



Management and Leadership Workshop Catalog



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Introduction

The SalesPlus Approach

In order to increase results, you have to improve performance. Professional development and training is a proven way to engage and motivate people. A smarter, more engaged team positively impacts performance and positions your organization to be even more competitive and successful.

Let's be honest – if you don't have the time to motivate and energize your troops, who will? If you've run out of ideas when it comes to building enthusiasm with your team, we can help. That's where Steve and his team make things happen.

A Fresh Perspective

You want a fresh perspective with a different approach that can energize your team while you focus on more important responsibilities. We can do that. We have been doing that for over 20 years.

We have a long-standing reputation for providing professional development that's relevant and effective. Our workshops inspire positive, meaningful changes in performance – for both individuals and organizations.

About our Workshops

Steve Porcaro and 1-4-All Coaching, LLC created the SalesPlus Training Workshops to support the growth and development of business owners, professionals and teams looking to find the most effective ways to overcome obstacles, maximize revenues, and guarantee long-term success.

Workshops include:

- PowerPoint presentations
- Training manual
- Quick reference sheets
- Resources and Activities
- Certificates of completion
- Optional eLearning module



Frequently Asked Questions

1. Who can benefit from these workshops?

Our training workshops are designed to help our clients increase business success and overall profitability. Working together, we will assess your business development and training needs to create a customized training workshop program that maximizes ROI for your organization.

We have organized our program topics into five key areas:

- Sales and Marketing – intended for sales, customer service and business development teams
- Management and Leadership – intended for emerging and established supervisors
- Professional Development – intended for owners, executives, employees and self-employed
- Human Resources – intended for owners, leaders, employees and self-employed
- Workplace Essentials – intended for owners, leaders, employees and self-employed

Additional workshops available:

(Please follow the links below to download catalog with more information)

[SALES AND MARKETING](#)

Body Language Basics
Call Center Training
Internet Marketing Fundamentals
Marketing Basics
Media and Public Relations
Negotiation Skills
Overcoming Sales Objections
Presentation Skills
Sales Fundamentals
Telephone Etiquette
Trade Show Staff Training

Public Speaking
Social Intelligence
Social Learning
Stress Management
Telework and Telecommuting
Time Management
Work-Life Balance

[HUMAN RESOURCES](#)

Employee Onboarding
Employee Recruitment
Generation Gap
Hiring Strategies
Millennial Onboarding
Talent Management
Workplace Diversity
Workplace Harassment
Workplace Violence
Train-the-Trainer

[PROFESSIONAL DEVELOPMENT](#)

10 Soft Skills You Need
Assertiveness and Self-Confidence
Attention Management
Communication Strategies
Creative Problem Solving
Critical Thinking
Emotional Intelligence
Goal Setting and Getting Things Done
Interpersonal Skills
Personal Productivity
Project Management

WORKPLACE ESSENTIALS

Appreciative Inquiry
Basic Bookkeeping
Business Acumen
Business Ethics
Business Etiquette
Business Succession Planning
Change Management
Civility in the Workplace

Conflict Resolution
Customer Service
Delivering Constructive Criticism
Developing Corporate Behavior
Entrepreneurship
Handling a Difficult Customer
Lean Process and Six Sigma
Meeting Management
Organizational Skills
Risk Assessment and Management

2. What formats are available for training workshops?

Our training workshops can be customized to meet your scheduling requirements. All of our workshops are presented by a facilitator during a half-day, full-day, webinar, or a combination of settings.

We will work with you to determine the best format and group size to achieve your training goals and budget requirements.

3. What is my investment?

Our fees vary depending on the complexity of your training goals, preparation time, and delivering a customized program based on your needs and desired outcomes.

Similar to training, we determine executive coaching, consulting and facilitation fees by the length of engagement and format. We price consulting projects on a case-by-case basis.

Pricing notes:

- Fees quoted are for training and coaching programs offered in the continental United States
- Additional fee for travel to Alaska, Hawaii, Puerto Rico, and Canada
- All prices are quoted in United States dollars
- Onsite courses and webinars are priced "per class" and not "per participant"
- Fees do not include the facilitator's travel. For all other locations, please contact us

4. What other services do you provide?

Executive Coaching

Our coaching programs are an invaluable resource to complement and support your training programs, to ensure long-term success. These meetings can be conducted virtually or in a combined format of in-person and virtual meetings. Pricing depends on the format chosen and program length.

- Three-Month Coaching: (Up to 9 private meetings)
- Six-Month Coaching: (Up to 18 private meetings)
- Twelve-Month Coaching: (Up to 36 private meetings)

All programs include priority phone, text and email support between meetings.

Meeting Facilitation

Executive retreats, strategic planning meetings, and gatherings to address workplace change often require a skilled facilitator to craft a framework and guide discussions.

Consulting

Sometimes clients have needs not addressed by training, coaching, or facilitation. For these clients we offer consulting services. Fees for consulting depend entirely on the complexity of a project and are handled on a case-by-case basis.

Assessments

Ninety percent of all professionals who experience a slump have merely lost sight of the behavior it takes to be successful. When they are “on a roll,” they project confidence and success. In a slump, that projected behavior is unsure and careful.

Moreover, adding new team members is one of the most challenging decisions a business owner or manager has to make. An incorrect “fit” can cost more than lost revenue. It takes your valuable time and contributes to low productivity, morale, and overall success. Consequently, a good hire can be an ongoing source of growth for the foreseeable future. Our tools are designed to help you develop or hire your team quickly and efficiently.

5. What if I have more questions?

Please [contact us](#) or call 860.243.9757 to discuss how we can best help you.

The information provided in this document is intended for informational purposes only and is subject to change without notice. Information may be changed or updated without notice. 1-4-All Coaching, LLC may also make improvements and/or changes in the services, products, pricing and/or the programs described in this information at any time without notice.

Management and Leadership

Being a Likeable Boss

Being more likeable is a quality everyone can increase and improve. Being likeable and a figure of authority is where some challenging conflicts can arise. With this workshop your participants will recognize these possible areas of conflict and develop the skills and knowledge to overcome them.

Our Being a Likeable Boss workshop will show that honesty and trust will be your participant's biggest tools in fostering a better relationship with their employees. Trusting your team by avoiding micromanagement, using delegation, and accepting feedback will put your participants on the right path to be a more likeable boss.

Workshop Objectives:

- Understand how to develop leadership qualities
- Know how to delegate effectively
- Choose inspirational and engaging tasks for yourself and others
- Use wisdom and understanding to lead others
- Identify the roles of your team
- Learn how to trust others and earn their trust

Module One: Getting Started

Housekeeping Items
The Parking Lot
Workshop Objectives
Action Plans Form Evaluation Form

Module Two: Is it Better to be Loved or Feared?

The Case for Fear
The Case for Love
The Case Against Both
The Middle Ground Case Study
Review Questions

Module Three: Leadership as Service

Top Down Hierarchies
The Bottom-Up Perspective
Know Your Employees
Genuine Empathy and the Power to Lead
Case Study
Review Questions

Module Four: Leadership by Design

- Begin with the End in Mind
- Goals
- Values
- Mission Statement
- Case Study
- Review Questions

Module Five: Understanding Motivation

- Dramatism
- The Pentad
- Guilt and Redemption
- Identification
- Case Study
- Review Questions

Module Six: Constructive Criticism

- What are Your Intentions?
- A Positive Vision of Success Feedback Sandwich
- Following Up Versus Badgering
- Case Study
- Review Questions

Module Seven: The Importance of Tone

- Lighting a Fire
- Putting Out a Fire
- Adult versus Parent
- Changing the Script
- Case Study
- Review Questions

Module Eight: Trusting Your Team

- Dangers of Micromanaging
- Delegation and Anxiety
- Aces in Their Places
- Celebrating Success
- Case Study
- Review Questions

Module Nine: Earning Your Team's Trust

- Honesty
- Consistency
- Availability
- Openness
- Case Study
- Review Questions

Module Ten: Building and Reinforcing Your Team

- Identify Team Strengths and Weaknesses
- Identify Team Roles
- Design Exercises with Specific Goals
- What to Avoid
- Case Study
- Review Questions

Module Eleven: You are the Boss of You

- What Kind of Person Would You Follow?
- Self-Awareness
- Self-Improvement
- Keeping Your Balance
- Case Study
- Review Questions

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations
- Recommended Reading

Budgets and Financial Reports

Everyday businesses deal with budgets and financial reports in some form or fashion. At minimum, business managers review budget numbers and run financial reports for decision-making and reporting to shareholders and Federal regulators once a month. Many companies devote the last few months of the calendar year to creating budgets for the next calendar year. In addition, organizations create and disseminate year-end financial reports to investors.

