



Workplace Essentials

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

High Performance Teams
 (Non-remote Workers)
 High Performance Teams
 (Remote Workforce)
 Human Resource Management
 Leadership and Influence
 Manager Management
 Middle Manager
 Motivating Your Sales Team
 Office Politics for Managers
 Performance Management
 Servant Leadership
 Supervising Others
 Teamwork and Team Building
 Virtual Team Building and Management
 Women in Leadership

[MANAGEMENT AND LEADERSHIP](#)

Being a Likeable Boss
 Budgets and Financial Reports
 Coaching and Mentoring
 Developing New Managers
 Employee Motivation
 Employee Recognition
 Facilitation Skills

[HUMAN RESOURCES](#)

Employee Onboarding
 Employee Recruitment
 Generation Gap
 Hiring Strategies

Millennial Onboarding
Talent Management
Workplace Diversity
Workplace Harassment
Workplace Violence
Train-the-Trainer

Critical Thinking
Emotional Intelligence
Goal Setting and Getting Things Done
Interpersonal Skills
Personal Productivity
Project Management
Public Speaking
Social Intelligence
Social Learning
Stress Management
Telework and Telecommuting
Time Management
Work-Life Balance

PROFESSIONAL DEVELOPMENT

10 Soft Skills You Need
Assertiveness and Self-Confidence
Attention Management
Communication Strategies
Creative Problem Solving

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.

Workplace Essentials

Appreciative Inquiry

Organizations can be thought of as living beings made up of the individuals working within it. Appreciative Inquiry has the ability to change the whole organization by changing the people. Through positive questioning people will be directed to move in a positive direction. Recognizing the strengths and values of what works as opposed to what's wrong will transform the individuals and thus transform the organization.

Appreciative Inquiry is a shift from looking at problems and deficiencies and instead focusing on strengths and successes. It is a tool for organizational change and it will strengthen relationships. Who doesn't like to share good positive stories and events? Think about it.

Workshop Objectives:

- Know the meaning of appreciative inquiry
- Think in positive terms and avoid thinking negatively
- Encourage others to think positively
- Recognize positive attributes in people
- Create positive imagery
- Manage and guide employees in a positive environment

Module One: Getting Started

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

Module Two: Introducing Appreciative Inquiry

What is Appreciative Inquiry?
Generating a Better Future
Engaging People in Positive Thought
Change the Person, Change the Organization
Case Study
Review Questions

Module Three: Changing the Way You Think

Shifting from “What’s Wrong?” to “What’s Right”?
It’s Not Eliminating Mistakes, It’s Holding Up Successes
Positive Language Will Affect People’s Thinking
Limit or Remove Negative Phrasing
Case Study
Review Questions

Module Four: Four D model

Discovery
Dream
Design
Delivery
Case Study
Review Questions

Module Five: The Four I Model

Initiate
Inquire
Imagine
Innovate
Case Study
Review Questions

Module Six: Appreciative Inquiry Interview Style

Framing Positive Questions
Solicit Positive Stories
Finding Out What Works
Recognize the Recurring Themes
Case Study
Review Questions

Module Seven: Anticipatory Reality

Imagining a Successful Future Will Affect the Present
Controlling Negative Anticipation
Current Decisions Will Be Influenced Positively
Base It on Data and Real Examples
Case Study
Review Questions

Module Eight: The Power of Positive Imagery

- Shaping Performance with Positive Imagery
- Being Better Prepared for Adversity
- People are More Flexible and Creative
- Think of the Perfect Situation
- Case Study
- Review Questions

Module Nine: Influencing Change Through AI

- Using Strengths to Solve Challenges
- Confidence Will Promote Positive Change
- Inquiry is a Seed of Change
- People Will Gravitate Towards What is Expected of Them
- Case Study
- Review Questions

Module Ten: Coaching and Managing With AI

- Build Around What Works
- Focus on Increases
- Recognize the Best in People
- Limit or Remove Negative Comments
- Case Study
- Review Questions

Module Eleven: Creating a Positive Core

- Strengths
- Best Practices
- Peak Experiences
- Successes
- Case Study
- Review Questions

Module Twelve: Wrapping Up

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

Basic Bookkeeping

Numbers! Numbers! Numbers! Wherever you go, you are bound to see them. On addresses, license plates, phones, prices, and of course, money! Numbers connect us all to each other in many more ways than we might imagine. Essentially, our world revolves around numbers.

Some of us enjoy dealing with numbers while others may have a fear of them, or even a phobia. For those of you who have already recognized and appreciate the impact that numbers actually have on just about everything, you deserve a cookie. Welcome to Basic Bookkeeping!

Workshop Objectives:

- Understand basic accounting terminology.
- Identify the differences between the cash and accrual accounting methods.
- Keep track of your business by becoming familiar with accounts payable and accounts receivable.
- Use a journal and general ledger to document business financials.
- Utilize the balance sheet.
- Identify different types of financial statements.
- Uncover the reasons for and actually create a budget.
- Be familiar with internal and external auditing.

Module One: Getting Started

Icebreaker
Housekeeping Items
The Parking Lot
Workshop Objectives

Module Two: Basic Terminology (I)

Balance Sheet
Assets
Liabilities
Equity
Income Statement
Revenue
Cost of Goods Sold
Expenses
Accounting Period
Review Questions

Module Three: Basic Terminology (II)

- Accounts Receivable
- Accounts Payable
- Depreciation
- General Ledger
- Interest
- Inventory
- Journals
- Payroll
- Trial Balance
- Review Questions

Module Four: Accounting Methods

- Cash Method
- Accrual Method
- Differences between Cash and Accrual
- Review Questions

Module Five: Keeping Track of Your Business

- Accounts Payable
- Accounts Receivable
- The Journal
- The General Ledger
- Cash Management
- Review Questions

Module Six: Understanding the Balance Sheet

- The Accounting Equation
- Double-Entry Accounting
- Types of Assets
- Types of Liabilities
- Equity
- Review Questions

Module Seven: Other Financial Statements

- Income Statement
- Cash Flow Statement
- Capital Statement
- Budget vs. Actual
- Review Questions

