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FRONT OFFICE

Body Language Basics
Employee Onboarding
Health And Wellness At Work
10 Soft Skills You Need
Assertiveness and Self Confidence
Communication Strategies
Creative Problem Solving
Digital Citizenship
Interpersonal Skills
Time Management
Anger Management
Critical Thinking
Emotional Intelligence
Managing Workplace Anxiety
Social Intelligence
Personal Branding
Business Writing
Business Etiquette
Change Management
customer service
Handling a Difficult Customer
Overcoming Sales Objections
Sales Fundamentals
Prospecting and lead generation
Negotiation Skills
Call Center Training
Telephone Etiquette
Presentation SkillS

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BACK OFFICE

Anger Management
Critical Thinking
Emotional Intelligence
Managing Workplace Anxiety
Personal Productivity
Social Intelligence
Stress Management
Collaborative Business Writing
Executive and Personal Assistants
10 Soft Skills You Need
Creative Problem Solving
Developing Creativity
Digital Citizenship
Entrepreneurship
Interpersonal Skills
Personal Branding
Time Management
Business Ethics
Change Management
Risk Assessment and Management

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Department managers

Motivating Your Sales
Presentation Skills
Proposal Writing
Anger Management
Stress Management
Managing Workplace Anxiety
Public Speaking
Social Intelligence
Business Succession Planning
Interpersonal Skills
Meeting Management
Teamwork and Team Building
Budgets And Financial Reports
Leadership and Influence
Middle Manager
Supervising Others
Overcoming Sales Objections

BRANCH MANAGERS

Anger Management

Stress Management

Social Intelligence

Interpersonal Skills

Attention Management

Being A Likeable Boss

Critical Thinking

Emotional Intelligence

Developing a Lunch and Learn

Talent Management

Workplace Diversity

Developing Creativity

Digital Citizenship

MLEARINING ESSENTIALS

Negotiation Skills

Appreciative Inquiry

Business Etiquette

Change Management

Networking Within The Company

Risk Assessment and Management

Team Building For Managers

Budgets And Financial Reports

Employee Motivation

Leadership and Influence

Manager Management

Office Politics for Managers

Performance Management

Meeting Management

Personal Branding

Teleworker and Telecommuting

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FROM FHF

Training Course	Training hours
Decision Making	12
Creative Problem Solving	12
Creating a Great Webinar	12
Employee Recognition	12
Event Planning	12
Media And Public Relations	12
Call Center Training	12
Motivating Your Sales Team	12
Overcoming Sales Objections	12
Presentation Skills	12
Sales Fundamentals	12
Trade Show Staff Training	12
Sales Objection Handling	12
Strategic Planning	16

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DiSC	25
Time Management	12
Emotional Intelligence	12
Leadership and Influence	16
Communication Strategies	16
Women in Leadership	12
MBTI	25
KPIS PROGRAM	-----
Strategic Planning	16

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RECOMENDED COURSES BY FHF

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Bank teller

Training Course	Training hours	# trainees
Health And Wellness At Work	12	20-100
10 Soft Skills You Need	12	20-100
Assertiveness and Self Confidence	12	20-100
Communication Strategies	12	20-100
Digital Citizenship	12	20-100
Interpersonal Skills	12	20-100
Time Management	12	20-100
Anger Management	12	20-100
Handling a Difficult Customer	12	20-100
Telephone Etiquette	12	20-100

Customers' service

Training Course	Training hours	# trainees
Body Language Basics	12	20-100
Health And Wellness At Work	12	20-100
10 Soft Skills You Need	12	20-100
Assertiveness and Self Confidence	12	20-100
Communication Strategies	12	20-100

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Creative Problem Solving	12	20-100
Digital Citizenship	12	20-100
Interpersonal Skills	12	20-100
Time Management	12	20-100
Anger Management	12	20-100
Managing Workplace Anxiety	12	20-100
Social Intelligence	12	20-100
Business Writing	12	20-100
Business Etiquette	12	20-100
customer service	12	20-100
Handling a Difficult Customer	12	20-100
Overcoming Sales Objections	12	20-100
Sales Fundamentals	12	20-100
Negotiation Skills	12	20-100
Call Center Training	12	20-100
Telephone Etiquette	12	20-100
Presentation SkillS	12	20-100

Reception

Training Course	Training hours	# trainees
Body Language Basics	12	20-100
Health And Wellness At Work	12	20-100
10 Soft Skills You Need	12	20-100
Assertiveness and Self Confidence	12	20-100
Communication Strategies	12	20-100
Digital Citizenship	12	20-100
Interpersonal Skills	12	20-100
Time Management	12	20-100
Anger Management	12	20-100
Business Etiquette	12	20-100
Handling a Difficult Customer	12	20-100
Overcoming Sales Objections	12	20-100
Sales Fundamentals	12	20-100

Back office

Training Course	Training hours	# trainees
Emotional Intelligence	12	20-100
Managing Workplace Anxiety	12	20-100
Personal Productivity	12	20-100
Stress Management	12	20-100

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Collaborative Business Writing	12	20-100
10 Soft Skills You Need	12	20-100
Creative Problem Solving	12	20-100
Digital Citizenship	12	20-100
Interpersonal Skills	12	20-100
Time Management	12	20-100

Department managers

Training Course	Training hours	# trainees
Motivating Your Sales TEAM	16	20-100
Presentation Skills	16	20-100
Anger Management	16	20-100
Stress Management	16	20-100
Managing Workplace Anxiety	16	20-100
Public Speaking	16	20-100
Interpersonal Skills	16	20-100
Meeting Management	16	20-100
Teamwork and Team Building	16	20-100
Leadership and Influence	16	20-100
Middle Manager	16	20-100
Supervising Others	16	20-100
Overcoming Sales Objections	16	20-100

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Branch managers

Training Course	Training hours	# trainees
Anger Management	16	20-100
Stress Management	16	20-100
Social Intelligence	16	20-100
Critical Thinking	16	20-100
Emotional Intelligence	16	20-100
Developing a Lunch and Learn	16	20-100
Talent Management	16	20-100
Workplace Diversity	16	20-100
Appreciative Inquiry	16	20-100
Business Etiquette	16	20-100
Change Management	16	20-100
Risk Assessment and Management	16	20-100
Team Building For Managers	16	20-100
Leadership and Influence	16	20-100
Manager Management	16	20-100
Office Politics for Managers	16	20-100
Performance Management	16	20-100
Meeting Management	16	20-100

KPIS

Training Course	Training hours	# trainees
KPISFOR SALES	16	20
KPISFOR SALES managers	16	20
KPIS FOR CUSTOMER SERVISE	16	20
KPISFOR HR	16	20
KPISFOR marketing	16	20
KPISFOR supply chain	16	20

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DETAILS RECOMENDED COURSES BY FHF

KPIS

The objective of the program is to provide trainees with surgical procedures The objective of the program is to provide trainees with surgical procedures in the main outcome and outcome indicatorsin

Key Content:

- Key performance indicators (KPI's)

The importance of measuring performance indicators, their characteristics, types, and different classifications. The goals we achieve through the use of key performance indicators and methods of measuring key performance indicators.

- Indicators of the tool and its role in the success of the strategies of the organization:

Steps to develop KPI's role of performance indicators in the planning process and policy and objectives development.

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Handling a Challenging 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 Handing 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

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Handling a Difficult Customer Course Outline:

Module One: Getting Started

- Housekeeping Items
- Pre-Assignment Review
- Workshop Objectives
- The Parking Lot
- Action Plan

Module Two: The Right Attitude Starts with You

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

Module Three: Internal Stress Management

- Irritability
- Unhappiness with Your Job
- Feeling Underappreciated
- Not Well-Rested
- Case Study
- Module Three: 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
- Module Four: Review Questions

Module Five: Transactional Analysis

- What is Transactional Analysis?
- Parent

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
- Module Seven: 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
- Module Eight: 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
- Module Nine: Review Questions

Module Ten: Scenarios of Dealing with a Difficult Customer

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

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Emotional Intelligence

<u>Emotional intelligence</u> describes the ability to understand one's own feelings, and that of groups, and how these emotions can influence motivation and behavior. The concepts of Emotional Intelligence have been around since at least the 1900's, but the term was first introduced by Wayne Payne in 1985.
As a result of the growing acknowledgement by professionals of the importance and relevance of emotions to work outcomes, the research on the topic continued to gain momentum, but it wasn't until the publication of Daniel Goleman's best seller *Emotional Intelligence: Why It Can Matter More Than IQ* that the term became widely accepted by mainstream media.

Workshop Objectives:

- Define and practice self-management, self-awareness, self-regulation, self-motivation, and empathy.

- Understand, use and manage your emotions.

- Verbally communicate with others.

- Successfully communicate with others in a non-verbal manner.

- Identify the benefits of emotional intelligence.

- Relate emotional intelligence to the workplace.

- Balance optimism and pessimism.

- Effectively impact others.

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Emotional Intelligence Course Outline:

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: What is Emotional Intelligence

- Self Management
- Self Awareness
- Self Regulation
- Self Motivation
- Empathy

Module Three: Four Skills in Emotional Intelligence

- How to Accurately Perceive Emotions
- Use Emotions to Facilitate Thinking
- Understand Emotional Meanings
- Manage Emotions

Module Four: Verbal Communication Skills

- Focused Listening
- Asking Questions
- Communicating with Flexibility and Authenticity

Module Five: Non-Verbal Communication Skills

- Body Language
- The Signals You Send to Others
- It"s Not What You Say, It"s How You Say It

Module Six: Social Management and Responsibility

- Benefits of Emotional Intelligence
- Articulate your Emotions Using Language.

Module Seven: Tools to Regulate Your Emotions

- Seeing the Other Side
- Self Management and Self Awareness
- Giving in Without Giving Up

Module Eight: Gaining Control

- Using Coping Thoughts
- Using Relaxation Techniques
- Bringing it All Together

Module Nine: Business Practices (I)

- Understand Emotions and How to Manage Them in the Workplace
- Role of Emotional Intelligence at Work
- Disagreeing Constructively

Module Ten: Business Practices (II)

- Optimism
- Pessimism
- The Balance Between Optimism & Pessimism

Module Eleven: Making an Impact

- Creating a Powerful First Impression
- Assessing a Situation
- Being Zealous without Being Offensive

Module Twelve: Wrapping Up

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

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10 Soft Skills You Need Workshop

The meaning of Soft Skills can sometimes be difficult to describe. It can be that unique attribute or characteristic that facilitates great communication. It can be the special way that you show confidence in a challenging situation. These and other events can become more easily managed with this great workshop.