The goal of this workshop is to give the participant a basic understanding of budgets and financial reports so they can hold relevant discussions and render decisions based on financial data. This course will define key terms like ROI, EBIT, GAAP, and extrapolation. Furthermore, this one-day course will discuss commonly used financial terms, financial statements, budgets, forecasting, purchasing decisions, and laws that regulate the handling of financial information. Before we begin, let us get to know more about each other.

Workshop Objectives:

- Identify financial terminology
- Understand financial statements
- Identify how to analyze financial statements
- Understand budgets
- How to make budgeting easy
- Understand advanced forecasting techniques
- Understand how to manage the budget
- Identify How to make smart purchasing decisions
- Identify the legal aspects of finances

Module One: Getting Started

Icebreaker
Housekeeping Items
The Parking Lot
Workshop Objectives

Module Two: Glossary

What is Finance?
Commonly Used Terms
Key Players
Important Financial Organizations
Understanding GAAP

Module Three: Understanding Financial Statements

- Balance Sheets
- Income Statements (AKA Profit & Loss Statements)
- Statement of Retained Earnings
- Statement of Cash Flows
- Annual Reports

Module Four: Analyzing Financial Statements (I)

- Income Ratios
- Profitability Ratios
- Liquidity Ratios
- Working Capital Ratios
- Bankruptcy Ratios

Module Five: Analyzing Financial Statements (II)

- Long-Term Analysis Ratios
- Coverage Ratios
- Leverage Ratios
- Calculating Return on Investment (ROI)

Module Six: Understanding Budgets

- Common Types of Budgets
- What Information does I Need?
- Who Should Be Involved?
- What Should a Budget Look Like?

Module Seven: Budgeting Made Easy

- Factoring in Historical Data Gathering
- Related Information
- Adjusting for Special Circumstances
- Putting It All Together
- Computer Based Methods

Module Eight: Advanced Forecasting Techniques

- Using the Average
- Regression
- Analysis
- Extrapolation
- Formal Financial Models

Module Nine: Managing the Budget

- How to Tell If You're on Track
- Should Your Budget be Updated?
- Keeping a Diary of Lessons Learned
- When to Panic

Module Ten: Making Smart Purchasing Decisions

- 10 Questions You Must Ask
- Determining the Payback Period
- Deciding Whether to Lease or Buy
- Thinking outside the Box

Module Eleven: A Glimpse into the Legal World

- A Brief History
- The Sarbanes-Oxley Act
- CEO/CFO Certification
- 8th Company Law Directive

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Coaching and Mentoring

This workshop focuses on how to better coach your employees to higher performance. Coaching is a process of relationship building and setting goals. How well you coach is related directly to how well you are able to foster a great working relationship with your employees through understanding them and strategic goal setting.

An easy-to-understand coaching model taught in this workshop will guide you through the coaching process. Prepare yourself to change a few things about yourself in order to coach your employees to better performance.

Workshop Objectives:

- Define coaching, mentoring and the GROW model
- Identify and set appropriate goals using the SMART technique of goal setting
- Identify the steps necessary in defining the current state or reality of your employee's situation
- Identify the steps in developing a finalized plan or wrapping it up and getting your employee motivated to accomplish those plans
- Identify the benefits of building and fostering trust with your employee
- Identify the steps in giving effective feedback while maintaining trust
- Identify and overcoming common obstacles
- Identify when the coaching is at an end and transitioning your employee to other growth opportunities
- Identify the difference between mentoring and coaching

Module One: Getting Started

Icebreaker
Housekeeping Items
The Parking Lot
Workshop Objectives

Module Two: Defining Coaching and Mentoring

What is Coaching?
What is Mentoring?
Introducing the G.R.O.W. Model

Module Three: Setting Goals

Goals in the Context of GROW
Identifying
Appropriate
Goal Areas
Setting SMART Goals

Module Four: Understanding the Realities

Getting a Picture of Where You Are
Identifying Obstacles
Exploring the Past

Module Five: Developing Options

Identifying Paths
Choosing Your Final Approach
Structuring a Plan

Module Six: Wrapping it All Up

Creating the Final Plan
Identifying the First Step
Getting Motivated

Module Seven: The Importance of Trust

What is Trust?
Trust and Coaching
Building Trust

Module Eight: Providing Feedback

The Feedback Sandwich
Providing Constructive Criticism
Encouraging Growth and Development

Module Nine: Overcoming Roadblocks

Common Obstacles
Re-evaluating Goals
Focusing on Progress

Module Ten: Reaching the End

How to Know When You've Achieved Success
Transitioning the Coach
Wrapping it All Up

Module Eleven: How Mentoring Differs from Coaching

The Basic Differences
Blending the Two Models
Adapting the GROW Model for Mentoring
Focusing on the Relationship

Module Twelve: Wrapping it Up

Words from the Wise

Review of Parking Lot

Lessons Learned

Completion of Action Plans and Evaluations

Developing New Managers

With this workshop, your new managers will be given the skills they need to succeed. Through identifying candidates early and identifying a clear management track, your company will prosper and thrive with a solid management structure. Becoming a new manager can seem like a daunting task. To overcome certain challenges create an environment where employees know what is expected of them.

With our How to Develop New Managers course your participants will gain support, best practices, and knowledge. This workshop will help your company develop well rounded, fair and confident managers. By identifying early you will be able to groom prospective candidates and provide the best chance for success.

Workshop Objectives:

- Discuss strategies for developing new managers
- Understand the importance of defining a clear management track
- Determine core roles and competencies for managers
- Understand the importance of continuous development for managers
- Apply the principles of manager development to your own organization

Module One: Getting Started

Housekeeping Items
The Parking Lot
Workshop Objectives
Action Plans Form
Evaluation Form

Module Two: Managers are Made, Not Born

Managers must be Developed
Management Skills can be Learned
Managers Learn by Being Managed Well
Create a Management Track
Case Study
Review Questions

Module Three: Create a Management Track

Clearly Define Roles and Competencies
Provide Tools
Identify Candidates Early
Clearly Define Management Track
Case Study
Review Questions

Module Four: Define and Build Competencies

- Clearly Define Competencies
- Needed Identify Strengths
- Identify Development Areas
- Provide Development Opportunities
- Case Study
- Review Questions

Module Five: Managers Learn by Being Managed Well

- Pair New Managers with Mentors
- Reward Effective Managers
- Emulate Effective Managers
- Create/Document Best Practices
- Case Study
- Review Questions

Module Six: Provide Tools

- Provide Manuals or Policy Documents
- Empower New Managers
- Provide Support
- Provide Training and Development Opportunities
- Case Study
- Review Questions

Module Seven: Provide Support

- Encourage Peer Networking
- Establish Resource People
- Encourage Mentor Relationships
- Establish Regular Check-ins
- Case Study
- Review Questions