Module Eight: Payroll Accounting / Terminology

- Gross Wages - Net Wages
- Employee Tax Withholdings - Employer Tax Expenses
- Salary Deferrals - Employee Payroll
- Employee Benefits - Tracking Accrued Leave
- Government Payroll Returns/Reports
- Review Questions

Module Nine: End of Period Procedures

- Depreciating Your Assets
- Reconciling Cash
- Reconciling Investments
- Working with the Trial Balance
- Bad Debt
- Posting Adjustments and Corrections
- Review Questions

Module Ten: Financial Planning, Budgeting and Control

- Reasons for Budgeting
- Creating a Budget
- Comparing Budget to Actual Expenses
- Review Questions

Module Eleven: Auditing

- What is an Audit?
- When and Why Would You Audit?
- Internal
- External
- Review Questions

Module Twelve: Wrapping Up

Words from the Wise

Parking Lot

Action Plans and Evaluations

Business Acumen

Through our Business Acumen workshop your participants will improve their judgment and decisiveness skills. Business Acumen is all about seeing the big picture and recognizing that all decisions no matter how small can have an effect on the bottom line. Your participants will increase their financial literacy and improve their business sense.

Business Acumen will give your participants an advantage everyone wishes they had. The workshop will help your participants recognize learning events, manage risk better, and increase their critical thinking. Business Acumen has the ability to influence your whole organization, and provide that additional edge that will lead to success.

Workshop Objectives:

- Know how to see the big picture
- Develop a risk management strategy
- Know how to practice financial literacy
- Develop critical thinking
- Practice management acumen
- Find key financial levers

Module One: Getting Started

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

Module Two: Seeing the Big Picture

Short and Long Term Interactions
Recognize Growth Opportunities
Mindfulness of Decisions
Everything is Related
Case Study
Review Questions

Module Three: KPI's (Key Performance Indicators)

- Decisiveness
- Flexible
- Strong Initiative
- Intuitive
- Case Study
- Review Questions

Module Four: Risk Management Strategies

- Continuous Assessment
- Internal and External Factors
- Making Adjustments and Corrections
- Knowing When to Pull the Trigger or Plug
- Case Study
- Review Questions

Module Five: Recognizing Learning Events

- Develop a Sense of Always Learning
- Evaluate Past Decisions
- Problems are Learning Opportunities
- Recognize Your Blind Spots
- Review Questions

Module Six: You Need to Know These Answers and More

- What Makes Money My Company Money?
- What Were Sales Last Year?
- What is our Profit Margin?
- What Were Our Costs?
- Case Study
- Review Questions

Module Seven: Financial Literacy (I)

- Assets
- Financial Ratios
- Liabilities/Equity
- Case Study
- Review Questions

Module Eight: Financial Literacy (II)

- Income Statement
- Balance Sheet
- Cash Flow Statement
- Read, Read, and Read
- Case Study
- Review Questions

Module Nine: Business Acumen in Management

- Talent Management
- Change Management
- Asset Management
- Organizational Management
- Case Study
- Review Questions

Module Ten: Critical Thinking in Business

- Ask the Right Questions
- Organize the Data
- Evaluate the Information
- Make the Decision
- Case Study
- Review Questions

Module Eleven: Key Financial Levers

- Investing in People
- Effective Communication
- Process Improvement
- Goal Alignment
- Case Study
- Review Questions

Module Twelve: Wrapping Up

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

Business Ethics

A company's ethics will determine its reputation. Good business ethics are essential for the long-term success of an organization. Implementing an ethical program will foster a successful company culture and increase profitability. Developing a Business Ethics program takes time and effort, but doing so will do more than improve business, it will change lives.

A company's ethics will have an influence on all levels of business. It will influence all who interact with the company including customers, employees, suppliers, competitors, etc. All of these groups will have an effect on the way a company's ethics are developed. It is a two-way street; the influence goes both ways, which makes understanding ethics a very important part of doing business today. Ethics is very important, as news can now spread faster and farther than ever before.

Workshop Objectives:

- Define and understand ethics
- Understand the benefits of ethics
- Create strategies to implement ethics at work
- Recognize social and business responsibility
- Identify ethical and unethical behavior
- Learn how to make ethical decisions and lead with integrity

Module One: Getting Started

Icebreaker
Housekeeping Items
The Parking Lot
Workshop Objectives

Module Two: What is Ethics?

What is Business Ethics?
10 Benefits of Managing Ethics
Case Study

Module Three: Implementing Ethics in the Workplace

Benefits
Guidelines for Managing Ethics in the Workplace
Roles and Responsibilities

Module Four: Employer / Employee Rights

- Privacy Policies
- Harassment Issues
- Technology

Module Five: Business and Social Responsibilities

- Identifying Types of Responsibilities
- Case Study
- Handling Conflicting Social and Business Responsibilities
- Case Study

Module Six: Ethical Decisions

- The Basics
- Balancing Personal and Organizational Ethics
- Common Dilemmas
- Making Ethical Decisions
- Overcoming Obstacles

Module Seven: Whistle Blowing

- Criteria and Risk
- The Process
- When You Should "Blow the Whistle"

Module Eight: Managerial Ethics

- Ethical Management
- Identifying the Characteristics
- Ensuring Ethical Behavior

Module Nine: Unethical Behavior

- Recognize and Identify
- Preventing
- Addressing Interventions

Module Ten: Ethics in Business (I)

- Organization Basics
- Addressing the Needs
- Ethical Principles

Module Eleven: Ethics in Business (II)

- Ethical Safeguards
- Developing a Code of Ethics
- Performing an Internal Ethics Audit
- Upholding the Ethics Program

Module Twelve: Wrapping Up

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

Business Etiquette

This course examines the basics, most importantly to be considerate of others, dress/appearance, the workplace versus social situations, business meetings, proper introductions and 'the handshake', conversation skills/small talk, cultural differences affecting international business opportunities, dealing with interruptions, and proper business email and telephone etiquette. Have you ever been in a situation where:

- You met someone important and had no idea what to say or do?
- You spilled soup all over yourself at an important business event?
- You showed up at an important meeting under or overdressed?

