

New!

Setting Others For Success! **IA**

This workshop is about working to the best of your abilities, and encouraging the best in those who work with you. The workshop is designed for those who work in support positions, to help them improve their everyday performance in a competitive environment. The course will help participants improve their communication skills, make a good first impression, set the right expectations and develop personal management and collaborative skills and understanding how to drive performance through effective teamwork and collaboration with colleagues and team members.

By the end of this training course participants will be able to:

- Improve the critical communication skills of listening, asking questions and being aware of nonverbal messages
- Properly manage and set expectations of colleagues and team members and communicate assertively
- Effectively work with co-workers and adapt their communication style and manage their behavior for more productive work relationships
- Map out their internal workflow network and how to improve the performance of their internal work network

One-day class

October 6

Fee per student: \$79

Instructor: Steve Nash



Anger Management **B**

Everyone gets angry: it's a completely natural response. But do you know how to manage that anger constructively? By the end of this one day class, you will!

Learning objectives:

- Understand anger and its causes
- Understand behavior types
- Develop coping tools
- Improve your communication skills

One-day class

October 22

Fee per student: \$79

Instructor: Jamie Wagoner

Conflict Resolutions - Dealing with Difficult People **I**

There are two major myths about conflict: that it always involves anger and that it's always negative. Conflict can actually be a positive tool for growth if you know how to manage it properly. This one-day course will teach participants just how to do that.

How You Will Benefit:

- Understand conflict
- Be able to identify the stages of conflict
- Use LECSR to resolve conflict
- Identify other ways to resolve conflict
- Develop personal skills necessary to resolve conflict

One-day class

September 29

Fee per student: \$79

Instructor: Larry Palmer

Communicating with Clarity and Impact **I**

This high energy one day program is designed to focus on the most essential foundational communication skills of listening, asking insightful questions and understanding the power of body language and non-verbal communication. Participants will understand the importance of rapport and how building proper rapport using simple neuro-linguistic programming (NLP) techniques like pacing and leading can dramatically improve their overall communication skills that are directly translated into positive results.

By the end of this training course participants will be able to:

- Communicate clearly, confidently and assertively
- Utilize listening and asking insightful questions for better engagement with others
- Learn techniques to build better rapport with others
- Combine tone of voice, non-verbal communication with language that engages others
- Understand 5 essential communication principles to communicate more clearly with impact

One-day class

September 10 OR December 10

Fee per student: \$79

Instructor: Jamie Wagoner

BUSINESS, CUSTOMER SERVICE, & PROFESSIONAL DEVELOPMENT

Public Speaking: Presentation Survival School **I**

A great presenter has two unique qualities, appropriate skills and personal confidence. This confidence comes from knowing what you want to say, and being comfortable with your communication skills. In this workshop, you will master the skills that will make you a better speaker and presenter.

Learning Objectives:

- Identify ways to gain rapport with your audience
- Learn techniques to reduce nerves & fear
- Recognize how visual aids can create impact and attention
- Develop techniques to create a professional presence
- Use practice techniques to really prepare

This is a 16-hour class, held in two 8-hour segments and is delivered to a company generated participant list.

2-day class

October 13 and 20

Fee per student: \$157

Instructor: Steve Nash

Role & Responsibility Charting (RACI) **I**

"Teams That Work!"

Responsibility Charting is a technique for identifying functional areas where there are process ambiguities, bringing the differences out in the open and resolving them through a cross-functional collaborative effort. At each intersection of activity and role, it is possible to assign somebody to be responsible, accountable, consulted or informed for that activity or Decision. Students will learn to utilize the RACI Chart to foster collaboration, accountability and teamwork.

One-day class

September 15

Fee per student: \$93

Instructor: Larry Palmer

Time Management **B**

Through self-analysis and discovery activities as well as several hands on exercises, participants learn how to manage themselves first by taking an analytical look at their current use of time. Introducing tools and techniques for using time more efficiently from setting goals to planning and prioritizing, to proper delegation and how to manage relations with others when it's related to your time and how to handle time related stress effectively. This high energy course equips participants with the tools needed to always be in control of their time rather than being in control of people, events and performance hindering interruptions.

By the end of this training course participants will be able to understand how to effectively manage themselves, their work environment and relationships.

One-day class

November 3

Fee per student: \$79

Instructor: Kathy Nash



Grant Writing 101 **B**

Students will learn common proposal components and how to organize a proposal. They will work on a simple 2-5 page grant (not including budget pgs) and will leave the training with a draft.

Day One

- Overview of private and public granting
- Definition of Terms use in grants
- Searching for Funding Sources- how to use the Web to research likely resources.
- Request for Proposals – federal, state and private foundation funding requirements and guidelines for submittal.

Day Two

- Designing Projects- How to organize, define and focus your project.
- Defining a Problem/Supporting Claims with Data/Assessing Need, Program Objectives/Activities/ Tasks & Timelines
- Program Evaluation/Dissemination
- Developing a Budget- Budget parts and how to develop a budget for your project.

Two-day class

Fee per student: \$157

Instructor: TBD

Change & How to Deal with It **I**

Managers, supervisors and team leads traditionally have had the task of contributing to the effectiveness of their organization while maintaining high morale. Today, these roles often have to be balanced off with the reality of implementing changes imposed by senior management. Leaders who have an understanding of the dynamics of change are better equipped to analyze the factors at play in their own particular circumstances, and to adopt practical strategies to deal with resistance. This one-day workshop will help you deal with change and will give you strategies to bring back to your employees.

One-day class

Fee per student: \$79

Instructor: TBA

BUSINESS, CUSTOMER SERVICE, & PROFESSIONAL DEVELOPMENT

Manage People and Performance **1A**

The emphasis of this workshop is on managing people and is designed to help you create and accomplish your personal best; you will be introduced to effective tools for your leadership development to help you lead others to accomplish extraordinary things.

Class highlights:

- Identify your leadership profile and explore ways to use this knowledge to improve your success as a manager
- Clarify your role and responsibilities in allocating work assignments.
- Identify techniques to deal with employee challenges such as hostility, complaints, and laziness
- Develop motivation and feedback skills
- Understand the importance of non-verbal responses in communication

One-day class

November 3

Fee per student: \$79

Instructor: Larry Palmer

Targeted Business Writing **1**

Enhance your business writing skills by following and practicing a professional business writing process. Review grammar, punctuation and spelling skills to deliver your message in a clear, concise and positive, professional manner.

8 hr class, held in two 4 hr sessions

September 16 and 23

Fee per student: \$79

Instructor: Kathy Nash

Work Ethics **B**

Bring Your A Game to Work

Through a landmark study with 1,500 hiring managers conducted by The Center for Work Ethic Development, they discovered the work ethic behaviors that drive job placement, performance, and retention. The seven behaviors identified in their study are the center of their nationally recognized program. In this workshop, you will be introduced to the Work Ethics Performance Matrix that encompasses those seven successful work ethics behaviors.

In this 8-hour class, your employees will focus on work ethics behaviors that drive performance and retention. Participants will also take a Work Ethics test at the end of the class and will be issued a certificate.

One-day class

September 22 OR October 13

Fee per student: \$67

Instructor: Larry Palmer