Module Eight: Identify Strong Candidates Early

- Development Begins Early
- Identify Candidates Early
- Identify Candidates Through Evaluations
- Develop Those with Management Goals
- Case Study
- Review Questions

Module Nine: Clearly Define the Management Track

- Make the Path to Management Clear
- Serves as a Guidepost
- Ensures Quality Training/Support
- Succession Planning and Change Management
- Case Study
- Review Questions

Module Ten: Empower New Managers

- Decision-making
- Asking for Help
- Support, Don't Micromanage
- Continuous Growth and Development
- Case Study
- Review Questions

Module Eleven: Provide Growth Opportunities

- Provide Continuous Growth Opportunities
- Create a Development Plan
- Provide Regular Feedback
- Encourage Mentoring
- Case Study
- Review Questions

Module Twelve: Wrapping Up

- Words from the Wise
- Review of the Parking
- Lot Lessons Learned
- Completion of Action Plans and Evaluations
- Recommended Reading

Employee Motivation

Employee Motivation is becoming ever more important in the workplace as time goes on, and everyone agrees that a motivated workforce is far more likely to be a successful workforce. The happier and more professional an employee is, the better the results they will deliver for you. Of course, every employer wants to make sure that they have a workforce who will do their best, but this does not simply mean making the job easy for their employees. In fact, part of the problem of motivation is that where the job is too easy, employees become complacent.

There is therefore a challenge for all employers and management in delivering the right balance between a confident, motivated workforce and a workforce which is driven to attain goals. It can be described as a mix between the pleasure of a comfortable working environment and the fear of failure, although in honesty it is more complicated than that equation suggests. Regardless of how it is characterized, it is important to get the right balance in order to ensure that you have a motivated workforce. This manual is designed to show participants the way to get the best out of a confident, motivated set of employees, and to show them how to motivate that group.

Workshop Objectives:

- Defining motivation, an employer's role in it and how the employee can play a part
- Identifying the importance of Employee Motivation
- Identifying methods of Employee Motivation
- Describing the theories which pertain to Employee Motivation – with particular reference to psychology
- Identifying personality types and how they fit into a plan for Employee Motivation
- Setting clear and defined goals
- Identifying specific issues in the field, and addressing these issues and how to maintain this going forward

Module One: Getting Started

Icebreaker
Housekeeping Items
The Parking Lot
Workshop Objectives

Module Two: A Psychological Approach

Herzberg's Theory of Motivation
Maslow's Hierarchy of Needs
The Two Models and Motivation

Module Three: Object-Oriented Theory

The Carrot
The Whip
The Plant

Module Four: Using Reinforcement Theory

A History of Reinforcement Theory
Behavior Modification in Four Steps
Appropriate Uses in the Workplace

Module Five: Using Expectancy Theory

A History of Expectancy
Theory: Understanding the Three Factors
Using the Three Factors to Motivate in the Workplace

Module Six: Personality's Role in Motivation

Identifying Your Personality Type
Identifying Others' Personality Type
Motivators by Personality Type

Module Seven: Setting Goals

Goals and Motivation
Setting SMART Goal
Evaluating and Adapting

Module Eight: A Personal Toolbox

Building Your Own Motivational Plan
Encouraging Growth and Development
Getting Others to See the Glass Half-Full

Module Nine: Motivation on the Job

The Key Factors
Creating a Motivational Organization
Creating a Motivational Job

Module Ten: Addressing Specific Morale Issues

Dealing with Individual Morale Problems
Addressing Team Morale
What to Do When the Whole Company is De-Motivated

Module Eleven: Keeping Yourself Motivated

- Identifying Personal Motivators
- Maximizing Your Motivators
- Evaluating and Adapting

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Employee Recognition

Recognizing employees through various recognition programs is a fantastic investment. Being appreciated is a basic human feeling and reaps great rewards. Praise and recognition are essential to an outstanding workplace and its employees.

Through our Employee Recognition workshop your participants will recognize the value of implementing even the smallest of plans. The cost of employee recognition is very minimal in relation to the benefits that will be experienced. Employee recognition programs have been shown to increase productivity, employee loyalty, and increased safety.

Workshop Objectives:

- Assess the type of Employee Recognition Program(s) your company needs
- Train leadership to recognize their employees
- Know when and where recognition is needed
- Construct a culture of recognition
- Maintain an effective Employee Recognition Program

Module One: Getting Started

Housekeeping Items
The Parking Lot
Workshop Objectives
Action Plans Form
Evaluation Form

Module Two: The Many Types of Recognition Programs

Safety Incentives
Years of Service
Productivity
Attendance & Wellness Incentives
Case Study
Review Questions

Module Three: Designing Employee Recognition Programs

Purpose
Budget
Keep It Simple
Employee Involvement
Case Study
Review Questions

Module Four: How to Get the Buzz Out About Your Program

- Be Creative with Logos, Themes, Designs
- Paper the Walls, Post Fliers, Announcements, Etc.
- Use Social Media
- Go Mobile! (Employee Appreciation Mobile App)
- Case Study
- Review Questions

Module Five: It Starts From The Top! Training Your Management Team

- Identifying Desirable Behaviors
- Understanding the Goals of the Company
- Setting Guidelines
- Providing Go-To Recognition Templates
- Case Study
- Review Questions

Module Six: Creating a Culture of Recognition

- Keep Your Staff "In The Know"
- Empower Employees with Peer To Peer Recognition
- Team Building: Encourage Camaraderie
- Motivate By Promoting Fun
- Case Study
- Review Questions

Module Seven: The Best Things In Life Are Free!

- Put a Spotlight on Employees in Staff Meetings
- Write It Down: Putting Your Appreciation in Writing
- Display Your Appreciation (Wall of Fame)
- Make Work More Comfortable (Better Parking Space, Or Maybe A Casual Clothing Day)
- Case Study
- Review Questions

Module Eight: A Small Gesture Goes a Long Way

- Have A Party (Bring Ice Cream, Lunch, Breakfast for the Team)
- Make A Game of It (Raffle or Some Kind of Game to Get Prizes)
- Reward with Small Gifts
- Give Them a Break (Longer Lunch, Paid Lunch, or PTO)
- Case Study
- Review Questions

Module Nine: Pulling Out the Red Carpet

- Have an Awards Ceremony
- Win Large Items
- Vacation
- Career Advancement
- Case Study
- Review Questions

Module Ten: The Don'ts of Employee Recognition

- Don't Let Formal Recognition Supplant The Informal Kind
- Don't Let It Become Stale
- Don't Let It Become A Popularity Contest
- Make Sure the Prize Is Motivational
- Case Study
- Review Questions

Module Eleven: Maintaining Employee Recognition Programs

- Change the Membership
- Include Explanation of the Program in Your New Employee Orientation
- Keep Marketing!
- Annual Awards Ceremonies
- Case Study
- Review Questions

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations
- Recommended Reading

Facilitation Skills

Facilitation is often referred to as the new cornerstone of management philosophy. Its focus is on fairness and creating an easy decision making process. Creating a comfortable environment through better facilitation will give your participants a better understanding of what a good facilitator can do to improve any meeting or gathering.

The Facilitation Skills workshop can help any organization make better decisions. This workshop will give participants an understanding of what facilitation is all about, as well as some tools that they can use to facilitate small meetings. A strong understanding of how a facilitator can command a room and dictate the pace of a meeting will have your participants on the road to becoming great facilitators themselves.

Workshop Objectives:

- Define facilitation and identify its purpose and benefits
- Clarify the role and focus of a facilitator
- Differentiate between process and content in the context of a group discussion
- Provide tips in choosing and preparing for facilitation
- Identify a facilitator's role when managing groups in each of Tuckman and Jensen's stages of group development: forming, storming, norming and performing.
- Identify ways a facilitator can help a group reach a consensus: from encouraging participation to choosing a solution
- Provide guidelines in dealing with disruptions, dysfunctions and difficult people in groups
- Define what interventions are, when they are appropriate and how to implement them

Module One: Getting Started

Icebreaker
Housekeeping Items
The Parking Lot
Workshop Objectives

Module Two: Understanding Facilitation

What is Facilitation?
What is a Facilitator?
When is Facilitation Appropriate?

