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Adapting Your Style for Increased Effectiveness

As most experienced leaders know, people come in all shapes and sizes, and what works for one employee (in terms of communicating, motivating, giving feedback, etc.) doesn't have the same results with another employee. Understanding and "speaking" to different styles will make you a more effective leader. In this program you will assess your personal leadership style and apply and practice tools for building connections with employees, running productive meetings and enhancing employee motivation.

Program Length: 1/2 Day

Art and Science of Communication, The

Good communication skills are essential for every employee at every level. The ability to convey ideas, give and receive feedback, resolve differences and persuade others is as important as technical competence in a job. This course shares the basic communication model, helps employees identify common barriers to effective communication, and tailor different communication styles to various personalities.

Program Length: 1 Day

Art of Effective Communication, The

It is not unusual to hear people in companies say, "We have a communication problem here." This two-day program will provide methods and information to analyze and improve your own communication and help you help others. We communicate in many ways: with our words, tone, eyes, and bodies to name a few. Understand the hidden meanings behind the various communication methods and devise strategies to communicate more effectively and avoid unnecessary conflict.

Program Length: 2 Days

Art of Influencing Others, The

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

Program Length: 2 Days

Art of Successful Coaching, The

Most managers are aware that the old school "command and control" method of supervising simply isn't as effective as involving employees in their development. From determining the appropriate coaching approach, to implementing a comprehensive development plan, to conducting an effective coaching session, to setting meaningful team missions and goals, this program provides the tools and techniques to increase any employee's performance.

Program Length: 1 Day

Behavioral Interviewing

This behavioral interviewing program is a dynamic course that gives you the skills to make the best hiring decisions - and avoid costly blunders. You will learn competency-based behavioral interviewing; using the accepted opinion that past and present behavior is the best forecaster of future performance. Whether you've performed 100 interviews or you are new to the interviewing world, this program will give you knowledge and tools to use immediately in your next interview. The outcome? You'll have better interviewing skills, which lead to better hires and a competitive edge for your organization.

Program Length: 1/2 Day

Budgeting Basics

Considered by managers as one of the most onerous tasks, this course demonstrates how to design and present a professional budget. Participants will see the value of budgeting and how to perform the process correctly. The budget process is broken down into eight simple steps and offers helpful tools to design a budget from scratch. After completing this course, you will be able to turn your departmental and personal goals into numbers, build, negotiate and manage your budget...even if you aren't a numbers person.

Program Length: 1/2 Day

Building Organizational Trust

When talking about trust in the workplace, there are two levels of trust that are in play, organizational trust and personal trust. Many times these two levels are intertwined and are hard to tell apart. Leaders within your workplace often have an incredible amount of influence over the culture of trust in your organization. This program will teach you the benefits and behaviors that will inspire a trusting culture, recognize and practice the Five Pillars of Trust and regain trust that has been lost. Trust is the key to a cohesive and collaborative organizational culture.

Program Length: 1 Day

Business Etiquette

Why do manners matter? You bet. A company without common courtesies experiences more employee turnover, more EEOC expenses and more time spent on paperwork related to complaint issues. On an individual level, when you don't use manners and common courtesy, it shows a lack of consideration and professionalism. People then make judgments about you regardless of your abilities. This program provides guidelines for common business etiquette, how to show respect for yourself and others, how to establish positive connections with anyone, and how to choose polite and positive responses to rude behavior.

Program Length: 1 Day

Career Planning and Development

Today's work environment has put a high priority on bright, talented, enthusiastic employees. However, these are the very employees who are frequently recruited away by headhunters and other organizations. So, how do you keep your best employees? By working with them to create a meaningful career development plan—and following through on it. Career planning and development is geared for supervisors and managers who seek to assist employees in their development. However, one of the best ways for supervisors to understand how the process works is to experience it for themselves. In this program you will do all the activities and assessments first-hand; giving you all the skills and tools to apply these to your employees after the program.

Program Length: 1/2 Day

Challenging Negative Attitudes at Work

This course explores how to challenge individual negativity as well as how to protect yourself from the negativity of others. Behavioral models to use in coaching yourself and others in how to build optimistic responses to any given situation are taught. Learn how negative norms become entrenched in an organization, department or team and how to create a more positive working environment.

Program Length: 1 Day

Civility in the Workplace

It sounds so straightforward – be nice to others. But is it really? It is not always a given that you will like the people that you work with, but it is important to understand the value of being civil to one another. In this course participants will identify different types of disruptive behavior and techniques and approaches to overcome conflict, bullying and rudeness. They will create and implement organizational communication strategies to redefine the organizational culture into one of trust and teamwork. This course allows participants to practice techniques for running productive meetings and one on ones, as well as build effective incentive programs to enhance employee motivation.