With our 10 Soft Skills You Need workshop your participants will begin to see how important it is to develop a core set of soft skills. By managing and looking at the way people interact and seeing things in a new light, your participants will improve on almost every aspect of their career.

Workshop Objectives:

- Discuss how soft skills are important to success in the workplace

- Understand the 10 key soft skills everyone should have

- Use soft skills to relate more effectively to others in the workplace

- Understand how to use soft skills to communicate, problem-solve, and resolve conflict

- Apply soft skills to specific situations

10 Soft Skills You Need Course Outline:

Module One: Getting Started	Module Seven: Soft Skill 5 and 6: Attitude and Work Ethic
▪ Housekeeping Items ▪ Pre-Assignment Review ▪ Workshop Objectives ▪ The Parking Lot ▪ Action Plan	▪ What Are You Working For? ▪ Caring for Others vs. Self ▪ Building Trust ▪ Work Is Its Own Reward ▪ Case Study ▪ Module Seven Review Questions
Module Two: What are Soft Skills	**Module Eight: Soft Skill 7: Adaptability/Flexibility**
▪ Definition of Soft Skills ▪ Empathy and the Emotional Intelligence Quotient	▪ Getting over the Good Old Days Syndrome

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Communication Strategies

For the better part of every day, we ... are communicating to and with others. Whether it's the speech you ... deliver in the boardroom, the level

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of attention you give your spouse when they are talking to you, or the look you give the cat, it all means something.

The Communication Strategies workshop will help participants understand the different methods of communication and how to make the most of each of them. These strategies will provide a great benefit for any organization and its employees. They will trickle down throughout the organization and positively impact everyone involved.

Workshop Objectives:

- Understand what communication is

- Identify ways that communication can happen

- Identify barriers to communication and how to overcome them

- Develop their non-verbal and paraverbal communication skills

- Use the STAR method to speak on the spot

- Listen actively and effectively

- Ask good questions

- Use appreciative inquiry as a communication tool

- Adeptly converse and network with others

- Identify and mitigate precipitating factors

- Establish common ground with others

- Use "I" messages

Communication Strategies Course Outline:

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: The Big Picture

Module Seven: Listening Skills

- Seven Ways to Listen Better Today
- Understanding Active Listening
- Sending Good Signals to Others

Module Eight: Asking Good

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Assertiveness & Self

Confidence

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Self-confident and assertiveness are two skills that are crucial for success in life. If you don't feel worthy, and/or you don't know how to express your self-worth when communicating with others, life can be very painful. These skills will provide opportunities and benefits to your participants in their professional and personal lives.

The Assertiveness And Self-Confidence workshop will give participants an understanding of what assertiveness and self-confidence each mean (in general and to them personally) and how to develop those feelings in their day-to-day lives. These skills will encompass many aspects of your participant's lives and have a positive effect on all of them.

Workshop Objectives:

Define assertiveness and self-confidence, and list the four styles of communication
Describe the types of negative thinking, and how one can overcome negative thoughts
Explain the difference between listening and hearing.
Define the importance of goal setting, and practice setting SMART goals for assertive behavior
Utilize methodologies for understanding your worth -- and the use of positive self-talk
List reasons why a pleasing appearance and body language are critical for creating a strong first impression
Practice sending positive communications phrased as "I-Messages"
Practice strategies for gaining positive outcomes in difficult interpersonal situations.
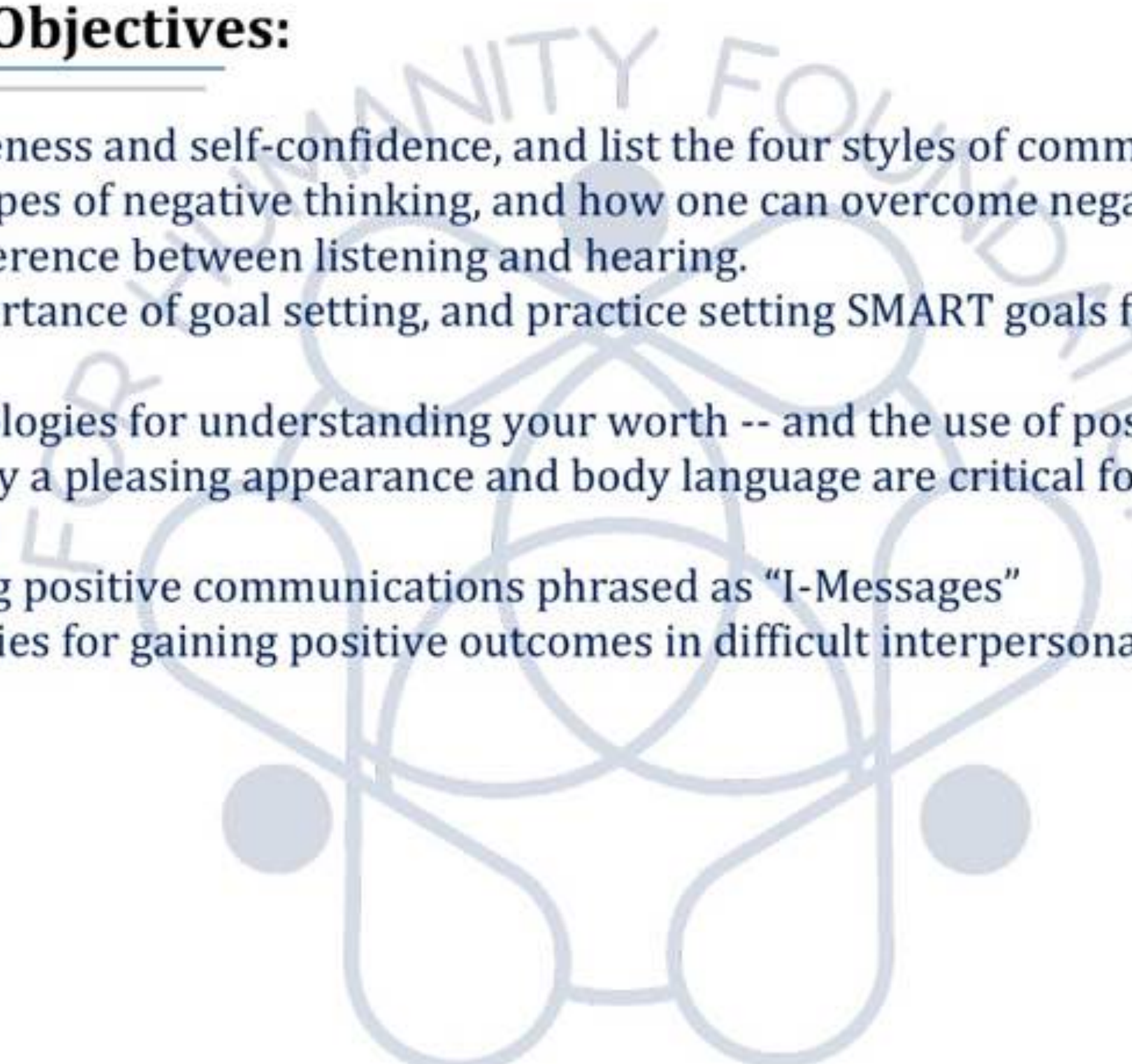
Assertiveness And Self-Confidence Course

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Seven: Looking the Part

- The Importance of Appearance
- The Role of Body Language
- First Impressions Count!

Module Eight: Sounding the Part

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Outline:

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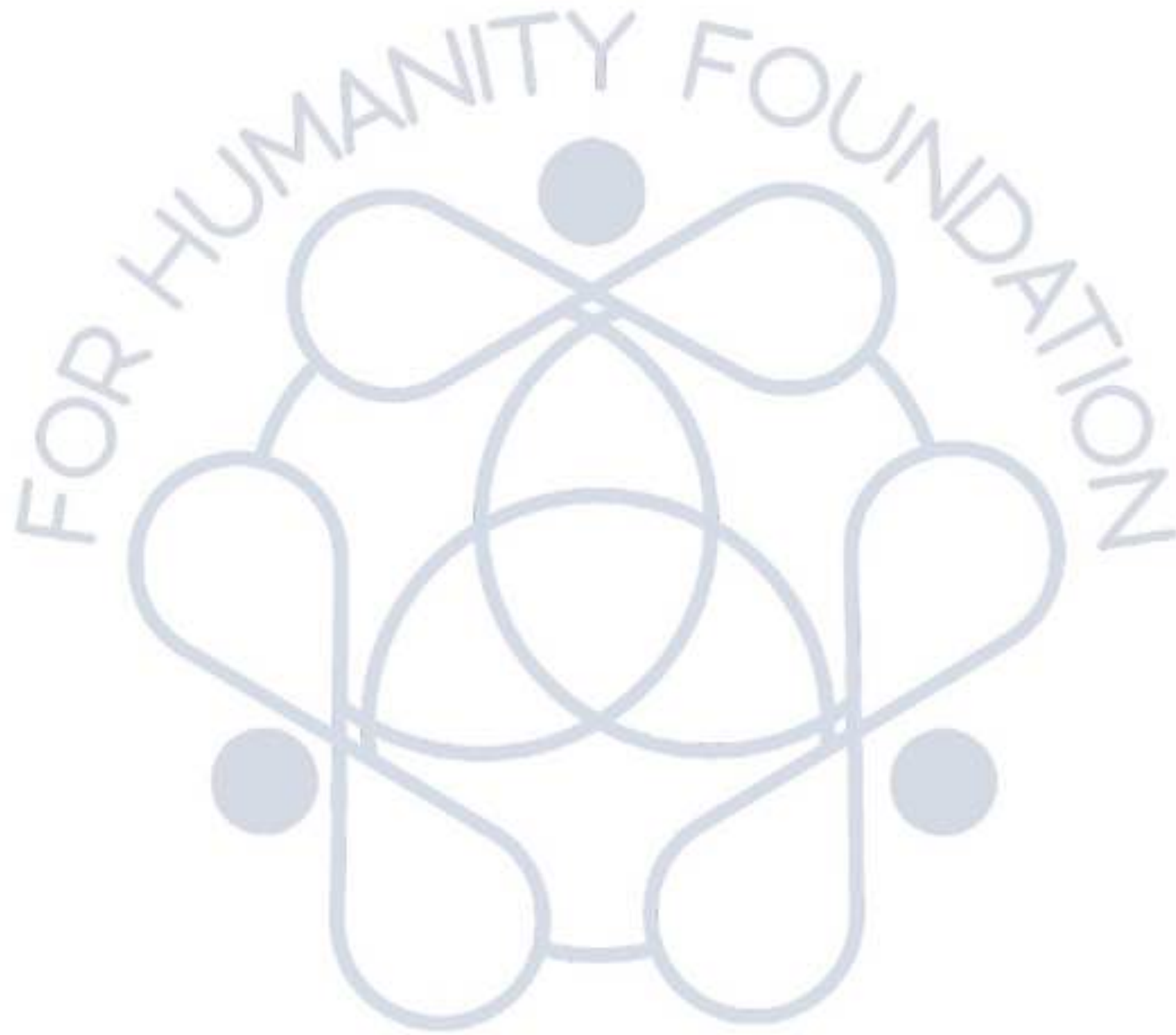
Negotiation Skills