Module Three: Process vs. Content

About Process
About Content
A Facilitator's Focus

Module Four: Laying the Groundwork

- Choosing a Facilitated Approach
- Planning for a Facilitated Meeting
- Collecting Data

Module Five: Tuckman and Jensen's Model of Team Development

- Stage One: Forming
- Stage Two: Storming
- Stage Three: Norming
- Stage Four: Performing
- Case Study

Module Six: Building Consensus

- Encouraging Participation
- Gathering Information
- Presenting Information
- Synthesizing and Summarizing

Module Seven: Reaching a Decision Point

- Identifying the Options
- Creating a Short List
- Choosing a Solution
- Using the Multi-Option Technique

Module Eight: Dealing with Difficult People

- Addressing Disruptions
- Common Types of Difficult People and How to Handle Them
- Helping the Group Resolve Issues on Their Own

Module Nine: Addressing Group Dysfunction

- Using Ground Rules to Prevent Dysfunction
- Restating and Reframing Issues
- Getting People Back on Track

Module Ten: About Intervention

- Why Intervention May Be Necessary
- When to Intervene
- Levels of Intervention

Module Eleven: Intervention Techniques

- Using Your Processes
- Boomerang it Back
- ICE It: Identify, Check for Agreement, Evaluate
- How to Resolve

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

High Performance Teams (Non-remote Workers)

High Performance Teams (Non-remote Workers) are organizations, teams or groups working inside an office environment that are focused on achieving the same goals.

With our High Performance Teams (Non -remote Workers) workshop, your participants will begin to see how important it is to develop a core set of high performance skills while working in an office locale. By knowing and managing the way people interact in an office setting, you will be positioning your high performance teams for great success!

Workshop Objectives:

- Understand the benefits of high performance teams
- Address challenges
- Conduct effective meetings
- Be able to see the big picture
- Work collaboratively
- Adequately praise team members

Module One: Getting Started

Housekeeping Items
The Parking Lot
Workshop Objectives

Module Two: The Benefits of High Performance Teams

Creates Loyalty
Optimum Productivity
Collaboration
Creates Visibility
Case Study
Review Questions

Module Three: Challenges of High Performance Teams

Can Create Competition
High Turnover Rate
Negative Focus on Productivity
Fear of Failure
Case Study
Review Questions

Module Four: How to Build and Lead High Performance Teams

- Promote Understanding
- Provide Adequate Knowledge
- Facilitate Effective Interaction
- Conduct Effective Meetings
- Case Study
- Review Questions

Module Five: Characteristics of High Performance Teams

- Understand the Big Picture
- Have Common Goals
- Work Collaboratively
- Produce Quality Results
- Case Study
- Review Questions

Module Six: Roles of an Effective Team Leader

- Provides Adequate Training
- Timely, Constructive Feedback
- Views Mistakes as Opportunities
- Environment of Problem-solving
- Case Study
- Review Questions

Module Seven: Leading High Performance Teams (I)

- Vision
- Patience
- Humility
- Humor
- Case Study
- Review Questions

Module Eight: Leading High Performance Teams (II)

- Courage
- Compliance
- Tolerance
- Gratitude
- Case Study
- Review Questions

Module Nine: Ideas for Motivating High Performance Teams

- Let Employees Be Idealists
- No Negative Criticism
- Give Ample Praise
- Have Lunch with Each Employee
- Case Study
- Review Questions

Module Ten: Steps to Retaining High Performers

- Give Them Visibility
- Keep Them Entertained
- Reward Them
- Provide Them with Mentors
- Case Study
- Review Questions

Module Eleven: Augmenting Team Performance

- Authority
- Ask Questions
- Quickly Resolve Differences
- Practice Unanimity
- Case Study
- Review Questions

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

High Performance Teams (Remote Workforce)

High Performance Teams (Remote Workforce) are organizations, teams or groups working in a virtual environment that are focused on achieving the same goals. Bringing team members together through a virtual environment can be a challenge task. This workshop identifies these challenges and helps your participants push through to success.

With our High Performance Teams (Remote Workforce) workshop, your participants will begin to see how important it is to develop a core set of high performance skills, while working remotely. By knowing and managing the way people interact in a remote environment, you will be setting up your high performance teams to accomplish any task.

Workshop Objectives:

- Define high performance teams.
- Define remote workforce.
- Understand the characteristics of a high performance team.
- Understand how to create teamwork.
- Understand the importance of communication.
- Understand how to train your high performance team of remote employees.
- Learn how to manage a high performance team.
- Learn the techniques of an effective team meeting.

Module One: Getting Started

Housekeeping Items
The Parking Lot
Workshop Objectives

Module Two: Remote Workforce

What is a Remote Workforce? Types of Remote Workforce
Benefits of a Remote Workforce
Materials for Remote Workforce
Case Study
Review Questions

Module Three: High Performance Teams

What is a High Performance Team?
Benefits of High Performance Teams
Leadership for High Performance Team
Understanding Team Dynamics
Case Study
Review Questions

Module Four: Characteristics of High Performance Teams

- Excellent Communication
- Goal-Oriented
- Flexibility
- Committed
- Case Study
- Review Questions

Module Five: How to Create Teamwork

- Identify Group & Individual Responsibilities
- Give Permission to Take Action
- Build Relationships between Team Members and Management
- Give Feedback
- Case Study
- Review Questions

Module Six: Types of Communication

- Virtual Team Meetings
- Telephone Conferences
- Email Communication
- Intranet, Webpage, and Social Media Communication
- Case Study
- Review Questions

Module Seven: Training Your Team

- Telecommute Training
- Web-based Training
- Peer to Peer Training
- Training Assessment and Retraining
- Case Study
- Review Questions

Module Eight: Managing the Team

- Tracking Team Performance
- Counseling Employees
- Positive Recognition for Employees
- Training Never Stops!
- Case Study
- Review Questions

Module Nine: Effective Team Meeting How-to

- Have a Clear Agenda
- Use Screen Shots or References
- Create a Safe Place
- Team Meeting Don'ts
- Case Study
- Review Questions

Module Ten: Keep Happy and Motivated High Performance Team

- Watch for Signs of Conflict or Unhappiness
- Employee Feedback and Concerns
- Give Opportunities for Additional Education
- Impart Opportunities for Career Growth
- Case Study
- Review Questions

Module Eleven: "Don'ts" with High Performance Teams

- Don't Forget to Share Success
- Don't Delay in Responding
- Don't Assign Vague Responsibilities
- Don't Lead as a Dictator
- Case Study
- Review Questions

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Human Resource Management

In recent years, tasks that were originally thought to fall under the responsibility of the human resources department have become a part of many managers' job descriptions. The sharing and diffusion of these tasks throughout the organization has had an impact, particularly on those that are not equipped with the skills or knowledge to deal with these issues.

The Human Resource Management workshop will give managers the basic tools to handle numerous human resource situations such as interviewing, orientation, safety, harassment, discrimination, violence, discipline, and termination. This workshop will provide your participants those skills and assist them with certain Human Resource situations.