Let's face it: we've all had those embarrassing etiquette gaffes. Our Business Etiquette workshop will help your participants look and sound their best no matter what the situation.

Workshop Objectives:

- Define etiquette and provide an example of how etiquette can be of value to a company or organization
- Understand the guidelines on how to make effective introductions
- Identify the 3 C's of a good impression
- Understand how to use a business card effectively
- Identify and practice at least one way to remember names
- Identify the 3 steps in giving a handshake
- Enumerate the four levels of conversation and provide an example for each
- Understand place settings, napkin etiquette and basic table manners
- Understand the meaning of colors in dressing for success
- Differentiate among the dressy casual, semi-formal, formal and black tie dress code

Module One: Getting Started

Icebreaker
Housekeeping Items
The Parking Lot
Workshop Objectives

Module Two: Understanding Etiquette

Etiquette Defined
The Importance of Business Etiquette

Module Three: Networking for Success

- Creating an Effective Introduction
- Making a Great First Impression
- Minimizing Nervousness
- Using Business Cards Effectively
- Remembering Names

Module Four: The Meet and Greet

- The Three-Step Process
- The Four Levels of Conversation

Module Five: The Dining in Style

- Understanding Your Place Setting
- Using Your Napkin
- Eating Your Meal
- Sticky Situations and Possible Solutions

Module Six: Eating Out

- Ordering in a Restaurant
- About Alcoholic Beverages
- Paying the Bill
- Tipping

Module Seven: Business Email Etiquette

- Addressing Your Message
- Grammar and Acronyms
- Top 5 Technology Tips

Module Eight: Telephone Etiquette

- Developing an Appropriate Greeting
- Dealing with Voicemail
- Cell phone Do's and Don'ts

Module Nine: The Written Letter

- Thank You Notes
- Formal Letters
- Informal Letters

Module Ten: Dressing for Success

- The Meaning of Colors
- Interpreting Common Dress Codes
- Deciding What to Wear

Module Eleven: International Etiquette

- General Rules
- Important Points
- Preparation Tips

Module Twelve: Wrapping Up

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

Business Succession Planning

The loss of valuable leadership can cripple a company. Business succession planning is essentially preparing successors to take on vital leadership roles when the need arises. It is essential to the long-term survival of a company. Every company should have a form of succession planning in its portfolio as it is not the expected absences that can cripple a company, but the unexpected ones.

Whether it is preparing someone to take over a position of leadership in a corporation, or the sole proprietor of a small business, Business Succession Planning will teach you the difference between succession planning and mere replacement planning. How you prepare people to take on the responsibilities of leadership so that the company thrives in the transition is just as important as picking the right person for the job.

Workshop Objectives:

- Define business succession planning and its role in your company
- Lay the groundwork to develop a succession plan
- The importance of mentorship
- Define and use a SWOT analysis to set goals
- Create a plan, assign roles, and execute the plan
- Communicate to develop support and manage change
- Anticipate obstacles, and evaluate and adapt goals and plans
- Characterize success

Module One: Getting Started

Icebreaker
Housekeeping Items
The Parking Lot
Workshop Objectives

Module Two: Succession Planning Vs. Replacement Planning

What is Business Succession Planning?
What Is Replacement Planning?
Differences Between
Deciding What You Need

Module Three: Preparing for the Planning Process

How to Set Parameters for the Planning Process
Should You Establish a Committee?
How to Gather Operational Data

Module Four: Initiating Process

- Develop a Mission Statement
- Develop a Vision Statement
- Choosing to Be a Mentor

Module Five: The SWOT Analysis

- Identifying Strengths
- Identifying Weaknesses
- Identifying Opportunities
- Identifying Threats

Module Six: Developing the Succession Plan

- Prioritize What the Succession Plan Will Address
- Set Goals and Objectives
- Develop a Strategy for Achieving Goals
- Draft the Plan

Module Seven: Executing the Plan

- Assign Responsibility and Authority
- Establish a Monitoring System
- Identifying Paths
- Choosing Your Final Approach

Module Eight: Gaining Support

- Gathering Data
- Addressing Concerns and Issues
- Evaluating and Adapting

Module Nine: Managing the Change

- Developing a Change Management Plan
- Developing a Communication Plan
- Implementing the Plans
- Providing Constructive Criticism
- Encouraging Growth and Development

Module Ten: Overcoming Roadblocks

- Common Obstacles
- Re-Evaluating Goals
- Focusing on Progress

Module Eleven: Reaching the End

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

Module Twelve: Wrapping Up

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

Change Management

Change is a constant in many of our lives. All around us, technologies, processes, people, ideas, and methods often change, affecting the way we perform daily tasks and live our lives. Having a smooth transition when change occurs is important in any situation and your participants will gain some valuable skills through this workshop.

The Change Management workshop will give any leader tools to implement changes more smoothly and to have those changes better accepted. This workshop will also give all participants an understanding of how change is implemented and some tools for managing their reactions to change.

Workshop Objectives:

- List the steps necessary for preparing a change strategy and building support for the change
- Describe the WIFM – the individual motivators for change
- Use needed components to develop a change management and communications plans, and to list implementation strategies
- Employ strategies for gathering data, addressing concerns and issues, evaluating options and adapting a change direction
- Utilize methods for leading change project status meetings, celebrating a successful change implementation, and sharing the results and benefits
- Describe the four states of Appreciative Inquiry, its purposes, and sample uses in case studies
- Use strategies for aligning people with a change, appealing to emotions and facts
- Describe the importance of resiliency and flexibility in the context of change

Module One: Getting Started

Icebreaker
Housekeeping Items
The Parking Lot
Workshop Objectives

Module Two: Preparing for Change

Defining Your Strategy
Building the Team

Module Three: Identifying the WIFM

What's in it for Me?
Building Support

Module Four: Understanding Change

Influences on Change
Common Reactions to Change
Tools to Help the Change Process

Module Five: Managing the Change

Change Readiness Audit
Stakeholder analysis
Developing a Change Management Plan
Developing a Communication Plan
Implementing the Plans