Although people often think of boardrooms, suits, and million dollar deals when they hear the word *negotiation*, the truth is that we negotiate all the time. Through this workshop participants will be able to understand the basic types of negotiations, the phases of negotiations, and the skills needed for successful negotiating.

The Negotiation Skills workshop will give your participants a sense of understanding their opponent and have the confidence to not settle for less than they feel is fair. Your participants will learn that an atmosphere of respect is essential, as uneven negations could lead to problems in the future.

Workshop Objectives:

- Understand the basic types of negotiations, the phases of negotiations, and the skills needed for successful negotiating

- Understand and apply basic negotiating concepts: WATNA, BATNA, WAP, and ZOPA

- Lay the groundwork for negotiation

- Identify what information to share and what to keep to yourself

- Understand basic bargaining techniques

- Apply strategies for identifying mutual gain

- Understand how to reach consensus and set the terms of agreement

- Deal with personal attacks and other difficult issues

- Use the negotiating process to solve everyday problems

- Negotiate on behalf of someone else

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Negotiation Skills Course Outline:

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Understanding Negotiation

- The Three Phases
- Skills for Successful Negotiating

Module Three: Getting Prepared

- Establishing Your WATNA and BATNA
- Identifying Your WAP
- Identifying Your ZOPA
- Personal Preparation

Module Four: Laying the Groundwork

- Setting the Time and Place
- Establishing Common Ground
- Creating a Negotiation Framework
- The Negotiation Process

Module Five: Phase One â€" Exchanging Information

- Getting off on the Right Foot
- What to Share
- What to Keep to Yourself

Module Six: Phase Two â€" Bargaining

- What to Expect
- Techniques to Try
- How to Break an Impasse

Module Seven: About Mutual Gain

- Three Ways to See Your Options
- About Mutual Gain
- What Do I Want?
- What Do They Want?
- What Do We Want?

Module Eight: Phase Three â€" Closing

- Reaching Consensus
- Building an Agreement
- Setting the Terms of the Agreement

Module Nine: Dealing with Difficult Issues

- Being Prepared for Environmental Tactics
- Dealing with Personal Attacks
- Controlling Your Emotions
- Deciding When Itâ€™s Time to Walk Away

Module Ten: Negotiating Outside the Boardroom

- Adapting the Process for Smaller Negotiations
- Negotiating via Telephone
- Negotiating via Email

Module Eleven: Negotiating on Behalf of Someone Else

- Choosing the Negotiating Team
- Covering All the Bases
- Dealing with Tough Questions

Module Twelve: Wrapping Up

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

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Body Language Basics Skills

Can you tell if someone is telling the truth just by looking at them? It is a skill that a lot of people do not have. Through Body Language Basics you will be given a set of tools to use to your advantage. These tools can be utilized in the office and at home. Understanding Body Language will provide you a great advantage in your daily communications.
Body Language Basics will provide you with a great set of skills to understand that what is not said is just as important than what is said. It will also give you the ability to see and understand how your own Body Language is being seen. You will be able to adjust and improve the way you communicate through non-verbal communications.

Workshop Objectives:

- Define body language.

- Understand the benefits and purpose of interpreting body language.

- Learn to interpret basic body language movements.

- Recognize common mistakes when interpreting body language.

- Understand your own body language and what you are communicating.

- Practice your body language skills.

Body Language Basics Course Outline:

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Communicating With Body language

- Learning a New Language
- The Power of Body Language
- More Than Words
- Actions Speak Louder Than Words
- Case Study
- Module Two: Review Questions

Module Three: Reading Body Language

- Head Position
- Translating Gestures Into Words
- Open Vs. Closed Body Language
- The Eyes Have It
- Case Study
- Module Three: Review Questions

Module Four: Body Language Mistakes

- Poor Posture
- Invading Personal Space
- Quick Movements
- Fidgeting
- Case Study
- Module Four: Review Questions

Module Five: Gender Differences

- Facial Expressions
- Personal Distances
- Female Body Language
- Male Body Language
- Case Study
- Module Five: Review Questions

Module Six: Non-Verbal Communication

- Common Gestures
- The Signals You Send to Others
- It's Not What You Say, It's How You Say It
- What Your Posture Says
- Case Study
- Module Six: Review Questions

Module Seven: Facial Expressions

- Linked With Emotion
- Micro-expressions
- Facial Action Coding System (FACS)
- Universal Facial Expressions
- Case Study
- Module Seven: Review Questions

Module Eight: Body Language in Business

- Communicate With Power
- Cultural Differences
- Building Trust
- Mirroring
- Case Study
- Module Eight: Review Questions

Module Nine: Lying and Body Language

- Watch Their Hands
- Forced Smiles
- Eye Contact
- Changes in Posture
- Case Study
- Module Nine: Review Questions

Module Ten: Improve Your Body Language

- Be Aware of Your Movements
- The Power of Confidence
- Position and Posture
- Practice In a Mirror
- Case Study
- Module Ten: Review Questions

Module Eleven: Matching Your Words to Your Movement

- Involuntary Movements
- Say What You Mean
- Always Be Consistent
- Actions Will Trump Words
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up

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

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Telephone Etiquette

The meaning of Telephone Etiquette can sometimes be difficult to describe. It can be a unique attribute or characteristic that facilitates great communication, inside and outside the office. It can be the special way that you show confidence in any challenging situation. These and other events can become more easily managed with this great workshop.

With our Telephone Etiquette workshop, your participants will begin to see how important it is to develop better telephone communication skills. By improving how they communicate on the telephone and improve basic communication skills, your participants will improve on almost every aspect of their career.

Workshop Objectives:

- Recognize the different aspects of telephone

  language

- Properly handle inbound/outbound calls

- Know how to handle angry or rude callers

- Learn to receive and send phone messages

- Know different methods of employee training

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Telephone Etiquette Course Outline:

Module One: Getting Started

- Housekeeping Items
- Pre-Assignment Review
- Workshop Objectives
- The Parking Lot
- Action Plan

Module Two: Aspects of Phone Etiquette

- Phrasing
- Tone of Voice
- Speaking Clearly
- Listen to the Caller
- Case Study
- Module Two: Review Questions

Module Three: Using Proper Phone Language

- Please and Thank You
- Do Not Use Slang
- Avoid Using the Term "You"
- Emphasize What You Can Do, Not What You Can't
- Case Study
- Module Three: Review Questions

Module Four: Eliminate Phone Distractions

- Avoid Eating or Drinking
- Minimize Multi-Tasking
- Remove Office Distractions
- Do Not Let Others Interrupt
- Case Study
- Module Four: Review Questions

Module Five: Inbound Calls

- Avoid Long Greeting Messages
- Introduce Yourself
- Focus on Their Needs
- Be Patient
- Case Study
- Module Five: Review Questions

Module Six: Outbound Calls

- Be Prepared
- Identify Yourself and Your Company
- Give Them the Reason for the Call
- Keep Caller Information Private
- Case Study
- Module Six: Review Questions

Module Seven: Handling Rude or Angry Callers

- Stay Calm
- Listen to the Needs
- Never Interrupt
- Identify What You Can Do For Them
- Case Study
- Module Seven: Review Questions

Module Eight: Handling Interoffice Calls

- Transferring Calls
- Placing Callers on Hold
- Taking Messages
- End the Conversation
- Case Study
- Module Eight: Review Questions

Module Nine: Handling Voicemail Messages

- Ensure the Voice Mail Has a Proper Greeting
- Answer Important Messages Right Away
- Ensure Messages are Delivered to the Right Person
- When Leaving A Message for Others...
- Case Study
- Module Nine: Review Questions

Module Ten: Methods of Training Employees

- Group Training
- One-on-One Training
- Peer Training
- Job Shadowing
- Case Study
- Module Ten: Review Questions

Module Eleven: Correcting Poor Telephone Etiquette

- Screening Calls
- Employee Evaluations
- Peer Monitoring
- Customer Surveys
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up

- Words From The Wise
- Review Of The Parking Lot
- Lessons Learned
- Recommended Reading
- Completion Of Action Plans And Evaluations

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Presentation Skills

Many studies have found that public speaking is the number one fear amongst most people, outranking flying, snakes, insects, and even death. Ironically, it is also one of the skills that can make or break a person's career. Your participants will be provided a strong set of skills that will complement their current presentation skill set.

The Presentation Skills workshop will give participants some presentation skills that will make speaking in public less terrifying and more enjoyable. This workshop includes topics that participants can look forward to including: creating a compelling program, using various types of visual aids, and engaging the audience.

Workshop Objectives:

- Perform a needs analysis and prepare an outline

- Select presentation delivery methods

- Practice verbal and non-verbal communication skills

- Knock down nervousness

- Develop and use flip charts with color

- Create targeted PowerPoint presentations

- Utilize white boarding for reinforcement

- Describe how video and audio enhance a presentation and list criteria for determining what types to use

- Enrich the learning experience with humor, questions, and discussion.