Workshop Objectives:

- Describe the implications of different aspects of Human Resource Management on your daily responsibilities
- Define human resources terms and subject matter
- Recruit, interview, and retain employees more effectively
- Follow up with new employees in a structured manner
- Be an advocate for your employees' health and safety
- Provide accurate, actionable feedback to employees
- Act appropriately in situations requiring discipline and termination
- Evaluate some of the strengths and opportunities for Human Resources in your own workplace
- Identify three areas for further development within the Human Resources field as part of a personal action plan

Module One: Getting Started

Icebreaker
Housekeeping Items
The Parking Lot
Workshop Objectives

Module Two: Human Resources Today

What is Human Resources Today?
Key Factors Influencing Human Resources Today
Growth in Human Resource Management

Module Three: Recruiting and Interviewing

The Job Selection Process
Get Good at Interviewing
Interviewing Fairly & The Best Way to Interview

Module Four: Retention and Orientation

- Getting Off on the Right Track
- Creating an Engaging Program
- Using an Orientation Checklist

Module Five: Following Up With New Employees

- Checking In
- Following Up
- Designing the Follow-Up Schedule

Module Six: Workplace Health and Safety

- Understanding Your Role and Responsibilities
- Understanding Local and Industry Specific Rules
- Training for Managers

Module Seven: Workplace Bullying, Harassment, and Violence

- Definitions
- Costs to the Organization
- The Manager's Role
- An Employer's Responsibility

Module Eight: Workplace Wellness

- Wellness Behaviors
- Wellness Trends
- The Case for Wellness

Module Nine: Providing Feedback to Employees

- Feedback Model
- The Feedback Sandwich
- Encouraging Growth and Development

Module Ten: Disciplining Employees

- The General Discipline Process
- The Progressive Discipline
- Process Having Discipline
- Meetings Following Up

Module Eleven: Terminating Employees

- Documenting Events
- Making the Decision
- Communicating the Decision

Module Twelve: Wrapping Up

Words from the Wise

Review of Parking Lot

Lessons Learned

Completion of Action Plans and Evaluations

Leadership and Influence

They say that leaders are born, not made. While it is true that some people are born leaders, some leaders are born in the midst of adversity. Often, simple people who have never had a leadership role will stand up and take the lead when a situation they care about requires it. A simple example is parenting. When a child arrives, many parents discover leadership abilities they never knew existed in order to guide and protect their offspring.

Once you learn the techniques of true Leadership and Influence, you will be able to build the confidence it takes to take the lead. The more experience you have acting as a genuine leader, the easier it will be for you. It is never easy to take the lead, as you will need to make decisions and face challenges, but it can become natural and rewarding.

Workshop Objectives:

- Define “leadership”
- Explain the Great Man Theory
- Explain the Trait Theory
- Understand Transformational Leadership
- Understand the people you lead and how to adapt your leadership styles
- Explain leading by Directing
- Explain leading by Participating
- Explain leading by Delegating
- Kouzes and Posner
- Conduct a personal inventory
- Create an action plan
- Establish personal goals

Module One: Getting Started

Icebreaker
Housekeeping Items
The Parking Lot
Workshop Objectives

Module Two: The Evolution of Leadership

Defining Leadership Characteristics of a Leader
Leadership Principles
A Brief History of Leadership
Historical Leaders & Modern Leaders
The Great Man Theory
The Trait Theory
Transformational Leadership Summary

Module Three: Situational Leadership

Situational Leadership: Telling
Situational Leadership: Selling
Situational Leadership: Participating
Situational Leadership: Delegating

Module Four: A Personal Inventory

An Introduction to Kouzes and Posner
A Personal Inventory
Creating an Action Plan
Case Study

Module Five: Modeling the Way

Determining Your Way
Being an Inspirational Role Model
Influencing Others' Perspectives

Module Six: Inspiring a Shared Vision

Choosing Your Vision
Communicating Your Vision
Identifying the Benefit for Others

Module Seven: Challenging the Process

Developing Your Inner Innovator
Seeing Room for Improvement
Lobbying for Change

Module Eight: Enabling Others to Act

Encouraging Growth in Others
Creating Mutual Respect
The Importance of Trust

Module Nine: Encouraging the Heart

Sharing Rewards
Celebrating Accomplishments
Making Celebration Part of Your Culture

Module Ten: Basic Influencing Skills

The Art of Persuasion
The Principles of Influence
Creating an Impact

Module Eleven: Setting Goals

- Setting SMART Goals
- Creating a Long-Term Plan
- Creating a Support System

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Manager Management

With this course you will be able to provide the skills, guidance, and empowerment to your team of managers. They will then be better suited in leading and motivating their team and thus produce fantastic results. To be a successful manager means having a wide range of skills. Through this workshop you will be able to disperse your knowledge and experience throughout your leadership team.

Manager Management takes a special type of leader. This workshop will expand your participant's knowledge and provide a way for them to teach and lead new and experienced managers. As every manager knows that learning never stops, this workshop will have something for everyone.

Workshop Objectives:

- Welcome and orientate new managers
- Learn ways to successfully coach and mentor
- Learn ways to measure and evaluate performance
- How to handle complications
- Communicate between employees and their managers

Module One: Getting Started

Housekeeping Items
The Parking Lot
Workshop Objectives
Action Plans and Evaluations

Module Two: Grooming a New Manager

Set Specific Goals
Authority (What They Can and Can't Do)
Create a Shared Vision
The More they Learn, the More Responsibility They Get
Case Study
Review Questions

Module Three: Measuring Performance

Staying Within Their Budget
Setting Measurable Objectives
Skip Level
Feedback
Collaborate on Criteria to be Evaluated
Case Study
Review Questions

Module Four: Motivating Managers

- Provide the Needed Resources
- Bonuses and Incentives
- Give Credit for Good Work
- Keep Them Challenged
- Case Study
- Review Questions

Module Five: Signs of Poor Management

- Missed Deadlines
- Team Turnover
- Losing Customers
- Little or No Growth
- Case Study
- Review Questions

Module Six: Trust Your Team of Managers

- Do Not Micromanage
- Promote Open and Honest Communication
- Reward Initiative Trust, but Verify Case Study
- Review Questions

Module Seven: When an Employee Complains about their Manager

- Keep the Information Confidential
- Gather Information from Both Sides
- Coach or Delegate the Solution
- Follow-up with the Manager or Employee
- Case Study
- Review Questions

Module Eight: Coaching and Mentoring (I)

- Writing Performance Reviews
- Provide Clear and Timely Feedback
- Praise in Public, Criticize in Private
- Make Sure Your Door is Always Open
- Case Study
- Review Questions

Module Nine: Coaching and Mentoring (II)

- Offer Advice, Not the Solution
- Create a Supportive Environment
- Building Ownership
- 360 Degree Feedback
- Case Study
- Review Questions

Module Ten: When Do You Step In?

- Unsafe or Dangerous Events
- Legal Ramifications
- Severe Financial Costs
- Repeated Failures after Coaching Has Occurred
- Case Study
- Review Questions

Module Eleven: Remember These Basic Qualities

- Express Confidence in Their Abilities
- Practice What you Preach
- Have an Open Door
- Their Success is Your Success
- Case Study
- Review Questions

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Middle Manager

Traditionally, middle managers make up the largest managerial layer in an organization. Middle managers are responsible to those above them and those below them. They head a variety of departments and projects. In order for a company to operate smoothly, it is essential that those in middle management be committed to the goals of the organization and they understand how to effectively execute these goals.

It is crucial for businesses to focus on these essential managers and provide them with the opportunities to succeed. No matter the organization's structure or size, it will benefit from employing well-trained middle managers.

Workshop Objectives:

- Define management
- Understand ethics in the workplace
- Manage information and make decisions
- Be familiar with the control process
- Use organizational strategies to facilitate change
- Create structures and processes to manage teams
- Manage as a leader

Module One: Getting Started

Icebreaker
Housekeeping Items
The Parking Lot
Workshop Objectives

Module Two: Introduction to Management

What is Management?
What Do Managers Do?
What Does It Take to Be a Manager?
Why Does Management Matter?

Module Three: Ethics and Social Responsibility

What is Ethical Workplace Behavior?
What is Unethical Workplace Behavior?
How to Make Ethical Decisions
What is Social Responsibility?

