Program Length: 16 hours / Two Days

e-Learning Length: 1 hour 20 minutes

Assertiveness Skills

(classroom, e-Learning)

Assertiveness skills are crucial to professional development, as well as other aspects of life. Asking for what you need, handling confrontations gracefully, and putting ideas forward with confidence. Not only do these skills improve teamwork, focus discussions, and build relationships, but they also help individuals to become competent, constructive, confident, and perform at their best. **Assertiveness Skills** provides the skill development, practice, and understanding individuals need to learn how to be truly assertive.

Program Length: 4 hours / Half Day

e-Learning Length: 55 minutes

Balancing Priorities: How to Successfully Manage Tasks, Deadlines, and Expectations

(classroom, e-Learning)

How many times have you heard this plea for help? The demand for productivity is greater than ever before. Deadlines are tight, resources are limited, technology is complex, and oftentimes employees have the added challenge of reporting to more than one manager. It's no surprise this pressure can lead to increased conflict and overwhelming feelings of confusion. That is, until you equip them with the skills they need to manage their workload effectively.

Program Length: 4 hours / Half Day

e-Learning Length: 45 minutes

Behavioral Interviews: An Evidence-Based Approach to Hiring the Right Candidate

(classroom, e-Learning)

When new hires fail to meet initial expectations, not only must organizations spend time and resources hiring replacement employees, but also potentially suffer a loss of productivity and, in some cases, a damaged reputation as the result of an employee's poor performance. A negative attitude, lack of punctuality, and an inability to work well with others or resolve conflict are all behavioral issues that employers can otherwise uncover during an interview—with the right know-how. Basing its teachings on the basic premise that past performance is the best indicator of future performance, Behavioral Interviews leads participants through a structured interview process from reviewing resumes to conducting interviews to evaluating candidates.

Program Length: 4 Hours / Half-Day

e-Learning Length: 1 hour 16 minutes

Business Etiquette

(classroom, e-Learning)

Business etiquette is defined as the conduct or procedures that are generally acceptable and polite in the workplace. It is typically a set of unspoken expectations that most people either meet—or find out about when they do not meet them.

This course provides guidelines for common business etiquette, how to show respect for yourself and others, how to establish positive connections with anyone, and how to choose polite and positive responses to rude behavior.

Program Length: 4 Hours / Half Day

e-Learning Length: 1 hour 45 minutes

Coaching Conversations

(classroom, e-Learning)

This training will help you establish the context of a situation and lead a series of coaching conversations that make the individual responsible for proactively defining goals and becoming accountable to their commitments. You will understand how the various aspects of coaching conversations (such as defining the opportunity or problem, analyzing options, and developing an action plan) can motivate and support individuals to help them successfully meet their goals.

Program Length: 4 hours/Half Day

e-Learning Length: 51 minutes

Coaching for Development: Help Employees Reach Their Full Potential

(classroom, e-Learning)

An organization's success relies on the performance of every employee and so it goes without saying that it is important to foster an atmosphere that allows for employee's to grow with the company. The key to this is guidance. Coaching for Development recognizes the need for employees to feel committed to their work and is designed to help managers, supervisors, and leaders alike to encourage individual performance as a means for increasing engagement and ultimately productivity rather than to use the traditional "command and control" method. In this workshop, you'll learn the key elements of building a successful coaching relationship and how to best implement them using a step-by-step coaching process; in addition, how to help an employee implement a development plan to individually improve their success as well as how to apply effective strategies for overcoming common coaching challenges.

Program Length: 4 hours / Half Day

e-Learning Length: 55 minutes

Creative Problem Solving

(classroom, e-Learning)

Creative Problem Solving is a course in which participants will learn how to integrate creativity with analytic thinking for effective problem solving, and to develop critical thinking skills. Creative problem solving is a valuable skill for today's fast-changing world. The concept of "innovation" and how it relates to the bottom line will also be emphasized. An innovative mind-set not only identifies and evaluates great ideas for the marketplace; it also focuses on solving customer problems.

Program Length: 8 hours / One Day

e-Learning Length: 1 hour 16 minutes

Creative Problem Solving—Applied

(classroom, e-Learning)

When most people hear the words "creative problem solving" they think of a haphazard random approach to generating solutions. While it does in fact involve allowing ideas to flow, there is most certainly a rhyme and reason to the process. In this program, participants learn techniques for both generating a variety of relative, novel ideas to problem resolution and evaluating their effectiveness.

Program Length: 4 hours / Half Day

e-Learning Length: 60 minutes



Critical Thinking Skills

(classroom, e-Learning)

What's the #1 skill executives look for in their employees? Critical thinking. It's a skill that can help your organization find smart solutions to tricky problems, avoid emotional thinking and mistakes, and work together more efficiently. Critical **Thinking Skills** is a training solution that provides individuals with tips, techniques, and thought exercises that help to develop critical thinking skills.

Program Length: 4 hours / Half Day

e-Learning Length: 45 minutes

Critical Thinking Skills—Applied: Putting Theory into Practice

(classroom, e-Learning)

Critical Thinking Skills — Applied helps participants put theory into practice. It begins with an introduction into the process of critical thinking and the characteristics it encourages as well as the common mistakes one should avoid. Participants are then called to use their critical thinking skills to analyze a series of case studies or real-world scenarios where they'll learn to challenge information, recognize biases, and assess options among other learning outcomes. The practical, interactive activities deepen insight and facilitate participants' ability to actively translate the learned material into their work back on the job.