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Presentation Skills Course Outline:

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Creating the Program

- Performing a Needs Analysis
- Writing the Basic Outline
- Researching, Writing, and Editing

Module Three: Choosing Your Delivery Methods

- Basic Methods
- Advanced Methods
- Basic Criteria to Consider

Module Four: Verbal Communication Skills

- Listening and Hearing: They Arenâ€™t the Same Thing
- Asking Questions
- Communicating with Power

Module Five: Non-Verbal Communication Skills

- Body Language
- Itâ€™s Not What You Say, Itâ€™s How You Say It

Module Six: Overcoming Nervousness

- Preparing Mentally
- Physical Relaxation Techniques

Module Seven: Creating Fantastic Flip Charts

- Required Tools
- The Advantages of Pre-Writing
- Using Colors Appropriately
- Creating a Plan B

Module Eight: Creating Compelling PowerPoint Presentations

- Required Tools
- Tips and Tricks
- Creating a Plan B

Module Nine: Wow â€˜Em with the Whiteboard

- Traditional and Electronic Whiteboards
- Required Tools
- Using Colors Appropriately
- Creating a Plan B

Module Ten: Vibrant Videos and Amazing Audio

- Required Tools
- Tips and Tricks
- Creating a Plan B

Module Eleven: Pumping it Up a Notch

- Make Them Laugh a Little
- Encouraging Discussion
- Dealing with Questions

Module Twelve: Wrapping Up

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

We've all met that dynamic, charismatic person that just has a way with others, and has a way of being remembered. Your participants will identify ways of creating a powerful introduction, remembering names, and managing situations when you've forgotten someone's name.

The Interpersonal Skills workshop will help participants work towards being that unforgettable person by providing communication skills, negotiation techniques, tips on making an impact, and advice on networking and starting conversations. They will also identify the skills needed in starting a conversation, moving a conversation along, and progressing to higher levels of conversation.

Workshop Objectives:

- Understand the difference between hearing and listening

- Know some ways to improve the verbal skills of asking questions and communicating with power.

- Understand what is 'non-verbal communication' and how it can enhance interpersonal relationships.

- Identify the skills needed in starting a conversation.

- Identify ways of creating a powerful introduction, remembering names, and managing situations when you've forgotten someone's name.

- Understand how seeing the other side can improve skills in influencing other people.

- Understand how the use of facts and emotions can help bring people to your side.

- Identify ways of sharing one's opinions constructively.

- Learn tips in preparing for a negotiation, opening a negotiation, bargaining, and closing a negotiation.

- Learn tips in making an impact through powerful first impressions.

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Interpersonal Skills Course Outline:

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Verbal Communication Skills

- Listening and Hearing: They Aren't the Same Thing
- Asking Questions
- Communicating with Power

Module Three: Non-Verbal Communication Skills

- Body Language
- The Signals You Send to Others
- It's Not What You Say, It's How You Say It

Module Four: Making Small Talk and Moving Beyond

- The Four Levels of Conversation

Module Five: Moving the Conversation Along

- Asking for Examples
- Using Repetition
- Using Summary Questions
- Asking for Clarity and Completeness

Module Six: Remembering Names

- Creating a Powerful Introduction
- Using Mnemonics
- Uh-Oh…I've Forgotten Your Name

Module Seven: Influencing Skills

- Seeing the Other Side
- Building a Bridge
- Giving In Without Giving Up

Module Eight: Bringing People to Your Side

- A Dash of Emotion
- Plenty of Facts
- Bringing It All Together

Module Nine: Sharing Your Opinion

- Using I-Messages
- Disagreeing Constructively
- Building Consensus

Module Ten: Negotiation Basics

- Preparation
- Opening
- Bargaining
- Closing

Module Eleven: Making An Impact

- Creating a Powerful First Impression
- Assessing a Situation
- Being Zealous without Being Offensive

Module Twelve: Wrapping Up

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

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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 then 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

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Meeting Management Course Outline:

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 PDA"s 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

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Health and Wellness at Work Workshop

A healthy employee is a happy and productive employee, and that is a goal for every organization. Through our Health and Wellness at Work program your participants will experience the benefits of a healthier lifestyle and workplace.

Our Health and Wellness at Work course will be instrumental in creating a "Culture of Wellness" within your organization. Your participants will touch on common issues such as smoking cessation, nutrition & weight loss, and preventative care. Health and Wellness is the responsibility of everyone in an organization so take the positive step and create a program at your organization.

Workshop Objectives:

- Access Health and Wellness Program Needs

- Plan a Health and Wellness Program

- Implement a Health and Wellness Program

- Maintain a Health and Wellness Program

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Creative Problem Solving Workshop

In the past few decades, psychologists and business people alike have discovered that successful problem solvers tend to use the same type of process to identify and implement the solutions to their problems. This process works for any kind of problem, large or small.

The Creative Problem Solving workshop will give participants an overview of the entire creative problem solving process, as well as key problem solving tools that they can use every day. Skills such as brainstorming, information gathering, analyzing data, and identifying resources will be covered throughout the workshop.

Workshop Objectives:

- Understand problems and the creative problem solving process

- Indentify types of information to gather and key questions to ask in problem solving

- Identify the importance of defining a problem correctly

- Identify and use four different problem definition tools

- Write concrete problem statements

- Use basic brainstorming tools to generate ideas for solutions

- Evaluate potential solutions against criteria, including cost/benefit analysis and group voting

- Perform a final analysis to select a solution

- Understand the roles that fact and intuition play in selecting a solution

- Understand the need to refine the shortlist and redefine it

- Understand how to identify the tasks and resources necessary to implement solutions

- Evaluate and adapt solutions to reality

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Creative Problem Solving Course Outline:

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: The Problem Solving Method

- What is a Problem?
- What is Creative Problem Solving?
- What are the Steps in the Creative Solving Process?

Module Three: Information Gathering

- Understanding Types of Information
- Identifying Key Questions
- Methods of Gathering Information

Module Four: Problem Definition

- Defining the Problem
- Determining Where the Problem Originated
- Defining the Present State and the Desired State
- Stating and Restating the Problem
- Analyzing the Problem
- Writing the Problem Statement

Module Five: Preparing for Brainstorming

- Identifying Mental Blocks
- Removing Mental Blocks
- Stimulating Creativity

Module Six: Generating Solutions (I)

- Brainstorming Basics
- Brainwriting and Mind Mapping
- Duncker Diagrams

Module Seven: Generating Solutions (II)

- The Morphological Matrix
- The Six Thinking Hats
- The Blink Method

Module Eight: Analyzing Solutions

- Developing Criteria
- Analyzing Wants and Needs
- Using Cost/Benefit Analysis

Module Nine: Selecting a Solution

- Doing a Final Analysis
- Paired Comparison Analysis
- Analyzing Potential Problems

Module Ten: Planning Your Next Steps

- Identifying Tasks
- Identifying Resources
- Implementing, Evaluating, and Adapting

Module Eleven: Recording Lessons Learned

- Planning the Follow-Up Meeting
- Celebrating Successes
- Identifying Improvements

Module Twelve: Wrapping Up

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

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Digital Citizenship Workshop

Our Digital Citizenship course will give your participants the guidance needed in the ever changing digital world. As our lives are lived more and more online we all need to translate our social skills into the virtual world.

Digital Citizenship allows us to connect, collaborate, and share by using technology appropriately. In person meetings are on the decline which makes it necessary to engage people digitally. Being a good digital citizen means you have a set of skills to work in the digital world.

Workshop Objectives:

- Define digital citizenship.

- Use technology appropriately.

- Use social networking to create your brand.

- Protect your reputation online.

- Practice safe use of technology.

- Understand digital etiquette.

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Digital Citizenship Course Outline:

Module One: Getting Started

- Housekeeping items
- Pre-Assignment Review
- Parking Lot
- Workshop Objectives
- Action Plans

Module Two: What Is Digital Citizenship?

- What is Digital
- Engaging with Others
- It's a Moving Target
- Belonging to a Community
- Case Study
- Module Two: Review Questions

Module Three: Being a Good Citizen

- Build it Up
- Real World Influences
- Using Technology Appropriately
- The Golden Rule
- Case Study
- Module Three: Review Questions

Module Four: Best Practices for Sharing

- Digital Footprints
- Personal and Work Lives
- Stop and Think Before You Post
- Do Not Overshare
- Case Study
- Module Four: Review Questions

Module Five: Networking and Personal Branding (I)

- Personal Branding
- Be Yourself (online and off)
- Social Networking
- If you Share it, Expect Everyone to See It

Module Seven: Digital Security and Safety (I)

- Don't Trust Anyone You Don't Know
- Enable 2-Step Verifications
- Public Wi-Fi
- Public Computers
- Case Study
- Module Seven: Review Questions

Module Eight: Digital Security and Safety (II)

- Email and Attachments
- Password Rules
- Back Up your Files
- Update Your Software
- Case Study
- Module Eight: Review Questions

Module Nine: Dealing With The Dark Side

- See it, Report it
- Bullying and Harassment
- Trolling
- Shared Something You Shouldn't Have?
- Case Study
- Module Nine: Review Questions

Module Ten: Digital Etiquette (I)

- Respect and Tone
- Speak Up, Not Out
- Topics To Avoid
- Keep Private Messages Private
- Case Study
- Module Ten: Review Questions

Module Eleven: Digital

Time Management Workshop

Personal time management skills are essential for professional success in any workplace. Those able to successfully implement time management strategies are able to control their workload rather than spend each day in a frenzy of activity reacting to crisis after crisis - stress declines and personal productivity soars! These highly effective individuals are able to focus on the tasks with the greatest impact to them and their organization.

The Time Management workshop will cover strategies to help participants learn these crucial strategies. Your participants will be given a skill set that include personal motivation, delegation skills, organization tools, and crisis management. We'll cover all this and more during this workshop.