Module Six: Gaining Support

Gathering Data
Addressing Concerns and Issues
Evaluating and Adapting

Module Seven: Making it All Worthwhile

Leading Status Meetings
Celebrating Successes
Sharing the Results and Benefits

Module Eight: Using Appreciative Inquiry

The Four Stages
The Purposes of Appreciative Inquiry
Examples and Case Studies

Module Nine: Bringing People to Your Side

A Dash of Emotion
Plenty of Facts

Module Ten: Building Resiliency

What is Resiliency? Why is It Important?
Five Easy Steps for the Leader and the Individual

Module Eleven: Building Flexibility

What is Flexibility? Why is it Important?
Five Easy Steps for the Leader and the Individual

Module Twelve: Wrapping Up

Words from the Wise

Review of Parking Lot

Lessons Learned

Completion of Action Plans and Evaluations

Civility in the Workplace

While a training program on workplace manners and courtesy may seem like overkill, the reality is: rudeness is an epidemic costing industry millions a year. Indeed, what society seems to be gaining in terms of both knowledge and technological advancement, it's losing out on basic social values that directly impact the bottom line.

To address the growing problem of incivility in the work setting, this workshop introduces the concept of civility, its importance to a company, as well as its typical causes and effects. Skills needed to effectively practice civil behavior, as well as different ways organizations can systematize civility in the workplace will also be discussed. The benefits of civility in the workplace are countless and will pay off immensely in every aspect of your job.

Workshop Objectives:

- Define civility, understand its causes, and enumerate at least three of its behavioral indicators
- Understand the costs of incivility, as well as the rewards of civility, within the workplace
- Learn practical ways of practicing workplace etiquette
- Learn the basic styles of conflict resolution
- Learn skills in diagnosing the causes of uncivil behavior
- Understand the role of forgiveness and conflict resolution
- Understand the different elements of effective communication
- Learn facilitative communication skills such as listening and appreciative inquiry
- Learn specific interventions that can be utilized when there's conflict within the workplace
- Learn a recommended procedure for systematizing civil behavior within the workplace

Module 1: Getting Started

Icebreaker
Housekeeping Items
The Parking Lot
Workshop Objectives

Module Two: Introduction

What is Uncivil Behavior?
Three Reasons Why You Should be Civil Dealing with Difficult Personalities
Costs and Rewards
Case Study
Review Questions

Module Three: Effective Work Etiquette

- Greetings
- Respect
- Involvement
- Being Politically Correct
- Case Study
- Review Questions

Module Four: Costs and Rewards

- Incivility and the Costs
- Civility and the Rewards
- Four Causes of Incivility
- How to Overcome It
- Case Study
- Review Questions

Module Five: Conflict Resolution

- Collaborating
- Competing
- Compromising
- Accommodating
- Avoiding
- Case Study
- Review Questions

Module Six: Getting to the Cause

- Examining the Root Cause
- Creating a Cause and Effect Diagram
- Forgiveness
- Benefits of Resolution
- Case Study
- Review Questions

Module Seven: Communication

- Para-verbal Communication
- Non-Verbal Communication
- Listening Skills
- Appreciative Inquiry
- Case Study
- Review Questions

Module Eight: Negotiation

- Three Sides to Incivility Mediation
- Arbitration
- Creative Problem Solving
- Case Study
- Review Questions

Module Nine: Identifying Your Need

- Completing a Needs Analysis
- Focus Groups
- Observations
- Anonymous Surveys
- Case Study
- Review Questions

Module Ten: Writing a Civility Policy

- Designating the Core Group
- Defining What is Unacceptable Behavior
- Defining the Consequence
- Writing the Policy
- Case Study
- Review Questions

Module Eleven: Implementing the Policy

- The First Steps
- Training
- Addressing Complaints
- Enforcing Violators
- Case Study
- Review Questions

Module Twelve: Wrapping Up

Words from the Wise

Review of Parking Lot

Lessons Learned

Completion of Action Plans and Evaluations

Conflict Resolution

Wherever two or more people come together, there is bound to be conflict. This course will give participants a seven-step conflict resolution process that they can use and modify to resolve conflict disputes of any size. Your participants will also be provided a set of skills in solution building and finding common ground.

In the Conflict Resolution workshop, participants will learn crucial conflict management skills, including dealing with anger and using the Agreement Frame. Dealing with conflict is important for every organization no matter what the size. If it is left unchecked or not resolved it can lead to lost production, absences, attrition, and even law suits.

Workshop Objectives:

- Understand what conflict and conflict resolution mean
- Understand all six phases of the conflict resolution process
- Understand the five main styles of conflict resolution
- Be able to adapt the process for all types of conflicts
- Be able to break out parts of the process and use those tools to prevent conflict
- Be able to use basic communication tools, such as the agreement frame and open questions
- Be able to use basic anger and stress management techniques

Module One: Getting Started

Icebreaker
Housekeeping Items
The Parking Lot
Workshop Objectives

Module Two: An Introduction to Conflict Resolution

What is Conflict?
What is Conflict Resolution?
Understanding the Conflict Resolution Process

Module Three: Conflict Resolution Styles with the Thomas-Kilmann Instrument

Collaborating
Competing
Compromising
Accommodating
Avoiding

Module Four: Creating an Effective Atmosphere

- Neutralizing Emotions
- Setting Ground Rules
- Choosing the Time and Place

Module Five: Creating a Mutual Understanding

- What Do I Want?
- What Do They Want?
- What Do We Want?