Program Length: 4 hours / Half Day

e-Learning Length: 35 minutes

Cultural Competency

(classroom, e-Learning)

Culture is the shared values, traditions, norms, customs, art, history, folklore and institutions of a specific group of people. Cultural competency is “the willingness and ability to interact respectfully and effectively with individuals and groups, acknowledging the common and difference elements of our cultural identities.” The result is words and actions that recognize, affirm and value the worth of individuals and communities and protect and preserve the dignity of each.



Program Length: 8 hours / One Day

e-Learning Length: 48 minutes

Delegating for Growth

(classroom, e-Learning)

Delegating for Growth is an interactive skills training course that will help any manager to better understand the purpose of delegation, prepare for and apply the steps to delegating effectively, and learn to recover from inevitable mistakes or disappointments. This training program will help to increase company-wide productivity, foster employee confidence at all levels, and develop a team-driven culture.

Most tasks and projects can be delegated. In particular, if you find yourself doing the tasks and activities you were promoted from, that's a clear sign of items you should be delegating. Not sure how? That's where we come into play.

Program Length: 4 hours / Half Day

e-Learning Length: 45 minutes

Developing Positive Relationships at Work

(classroom, e-Learning)

Developing Positive Relationships at Work is the positive learning experience your organization needs to ensure that individuals unite around a common mission, value diversity, rise above personal slights, take responsibility, and cultivate an environment based on trust. This training will help you model the behavior you want as well as teach the value of getting to know your employees as individuals.

Program Length: 4 hours / Half Day

e-Learning Length: 45 minutes



Developing Your Direct Reports

(classroom, e-Learning)

Developing Your Direct Reports is a course in which participants will learn development coaching. So what's the difference between performance management and development coaching? Performance management is focused on eliminating the weaknesses of the past and present. Development coaching, on the other hand, targets employee strengths as the basis for future performance and the achievement of long-term goals. And the other major difference? It requires the direct and regular involvement of the manager.

Program Length: 4 hours / Half Day

e-Learning Length: 55 minutes

Diversity Awareness: Fostering a Climate of Inclusion, Sensitivity, and Respect in the Workplace (classroom, e-Learning)



A survey by Korn/Ferry International found that more than 2 million people leave their jobs each year because of unfairness in the workplace. The hiring costs which result from high turnover are a huge stumbling block to company success, not to mention the time investment that goes into screening applicants and acclimating new hires to their role. Still, the greatest hindrance to progression lies within the heart of the issue—that is, to devalue and exclude employees because they are different is to also place limitations on their contributions and ability to grow.

From fundamental attribution errors to micro-inequities (a term coined by researcher Mary Rowe), **Diversity Awareness: Fostering a Climate of Inclusivity, Sensitivity, and Respect in the Workplace**, explores the subtle ways that these limitations occur and how to combat them by fostering an environment that focuses on building respectful interactions. The program defines diversity in broad terms, recognizing that people see differences in varying ways from educational background to personal attributes and experiences. Professionals at every level will learn how to take proactive steps to find and capitalize on unique skills as well as exercise flexible thinking and seek personal growth.

Program Length: 4 hours / Half Day

e-Learning Length: 45 minutes

Effective Listening Skills

(classroom, e-Learning)

Without the proper training, two things can stand in the way of effective listening: bad habits and style differences. The first step to becoming a better listener is to break and eliminate those habits. The second step is to understand the different ways people listen, along with its benefits and potential trouble spots. **Effective Listening Skills** can help anyone become a better listener. Using a five-step process, individuals learn how to eliminate barriers to good listening, improve communication skills, maximize productivity, and build interpersonal relationships.

Program Length: 4 hours / Half Day

e-Learning Length: 50 minutes

Effective Negotiation Skills

(classroom)

This training is organized in a way to layer coaching with training. Once the participant understands not only what they want but why they want it, they can be in the ideal space to really listen, prepare, and persuade with skill and integrity. These skills offer participants tremendous leverage to reap great rewards and create win-win relationships.

Program Length: 8 hours / One Day

Effective Risk-Taking

(classroom, e-Learning)

Taking risks is not easy. It requires a willingness to operate outside of your comfort zone and experiment with new ways of doing things as you step into a situation with unknown or potentially adverse results. But as Margie Warrell famously said, "growth and comfort never ride the same horse." Risk-taking is a necessary part of moving forward. However, there is a big difference between effective risk-taking and just being reckless. In this program, participants learn how to conduct a risk analysis that unearths the potential benefits and negative consequences of acting on an idea or opportunity. Other areas of focus include overcoming fears, creating contingency plans, managing crises, and building resilience. With this know-how participants are able to develop the confidence they need to pursue valuable growth opportunities that effect positive change in their organization.

Program Length: 4 hours / Half Day

e-Learning Length: 1 hour 5 minutes

Emotional Intelligence: A Scientifically Proven Method for Developing the Skills of Success

(classroom, e-Learning)

No doubt technical and task-oriented skills are important to bring to any working environment, but research has proven that real success comes from those who have honed the soft skill of emotional intelligence. No organization is without its ups, downs, and of course, turnarounds, which is why emotional intelligence is an essential aspect for anyone in the working field.

Emotional intelligence is recognizing your emotional triggers and knowing when and how to use them in a way that enables you to not only deal with these stressors objectively, but to also develop strong connections with your co-workers. This program introduces the four essential aspects to honing this soft skill, and strategies for developing each; helping you to confront issues, tackle problems, and manage change and stress with composure and clarity.

Program Length: 4 hours / Half Day

e-Learning Length: 55 minutes

Employee Engagement: The Supervisor's Guide to Gaining and Sustaining Commitment (classroom, e-Learning)

Employee Engagement is a half-day training course that introduces leaders and managers alike to the tools and techniques for ensuring employees feel valued and supported in their day-to-day responsibilities. Organized into four distinct categories or strategies for employee engagement, the program offers self-assessments, interactive activities, and practical knowledge for becoming an effective and influential leader.