Program Length: 1 Day

Coaching Conversations

A good coach can be described as an “expert questioner,” with the ability to ask the right questions at the right time and respond to the needs of the individual being coached. Discover how to build your coaching expertise with this half-day program designed to address coaching for improving performance in specific areas, as well as in the larger scope of career development. Learn to establish the context of a situation and lead a series of coaching conversations that make the individual responsible for proactively defining goals and becoming accountable to their commitments. Understand how the various aspects of coaching conversations – such as defining the opportunity or problem, analyzing options, and developing an action plan - can motivate and support individuals to help them successfully meet their goals.

This course is designed to build upon the concepts learned in The Art of Successful Coaching. If participants have completed that course, the discussion of coaching techniques and tools can be covered as a review and more time can be spent on the conversations - allowing more than one student to practice the skills. The course was also designed to work as a stand-alone program, in which case more time can be spent on the techniques and tools, with the conversations being used to demonstrate them.

Program Length: 1/2 Day

Communication Mystery: Solved

This is an accelerated learning program in which learners will complete a series of activities through which they will learn communication skills, as well as uncover a murder mystery. In this course the instructor plays both the trainer, as well as a cantankerous police chief. The theme transports participants through assertive speaking skills, active listening skills and appropriate conflict resolution techniques, all the while trying to figure out the "who done it" mystery theme.

Program Length: 1 Day

Communication Skills for Emerging Leaders

Employees who are new to leadership positions often feel inundated with the new demands placed on them and the number of people they need to communicate with. They need to be direct without being rude, to hold others accountable while creating equitable compromises and to manage conflicts to achieve productive outcomes. This program will give them the confidence and skills to accomplish that.

Program Length: 1 Day

Communication Skills for Technical Professionals

In today's fast-paced world, employees have to be able to get their point across quickly or they won't be effective. To succeed in this type of environment, technical professionals need effective communication skills to accompany their technical prowess. The ability to communicate, cooperate, coordinate, resolve differences and persuade others effectively will determine success as much as the ability to perform the technical aspects of the job. This program will help technical employees build rapport with a wide variety of individuals, prepare effective business documents and prevent unnecessary conflict.

Program Length: 1 Day

Conflict Management

Conflict is inevitable, but if left unchecked it can be highly destructive within an organization. This program offers approaches that will help you identify and enhance the most important aspects of conflict resolution. Develop communication skills that support conflict prevention and practice tools that will end conflict in even the most difficult situations. When you feel that conflict has gone beyond your means, this program offers the benefits of using a third party, as well as procedures for finding an effective mediator.

Program Length: 1 Day

Creative Problem Solving

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

Program Length: 1 Day

Cross-Functional Teams

Working in teams is not new, but working effectively and in a timely fashion can be a challenge for even the finest tuned teams. This course will make the exchange of information much easier. You will learn how to lay the groundwork, the best way to build and shape a team, how to get the work accomplished and ways to evaluate performance. Why not make the job of cross-functional teams more enjoyable. Take this program and learn the necessary skills to thrive and succeed in a team environment.

Program Length: 1/2 Day

Cultural Competency

Awareness and acceptance of difference within an organization creates an environment of cohesion and collaboration; two essential components in order to be productive. In this course participants will identify the components of cultural competencies in the workplace. They will work together to create a cultural competency profile including personal goals to empower individuals to practice acceptance within their environment. Participants will leave this course with more understanding of others cultures and traditions, while also learning positive techniques to generate awareness within their organization.

Program Length: 1 Day

Customer Service Over the Phone

In today's competitive environment, customer service is often the key that sets a successful company apart from others. This program ensures that your customer interactions will result in satisfied, happy customers by providing skills to manage all types of customer calls and situations.

Program Length: 1/2 Day

Dealing With Difficult Conversations

A difficult conversation doesn't need to become an ugly confrontation. Dealing With Difficult Conversations can help you better prepare for communicating under tough circumstances to make your message more effective, help you better control the situation, and achieve a positive outcome.

Program Length: 1/2 Day

Defining Team Roles and Responsibility

When a team is working well together, the result is high productivity and satisfaction. However, when team roles and responsibilities are not clearly defined, the benefits of teamwork often vanish. This program helps ensure that every team operates at its highest potential by defining the team vision and mission, creating a mission critical action plan, establishing clear roles and expectations for individuals and obtaining unconditional commitment and accountability from every team member.

Program Length: 1/2 Day

Dirty Little Secrets that Negatively Impact the Workplace

Do you ever wish training would address what really goes on at work? The people problems that nobody wants to talk about—the people who create obstacles, or are obstacles themselves that prevent you from doing your best work. This program confronts those people problems head-on and gives you solutions and strategies for staying positive and productive among “toxic” people and situations.

Program Length: 1 Day

Diversity Awareness Training

This instructor-led course explores diversity in the workplace. It begins by examining the various aspects of diversity, defining diversity and guiding students through a look at the components of diversity that they personally bring with them. The impact of perception is also examined. Stereotypes are identified and defused through an experiential exercise. Techniques to manage conflict successfully, communicate with respect, confront others who do not appreciate a diverse workplace and handling sensitive situations are examined.