Module Six: Focusing on Individual and Shared Needs

- Finding Common Ground
- Building Positive Energy and Goodwill
- Strengthening Your Partnership

Module Seven: Getting to the Root Cause

- Examining Root Causes
- Creating a Cause and Effect Diagram
- The Importance of Forgiveness
- Identifying the Benefits of Resolution

Module Eight: Generating Options

- Generate, Don't Evaluate
- Creating Mutual Gain Options and Multiple Option Solutions
- Digging Deeper into Your Options

Module Nine: Building a Solution

- Creating Criteria
- Creating a Shortlist
- Choosing a Solution
- Building a Plan

Module Ten: The Short Version of the Process

- Evaluating the Situation
- Choosing Your Steps
- Creating an Action Plan
- Using Individual Process Steps

Module Eleven: Additional Tools

- Stress and Anger Management Techniques
- The Agreement Frame
- Asking Open Questions

Module Twelve: Wrapping Up

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

Customer Service

Each and every one of us serves customers, whether we realize it or not. Maybe you're on the front lines of a company, serving the people who buy your products. Perhaps you're an accountant, serving the employees by producing their pay checks and keeping the company running. Or maybe you're a company owner, serving your staff and your customers.

The Customer Service workshop will look at all types of customers and how we can serve them better and improve ourselves in the process. Your participants will be provided a strong skillset including in-person and over the phone techniques, dealing with difficult customers, and generating return business.

Workshop Objectives:

- State what customer service means in relation to all your customers, both internal and external
- Recognize how your attitude affects customer service
- Identify your customers' needs
- Use outstanding customer service to generate return business
- Build good will through in-person customer service
- Provide outstanding customer service over the phone
- Connect with customers through online tools
- Deal with difficult customers

Module One: Getting Started

Icebreaker
Housekeeping Items
The Parking Lot
Workshop Objectives

Module Two: Who We Are and What We Do

External Customers
Internal Customers
What Is Customer Service?
Who Are Customer Service Providers?

Module Three: Establishing Your Attitude

Appearance Counts!
The Power of a Smile
Staying Energized
Staying Positive

Module Four: Identifying and Addressing Customer Needs

- Understanding the Customer's Situation
- Staying Outside the Box
- Meeting Basic Needs
- Going the Extra Mile

Module Five: Generating Return Business

- Following Up
- Addressing Complaints
- Turning Difficult Customers Around

Module Six: In-Person Customer Service

- Dealing with At-Your-Desk Requests
- The Advantages and Disadvantages of In-Person Customer Service
- Using Body Language to Your Advantage

Module Seven: Giving Customer Service over the Phone

- The Advantages and Disadvantages of Telephone Communication
- Telephone Etiquette
- Tips and Tricks for Providing Customer Service over the Phone

Module Eight: Providing Electronic Customer Service

- The Advantages and Disadvantages of Electronic Communication
- Understanding Netiquette
- Email Etiquette: The Do's and Don'ts of Email
- Tips and Tricks
- Examples: Eliminate Electronic Ping Pong

Module Nine: Recovering Difficult Customers

- De-Escalating Anger
- Establishing Common Ground
- Setting Your Limits
- Managing Your Own Emotions

Module Ten: Understanding When to Escalate

- Dealing with Vulgarity
- Coping with Insults
- Dealing with Legal and Physical Threats

Module Eleven: Ten Things You Can Do to WOW Customers Every Time

Ten Things You Can Do to WOW Customers Every Time

Module Twelve: Wrapping Up

Words from the Wise

Review of Parking Lot

Lessons Learned

Completion of Action Plans and Evaluations

Delivering Constructive Criticism

Delivering Constructive Criticism is one of the most challenging things for anyone. Through this workshop your participants will gain valuable knowledge and skills that will assist them with this challenging task. When an employee commits an action that requires feedback or criticism it needs to be handled in a very specific way.

Constructive Criticism, if done correctly, will provide great benefits to your organization. It provides the ability for management to nullify problematic behaviors and develop well rounded and productive employees. Constructive feedback shows an employee that management cares about them and will invest time and effort into their careers.

Workshop Objectives:

- Understand when feedback should take place
- Learn how to prepare and plan to deliver constructive criticism
- Determine the appropriate atmosphere in which it should take place
- Identify the proper steps to be taken during the session
- Know how emotions and certain actions can negatively impact the effects of the session
- Recognize the importance of setting goals and the method used to set them
- Uncover the best techniques for following up with the employee after the session

Module One: Getting Started

Housekeeping Items
The Parking Lot
Workshop Objectives
Action Plans and Evaluations

Module Two: When Should Feedback Occur?

Repeated Events or Behavior
Breach's in Company Policy
When Informal Feedback has not Worked
Immediately After the Occurrence
Case Study
Review Questions

Module Three: Preparing and Planning

- Gather Facts on the Issue
- Practice Your Tone
- Create an Action Plan
- Keep Written Records
- Case Study
- Review Questions

Module Four: Choosing a Time and Place

- Check the Ego at the Door
- Criticize in Private, Praise in Public
- It Has to be Face to Face
- Create a Safe Atmosphere
- Case Study
- Review Questions

Module Five: During the Session (I)

- The Feedback Sandwich
- Monitor Body Language
- Check for Understanding
- Practice Active Listening
- Case Study
- Review Questions

Module Six: During the Session (II)

- Set Goals
- Be Collaborative
- Ask for a Self-Assessment
- Always Keep Emotions in Check
- Case Study
- Review Questions

Module Seven: Setting Goals

- SMART Goals
- The Three P's
- Ask for Their Input
- Be as Specific as Possible
- Case Study
- Review Questions

Module Eight: Diffusing Anger or Negative Emotions

- Choose the Correct Words
- Stay on Topic
- Empathize
- Try to Avoid “You Messages”
- Case Study
- Review Questions

Module Nine: What Not to Do

- Attacking or Blaming
- Not Giving Them a Chance to Speak
- Talking Down
- Becoming Emotional
- Case Study
- Review Questions

Module Ten: After the Session (I)

- Set a Follow-up Meeting
- Make Yourself Available
- Be Very Specific with the Instructions
- Provide Support and Resources
- Case Study
- Review Questions

Module Eleven: After the Session (II)

- Focus on the Future
- Measuring Results
- Was the Action Plan Followed?
- If Improvement is not Seen, Then What?
- Case Study
- Review Questions

Module Twelve: Wrapping Up

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

Developing Corporate Behavior

With this workshop your participants will be able to develop a business environment that reflects a positive set of values and ethics. Aligning these characteristics with the standards of conduct is what makes a business stand out and be a leader in the business world.