Program Length: 4 hours / Half Day

e-Learning Length: 1 hour



Ethics in the Workplace:

(classroom, e-Learning)

Being ethical does not mean following your feelings. Your feelings can misdirect you.

This training program explores how workplace ethics should be developed, how to create the standards and policies that support them, how employees can be trained and managed to follow and support these standards, and how to deal with problems where ethics are concerned.

Program Length: 4 hours / Half Day

e-Learning Length: 50 minutes

Financial Intelligence: The Ten Accounting Instruments Every Professional Should Know

(classroom, e-Learning)

Financial Intelligence is a back-to-basics training program that's perfect for anyone who needs to learn how to read, interpret, and analyze the ten most commonly used accounting instruments. Managers, particularly, will benefit from understanding the financial consequences of their decisions. And, in doing so, be more able to contribute to planning and strategy discussions. From budgets and income statements to EBITDA, break-even analysis, and profitability ratio, this program empowers individuals to control operations, justify requests, translate performance into financial terms, and quantify their contribution to the organization.

Program Length: 4 hours / Half Day

e-Learning Length: 50 minutes

Fundamentals of Strategic Planning

(classroom, e-Learning)

What ensures the long-term success of an organization? Nothing! However, it has been proven that companies that partake in serious strategic planning have a significant edge in being successful over those that don't. This program identifies the elements of an effective strategic planning model, gives



you the tools to discover your strengths, weaknesses, opportunities and threats when setting a strategic vision and helps you avoid common pitfalls that derail strategic plans.

Program Length: 8 hours / One Day

e-Learning Length: 45 minutes

The Golden Rule: How to Create a Respectful Workplace

(classroom, e-Learning)

The Golden Rule is designed to help employees consistently demonstrate respect in their day-to-day interactions. From electronic to face-to-face communication, participants learn the behaviors that contribute to a respectful environment. They will learn how to establish self-respect, develop reciprocity with colleagues, and maintain respect when faced with stress, uncertainty, and change.

Program Length: 4 hours / Half Day

e-Learning Length: 53 minutes

How to Handle Change and Upheaval

(classroom)

It's important to recognize that events occurring in the workplace may be due to change. First and foremost, we must have an understanding of why changes are occurring. In this training, the participants will be asked to evaluate how well they respond to change. They will learn that everyone experiences a negative reaction to change from time to time. However, it's important that the negative reaction doesn't become a habit.

Program Length: 4 hours / Half Day

How to Make Yourself indispensable

(classroom, e-Learning)

Indispensable employees are always indispensable, no matter where they go or what they do. That's because it's more about attitude than skill set. They know the key to their success is to work smarter, not harder. They understand where to focus their energy to get the greatest return on their efforts. They take time out to plan and they offer a solution for every problem. They get the difference between being proactive and being reactive. They also know they're replaceable—and perhaps most importantly, they want to be replaceable. It's how they climb the ladder faster than everyone else.

How to Make Yourself Indispensable will take your workforce from great to indispensable. It's the training program that can help everyone in your organization take ownership of their responsibilities, learn how to go above and beyond the call of duty, be a team player, challenge the status quo, and perform well under pressure.

Program Length: 4 hours / Half Day

e-Learning Length: 55 minutes



How to Manage Your Emotions

(classroom, e-Learning)

While it is not always possible to check emotions at the door, it is possible to figure out what triggers emotional responses and then learn how to respond appropriately.

From minimizing frustration to conquering negative self-talk, this training will give individuals the tools they need to control physical responses, reframe thinking, handle accidental outbursts, and learn long-term strategies for channeling emotions productively.

Program Length: 4 hours / Half Day

e-Learning Length: 55 minutes

Ideas into Action: From Creativity to Innovation

(classroom, e-Learning)

Innovation is a term that tends to make people uncomfortable. That's because it's surrounded by common myths and misconceptions, such as "only creative people can be innovative," and "I don't know how to be innovative."

Simply put, the goal of innovation is to introduce something new or to make something better. But that doesn't mean it has to be complex or difficult. Whether it's improving customer return policies or developing high-tech products, innovation can happen anywhere in an organization — and by anyone.

Part of the Reproducible Training Library, Ideas into Action: From Creativity to Innovation dispels the myths and misconceptions surrounding innovation and guides people and teams through the innovation process, from generating good ideas and encouraging creativity to developing a plan and implementing new concepts.

Program Length: 4 hours / Half Day

e-Learning Length: 1 hour

Increasing Your Emotional Intelligence

(classroom, e-Learning)

People with high emotional intelligence are poised, outgoing and cheerful, have empathy for others, express their feelings directly but appropriately, and have a capacity for developing meaningful relationships. All of these traits are very important aspects of a collaborative, high achieving workplace. This program offers you techniques to increase and develop your emotional intelligence. It guides you through proven methods to apply emotional intelligence in the workplace to enhance employee relationships and increase productivity.

Program Length: 4 hours / Half Day

e-Learning Length: 1 hour 10 minutes

Leadership 101

(classroom, e-Learning)

By addressing everything from trust to perception to attitude, Leadership 101 is a training program that gives both newly emerging and experienced leaders and managers the tools and techniques for developing and refining their skills. This learning resource will help your organization retain employees and clients, make better decisions, and improve performance.