Workshop Objectives:

- Plan and prioritize each day's activities in a more efficient, productive manner

- Overcome procrastination quickly and easily

- Handle crises effectively and quickly

- Organize your workspace and workflow to make better use of time

- Delegate more efficiently

- Use rituals to make your life run smoother

- Plan meetings more appropriately and effectively

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Time Management Course Outline:

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Goal Setting

- The Three P"s
- S.M.A.R.T. Goals
- Prioritizing Your Goals
- Visualization

Module Three: Prioritizing Your Time

- The 80/20 Rule
- The Urgent Versus Important Matrix
- Assertiveness

Module Four: Planning Wisely

- Creating Your Productivity Journal
- Maximizing the Power of Your Productivity Journal
- The Glass Jar: Rocks, Pebbles, Sand, and Water
- Chunck, Block, and Tackle
- Ready, Fire, Aim!

Module Five: Tackling Procrastination

- Why We Procrastinate
- Nine Ways to Overcome Procrastination
- Eat That Frog!

Module Six: Crisis Management

- When the Storm Hits
- Creating a Plan
- Executing the Plan
- Lessons Learned

Module Seven: Organizing Your Workspace

- De-Clutter
- Managing Workflow
- Dealing with E-mail
- Using Calendars

Module Eight: Delegating Made Easy

- When to Delegate
- To Whom Should You Delegate?
- How Should You Delegate
- Keeping Control
- The Importance of Full Acceptance

Module Nine: Setting a Ritual

- What is a Ritual?
- Ritualizing Sleep, Meals, Exercise
- Examples of Rituals
- Using Rituals t Maximize Time

Module Ten: Meeting Management

- Deciding if a Meeting is Necessary
- Using the PAT Approach
- Building the Agenda
- Keeping Things on Track
- Making Sure the Meeting Was Worthwhile

Module Eleven: Alternatives to Meetings

- Instant Messaging and Chat Rooms
- Teleconferencing
- E-mail Lists and Online Groups
- Collaborating Applications

Module Twelve: Wrapping Up

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

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Managing Workplace Anxiety Workshop

The workplace is one of the leading locations where people experience stress and anxiety. Every employee will encounter it sometime during their career. Everyone should be aware of the signs of anxiety and the tools needed to cope and deal with it.

Our Managing Workplace Anxiety workshop will provide your participants the important skills and resources to recognize and manage workplace anxiety. By identifying these symptoms and coping skills employees and managers will be better suited in dealing with these common situations. Through this workshop your participants will be better suited to the challenges that the workplace can bring.

Workshop Objectives:

- Explore different types of workplace anxieties

- Learn to recognize symptoms and warning signs

- Determine ways of coping and managing problems

- Recognize common trigger and accelerants

- Learn the difference between anxiety and common nervousness

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Managing Workplace Anxiety Course Outline:

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Common Types of Anxiety

- Social Anxiety
- Generalized Anxiety Disorder
- Panic Disorder
- Phobias
- Case Study
- Module Two: Review Questions

Module Three: Recognizing Symptoms in Others

- Avoiding Social Situations
- Difficulty in Accepting Negative Feedback
- Difficulty in Focusing on Tasks
- Irrational Fears
- Case Study
- Module Three: Review Questions

Module Four: Coping Strategies (I)

- Keeping a Journal
- Power of Positive Thinking
- Have a "Me" Place You Can Go
- Establish Attainable Goals
- Case Study
- Module Four: Review Questions

Module Five: Coping Strategies (II)

- Talk With Friends and Family
- Get Enough Sleep
- Eating Well and Exercise
- Begin Small and Build Up to Larger Challenges
- Case Study
- Module Five: Review Questions

Module Six: Don't Avoid the Situation

- It's OK to Make a Mistake
- Accept the Situation, and Move On
- Avoidance Can Cause a Cycle of Anxiety
- Identify the Trigger
- Case Study
- Module Six: Review Questions

Module Seven: Differences in Anxiety and Normal Nervousness

- It Runs Along a Spectrum
- Anxiety Can Happen Without a Cause
- The Length of Time Symptoms Last
- It"s an Exaggeration of Normal Feelings
- Case Study
- Module Seven: Review Questions

Module Eight: Physical Symptoms

- Rapid Heartbeat
- Panic Attack
- Headache
- Trembling or Shaking
- Case Study
- Module Eight: Review Questions

Module Nine: Recognize the Positive Aspects of Anxiety

- It Alerts Us to Danger
- Improves Self-Awareness
- Can Be a Great Motivator
- Prevent Mistakes
- Case Study
- Module Nine: Review Questions

Module Ten: Common Anxiety Triggers

- Uncertainty or Fear of the Unknown
- Holding in Feelings
- Public Speaking/Speaking Up
- Trying to Be Perfect
- Case Study
- Module Ten: Review Questions

Module Eleven: When to Seek Extra Help?

- Feeling Overwhelmed
- Physical Changes
- Unable to Work or Function
- Panic Attacks
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up

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

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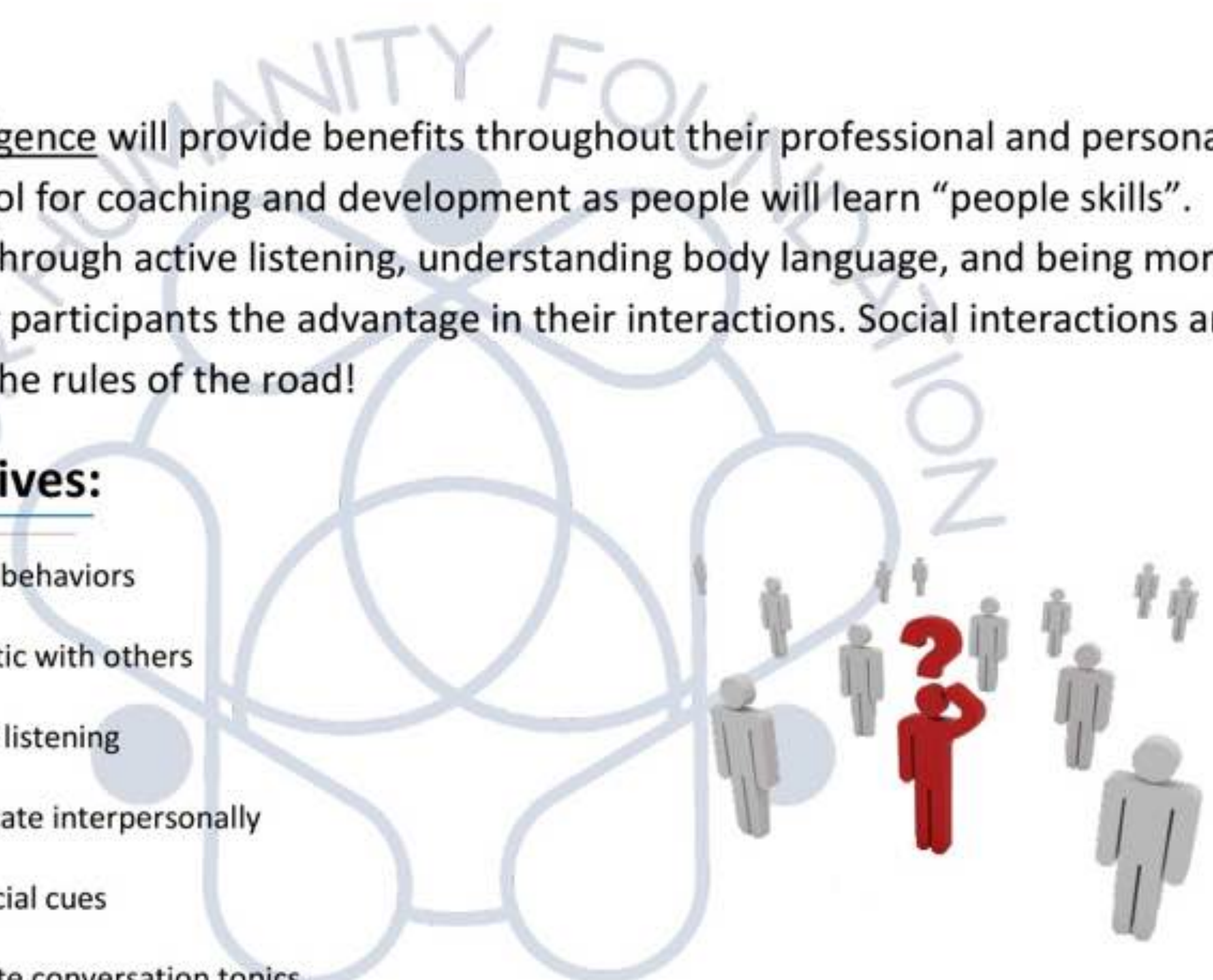**www.fhf.co.com - info@fhf.co.com**

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Social Intelligence Workshop

Social Intelligence is about understanding your environment and having a positive influence. Your participants will become more confident in their social situations by learning how to express and interrupt social cues. They will create positive connections and increase their influence during social situations.

Increasing Social Intelligence will provide benefits throughout their professional and personal lives. It is a fantastic tool for coaching and development as people will learn "people skills". Improving social skills through active listening, understanding body language, and being more empathic will give your participants the advantage in their interactions. Social interactions are a two way street, know the rules of the road!