Module Four: Managing Information

- Why Information Matters
- Strategic Importance of Information
- Characteristics and Costs of Useful Information
- Getting and Sharing Information

Module Five: Decision-Making

- What is Rational Decision-Making?
- Steps to Rational Decision-Making
- Limits to Rational Decision-Making
- Improving Decision-Making

Module Six: Control

- Basics of Control
- The Control Process
- Is Control Necessary or Possible?
- How and What to Control
- Control Methods

Module Seven: Organizational Strategy

- Basics of Organizational Strategy
- Sustainable Competitive Advantage
- Strategy-Making Process
- Corporate, Industry, Firm Level Strategies

Module Eight: Innovation and Change

- Organizational Innovation
- Why Innovation Matters
- Managing Innovation
- Organizational Change
- Why Change Occurs and Why it Matters
- Managing Change

Module Nine: Organizational Structures and Process

- Departmentalization
- Organizational Authority
- Job Design
- Designing Organizational Process

Module Ten: Managing Teams

- The Good and the Bad of Using Teams
- Kinds of Teams
- Work Team Characteristics
- Enhancing Work Team Effectiveness

Module Eleven: Motivation and Leadership

- Basics of Motivation
- Equity Theory
- Expectancy Theory
- What is Leadership?
- Situational Leadership
- Strategic Leadership

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Motivating Your Sales Team

Everyone can always use some inspiration and motivation. This workshop will help your participant's target the unique ways each team member is motivated. Finding the right incentive for each member of your sales team is important as motivation works best when it is developed internally. Harness this through better communication, mentoring, and developing the right incentives.

Motivating Your Sales Team will help your participants create the right motivating environment that will shape and develop their sales team with right attitude and healthy competition. Instilling that unique seed which grows the motivation in your team will ensure an increase in performance and productivity. Have the best sales team you can have through better motivation.

Workshop Objectives:

- Discuss how to create a motivational environment
- Understand the importance of communication and training in motivating sales teams
- Determine steps your organization can take to motivate sales team members
- Understand the benefits of tailoring motivation to individual employees
- Apply the principles of fostering a motivational environment to your own organization

Module One: Getting Started

Housekeeping Items
The Parking Lot
Workshop Objectives
Action Plans Form
Evaluation Form

Module Two: Creating a Motivational Environment

Frequent Team Check-ins
Train Your Team
Emulate Best Practices
One Size Does Not Fit All!
Case Study
Review Questions

Module Three: Communicate to Motivate

Regular Group Meetings
Regular One on One Meetings
Focus on Strengths and Development Areas
Ask for Feedback
Case Study
Review Questions

Module Four: Train Your Team

- Focus on Training and Development
- Peer Training
- Mentoring
- Keep the Focus Positive!
- Case Study
- Review Questions

Module Five: Emulate Best Practices

- Look to Industry Leaders
- Solicit Team Member Suggestions
- Take a Field Trip!
- Leverage Outside Expertise
- Case Study
- Review Questions

Module Six: Provide Tools

- The Right Tools
- Ask Team Members What Tools They Need
- Provide High Quality Tools
- Allow for Training
- Case Study
- Review Questions

Module Seven: Find Out What Motivates Employees

- One Size Does Not Fit All
- Find What Motivates Individuals
- Find What Motivates the Team
- Tailor Rewards to Employees
- Case Study
- Review Questions

Module Eight: Tailor Rewards to the Employee

- Motivation is Personal!
- Choose 1-3 Motivators
- Employee's Personal Goals
- Reward Achievements
- Case Study
- Review Questions

Module Nine: Create Team Incentives

- Incentives Foster Teamwork
- Team Goals
- Choose 1-3 Motivators
- Reward Achievements
- Case Study
- Review Question

Module Ten: Implement Incentives

- Regular Incentives
- Mark Milestones
- Encourage Friendly Competition
- Keep Value Reasonable
- Case Study
- Review Questions

Module Eleven: Recognize Achievements

- Recognition Motivates!
- Recognize Achievements
- Regularly Recognize Achievements
- Publicly Document Achievements
- Case Study
- Review Questions

Module Twelve: Wrapping Up

- Words from the Wise
- Review of the Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations
- Recommended Reading

Office Politics for Managers

You have likely experienced some form of Office Politics. Working with different personalities, opinions, backgrounds, and values is a challenge in any environment. It is an inevitable fact that when people are working together personalities can and will clash. No one is an island, so working together as a team is incredibly important for the organization and every employee.

Office Politics it is about creating and maintaining better relationships. It is about communicating and working with your peers and colleagues in a way that is mutually beneficial. Employees who understand the positive aspects of Office Politics are better team members and end up being more successful and productive.

Workshop Objectives:

- Understand the purpose and benefits of office politics
- Setting boundaries and ground rules for new employees
- Learn to interact and influence among colleagues
- Learn how to manage various personality types in the office
- Determine how to gain support and effectively network
- Recognize how you are a part of a group and how you function

Module One: Getting Started

Housekeeping Items
The Parking Lot
Workshop Objectives
Action Plans and Evaluations

Module Two: New Hires

Company Core Values
Building Relationships
Encourage Respect
Setting Ground Rules
Case Study
Review Questions

Module Three: It's About Interacting and Influencing

Dealing with Different Personalities
Build a Culture of Collaboration
Be Nice to Everyone (Not Just Those That Can Help You)
Be a Team Player
Case Study
Review Questions

Module Four: Dealing With Rumors, Gossip, and Half-Truths

- Effects on Morale
- Reinforce the Truth with Facts
- Do Not Participate
- Deal With it Swiftly
- Case Study
- Review Questions

Module Five: Office Personalities (I)

- Complainer
- Gossiper
- Bully
- Negative Ned/Nancy
- Case Study
- Review Questions

Module Six: Office Personalities (II)

- Information Keeper
- Know-it-All
- The Apple-Polisher
- Nosey Neighbor Case Study
- Review Questions

Module Seven: Getting Support for Your Projects

- Gain Trust Through Honesty
- Be Assertive
- Blow Your Own Horn
- Make Allies
- Case Study
- Review Questions

Module Eight: Conflict Resolution

- The Importance of Forgiveness
- Neutralizing Emotions
- The Benefits of a Resolution
- The Agreement Frame Case Study
- Review Questions

Module Nine: Ethics

- Benefits of an Ethical Environment
- Lead by Example
- Ensuring Ethical Behavior
- Addressing Unethical Behavior
- Case Study
- Review Questions

Module Ten: You Are Not an Island

- Never Burn a Bridge
- Take the High Road
- Trust is a Two Way Street
- Don't Hide in Your Office
- Case Study
- Review Questions

Module Eleven: Social Events Outside of Work

- How to Decline Politely
- Rules When Attending Meeting
- New People Conversation
- Do's and Don'ts
- Case Study
- Review Questions

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Performance Management

Performance Management is making sure the employee and the organization are focused on the same priorities. It touches on the organization itself by improving production and reducing waste. It helps the employee or individual set and meet their goals and improves the employee manager relationship. The key in keeping an organization and employee aligned, which improves performance and productivity, is Performance Management.

When changes occur Performance Management helps the transition to be smoother and less hectic. It helps the organization and employee have a stream-lined relationship which improves communication and interactions between the two groups. It will help close any gaps that exist in an employee's skill-set and make them a more valuable employee through feedback and coaching.