Program Length: 4 hours / Half Day

e-Learning Length: 55 minutes

Leading Others Through Change: A Three-Phase Model for Success

(classroom, e-Learning)

Organizational shifts can bode either a positive or negative experience for those involved depending on how effectively they are led through the process. Leaders play a vital role in seeing that employees understand the benefits and new opportunities brought about by change. Leading Others Through Change recognizes that to affect a positive and productive experience, leaders must ACT - Activate the change, Create a Plan, and Transition the change. Using a 10-step process as its basis, this program takes participants through the three phases and identifies techniques for ensuring that the change is not only a success, but that it becomes a lasting part of the culture. They'll learn to manage resistance, garner commitment, and increase motivation for the change from start to finish, including how to evaluate efforts in order to steer the success of future initiatives.

Program Length: 8 hours / One Day

e-Learning Length: 1 hour 32 minutes

Learning to Manage: Techniques and Tools for the New Manager

(classroom, e-Learning)



So you're highly knowledgeable and skilled in your career field, your hard work has paid off and a job promotion is likely or has already come your way. You relish in the prospects and rightfully so — a managerial role is an exciting and advantageous opportunity, but if you're not equipped with the management know-how, it can be a surprisingly overwhelming transition. How do you make it a success? Learning to Manage walks you through the process of successful management by introducing the tools and techniques for effectively handling

five target areas — people, projects, performance, problems, and even personal development because successful management starts with being able to manage yourself. Each of these areas is essential to minimizing the stress associated with the transition from individual work as you learn to delegate, communicate, and most of all, develop your employees — laying the foundation for productivity and organizational success.

Program Length: 4 hours/Half Day

e-Learning Length: 1 hour 25 minutes

Managing Offsite Employees: *Staying Connected with a Dispersed Workforce* (classroom, e-Learning)

Organizations are buzzing about the potential benefits and competitive advantage an offsite workforce has to offer like decreased turnover and improved retention to cost reduction and access to a larger pool of talent. And there are perks for the individual too, including increased flexibility, independence, and a better work-life balance. But let's face it — managing a remote workforce takes more than smartphones, WiFi, web cams, and expense allowances. It requires the right employees in the right jobs with the right skills and the right resources. And it also requires managers with the know-how to communicate effectively, maintain a sense of community, cultivate teamwork and develop relationships built on trust. **Managing Offsite Employees: Staying Connected with a Dispersed Workforce**, is packed with self-assessment exercises, real-life scenarios, practices activities, and more to set your team up for success.

Program Length: 4 hours / Half Day

e-Learning Length: 50 minutes

Managing Up: *Forging a Successful Relationship with Your Supervisor* (classroom, e-Learning)

The principles of managing up are designed to make your supervisor's life easier. However, you'll find that becoming in tune with their needs and supporting their daily obligations in turn, benefits you. Your work life will run smoother, you'll encounter less conflict, and you'll make a positive impression on your supervisor, ultimately forging a successful relationship.

Program Length: 4 hours / Half Day

e-Learning Length: 1 hour 5 minutes

Meetings: *How to Make Them More Efficient and Effective* (classroom, e-Learning)

Meetings—we all have them. The bad news? It is estimated that Fortune 500 companies waste 75 million dollars per year in unproductive meeting time. The good news? Most of the factors that disrupt productivity are in the control of meeting attendees. This training helps participants develop skills to ensure meetings are an advantage instead of a disadvantage to both employees and organizations alike.

Whether running the meeting or simply participating in it, this program provides the knowledge and techniques for making the most of meetings. Among other practices, participants learn to provide a specific meeting focus, identify the signs of an unproductive meeting, generate ideas for creating an environment of fun to encourage participation, and prepare a proper agenda.

Program Length: 4 hours / Half Day

e-Learning Length: 48 minutes

Mental Models: The Key to Making Reality-Based Decisions

(classroom, e-Learning)

Powerhouse organizations have one thing in common. They know how and when to challenge conventional wisdom so that they always stay one step ahead. Even more, they know that complacency is a recipe for disaster. That's because they're equipped to anticipate change, sense industry swings, and meet client demands, maybe even before the client recognizes a need.

Each one of us has a perception of reality about how the world works—a mental model. Like an internal hard drive, they provide understanding, guide thinking, and direct decision making. Built from everyday experiences, outside influences, and rewards such as money and success, mental models can be both beneficial and detrimental to success. And just as technology shifts and advances, so does the need for individuals, teams, and organizations to update, flex, and reconstruct mental models to improve performance.

An excellent starting point is to create awareness. **Mental Models: The Key to Making Reality-Based Decisions** shows the people in your organization how to examine their mental models, separate fact from opinion, clarify assumptions, and reveal hidden beliefs. This learning experience illustrates the need to tune into one's surroundings, look for opportunities, and approach work with an open mind.

Program Length: 4 hours / Half Day

e-Learning Length: 45 minutes

Mentoring 101: Discover the Keys to a Successful Mentor-Mentee Relationship

(classroom, e-Learning)

Contrary to popular belief, mentoring is not an occasion where an older employee simply imparts all their invaluable wisdom upon a younger, lesser experienced colleague. To make the mentoring relationship a success, there must be reciprocally tangible and intangible benefits for both mentee and mentor.

From the perspective of both mentee and mentor, **Mentoring 101** teaches participants how to ask the right questions, set up expectations, and establish measurements of success to ensure the relationship is a valuable use of each person's time.

The program comes with a separate Supplementary Learning Material handout that can be used as a guide in establishing a formal, organization-sponsored mentoring program that fosters an environment where personal and professional growth is valued and helping others is expected and appreciated.

Program Length: 4 hours / Half Day

e-Learning Length: 45 minutes

Motivating Employees to Be Their Best

(classroom, e-Learning)

The three elements of this type of climate are Community, Influence and Openness. The training focuses on providing the skills and techniques you will need to help groups develop a sense of community, to acquire influence over their work-related actions, and to enjoy the openness of shared information and feelings.