Through our Developing Corporate Behavior workshop your participants should see improved team building, better communication, and trust. By realizing the benefits of corporate behavior and developing a successful plan your participants should see a reduction in incidents and an increase in teamwork and loyalty.

Workshop Objectives:

- Understand what behavior is
- Understand the benefits of corporate behavior
- Know what type of behaviors you want to implement in your company
- Know how to implement corporate behaviors
- Know how to maintain corporate behaviors

Module One: Getting Started

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

Module Two: The Science of Behavior

What is Behavior?
Psychology
Sociology
Anthropology
Case Study
Review Questions

Module Three: Benefits of Corporate Behavior

Employee Safety
Conservation of Materials
Engagement
Improved Employee Performance
Case Study
Review Questions

Module Four: Most Common Categories of Corporate Behavior

- Managerial Structure
- Company Values and Ethics
- Employee Accountability
- Workplace Incidents
- Case Study
- Review Questions

Module Five: Managerial Structure

- Clearly Defined Management
- Qualified Management Team
- Obvious Advancement Path
- Grievance Procedures
- Case Study
- Review Questions

Module Six: Company Values and Ethics

- Environmental
- Charity and Community Outreach
- Integrity Diversity Case Study
- Review Questions

Module Seven: Employee Accountability

- Attitude
- Attendance
- Honesty
- Substance Abuse & Workplace Violence
- Case Study
- Review Questions

Module Eight: Workplace Incidents

- Safety
- Prejudice & Discrimination
- Vandalism & Theft
- Harassment or Bullying
- Case Study
- Review Questions

Module Nine: Designing and Implementing

- Group Planning
- Define Preferred Organizational Behaviors
- Hiring
- Training Employees
- Case Study
- Review Questions

Module Ten: Corporate Team Behavior

- Team Building
- Better Communication
- Conflict Resolution
- Loyalty to the Company and the Department
- Case Study
- Review Questions

Module Eleven: Auditing Corporate Behavior

- Affirm Ethical Behavior
- Investigate and Review Reported Incidents
- Determine Progress
- Get Employee Feedback & Revise
- 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

Entrepreneurship

Would you to be your own boss? Have you ever dreamed of starting your own business? Don't know what to do about your great business idea? If you have ever thought about these situations then you need our entrepreneurship workshop.

Let our Entrepreneurship workshop help you achieve your dreams. Being an entrepreneur can be full of risks. These risks are minimized through drafting a business plan, knowing your competition, and successful marketing. All these and more can be found in our Entrepreneurship workshop.

Workshop Objectives:

- Understand how to start a business
- Develop a business plan
- Get financing for your business
- Hire and train employees
- Run your business
- Grow your business

Module One: Getting Started

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

Module Two: Decide On the Type of Business

Is It Feasible?
What Are Your Interests?
Do You Have The Experience?
Are You An Expert In The Field?
Case Study
Review Questions

Module Three: What Is The Market/Competition Like?

Is The Venture Lucrative?
Is There Competition?
How Can You Set Yourself Apart From The Competition?
How Is The Customer Prospect?
Case Study
Review Questions

Module Four: Basics of Starting a Business

- Decide On a Name
- Legal Structure of Business (Sole Proprietorship, Partnership, C Corporation, Etc.)
- Register the Business (Register Business' Name and Get Applicable Licenses and Permits)
- Choose a Location
- Hire Accountant
- Case Study
- Review Questions

Module Five: Create a Business Plan

- What Should Be Included In The Business Plan?
- Gather Documentation
- Develop Business Plan Outline
- Draft Business Plan
- Case Study
- Review Questions

Module Six: Get Financing

- Contact Organizations for Guidance
- Decide the Type of Financing (Personal Funds, Loans, Investors)
- Shop Around
- What to Do Once Approved
- Case Study
- Review Questions

Module Seven: Hire Employees

- Develop Job Description(s)
- Advertise Positions
- Interview Candidates
- Select Candidates
- Case Study
- Review Questions

Module Eight: Training Employees

- Teach Company Culture
- Implement Actual Training for the Position
- Provide Feedback
- Offer Additional Training, If Necessary
- Case Study
- Review Questions

Module Nine: Market the Business

- Traditional Marketing
- Create a Website
- Social Media
- Networking Groups
- Case Study
- Review Questions

Module Ten: Run the Business

- Procurement
- Sell! Sell! Sell!
- How to Manage Cash Flow
- Budgeting
- Case Study
- Review Questions

Module Eleven: Grow the Business

- Offer More Products / Services
- Open Another Location
- Franchise Opportunities
- Scoring Large Contracts
- 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

Handling a Difficult Customer

Customer service is a necessary position in the job world today. It helps companies give customers what they want and what they need. Although many customers can be difficult, with the right training, skills, and knowledge, any difficult customer can be handled properly and effectively. With a positive attitude, your employee can effectively deal with the most difficult customers and both parties can end the conversation satisfied.

With The Handling a Challenging Customer workshop, your participants will learn how engaging customers properly can benefit both the employee and customer. Effective customer service can change a company's reputation for the better. Through this workshop, your participants will gain a new perspective on how to react to negative customers and leave the customer satisfied and as a returning customer.

Workshop Objectives:

- Cultivate a positive attitude
- Manage internal and external stress
- Develop abilities to listen actively and empathize
- Build a rapport with customers in person and over the phone
- Understand the diverse challenges posed by customers
- Develop strategies to adapt to challenging circumstances:

Module One: Getting Started

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

Module Two: The Right Attitude Starts with You

Be Grateful
Keep Your Body Healthy
Focus on Positive Thoughts
Invoke Inner Peace
Case Study
Review Questions

Module Three: Internal Stress Management

Irritability
Unhappiness with Your Job
Feeling Underappreciated
Not Well-Rested
Case Study
Review Questions

Module Four: External Stress Management

Office Furniture Not Ergonomically Sound
High Noise Volume in the Office
Rift with Co-Workers
Demanding Supervisor
Case Study
Review Questions

Module Five: Transactional Analysis

What is Transactional Analysis?
Parent
Adult
Child
Case Study
Review Questions

Module Six: Why are Some Customers Difficult?