Workshop Objectives:

- Define performance management
- Understand how performance management works and the tools to make it work
- Learn the three phases of project management and how to assess it
- Discuss effective goal-setting
- Learn how to give feedback on performance management
- Identify Kolb's Learning Cycle
- Recognize the importance of motivation
- Develop a performance journal and performance plan

Module One: Getting Started

Icebreaker
Housekeeping Items
The Parking Lot
Workshop Objectives

Module Two: The Basics (I)

What is Performance Management?
How Does Performance Management Work?
Tools
Case Study
Review Questions

Module Three: The Basics (II)

Three Phase Process
Assessments & Performance Reviews
Case Study
Review Questions

Module Four: Goal Setting

- SMART Goal
- Setting Specific Goals
- Measurable Goals
- Attainable Goals
- Realistic Goals
- Timely Goals
- Monitoring Results
- Case Study
- Review Questions

Module Five: Establishing Performance Goals

- Strategic Planning
- Job Analysis
- Setting Goals
- Motivation
- Case Study
- Review Questions

Module Six: 360 Degree Feedback

- What is 360 Degree Feedback?
- Vs. Traditional Performance Reviews
- The Components
- Case Study
- Review Questions

Module Seven: Competency Assessments

- Competency Assessment
- Defined
- Implementation
- Final Destination
- Case Study
- Review Questions

Module Eight: Kolb's Learning Cycle

- Experience
- Observation
- Conceptualization
- Experimentation
- Case Study
- Review Questions

Module Nine: Motivation

- Key Factors
- The Motivation
- Organization
- Identifying
- Personal Motivators
- Evaluating and Adapting
- Case Study
- Review Questions

Module Ten: The Performance Journal

- Record Goals and Accomplishments
- Linking with Your Employees or Managers
- Implementing a Performance Coach
- Keeping Track
- Case Study
- Review Questions

Module Eleven: Creating a Performance Plan

- Goals
- Desired Results
- Prioritization
- Measure
- Evaluation
- Case Study
- Review Questions

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Servant Leadership

Servant leadership can seem like a contradicting term, but it is becoming a very popular tool in many businesses. Servant leadership is a philosophy that involves focusing on others (i.e. your employees), and focus on their success, and in turn build better professional relationships that can benefit both manager and employee. Servant leadership shows that managers can be great leaders while boosting their employee's confidence and further their success at the same time.

With our "Servant Leadership" workshop, your participants will discover the specifics of how servant leadership works and how it can benefit both leaders and employees!

Workshop Objectives:

- Define servant leadership
- Know the characteristics of servant leadership
- Recognize the barriers of servant leadership
- Learn to be a mentor and a motivator
- Practice self-reflection

Module One: Getting Started

Housekeeping Items
The Parking Lot
Workshop Objectives

Module Two: What is Servant Leadership?

A Desire to Serve
Knowing to Share the Power
Putting Others First
Helping Employees Grow
Case Study
Review Questions

Module Three: Leadership Practices

Democratic Leadership Style
Laissez-Faire Style
Leading by Example
Path-Goal Theory
Case Study
Review Questions

Module Four: Share the Power

- Being Empathetic
- Learn to Delegate
- Their Success is Your Success
- Know When to Step In
- Case Study
- Review Questions

Module Five: Characteristics of a Servant Leader

- Listening Skills
- Persuasive Powers
- Recognizes Opportunities
- Relates to Employees
- Case Study
- Review Questions

Module Six: Barriers to Servant Leadership

- Excessive Criticism
- Doing Everything Yourself
- Sitting on the Sidelines
- Demanding from Employees
- Case Study
- Review Questions

Module Seven: Building a Team Community

- Identify the Group Needs
- Complement Member Skills
- Create Group Goals
- Encourage Communication
- Case Study
- Review Questions

Module Eight: Be a Motivator

- Make it Challenging
- Provide Resources
- Ask for Employee Input
- Offer Incentives
- Case Study
- Review Questions

Module Nine: Be a Mentor

- Establish Goals
- Know When to Praise or Criticize
- Create a Supportive Environment
- Create an Open Door Policy
- Case Study
- Review Questions

Module Ten: Training Future Leaders

- Offer Guidance and Advice
- Identify Their Skill Sets
- Methods of Feedback
- Establish Long Term Goals
- Case Study
- Review Questions

Module Eleven: Self-Reflection

- Keep a Journal
- Identify Your Strengths and Weaknesses
- Identify Your Needs
- Creating Your Own Goals
- Case Study
- Review Questions

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Supervising Others

Supervising others can be a tough job. Between managing your own time and projects, helping your team members solve problems and complete tasks, and helping other supervisors, your day can fill up before you know it.

The Supervising Others workshop will help supervisors become more efficient and proficient, with information on delegating, managing time, setting goals and expectations (for themselves and others), providing feedback, resolving conflict, and administering discipline.

Workshop Objectives:

- Define requirements for particular tasks
- Set expectations for your staff
- Set SMART goals for yourself
- Help your staff set SMART goals
- Assign work and delegate appropriately
- Provide effective, appropriate feedback to your staff
- Manage your time more efficiently
- Help your team resolve conflicts
- Understand how to manage effectively in particular situations
- Understand what a new supervisor needs to do to get started on the right path

Module One: Getting Started

Icebreaker
Housekeeping Items
The Parking Lot
Workshop Objectives

Module Two: Setting Expectations

Defining the Requirements
Identifying Opportunities for Improvement and Growth
Setting Verbal Expectations
Putting Expectations in Writing

Module Three: Setting Goals

Understanding Cascading
Goals the SMART Way
Helping Others Set Goals

Module Four: Assigning Work

- General Principles
- The Dictatorial Approach
- The Apple-Picking Approach
- The Collaborative Approach

Module Five: Degrees of Delegation

- Level One: Complete Supervision
- Level Two: Partial Supervision
- Level Three: Complete Independence

Module Six: Implementing Delegation

- Deciding to Delegate
- To Whom Should You Delegate?
- Providing Instructions
- Monitoring the Results
- Troubleshooting
- Delegation

Module Seven: Providing Feedback

- Characteristics of Good Feedback
- Feedback Delivery Tools
- Informal Feedback
- Formal Feedback

Module Eight: Managing Your Time

- The 80/20 Rule
- Prioritizing with the Urgent-Important Matrix
- Using a Productivity Journal
- Using Routines and Rituals to Simplify Your Workday

Module Nine: Resolving Conflict

- Using a Conflict Resolution Process
- Maintaining Fairness
- Seeking Help from Within the Team
- Seeking Help from Outside the Team

Module Ten: Tips for Special Situations

- What to Do If You've Been Promoted from within the Team
- What to Do If You're Leading a Brand New Team
- What to do if You're Taking on an Established Team

Module Eleven: A Survival Guide for the New Supervisor

Ask the Right Questions of the Right People
Go to Gemba
Keep Learning!

Module Twelve: Wrapping Up

Words from the Wise
Review of Parking Lot
Lessons Learned
Completion of Action Plans and Evaluations

Teamwork & Team Building

For most of us, teamwork is a part of everyday life. Whether it's at home, in the community, or at work, we are often expected to be a functional part of a performing team. Having a strong team will benefit any organization and will lead to more successes than not.

The Teamwork and Team Building workshop will encourage participants to explore the different aspects of a team, as well as ways that they can become a top-notch team performer. Your participants will be given the details and concepts of what makes up a team, and what factors into being a successful team and team member.

Workshop Objectives:

- Describe the concept of a team, and its factors for success
- Explain the four phases of the Tuckman team development model their characteristics
- List the three types of teams
- Describe actions to take as a leader – and as a follower for each of the four phases (Forming, Storming, Norming and Performing)
- Discuss the uses, benefits and disadvantages of various team-building activities
- Describe several team-building activities that you can use, and in what settings
- Follow strategies for setting and leading team meetings
- Detail problem-solving strategies using the Six Thinking Hats model -- and one consensus-building approach to solving team problems
- List actions to do -- and those to avoid -- when encouraging teamwork

Module One: Getting Started

Housekeeping Items
The Parking Lot
Workshop Objectives
Action Plans Form
Evaluation Form

Module Two: What Are The Benefits Of Team Building?