Program Length: 8 hours / One Day

e-Learning Length: 1 hour 21 minutes

Navigating Difficult Conversations: Deliver Your Message with Poise, Empathy, and Resolve

(classroom, e-Learning)

This half-day workshop introduces a seven-stage process to help managers, supervisors, and leaders successfully handle difficult workplace conversations with their employees. Most managers and team leaders do not enjoy the task of having to let an employee go or provide them with a negative performance review. These are just a couple of examples of difficult conversations which are an unavoidable circumstance in the workplace. But they don't have to be feared or dreaded—they can be handled in such a way that increases self-confidence and encourages an environment of positivity.

Navigating Difficult Conversations introduces participants to a seven-stage process for taking control in these situations and minimizing negative backlash to reduce stress, increase trust, and improve relationships and productivity. With realistic examples and role-playing activities, this program helps participants as they prepare, carry-out, and close difficult conversations—leading them to embrace, rather than fear confrontation and produce long-lasting benefits for the employee and organization.

Program Length: 4 hours / Half Day

e-Learning Length: 30 minutes

Onboarding: How to Successfully Integrate New Employees

(classroom, e-Learning)

Most would agree that introductions to company processes and policies are a “must” when bringing in a new hire. Yet it's also just as important to help new hires gain a comprehensive view of their role and establish an effective network of support. Relationships and roles have the greatest impact on an employee's immediate satisfaction and productivity in their new position. Clear expectations between a manager and his/her direct reports can make the difference between a relationship that succeeds and one that fails.

Onboarding is the training course you need to help your new hires build a foundation for success from the get-go. At its core is the Onboarding Model with four overlapping elements — Resources, Rules, Relationships, and Roles. Using these elements as a cornerstone in the onboarding process, managers learn how to become an active participant in helping new hires not only accelerate their involvement, but establish a groundwork for continual progression.

Program Length: 4 hours / Half Day

e-Learning Length: 50 minutes

Ongoing Performance Development: A Systematic Approach to Maximize Employee Productivity and Efficiency

(classroom, e-Learning)

Ongoing performance development is a new way of thinking about assessing performance that involves establishing a structured process that leads to the growth of employees. The program introduces a four- step approach that focuses on setting clear expectations for individual performance based on organizational goals as well as meeting regularly with employees to provide feedback and customized training. Managers learn how to best share performance observations, brainstorm development strategies, and gain commitment on actionable ways to improve among other techniques to help employees achieve their peak performance potential.

Program Length: 4 hours / Half Day

e-Learning Length: 1 hour

Organizational Trust: Strengthen and Restore Respect, Faith, and Integrity at Work

(classroom, e-Learning)

While the nature of day-to-day tasks and responsibilities certainly make up a large portion of employee job satisfaction, more often than not the most influential aspect is the interaction between colleagues. Organizations that promote a positive, supportive working environment, such as those that emphasize a culture of trust, are also those with the highest recruitment and retention rates. This is because they lay the groundwork for effecting respect, faith, and integrity at all levels. In turn, this groundwork makes the organization more credible, productive, flexible, innovative, and able to handle crisis and change.

Organizational Trust is about helping managers, supervisors, and leaders to effect these outcomes by building, improving, or restoring an environment of trust. Participants begin by examining the quality of trust on an organizational and personal level (or how trustworthy others perceive them to be) and then reviewing the characteristics and behaviors which shape trust. They'll also learn to identify the warning signs of a low-trust organization, providing the opportunity to implement techniques for handling and combating distrustful behaviors before they escalate.

Program Length: 4 hours / Half Day

e-Learning Length: 30 minutes

Performance Management

(classroom)

This training covers the basic concepts of a performance management system and the means needed for building and implementing a performance strategy within your organization. This core understanding empowers you to translate your strategy into actions that can be measured and monitored throughout your organization.

Program Length: 8 hours / One Day



Practical Project Management:

Taking Projects from Inception to Completion

(classroom)

It's not unusual for an organization's employees to be immersed in a series of projects in any given week. However, many times those projects unearth less than desirable results where valuable resources are wasted and time lost due to poor conception and implementation. Being able to carry a project from its inception to completion, on time, on budget, and with effective results is a critical and invaluable skill to any organization.

Practical Project Management will help employees to become effective leaders on projects of any size and scope. The program walks participants through four key stages to project management. Throughout the course, they are given the opportunity to apply the techniques inherent in each stage as they work to help a team construct an on-site fitness center that will encourage a healthier lifestyle for employees leading to reduced health insurance costs.

Program Length: 4 hours/Half Day

Productive Work Habits

(classroom, e-Learning)

Productivity isn't about quantity. It's about doing the right task, at the right time. In other words, it's about recognizing what to do when. But sometimes that's easier said than done. You can help employees and managers improve their productivity with Productive Work Habits.

Participants will begin to develop the positive habits they need to gain focus, learn how to prioritize tasks efficiently, become better organized, manage their time efficiently, work more effectively with colleagues—and even create better work-life balance.

Program Length: 4 hours / Half Day

e-Learning Length: 50 minutes

Put it in Writing: How to Prepare, Organize, and Present a Compelling Business Report

(classroom, e-Learning)



Sharing information in the form of a report is an integral part of most workers' daily responsibilities. Put it in Writing helps employees to create reports that are consistently relevant, organized, credible, and professional no matter whether the message is intended to help improve work processes, resolve an issue, or encourage a decision. Participants are given the opportunity to apply the techniques for developing effective reports and hone their skills through numerous individual and

group writing activities throughout the course. The program closes with practices on converting the content of a written report into a compelling presentation that leaves the audience with a positive impression and clear sense of the next steps.