Workshop Objectives:

- Be aware of our own behaviors

- Learn to be empathetic with others

- Know tools for active listening

- Effectively communicate interpersonally

- Recognize various social cues

- Determine appropriate conversation topics

- Know various forms of body language

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Social Intelligence Course Outline:

Module One: Getting Started

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

Module Two: Increase Your Self-Awareness

- Remove or Limit Self-Deception
- Ask for Feedback
- Be Open to Change
- Reflect on Your Actions
- Case Study
- Module Two: Review Questions

Module Three: The Keys to Empathy

- Listening and Paying Attention
- Don't Judge
- Shift Your View
- Don't Show Fake Emotions
- Case Study
- Module Three: Review Questions

Module Four: Active Listening

- Attunement
- Don't Jump to Conclusions
- Shift your Focus
- Don't Discount Feelings
- Case Study
- Module Four: Review Questions

Module Five: Insight on Behavior

- Perception
- Facts vs. Emotion
- Online Communication
- Listen and Watch More
- Case Study
- Module Five: Review Questions

Module Six: Interpersonal Communication

- Give Respect and Trust
- Be Consistent
- Always Keep Your Cool
- Observing Body Language
- Case Study
- Module Six: Review Questions

Module Seven: Social Cues (I)

- Recognize Social Situations
- The Eyes Have It
- Non-Verbal Cues
- Verbal Cues
- Case Study
- Module Seven: Review Questions

Module Eight: Social Cues (II)

- Spectrum of Cues
- Review and Reflect
- Being Adaptable and Flexible
- Personal Space
- Case Study
- Module Eight: Review Questions

Module Nine: Conversation Skills

- Current Events
- Conversation Topics
- Cues to Watch For
- Give People Your Attention
- Case Study
- Module Nine: Review Questions

Module Ten: Body Language

- Be Aware of Your Movements
- It's Not What You Say, It's How You Say It
- Open Vs. Closed Body Language
- Communicate with Power
- Case Study
- Module Ten: Review Questions

Module Eleven: Building Rapport

- Take the High Road
- Forget About Yourself
- Remembering People
- Ask Good Questions
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up

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

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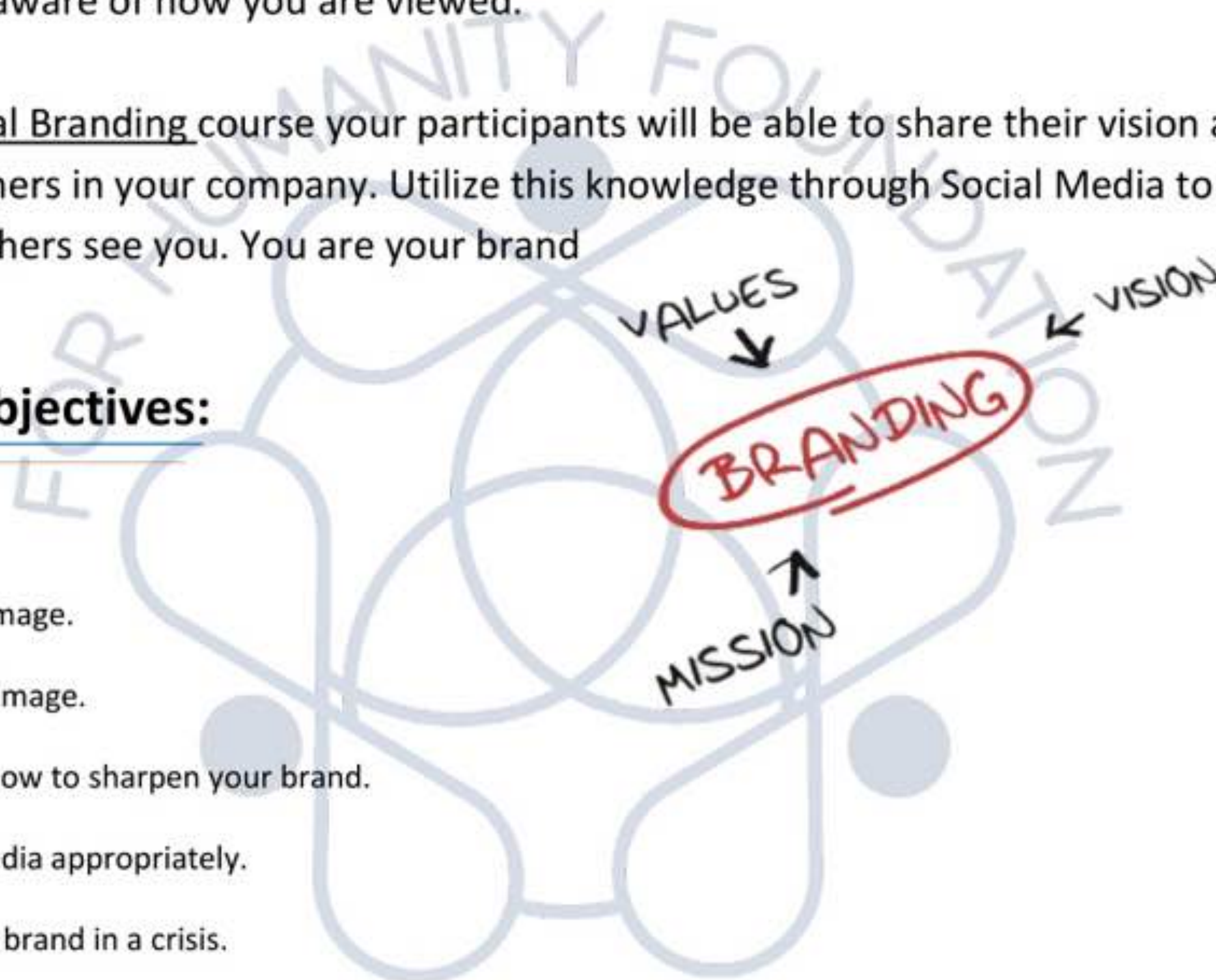**www.fhf.co.com - info@fhf.co.com**

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Personal Branding

Personal Branding is identifying your assets, characteristics, strengths, and skills as an individual. Understanding Personal Branding will provide advantages in your participant's personal and professional lives. Branding is a mix of how you present yourself and how others see you. It is important to be aware of how you are viewed.

With our Personal Branding course your participants will be able to share their vision and passions with others in your company. Utilize this knowledge through Social Media to define and influence how others see you. You are your brand so protect it. Live it.

Workshop Objectives:

- Define your image.

- Control your image.

- Understand how to sharpen your brand.

- Use social media appropriately.

- Manage your brand in a crisis.

- Develop a professional appearance.

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Personal Branding Course Outline:

Module One: Getting Started

- Housekeeping items
- Pre-Assignment Review
- Parking Lot
- Workshop Objectives
- Action Plans

Module Two: Defining Yourself (I)

- If You Don't, They Will
- Brand Mantra
- Be Real
- SWOT Analysis
- Case Study
- Module Two: Review Questions

Module Three: Defining Yourself (II)

- Pillars
- Passions
- Define Your Strengths
- The Three C's
- Case Study
- Module Three: Review Questions

Module Four: Controlling and Developing Your Image

- Clear and Defined
- Consistent Image
- It Takes a Commitment
- Live It Every Day
- Case Study
- Module Four: Review Questions

Module Five: Personal and Professional Influences

- Corporate and Personal Integration
- They Will Influence Each Other
- Be a Professional
- Build Rapport
- Module Five: Review Questions

Module Six: Sharpening Your Brand

- Blogging
- Authenticity is Key (always be authentic)
- Transparency
- Networking
- Case Study
- Module Six: Review Questions

Module Seven: Appearance Matters

- First Impressions
- Rise Out of The Crowd
- True Reflection
- Dress For Success
- Case Study
- Module Seven: Review Questions

Module Eight: Social Media (I)

- Needs Constant Monitoring
- Security
- Have an Objective
- Promote
- Case Study
- Module Eight: Review Questions

Module Nine: Social Media (II)

- It's a Tool
- Content is King
- Have a Gimmick
- Don't Ignore Any Mentions
- Case Study
- Module Nine: Review Questions

Module Ten: Brand Management During a Crisis

- Caught In a Bad Spot?
- Never Burn a Bridge
- Information
- Monitor and Respond
- Case Study
- Module Ten: Review Questions

Module Eleven: Branding Personality Traits

- Identify Your Unique Values
- Be Bold
- Think Outside the Box
- Fail. Learn. Repeat
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up

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

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Business Etiquette Workshop

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.

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Business Ethics Course Outline:

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

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Customer Service Workshop

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

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Customer Service Course Outline:

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Who We Are and What We Do

- Who Are Customers? (internal/external)
- 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 Their Needs

- Understanding the Customer"s Problem
- 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 Communication
- 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

Module Eight: Providing Electronic Customer Service

- The Advantages and Disadvantages of Electronic Communication
- Understanding Netiquette
- Tips and Tricks
- Examples: Chat or e-mail

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 Every Time

- Ten Tips

Module Twelve: Wrapping Up

- Words from the Wise
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- Completion of Action Plans and Evaluations

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Overcoming Sales Objections

Experiencing a sales objection can be a disheartening event. Through this course your participants will learn how to eliminate the objection and push through to get that sale. Even the best quality services or items can be turned down, and learning how to overcome these denials will be of great benefit.

Overcoming Sales Objections is an essential part of the sales process, as it will open up a whole new set of opportunities. It will produce new sales and provide an ongoing relationship with new clients. Objections will always occur no matter the item being sold or presented.

Workshop Objectives:

- Understand the factors that contribute to customer objections.

- Define different objections.

- Recognize different strategies to overcome objections.

- Identify the real objections.

- Find points of interest.

- Learn how to deflate objections and close the sale.

Overcoming Sales Objections Course Outline:

Module One: Getting Started

- Housekeeping Items
- The Parking Lot
- Workshop Objectives
- Action Plans and Evaluation Forms

Module Two: Three Main Factors

- Skepticism
- Misunderstanding
- Stalling
- Module Two: Review Questions

Module Three: Seeing Objections as Opportunities

- Translating the Objection to a Question
- Translating the Objection to a Reason to Buy
- Case Study
- Module Three: Review Questions

Module Four: Getting to the Bottom

- Asking Appropriate Questions
- Common Objections
- Basic Strategies
- Case Study
- Module Four: Review Questions

Module Five: Finding a Point of Agreement

- Outlining Features and Benefits
- Identifying Your Unique Selling Position
- Agreeing with the Objection to Make the Sale
- Case Study
- Module Five: Review Questions

Module Six: Have the Client Answer Their Own Objection

- Understand the Problem
- Render It Unobjectionable
- Case Study
- Module Six: Review Questions

Module Seven: Deflating Objections

- Bring up Common Objections First
- The Inner Workings of Objections
- Case Study
- Module Seven: Review Questions

Module Eight: Unvoiced Objections

- How to Dig up the â€œReal Reasonâ€
- Bringing Their Objections to Light
- Case Study
- Module Eight: Review Questions

Module Nine: The Five Steps

- Expect Them
- Welcome Them
- Affirm Them
- Complete Answers
- Compensating Benefits
- Module Nine: Review Questions

Module Ten: Dos and Don"ts

- Dos
- Donâ€™ts
- Module Ten: Review Questions

Module Eleven: Sealing the Deal

- Understanding When Itâ€™s Time to Close
- Powerful Closing Techniques
- The Power of Reassurance
- Things to Remember
- Module Eleven: Review Questions

Module Twelve: Wrapping Up

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

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Sales Fundametals Workshop

Although the definition of a sale is simple enough, the process of turning someone into a buyer can be very complex. It requires you to convince someone with a potential interest that there is something for them in making their interest concrete – something that merits spending some of their   hard-earned   money.