They Have Truly Had a Bad Experience and Want to Vent
They Have Truly Had a Bad Experience and Want Someone to be Held Accountable
They Have Truly Had a Bad Experience and Want Resolution
They Are Generally Unhappy
Case Study
Review Questions

Module Seven: Dealing with the Customer Over the Phone

Listen to the Customer's Complaint
Build Rapport
Do Not Respond with Negative Words or Emotion
Offer a Verbal Solution to Customer
Case Study
Review Questions

Module Eight: Dealing with the Customer in Person

- Listen to the Customer's Complaint
- Build Rapport
- Responding with Positive Words and Body Language
- Besides Words, What to Look For?
- Case Study
- Review Questions

Module Nine: Sensitivity in Dealing with Customers

- Who are Angry
- Who Are Rude
- With Different Cultural Values
- Who Cannot Be Satisfied
- Case Study
- Review Questions

Module Ten: Scenarios of Dealing with a Difficult Customer

- Angry Customer
- Rude Customer
- Culturally Diverse Customer
- Impossible to Please Customer
- Case Study
- Review Questions

Module Eleven: Following up With a Customer Once You Have Addressed Their Complaint

- Call the Customer
- Send the Customer an Email
- Mail the Customer a Small Token
- Handwritten or Typed Letter
- 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

Lean Process and Six Sigma

Six Sigma is a data-driven approach for eliminating defects and waste in any business process. You can compare Six Sigma with turning your water faucet and experiencing the flow of clean, clear water. Reliable systems are in place to purify, treat, and pressure the water through the faucet. That is what Six Sigma does to business: it treats the processes in business so that they deliver their intended result.

Our Lean Process and Six Sigma workshop will provide an introduction to this way of thinking that has changed so many corporations in the world. This workshop will give participants an overview of the Six Sigma methodology, and some of the tools required to deploy Six Sigma in their own organizations.

Workshop Objectives:

- Develop a 360 degree view of Six Sigma and how it can be implemented in any organization
- Identify the fundamentals of lean manufacturing, lean enterprise, and lean principles.
- Describe the key dimensions of quality – product features and freedom from deficiencies
- Develop attributes and value according to the Kano Model
- Understand how products and services that have the right features and are free from deficiencies can promote customer satisfaction and attract and retain new customers
- Describe what is required to regulate a process
- Give examples of how poor quality affects operating expenses in the areas of appraisal, inspection costs, internal failure costs, and external failure costs
- Using basic techniques such as DMAIC and how to identify Six Sigma Projects
- Use specific criteria to evaluate a project
- Discover root causes of a problem

Module One: Getting Started

Icebreaker
Housekeeping Items
The Parking Lot
Workshop Objectives

Module Two: Understanding Lean

About Six Sigma
About Lean
History behind Lean Toyota Production Systems
The Toyota Precepts

Module Three: Liker's Toyota Way

- Philosophy
- Process
- People and Partners
- Problem Solving

Module Four: The TPS House

- The Goals of TPS
- The First Pillar: Just In Time (JIT)
- The Second Pillar: Jidoka (Error-Free Production)
- Kaizen (Continuous improvement)
- The Foundation of the House

Module Five: The Five Principles of Lean Business

- Value
- Value Stream
- Flow
- Pull
- Seek Perfection

Module Six: The First Improvement Concept (Value)

- Basic Characteristics
- Satisfiers
- Delighters
- Applying the Kano Model

Module Seven: The Second Improvement Concept (Waste)

- Muda
- Mura
- Muri
- The New Wastes

Module Eight: The Third Improvement Concept (Variation)

- Common
- Cause
- Special Cause
- Tampering
- Structural

Module Nine: The Fourth Improvement Concept (Complexity)

What is complexity?
What causes complexity?
How to Simplify?

Module Ten: The Fifth Improvement Concept (Continuous improvement)

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

Module Eleven: The Improvement Toolkit

Gemba
Genchi Genbutsu
Womack's Principle
Kaizen
A Roadmap for implementation

Module Twelve: Wrapping Up

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

Meeting Management

This workshop is designed to give your participants the basic tools you need to initiate and manage their meetings. They will learn planning and leading techniques that will give them the confidence to run a meeting that will engage the attendees and leave a positive and lasting impression. Through this workshop your participants will learn the needed skills in planning and implementing a successful meeting.

The Meeting Management workshop will explore how to reduce waste and make meetings more efficient. This is a hands-on workshop and your participation will help make it a valuable experience. Use this time to begin the process of developing your skills along with other participants who share the same desire to improve their meeting management skills.

Workshop Objectives:

- Planning and Preparing
- Identifying the Participants
- How to choose the time and place
- How to create the agenda
- How to set up the meeting space
- How to incorporate your electronic options
- Meeting Roles and Responsibilities
- Use an agenda
- Chairing a Meeting
- How to deal with disruptions
- How to professionally deal with personality conflicts
- How to take minutes
- How to make the most of your meeting using games, activities and prizes

Module One: Getting Started

Icebreaker
Housekeeping Items
The Parking Lot
Workshop Objectives

Module Two: Planning and Preparing (I)

Identifying the Participants
Choosing the Time and Place
Creating the Agenda

Module Three: Planning and Preparing (II)

- Gathering Materials
- Sending Invitations
- Making Logistical Arrangements

Module Four: Setting up the Meeting Space

- The Basic Essentials
- The Extra Touches
- Choosing a Physical Arrangement

Module Five: Electronic Options

- Overview of Choices Available
- Things to Consider
- Making a Final Decision

Module Six: Meeting Roles and Responsibilities

- The Chairperson
- The Minute Taker
- The Attendees
- Variations for Large and Small Meetings

Module Seven: Chairing a Meeting (I)

- Getting Off on the Right Foot
- The Role of the Agenda
- Using a Parking Lot

Module Eight: Chairing a Meeting (II)

- Keeping the Meeting on Track
- Dealing with Overtime
- Holding Participants Accountable

Module Nine: Dealing with Disruptions

- Running in and Out
- Cell Phone and Pagers Ringing
- Off on a Tangent
- Personality Conflict

Module Ten: Taking Minutes

- What are Minutes?
- What do I Record?
- A Take-Home Template

Module Eleven: Making the Most of Your Meeting

- The 50 Minute Meeting
- Using Games
- Giving Prizes
- Stuffed Magic

Module Twelve: Wrapping Up

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

Organizational Skills

Developing good Organizational Skill is an investment that will provide benefits for years. To be successful means to be organized. These skills will filter through all aspects of your participants professional and personal lives. Throughout this workshop your participants will be given the tools necessary in developing better Organizational Skills.