Program Length: 4 hours / Half Day

e-Learning Length: 1 hour 10 minutes

Selling Essentials: Coaching for Performance

(classroom, e-Learning)

Many managers claim they don't have the time, the skills, the patience, or the need to do sales coaching. But in reality, creating a coaching culture will fundamentally change the way business is done. It will enable your organization to develop the potential of its sales team, retain its top performers, and multiply sales. And guess what? Coaching doesn't involve hours of classroom time, role playing, or a three-day retreat at a faraway conference center. In fact, it's not that at all. Coaching is about building a trust-based relationship that's focused on mutual growth, a little know-how about personal style, the ability to be flexible, and knowing when to seize everyday moments as learning opportunities. The seventh module of the in-depth Selling Essentials training series, Coaching for Performance targets the skills sales managers need to be effective coaches throughout the selling process, from high-level planning in the early stages to tactical decision making later in the cycle.

Program Length: 4 hours / Half Day

e-Learning Length: 1 hour 10 minutes

Selling Essentials: Developing Clients for Life

(classroom, e-Learning)

Whether you are working with fresh faces or seasoned pros, there are usually gaps between where salespeople are in their development and where they should be. That's why it's a good idea to assess skill levels from time to time, establish a baseline, and always have an action plan for improvement. The results are beneficial to the bottom line—for both the individual and the organization. The sixth module of the in-depth **Selling Essentials training series**, Developing Clients for Life focuses on the skills salespeople need to cultivate relationships based on mutual trust and loyalty.

Program Length: 4 hours / Half Day

e-Learning Length: 1 hour 10 minutes

Selling Essentials: Opening the Sales Call

(classroom, e-Learning)

You never get a second chance to make a first impression. Ten seconds or less. That's how long the window of opportunity is open for your salespeople to grab a client's attention. And that's why it's vitally important to arm them with the tools that enable them to be confident, sincere, engaging, and successful—before they set foot in their next face-to-face sales call. With the proper knowledge and preparation, your salespeople can establish themselves as experts, think on their feet, adapt to client expectations, and capture lifetime clients. **Selling Essentials: Opening the Sales Call** does just that. The third installment of the in-depth sales training series.

Program Length: 4 hours / Half Day

e-Learning Length: 55 minutes

Selling Essentials: Presenting Solutions, Overcoming Objections, and Closing the Sale

(classroom, e-Learning)

It's true. Preparation is key, especially when it comes to selling. Successful salespeople know it. From mastering product knowledge to understanding what the client wants and figuring out how to clinch the sale, they always do their homework. Always. But knowing what to prepare—and how to prepare—can't be left to trial and error. That's because developing the ability to see through the client's eyes, pinpoint their needs, think outside of the box, and deliver a convincing presentation takes time, training, practice, and then more practice. This course prepares your sales force to approach each sales call with the skill, confidence, and know-how to achieve results.

Program Length: 4 hours / Half Day

e-Learning Length: 1 hour 5 minutes

Selling Essentials: *Prospecting and Territory Management*

(classroom, e-Learning)

Ask any sales professional about prospecting and most will tell you it's their least favorite thing to do. From figuring out how to develop a territory to finding qualified leads and making cold calls, it's enough to cause even the most seasoned people to cringe. But prospecting is the vital first step in the sales cycle, and the key to success is preparation, practice, and confidence. *Selling Essentials: Prospecting and Territory Management* gives salespeople at all levels the know-how to tackle prospecting, maintain a healthy pipeline, and grow their business. Title two of an in-depth training series, this customizable classroom program and e-learning workshop is packed with helpful tools, including worksheet templates, qualifying checklists, practice exercises, strategies, and more.

Program Length: 4 hours / Half Day

e-Learning Length: 1 hour 5 minutes

Selling Essentials: *Understanding the Sales Cycle*

(classroom, e-Learning)

Whether you are working with fresh faces or seasoned pros, there are usually gaps between where salespeople are in their development and where they should be. That's why it's a good idea to assess skill levels from time to time, establish a baseline, and have an action plan for improvement. *Selling Essentials: Understanding the Sales Cycle* is the first title in a series of learning experiences aimed at transforming your sales force into true professionals who are ready for any challenge. Filled with an assessment, activities, worksheets, action planning, and more, individuals can take an active role in their learning.

Program Length: 4 hours / Half Day

e-Learning Length: 1 hour

Selling Essentials: *What to Ask and How to Listen*

(classroom, e-Learning)

They've mastered prospecting, scoped out hot leads, and succeeded in getting their foot in the door. But at this moment, they're sitting face-to-face with their next (hopefully) new customer, and after an engaging opening, they stop and think, 'hmm... now what?' It's time to shift the focus to the customer. Before your salespeople have the chance to jeopardize their next big deal, make sure they know how to keep the customer engaged, uncover their needs, learn their decision-making strategies, and know what not to say. Teach them what to ask—and how to listen. This fourth module of the in-depth training series shows salespeople how to ask the right questions, avoid communication shut downs, and learn valuable active listening skills that will move the customer relationship forward.

Program Length: 4 hours / Half Day

e-Learning Length: 55 minutes

Skillful Collaboration: Working Successfully with Others to Achieve a Common Goal
(classroom, e-Learning)

Creative thinking, effective problem solving, increased productivity, job satisfaction, and more: the benefits of collaboration are significant, both for individuals and organizations. That is, when things run smoothly. But there is much more to collaboration than working side-by-side with people. There is an effective way to collaborate - and an ineffective way to collaborate. Believe it or not, sometimes it is the wrong choice altogether. That is because successful collaboration requires a combination of the right situation, well-honed skills, and an open mindset.