Better Communication and Conflict Resolution
Effectiveness
Motivation
Camaraderie
Case Study
Review Questions

Module Three: Types of Team Building

- Games
- Activities
- Education
- Social Gatherings
- Case Study
- Review Questions

Module Four: Games

- Games for Introductions
- Games to Build Camaraderie
- Games for Problem Solving
- Games to Stimulate Interaction
- Case Study
- Review Questions

Module Five: More Team Building Games

- Games to Build Trust
- Games to Motivate
- Games to Build Communication
- Games for Conflict Resolution
- Case Study
- Review Questions

Module Six: Activities

- Activities to Build Camaraderie
- Activities for Idea Sharing
- Activities to Build Trust
- Activities to Stimulate Interaction
- Case Study
- Review Questions

Module Seven: More Team Building Activities

- Activities to Motivate
- Activities to Improve Working Together
- Activities to Build Communication
- Activities for Conflict Resolution
- Case Study
- Review Questions

Module Eight: Social Gathering

Singing / Karaoke Dinner / Pot Lucks
Physical Activities
Meetings
Case Study
Review Questions

Module Nine: Common Mistakes When Team Building

Letting Cliques Develop
Not Delegating Tasks
Rewarding In Private / Criticizing In Public
Disjointed Plans of Grandeur
Case Study
Review Questions

Module Ten: Formatting a Team Building Plan

Define the Goal
Consult Team Members
Research and Create Structure
Keep It Fun
Case Study
Review Questions

Module Eleven: Evaluate

Was The Goal Met?
Was The Team Building Cohesive?
What Did The Team Think Of The Team Building?
How Can The Team Building Be Improved For Next Time?
Case Study
Review Questions

Module Twelve: Wrapping Up

Words from the Wise
Review of Parking
Lot Lessons Learned
Completion of Action Plans and Evaluations
Recommended Reading

Virtual Team Building and Management

There are an estimated one billion virtual workers in 2012, and the number is expected to continue climbing well into the future. With a global workforce you are provided with a cost effective and talented pool of employees to draw from. With a virtual team you are given a Follow the Sun production environment.

With a virtual team you have the normal issues of a localized team, with the additional challenges of distance and cultural differences. Virtual Team Building and Management will give you participants the knowledge to work with these challenges and succeed in a growing global workforce.

Workshop Objectives:

- Know the keys to establishing a virtual team
- Learn how to hold effective meetings and group sessions
- Learn effective ways to communicate with team members
- Use tools to build trust and confidence among employees
- Know how to handle poor performing employees
- Know how to manage a virtual team during any project

Module One: Getting Started

Housekeeping Items
The Parking Lot
Workshop Objectives
Pre-Assignment
Action Plans and Evaluations

Module Two: Setting Up Your Virtual Team (I)

Choose Self-Motivated People with Initiative
Face to Face Meeting at First
Diversity Will Add Value
Experienced with Technology
Case Study
Review Questions

Module Three: Setting Up Your Virtual Team (II)

Personality Can Count as Much as Skills
Rules of Engagement Setting up Ground Rules
Icebreakers and Introductions
Case Study
Review Questions

Module Four: Virtual Team Meetings

- Scheduling Will Always be an Issue
- Have a Clear Objective and Agenda
- Solicit Additional Topics in Advance
- Discourage Just Being Status Reports
- Case Study
- Review Questions

Module Five: Communication (I)

- Early and Often
- Rules of Responsiveness
- Face to Face When Possible
- Choose the Best Tool
- Case Study
- Review Questions

Module Six: Communication (II)

- Be Honest and Clear
- Stay in Constant Contact
- Don't Make Assumptions
- Setup Email Protocols
- Case Study
- Review Questions

Module Seven: Building Trust

- Trust Your Team and They Will Trust You
- Be Aware of "Us vs. Them"
- Territorial Issues
- Share Best Practices
- Create a Sense of Ownership
- Case Study
- Review Questions

Module Eight: Cultural Issues

- Respect and Embrace Differences
- Be Aware of Different Work Styles
- Know Your Team Members' Cultural Background
- Dealing with Stereotypes
- Case Study
- Review Questions

Module Nine: To Succeed With a Virtual Team

- Set Clear Goals
- Create a SOP's
- Build a Team Culture
- Provide Timely Feedback
- Case Study
- Review Questions

Module Ten: Dealing With Poor Team Players

- Manage Their Results, Not Their Activities
- Be Proactive Not of Reactive
- Check in Often
- Remove Them
- Case Study
- Review Questions

Module Eleven: Choosing the Right Tools

- Communication Software
- Collaboration and Sharing Tools
- Project Management Software
- Use Whatever Works for You and Your Team
- Case Study
- Review Questions

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Women in Leadership

In the United States today, women make up half of the workforce. Unfortunately for women, their male colleagues are promoted at a much higher rate. Women offer great work ethics, and bring something different from men to the workforce, but many times it goes unnoticed. In this workshop, you will learn about how organizations can develop women leaders, about the benefits of women in organizations, as well as advancements for the future of women. You will learn how women in the workplace cannot only benefit the women themselves, but also your organization as well.

With the Women in Leadership workshop, your participants will learn how women are changing the workforce. Through this workshop, your participants will gain a new perspective on the workforce, and what benefits can come from hiring and promoting women to higher positions.

Workshop Objectives:

- Discuss the leadership gap between men and women
- Learn about women in various powerful positions
- Discuss different traits associated with women in management
- Understand the different barriers facing women in leadership positions
- Learn about the benefits of having women in the workforce

Module One: Getting Started

Housekeeping Items
The Parking Lot
Workshop Objectives
Action Plans Form
Evaluation Form

Module Two: Women and the Workforce

50% of the Population
60% of College Degrees
47% of the US Workforce
52% of Professional-level Jobs
Case Study
Review Questions

Module Three: The Leadership Gap

Underrepresented in Leadership Executive Positions
Finance, Health Care, and Law
Historical Trends
Case Study
Review Questions

Module Four: Barriers to Women's Leadership

- Gender Differences are Overemphasized
- Gender Differences are Undervalued
- Women Lack Professional Networks
- Work and Family Conflict
- Case Study
- Review Questions

Module Five: Traits of Women's Leadership

- Lead by Uniting Diverse Groups
- Value Work-life Balance
- Value Interpersonal Relationships
- Value Accountability
- Case Study
- Review Questions

Module Six: Benefits of Women's Leadership

- Greater Collaboration
- Culture of Work-life Balance
- Culture of Accountability
- Assists in Recruiting Millennials
- Case Study
- Review Questions

Module Seven: Nurturing Women's Leadership

- Actively Recruit Women
- Create/Encourage Networking Opportunities
- Pair Women with Mentors in Leadership
- Create/Encourage
- Training Opportunities
- Case Study
- Review Questions

Module Eight: Actively Recruit Women

- Discover Barriers to Hiring
- Discover your Barriers to Retention
- Recruit via Women's Organizations
- Women-friendly Culture
- Case Study
- Review Questions

Module Nine: Create/Encourage Women's Networking Opportunities

- Create a Women's Networking Group
- Encourage Joining Organizations
- Networking Builds Confidence
- Networking and Recruiting
- Case Study
- Review Questions

Module Ten: Pair Women with Mentors

- Benefits of Mentoring
- Think Creatively
- Incorporate at Every Stage
- Encourage Women to Mentor
- Case Study
- Review Questions

Module Eleven: Create and Encourage Educational Opportunities

- Encourage Learning of Leadership Skills
- Internal Programs and Trainings
- Outside Programs and Trainings
- Encourage Training at Every Career Stage
- Case Study
- Review Questions

Module Twelve: Wrapping Up

- Words from the Wise
- Review of the Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations
- Recommended Reading