Through Organizational Skills your participants will encounter improved productivity, better management, and an overall increase in professional growth. Every day people waste numerous amounts of time looking for items. So stop looking for those important items, and start knowing where they are by getting organized.

Workshop Objectives:

- Examine current habits and routines that are not organized
- Learn to prioritize your time schedule and daily tasks
- Determine ways of storing information and supplies
- Learn to organize personal and work space
- Learn to resist procrastination
- Make plans to stay organized in the future

Module One: Getting Started

Housekeeping Items
The Parking Lot
Workshop Objectives
Action Plans and Evaluations

Module Two: Remove the Clutter

Just Do It
You Don't Have to Keep Everything
Three Boxes: Keep, Donate, and Trash
A Place for Everything and Everything in Its Place
Case Study
Review Questions

Module Three: Prioritize

- Write It Down
- Urgent/Important Matrix
- Divide Tasks
- 80/20 Rule
- Case Study
- Review Questions

Module Four: Scheduling Your Time

- Have a Master Calendar
- Setting Deadlines
- Remove or Limit the Time Wasters
- Coping With Things Outside of Our Control
- Case Study
- Review Questions

Module Five: To Do Lists

- Use a Day Planner
- Finish What You Start
- Focus on the Important
- Do Quick Tasks Immediately
- Case Study
- Review Questions

Module Six: Paper and Paperless Storage

- Find a System that Works for You
- Make it Consistent
- Make it Time Sensitive
- Setting up Archives
- Case Study
- Review Questions

Module Seven: Organization Your Work Area

- Keeping Items Within Arm's Reach
- Only Have Current Projects on Your Desk
- Arranging Your Drawers
- Organize to Match Your Workflow
- Case Study
- Review Questions

Module Eight: Tools to Fight Procrastination

- Eat That Frog!
- Remove Distractions
- Give Yourself a Reward
- Break Up Large Tasks
- Case Study
- Review Questions

Module Nine: Organizing your Inbox

- Setting up Delivery Rules
- Folder and Message Hierarchy
- Deal with Email Right Away
- Flag and Highlight Important Items
- Case Study
- Review Questions

Module Ten: Avoid the Causes of Disorganization

- Keeping Everything
- Not Being Consistent
- Not Following a Schedule
- Bad Habits
- Case Study
- Review Questions

Module Eleven: Discipline is the Key to Stay Organized

- Stay Within Your Systems
- Learn to Say No
- Have Organization Be Part of Your Life
- Plan for Tomorrow, Today
- Case Study
- Review Questions

Module Twelve: Wrapping Up

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

Risk Assessment and Management

It is not possible to control or manage 100% of risk, but knowing what do before, during, and after an event will mitigate the damage and harm. Identifying potential hazards and risks and making it part of the day to day business is important. Safety should be the first priority as every business must face the reality of risks and hazards.

Through our Risk Assessment and Management course your participants will be aware of hazards and risk they didn't realize were around their workplace. Identifying hazards through proper procedures will provide your participants the ability to prevent that accident before it occurs. Limiting and removing potential dangers through Risk Assessment will be an incredible investment.

Workshop Objectives:

- Identify hazards and risks
- Update control measures
- Grasp the fundamentals of accident reports
- Identify risk management techniques
- Outline a disaster recovery plan
- Communicate to the organization

Module One: Getting Started

Housekeeping Items
The Parking Lot
Workshop Objectives
Action Plans and Evaluations

Module Two: Identifying Hazards and Risks

What is a Hazard?
What is a Risk?
Consult with Employees
Likelihood Scale
Case Study
Review Questions

Module Three: Seeking Out Problems Before they Happen (I)

- Unique to Your Business
- Walk Around
- Long Term and Short Term
- Common Issues
- Case Study
- Review Questions

Module Four: Seeking Out Problems Before they Happen (II)

- Ask “What would happen if....?”
- External Events
- Worst Case Scenarios
- Consequence Scale
- Case Study
- Review Questions

Module Five: Everyone’s Responsibility

- See it, Report it!
- If It Is Not Safe Don’t Do It
- Take Appropriate Precautions
- Communicating to the Organization
- Case Study
- Review Questions

Module Six: Tracking and Updating Control Measures

- What is a Control Measure?
- Your Business Procedures
- Are They Adequate?
- Updating and Maintaining
- Case Study
- Review Questions

Module Seven: Risk Management Techniques

- Reduce the Risk
- Transfer the Risk
- Avoid the Risk
- Accept the Risk
- Case Study
- Review Questions

Module Eight: General Office Safety and Reporting

- Accident Reports
- Accident Response Plan
- Emergency Action Plan
- Training and Education
- Case Study
- Review Questions

Module Nine: Business Impact Analysis

- Gather Information
- Identify Vulnerabilities
- Analyze Information
- Implement Recommendations
- Case Study
- Review Questions

Module Ten: Disaster Recovery Plan

- Make It Before You Need It
- Test, Update, and Repeat
- Hot, Warm, and Cold Sites
- Keep Documentation Simple and Clear
- Case Study
- Review Questions

Module Eleven: Summary of Risk Assessment

- What are the Hazards?
- Who Might be Harmed?
- Are Current Control Measures Sufficient? If Not, Change Control Measures
- Case Study
- Review Questions

Module Twelve: Wrapping Up

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