Before the individuals in your organization attempt the next project, introduce them to Skillful Collaboration: Working Successfully with Others to Achieve a Common Goal. It's the soft-skills training program that will help them to make sense of the ins and outs of collaboration. From setting common objectives, defining roles, and establishing processes to communication strategies, troubleshooting obstacles, and building networks, Skillful Collaboration focuses on how to structure an effective framework that enables individuals to develop harmonious and productive working relationships.

Program Length: 4 hours / Half Day

e-Learning Length: 1 hour

Social Media at Work: Reap the Rewards and Avoid the Risks
(classroom, e-Learning)

Without awareness of potential risks, proper training, and clear-cut guidelines, social media can get your organization into serious hot water—both in terms of bad publicity and real legal troubles. That's why 42% of employers forbid their employees to use social media of any kind.

Social Media at Work: Reap the Rewards and Avoid the Risks is the on-trend training program that explores the dos and don'ts of using social media in the workplace. Packed with ripped-from-the-headlines examples, exercises to test knowledge, and a sample social media policy, it's the comprehensive solution your organization needs to help instill good judgment in employees, build a social media presence, safeguard against potential pitfalls, and implement a sound policy.

Program Length: 4 hours / Half Day

e-Learning Length: 55 minutes



Solid Business Writing

(classroom, e-Learning)

Have you ever misunderstood an e-mail? You thought it said one thing, only to find out later that the writer intended something totally different. This is a daily occurrence and is often the result of relying only on words.

Few of us really love to write, but it is a necessary part of most jobs. It is normally seen as a chore and a daunting task that we have to do. By learning the tricks taught in this course, you will actually spend less time writing and create a better document. Get back to the basics with this course and make sure your t's are crossed and your i's are dotted before sending out vital correspondence.

Program Length: 4 hours / Half Day

e-Learning Length: 57 minutes

Succession Planning

(classroom, e-Learning)

A lack of succession planning is like driving your car in the dark without headlights. Effective succession planning is like having halogen headlights that shine farther and brighter than any other kind of headlight. This program shows you how to conduct a gap analysis to identify current and future needs, how to create a pipeline of potential top leadership and how to bring selection systems, reward systems and management development into alignment with the process of leadership renewal.

Program Length: 8 hours / One Day

e-Learning Length: 1 hour 26 minutes

Super Manager: Be the Boss Everyone Wants to Work For

(classroom, e-Learning)

As a manager, overseeing employee performance is an essential obligation. Yet, it's more than just ensuring a timely schedule of operations and quality production. Organizations that surpass expectations with unmatched success ensure employees receive the necessary support, resources, and guidance to get the job done. In a study on employee retention, a number of respondents pointed the finger back at their manager citing behaviors such as a lack of recognition and an inability to meet commitments as some of the top reasons for quitting. It takes a special manager to increase employee engagement and satisfaction in the workplace — it takes a super manager.

Program Length: 4 hours / Half Day

e-Learning Length: 1 hour 25 minutes

Supervisor Communication Skills

(classroom, e-Learning)

In general, there are four basic purposes of communication: To inform, to persuade, to ask a question, or to learn. It's as important to know what you don't want as it is to know what you do want.

In this course, you will learn the importance of assertive speaking - asking directly for what you need from others without being aggressive. You will discover techniques for holding others accountable while also creating and practicing the art of equitable compromise.

Program Length: 8 hours / One Day

e-Learning Length: 1 hour 27 minutes

Systems Thinking: How to Solve Problems So They Stay Solved

(classroom, e-Learning)

If your organization is plagued by nagging issues that affect its performance, it's time for a new approach. Systems thinking is a proactive problem-solving technique that examines the relationships between various organizational functions and how they impact each other. What makes systems thinking so powerful is that it enables your organization to predict the consequences of change, eliminate silo thinking, adjust perspectives to see different viewpoints, and remain focused on the big picture.

Get your problem-solving approach in gear with Systems Thinking: How to Solve Problems so they Stay Solved, the program that helps your organization find optimal solutions to complex challenges, improve innovation, and increase productivity.

Program Length: 4 hours / Half Day

e-Learning Length: 1 hour

Taking Control of Conflict: How to Resolve and Minimize Workplace Disputes

(classroom, e-Learning)

Is conflict an ongoing battle in your organization? Apparently, it is for most. A recent study reveals that 85 percent of employees experience conflict at work—a staggering 2.8 hours each week—ranging from mild squabbles with teammates to explosive disagreements between managers.

Let's face it. Conflict isn't going to become obsolete anytime soon. But individuals can learn how to handle it maturely and collaboratively with insight, knowledge, and the proper skills. And better yet, organizations can actually benefit from conflict in the form of increased productivity and improved relationships—that is, when it's managed successfully.

This program introduces the different types of conflict, shows individuals how to communicate clearly and tactfully, explores appropriate resolution strategies, and establishes a common-sense approach for preventing unnecessary conflict.

Program Length: 4 hours / Half Day

e-Learning Length: 1 hour 15 minutes

Taking Initiative: *How to Inspire a Proactive Company Culture*

(classroom, e-Learning)

Employees who take initiative act instead of react. They complete tasks without being told, they spot opportunities and seize them, and they persist in the face of obstacles. Taking Initiative allows participants to develop these skills in the framework of a four-step model that can be used for initiative efforts of all shapes and sizes; however, focuses specifically on how to effect positive change from a large-scale perspective.