The Sales Fundamentals workshop will give participants a basic sales process, plus some basic sales tools, that they can use to seal the deal, no matter what the size of the sale. Your participants will become more confident, handle objections, and learning how to be a great closer.

Workshop Objectives:

- Understand the language of sales

- Prepare for a sales opportunity

- Begin the discussion on the right foot

- Make an effective pitch

- Handle objections

- Seal the deal

- Follow up on sales

- Set sales goals

- Manage sales data

- Use a prospect board

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Sales Fundamentals Course Outline:

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Understanding the Talk

- Types of Sales
- Common Sales Approaches
- Glossary of Common Terms

Module Three: Getting Prepared to Make the Call

- Identifying Your Contact Person
- Performing a Needs Analysis
- Creating Potential Solutions

Module Four: Creative Openings

- A Basic Opening for Warm Calls
- Warming up Cold Calls
- Using the Referral Opening

Module Five: Making Your Pitch

- Features and Benefits
- Outlining Your Unique Selling Position
- The Burning Question That Every Customer Wants Answered

Module Six: Handling Objections

- Common Types of Objections
- Basic Strategies
- Advanced Strategies

Module Seven: Sealing the Deal

- Understanding When It's Time to Close
- Powerful Closing Techniques
- Things to Remember

Module Eight: Following Up

- Thank You Notes
- Resolving Customer Service Issues
- Staying in Touch

Module Nine: Setting Goals

- The Importance of Sales Goals
- Setting SMART Goals

Module Ten: Managing Your Data

- Choosing a System That Works for You
- Using Computerized Systems
- Using Manual Systems

Module Eleven: Using a Prospect Board

- The Layout of a Prospect Board
- How to Use Your Prospect Board
- A Day in the Life of Your Board

Module Twelve: Wrapping Up

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

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Call Center Training Workshop

Phone skills are a highly valuable tool to have in an employee's skill-set, and Call Center Training will help provide those skills. This course will help your participants improve their phone skills which will make them more confident, improve sales, and help gain new customers while retaining your current cliental. A more confident employee is also one that is happier, and happier employees will produce happier customers.

Call Center Training will lower costs as it can reduce turnover. Participants will learn the skills to improve productivity and performance. This will produce a positive environment throughout your company and help influence the organization as a whole. Evaluating metrics and coaching are also used to make sure the participants are reaching their potential, and to keep their skill-set at a high level.

Workshop Objectives:

- Define and understand call center strategies.
- Identify different types of buying motivations.
- Create SMART Goals.
- Familiarize myself with strategies that sharpen effective   communication.
- Use proper phone etiquette.
- Set benchmarks.

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Call Center Training Course Outline:

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: The Basics (I)

- Defining Buying Motives
- Establishing a Call Strategy
- Prospecting
- Qualifying
- Case Study
- Review Questions

Module Three: The Basics (II)

- Getting Beyond The Gate Keeper
- Controlling The Call
- Difficult Customers
- Reporting
- Case Study
- Review Questions

Module Four: Phone Etiquette

- Preparation
- Building Rapport
- Speaking Clearly - Tone of Voice
- Effective Listening
- Case Study
- Review Questions

Module Five: Tools

- Self Assessments
- Utilizing Sales Scripts
- Making the Script Your Own
- The Sales Dashboard
- Case Study
- Review Questions

Module Six: Speaking Like a Star

- S = Situation
- T= Task
- A= Action
- R = Result
- Case Study
- Review Questions

Module Seven: Types of Questions

- Open Questions
- Closed Question
- Ignorant Redirection
- Positive Redirection
- Negative Redirection
- Multiple Choice Redirection
- Case Study
- Review Questions

Module Eight: Benchmarking

- Benchmark Metrics
- Performance Breakdown
- Implementing Improvements
- Benefits
- Case Study
- Review Questions

Module Nine: Goal Setting

- The Importance of Goals
- SMART Goals
- Staying Committed
- Motivation
- Overcoming Limitations
- Case Study
- Review Questions

Module Ten: Key Steps

- Six Success Factors
- Staying Customer Focused
- The Art of Telephone Persuasion
- Telephone Selling Techniques
- Case Study
- Review Questions

Module Eleven: Closing

- Knowing When it"s Time to Close
- Closing Techniques
- Maintaining the Relationship
- After the Sale
- Case Study
- Review Questions

Module Twelve: Wrapping Up

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

Stress Management Workshop

Positive and negative stress is a constant influence on all of our lives. The trick is to maximize the positive stress and to minimize the negative stress. Your participants will be shown how stress can be positive and negative, and we'll look at the Triple A approach that will form the basis of this workshop.

The <u>Stress Management</u> workshop will give participants a three-option method for addressing any stressful situation, as well as a toolbox of personal skills, including using routines, relaxation techniques, and a stress log system. They will also understand what lifestyle elements they can change to reduce stress.

Workshop Objectives:

- Identify the best approach to a stressful situation (Alter, Avoid, or Accept)

- Understand what lifestyle elements you can change to reduce stress

- Use routines to reduce stress

- Use environmental and physical relaxation techniques

- Better cope with major events

- Use a stress log to identify stressors and create a plan to reduce or eliminate them

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Stress Management Course Outline:

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Understanding Stress

- What is Stress?
- What is Eustress?
- Understanding the Triple A Approach

Module Three: Creating a Stress-Reducing Lifestyle

- Eating Properly
- Exercising Regularly
- Sleeping Well

Module Four: Altering the Situation

- The First A
- Identifying Appropriate Situations
- Creating Effective Actions

Module Five: Avoiding the Situation

- The Second A
- Identifying Appropriate Situations
- Creating Effective Actions

Module Six: Accepting the Situation

- The Third A
- Identifying Appropriate Situations
- Creating Effective Actions

Module Seven: Using Routines to Reduce Stress

- Planning Meals
- Organizing Chores
- Using a To-Do List

Module Eight: Environmental Relaxation Techniques

- Finding a Sanctuary
- Using Music
- Seeing the Humor

Module Nine: Physical Relaxation Techniques

- Soothing Stretches
- Deep Breathing
- Tensing and Relaxing
- Meditation

Module Ten: Coping with Major Events

- Establishing a Support System
- Creating a Plan
- Knowing When to Seek Help

Module Eleven: Our Challenge to You

- Creating a Stress Log
- Week One: Recording Events
- Week Two: Identifying Stressors and Creating a Plan
- Week Three: Creating New Habits
- Reviewing and Evaluating

Module Twelve: Wrapping Up

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

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Collaborative Business Writing Workshop

Writing and communication skills have degraded with more and more people communicating through email and instant messaging. Developing writing skills is still important in the business world as is creating proper documents (such as proposals, reports, and agendas) giving you that extra edge in the workplace.

The <u>Collaborative Business Writing</u> workshop will give your participants the knowledge and skills to collaborate with others and create that important document. Your participants will touch on the types of collaboration, and ways to improve them through certain tools and processes. These basic skills will provide your participants with that   extra benefit in the business world that a lot of people are   losing.

Workshop Objectives:

- Define collaborative business writing
- Know different types of collaborative writing
- Know how to collaborate with team members
- Learn methods of handling conflict in writing
- Build collaborative writing teams

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Collaborative Business Writing Course Outline:

Module One: Getting Started

- Housekeeping Items
- Pre-Assignment Review
- Workshop Objectives
- The Parking Lot
- Action Plan

Module Two: What is Collaborative Business Writing?

- Clarifying the Objective
- Practical Writing Approaches
- Collaborative Writing Strategies
- Collaborative Writing Patterns
- Case Study
- Module Two: Review Questions

Module Three: Types of Collaborative Business Writing

- Parallel Construction – 'cut and paste'
- Parallel Construction – 'puzzle'
- Sequential Summative Construction
- Integrating Construction
- Case Study
- Module Three: Review Questions

Module Four: Collaborative Team Members

- Team Leader Selection
- Chief Editor Designation
- Characteristics of Team Members
- Ways to Build Collaborative Writing Team
- Case Study
- Module Four: Review Questions

Module Five: Collaborative Tools and Processes

- Outlines and Storyboards
- Collaborative Planning
- Collaborative Revision
- Collaborative Team Cohesion
- Case Study
- Module Five: Review Questions

Module Six: Setting Style Guidelines

- Voice and Person
- Format
- Consistent Spelling of Commonly Used Words
- Numbers as Words or Figures
- Case Study
- Module Six: Review Questions

Module Seven: Barriers to Successful Collaborative Writing

- Hoarding
- Innovation
- Search
- Knowledge Transfer
- Case Study
- Module Seven: Review Questions

Module Eight: Overcoming Collaborative Writing Barriers

- Practicing T-shaped Management
- Building Network of Alliances
- Implementing Enablers
- Assessing the Culture and Areas for Improvement
- Case Study
- Module Eight: Review Questions

Module Nine: Styles of Dealing with Conflict

- Ensure that Good Relationships are the First Priority
- Keep People and Problems Separate
- Pay Attention to the Interests that are Being Presented
- Listen First, Talk Second
- Case Study
- Module Nine: Review Questions

Module Ten: Tips for Successful Business Writing Collaboration

- Determine Purpose
- Formulate Outline and Organizational Format
- Selection of Team Leader
- Assign Writing Tasks and Associated Duties
- Case Study
- Module Ten: Review Questions

Module Eleven: Examples of Collaborative Business Writing

- Writing Emails
- Writing Reports
- Writing Training Manuals
- Writing Company Handbooks
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up

- Words From The Wise
- Review Of The Parking Lot
- Lessons Learned
- Recommended Reading
- Completion Of Action Plans And Evaluations

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Change Management Workshop

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.