Participants learn how to identify, develop, sell, and implement ideas that produce a wide-array of long-term company benefits. To put the concept of initiative into greater perspective, throughout the program participants are asked to apply the learned techniques to a case study that focuses on an employee who is working to organize a company-wide charitable event as a way to boost employee morale.

Program Length: 4 hours / Half Day

e-Learning Length: 1 hour

Talk Like a Leader: *What Every Leader Needs to Hear*

(classroom, e-Learning)

Successful leaders know there's a significant difference between being a big talker and being an effective communicator. And they also know communication is the key to motivating and inspiring people.

Talk Like a Leader cuts through the noise to focus on four key areas of leadership communication: Vision, Competence, Relationships, and Support. An interactive workshop chock-full of activities, action planning exercises, and takeaway resources, Talk Like a Leader is the learning experience that empowers leaders with the skills and confidence to encourage enthusiasm, increase productivity, minimize miscommunication, and improve working relationships.

Program Length: 4 hours / Half Day

e-Learning Length: 1 hour



Team Chemistry: How to Build a Team that Everyone Wants to Join

(classroom, e-Learning)

Appropriate for anyone who may have influence on the structure of a team, Team Chemistry teaches participants how to identify and correlate diverse, but complementary skills, characteristics, and strengths to team roles. They also learn the techniques for observing interactions, establishing positive communication patterns, overcoming groupthink, developing mutual accountability for results, and boosting morale.

Program Length: 4 hours / Half Day

e-Learning Length: 1 hour 5 minutes

Team Excellence: The Secret to Achieving High Performance

(classroom, e-Learning)

Organizations know that every one of their employees is valuable and contributes unique talents and experience to each project or task at hand. So, comparatively, when employees come together as a team, the end result is typically even greater success—that is, when members understand how to work collaboratively. Effective collaboration not only helps to increase the quality of results, but also the productivity. Team Excellence is the training resource that ensures teams achieve these outcomes.

Participants fundamentally learn to CARE by discovering techniques for effective Communication, maximizing individual Ability, producing Results, and fostering Esprit de corps. Among these techniques, they learn to create synergy, set goals, cultivate accountability, and coordinate effective team building activities, effectively allowing them to achieve high performance.

Program Length: 4 hours / Half Day

e-Learning Length: 55 minutes

Time Management

(classroom, e-Learning)

A simple glance at the desks of various workers reveals different organizational and time management practices that individuals have adapted to their personality. Personality preferences have an impact on how individuals successfully manage their time. Different approaches to time management are equally effective and neither approach is better than the other. In this program you will learn how to increase your personal effectiveness by using management techniques that fit your personality. You will apply time saving techniques, learn ways to overcome procrastination and find out a variety of methods to living a balanced life.

Program Length: 8 hours / One Day

e-Learning Length: 1 hour 15 minutes

The Toughest Supervisor Challenges:

(classroom, e-Learning)

When dealing with issues such as employee performance, personality clashes, and conflict, the truth is that there are no quick fixes. Successful supervisors know it takes time to do what's best for the long-term success of the organization, its employees, and even themselves. They also know that they can overcome almost any challenge by exercising the three keys: realism, restraint, and resolve. The Toughest Supervisor Challenges gives both new and experienced managers the supervisory skills, tools, and techniques they need to evaluate the situation at hand and choose the appropriate response.

Program Length: 4 hours / Half Day

e-Learning Length: 55 minutes

Train the Trainer: A Practical Guide to Classroom Facilitation

(classroom, e-Learning)

Suitable for both seasoned facilitators looking to maximize the learner experience and first-time facilitators looking to understand the ins-and-outs of effective classroom facilitation, Train the Trainer helps participants to develop, deliver, and manage a smooth and engaging training session. This program leads participants through the four dimensions of facilitation as they learn the best techniques for the most common training blunders and challenges. They'll discover how to gauge what content is best suited to their audience, the benefits of active-learning in contrast to a lecture-only approach, and how to field the toughest questions from learners, among other outcomes.

Program Length: 4 hours / Half Day

e-Learning Length: 1 hour

What Customers Really Want

(classroom)

What is extraordinary customer service? We have all experienced it and, most likely remembered it. In this course participants will explore the concepts and benefits of superb customer service. Individuals will learn ways of building positive rapport with various types of customers and then apply those skills in activities and exercises throughout the course. They will dive deeper into workplace communication by examining the do's and don'ts of technology, and how to use these advances to further their customer alliances. Further groups will practice learned skills in dealing with difficult situations and making every interaction a positive experience.

Program Length: 8 hours / One Day

Why We Struggle with Tough Decisions: Overcoming Doubts and Dilemmas

(classroom, e-Learning)

In the workplace, some people get stuck overanalyzing all of their choices—they want a spreadsheet packed with data before proceeding with any decision. Others swear by their intuition and have no data to back up how they arrived at a particular decision. How can you make a high-impact decision that is effective, practical, and successful? By having a clear objective, gathering and evaluating information in a structured way, avoiding common decision traps, and by using your intuition to confirm or question your decision. This course will enhance your confidence and skill at making—and implementing—tough decisions, allowing you to increase your value to your organization and actively contribute to its success.

Program Length: 4 hours / Half Day

e-Learning Length: 1 hour

Women and Leadership: Working Through Barriers and Biases

(classroom, e-Learning)

Women and Leadership identifies the specific challenges imposed on women in the workplace and provides an in-depth look at how they can combat these obstacles to maximize their strengths - helping not only women, but all professionals and organizations as they work to build the leadership skills of their employees.

Program Length: 4 hours / Half Day

e-Learning Length: 1 hour 23 minutes