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Change Management Course Outline:

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 WIIFM

- What"s In It For Me?
- Building Support

Module Four: Understanding Change on an Individual Level

- Clearing
- Programming
- Processing

Module Five: Leading and Managing the Change

- Preparing and Planning
- Delegating
- Keeping the Lines of Communication Open
- Coping with Pushback

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 Purpose of AI
- Examples and Case Studies

Module Nine: Bringing People to Your Side

- A Dash of Emotion
- Plenty of Facts
- Bringing it All Together

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
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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

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Motivating Your Sales Team Course Outline:

Module One: Getting Started

- Housekeeping Items
- Pre-Assignment Review
- Workshop Objectives
- The Parking Lot
- Action Plan

Module Two: Creating a Motivational Environment

- Frequent Team Check-Ins
- Train Your Team
- Emulate Best Practices
- One Size Does Not Fit All!
- Case Study
- Module Two: 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
- Module Three: Review Questions

Module Four: Train Your Team

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

Module Five: Emulate Best Practices

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

Module Eight: Tailor Rewards to the Employee

- Motivation is Personal!
- Choose 1-3 Motivators
- Employee"s Personal Goals
- Reward Achievements
- Case Study
- Module Eight: Review Questions

Module Nine: Create Team Incentives

- Incentives Foster Teamwork
- Team Goals
- Choose 1-3 Motivators
- Reward Achievements
- Case Study
- Module Nine: Review Questions

Module Ten: Implement Incentives

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

Module Eleven: Recognize Achievements

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

Module Twelve: Wrapping Up

- Words From The Wise
- Review Of The Parking Lot
- Lessons Learned
- Recommended Reading
- Completion Of Action Plans And Evaluations

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Public Speaking Workshop

According to a 1973 survey by the Sunday Times of London, 41% of people list public speaking as their biggest fear. Forget small spaces, darkness, and spiders, standing up in front of a crowd and talking is far more terrifying for most people. Through this workshop your participants will become more confident and relaxed in front of an audience which will translate into a successful speaking event.

However, mastering this fear and getting comfortable speaking in public can be a great ego booster, not to mention a huge benefit to your career. The Public Speaking workshop will give participants some basic public speaking skills, including in-depth information on developing an engaging program and delivering their presentation with power.

Workshop Objectives:

- Identify their audience

- Create a basic outline

- Organize their ideas

- Flesh out their presentation

- Find the right words

- Prepare all the details

- Overcome nervousness

- Deliver a polished, professional speech

- Handle questions and comments effectively

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Public Speaking Course Outline:

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Identifying Your Audience

- Performing a Needs Analysis
- Creating an Audience Profile
- Identifying Key Questions and Concerns

Module Three: Creating a Basic Outline

- Outlining the Situation
- Identifying the Task That Had to Be

Module Seven: Being Prepared

- Checking Out the Venue
- Gathering Materials
- A 24 Hour Checklist

Module Eight: Overcoming Nervousness

- A Visit from the Boss
- Preparing Mentally
- Physical Relaxation Techniques
- Appearing Confident in Front of the Crowd (Even If You Donâ€™t Feel That Way)

Module Nine: Delivering Your Speech (I)

- Starting Off on the Right Foot
- Using Visual Aids

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Teamwork & Team Building Workshop

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 and define 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

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Leadership & Influence Workshop

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

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Leadership And Influence Course Outline:

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
- Model the Way
- Inspire a Shared Vision
- Challenge the Process
- Enable Others to Act
- Encourage the Heart
- A Personal Inventory
- Creating an Action Plan
- Set Leadership Goals
- Address the Goals
- Seek Inspiration
- Choose a Role Model
- Seek Experience
- Create a Personal Mission Statement

Module Five: Modeling the Way

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

Module Six: Inspiring a Shared Vision

- Choosing Your Vision
- Communicating Your Vision

Identifying the Benefit for Others

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Supervising Others Workshop

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

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Supervising Others Course Outline:

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
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- Lessons Learned
- Completion of Action Plans and Evaluations

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Attention Management Skills Workshop

A distracted employee is a less effective employee. Employees who do not pay attention to their work can waste valuable time and make careless mistakes. Your participants will be more efficient at their job, make fewer mistakes, and overall be more productive.

<u>Attention Management</u> is a useful skill that allows managers to connect with their employees on an emotional level and motivate them to focus on their work and how to reach their personal and company goals. Your participants will gain valuable insight and strategies into what it takes to be more attentive and vigilant.

Workshop Objectives:

Define and understand attention management.

Identify different types of attention.

Create strategies for goals and SMART goals.

Be familiar with methods that focus attention.

Put an end to procrastination.

Learn how to prioritize time.

Increased productivity

Increased job satisfaction

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Attention Management Course Outline:

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Introduction to Attention Management

- What Is Attention Management?
- Stop Thinking and Pay Attention!
- What Is Mushin?
- What is Xin Yi (Heart Minded)?

Module Three: Types of Attention

- Focused Attention
- Sustained Attention
- Selective Attention
- Alternating Attention
- Attention CEO
- Attentional Blink

Module Four: Strategies for Goal Setting

- Listening to Your Emotions
- Prioritizing
- Re-Gating

Module Five: Meditation

- Beta
- Alpha
- Theta
- Delta
- Gamma

Module Six: Training Your Attention

- Mushin
- Meditation
- Focus Execute
- Visualization
- Case Study

Module Seven: Attention Zones Model

- Reactive Zone
- Proactive Zone
- Distracted Zone
- Wasteful Zone
- Case Study

Module Eight: SMART Goals

- The Three P"s
- The SMART Way
- Prioritizing
- Evaluating and Adapting

Module Nine: Keeping Yourself Focused

- The One Minute Rule
- The Five Minute Rule
- What to Do When You Feel Overwhelmed

Module Ten: Procrastination

- Why We Procrastinate
- Nine Ways to Overcome Procrastination
- Eat That Frog

Module Eleven: Prioritizing Your Time

- The 80/20 Rule
- The Urgent / Important Matrix
- Being Assertive
- Creating a Productivity Journal
- The Glass Jar: Rocks, Pebbles, Sand and Water

Module Twelve: Wrapping Up

- Words from the Wise
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How to Become a More Likeable Boss Workshop

Becoming a more likeable boss can sometimes be a difficult process to describe. It can be one characteristic that facilitates great communication and great employee relationships. It can be the special way that you show confidence in among your team. These and other events can become more easily managed with this great workshop.

With our How to Become a More Likeable Boss workshop, your participants will begin to see how important it is to develop better managerial skills. By managing and looking at the way people interact and seeing things in a new light, your participants will improve on almost every aspect of their career.

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.

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Being A Likeable Boss Course Outline:

Module One: Getting Started

- Housekeeping Items
- Pre-Assignment Review
- Workshop Objectives
- The Parking Lot
- Action Plan

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
- Module Two: 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
- Module Three: Review Questions

Module Four: Leadership by Design

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

Module Five: Understanding Motivation

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

Module Six: Constructive Criticism

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

Module Seven: The Importance of Tone

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

Module Eight: Trusting Your Team

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

Module Nine: Earning Your Team's Trust

- Honesty
- Consistency
- Availability
- Openness
- Case Study
- Module Nine: 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
- Module Ten: 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
- Module Eleven: Review Questions

Module Twelve: Wrapping Up

- Words From The Wise
- Review Of The Parking Lot
- Lessons Learned
- Recommended Reading
- Completion Of Action Plans And Evaluations

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Talent Management Workshop

Talent Management is an investment. Every company wants to have the best and brightest employees, and with Talent Management that can be achieved. The item that usually accounts for the highest cost for a company is its work force. With a company's workforce being the highest cost to it, does it not make sense to invest in it? With Talent Management you are developing a more skilled workforce and attracting a higher caliber of new employee.

We all know that training and retraining costs money and Talent Management can reduce these costs. Recruiting the correct people, and keeping a talented workforce is a priority in today's business environment. Having a talented group of employees has always been a key to success; it will translate into cost savings and higher productivity. Talent Management is the investment that will pay dividends over the course of its use.

Workshop Objectives:

- Define talent and talent management.

- Understand the benefits of talent management.

- Recognize performance management and ways to review talent.

- Identify employee engagement.

- Create assessments and training programs.

- Learn how to improve employee retention.

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Talent Management Course Outline:

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Defining Talent

- What is Talent Management
- Types of Talent
- Skills and Knowledge Defined

Module Three: Understanding Talent Management

- Guidelines
- Importance & Benefits
- Challenges
- Key Elements to Developing a Winning Strategy

Module Four: Performance Management

- Performance Management Defined
- Benefits
- How to Keep Your Employees Motivated
- Case Study

Module Five: Talent Reviews

- 360 Degree Feedback
- Talent Calibration
- Maintaining an Effective Work Force
- Looking to the Future

Module Six: Succession & Career Planning

- What is Succession Planning?
- Developing a Plan
- Executing the Plan
- Overcoming Roadblocks
- Case Study

Module Seven: Engagement

- Employee Engagement
- Generating Engagement
- Influences
- Case Study

Module Eight: Competency Assessments

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

Module Nine: Coaching, Training & Development

- Setting Goals
- Developing Options
- Providing Feedback
- Wrapping Up

Module Ten: Do"s and Don"ts

- Do"s & Don"ts
- Tips for Talent Management
- Case Study

Module Eleven: Employee Retention

- Goals and Motivation
- The Expectancy Theory
- Object Oriented Theory
- Case Study

Module Twelve: Wrapping Up

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

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Office Politics for Managers Workshop

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.

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Office Politics For Managers Course Outline:

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: New Hires

- Company Core Values
- Building Relationships
- Encourage Respect
- Setting Ground Rules
- Case Study
- Module Two: 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
- Module Three: Review Questions

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

- It"s Effects on Moral
- Reinforce the Truth with Facts
- Do Not Participate
- Deal With it Swiftly
- Case Study
- Module Four: Review Questions

Module Five: Office Personalities (I)

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

Module Six: Office Personalities (II)

Module Seven: Getting Support for Your Projects

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

Module Eight: Conflict Resolution

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

Module Nine: Ethics

- Benefits of an Ethical Environment
- Lead by Example
- Ensuring Ethical Behavior
- Addressing Unethical Behavior
- Case Study
- Module Nine: 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
- Module Ten: 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
- Module Eleven: Review Questions

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This training program is a highly interactive program, with courses that are well suited to support the excellence of the work teams in the organizations and organizations

The program is designed to train specialists with the highest level of experience and professionalism.

The number of training hours includes the application of scientific materials, skills and knowledge, as well as interactive games.

A program cycle includes implementation, evaluation and follow-up with a specific system (evaluation and follow-up from FOR HUMANITY system)

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