Program Length: 1/2 Day

Dynamic Decision Making

Using a case study approach, this course offers straightforward, easy-to-follow process designed to improve the way you make business decisions or any decision that can help you reach your goal. Our decisions and choices shape our professional and personal lives. Sadly, decision-making is seldom taught as a skill in its own right. This course will present a clear process and user-friendly techniques for making smart choices.

Program Length: 1 Day

Effective Negotiation Skills

Most inexperienced negotiators remain so focused on their position they ignore creative solutions that would meet their underlying interests. This program helps you identify and analyze your needs and expectations in negotiation. It teaches you how to successfully get you from where you are to where you want to be with negotiable proposals and mutually beneficial counterproposals.

Program Length: 1 Day

Employee Initiative: How to Make It Happen

Many managers complain that their employees' work is incomplete and lacks professionalism. On the other hand, many employees complain that their managers don't let them do interesting projects. The solution to both situations is accomplished by empowering employees and requiring accountability in return. In this program you will learn how to create a shared vision with your employees and identify and overcome obstacles to empowerment. You will establish meaningful accountability measures and evaluate the most effective way to "make it happen."

Program Length: 1/2 Day

Ethics In the Workplace

Workplace ethics go beyond "doing the right thing." An ethical workplace establishes a solid foundation for organizational behavior, cultivates better teamwork and productivity, creates consistent standards for company offerings, ensures the legality and enforcement of corporate policies, and supports company growth and reputation. This half-day program explores why workplace ethics should be developed, how to create the standards and policies that support them, training and managing employees to follow and support these standards – and how to deal with problems where ethics are concerned.

Program Length: 1/2 Day

Finance for Non-financial Professionals

This program gives you the tools to develop financial literacy that will enhance your professional credibility and boost your decision-making skills. You will develop a working knowledge of the standard practices, language and fundamentals of finance and accounting that will enable you to control costs, measure results and plan for growth and recognize and avoid problems that can affect the bottom line.

Program Length: 2 Days

First Time Manager

Being promoted is great news! However, it presents major challenges to people being recognized for their expertise and technical know-how. Management is a completely different skill set than any job leading up to the position of manager. Learn the necessary skills to thrive in this transition. This course covers effective delegation, coaching employees, strategic planning, developing trust, and why personal development is critical to success.

Program Length: 1 Day

Fundamentals of Effective Facilitation

Many people find themselves asked to lead training because they are experts on the training topic. But knowing something and teaching others are two very different things. This program will give you the skills to facilitate a training session effectively. You'll understand how adults learn and how different styles of learning appeal to different predispositions, or preferences for learning. You'll also come away with tips and strategies for making your presentations engaging and interactive.

Program Length: 1 Day

Fundamentals of Strategic Planning

What ensures the long-term success of an organization? Nothing! However, it has been proven that companies that partake in serious strategic planning have a significant edge in being successful over

those that don't. This program identifies the elements of an effective strategic planning model, gives you the tools to discover your strengths, weaknesses, opportunities and threats when setting a strategic vision and helps you avoid common pitfalls that derail strategic plans.

Program Length: 1 Day

Getting Things Done

Successful implementation of a project or initiative is founded not only on careful planning – but on the knowledge of what it will really take to “make things happen.” This one-day course, designed for members of project teams, organization change agents, special task force members, and high level contributors within the organization, demonstrates the best strategies for effective implementation of critical work goals. Learn the keys to implement your project, team, and individual tasks for maximum efficiency – even before the project begins. Understand the direction you and your coworkers need to take, establish priorities to drive success, and build plans to produce actionable outcomes. Discover how the motivation of yourself and others to become engaged and accountable for the processes and the execution of tasks which lead to clear, measurable results.

Program Length: 1 Day

Getting to Yes: Successful Sales Negotiation

The difference between selling and negotiating can be the difference between winning or losing the sale. While selling requires persuasiveness, negotiation is principally about problem solving, and developing creative solutions to challenges. Learn to identify negotiation styles in yourself and others, and how to use negotiation during the sales process to get to “yes.” Through skill building exercises and role play, you will learn how to plan and conduct effective negotiations, to respond to difficult questions and obstacles, and finally, close the deal.

Program Length: 1/2 Day

Giving and Receiving Feedback

Would you like to give feedback that sticks? Do you ever hesitate to give feedback because you're not sure what to say? Do you get defensive when someone gives you feedback? This program will give you answers to these questions as well as ideas about making you and your employees more productive and minimizing conflicts and misunderstandings that can disrupt work flow.

Program Length: 1/2 Day

Goal Setting for Success

Attainable goals are what will keep you and your organization moving forward in the right direction. This goal setting program will help you understand what makes a goal attainable by discovering your strengths, weaknesses, opportunities and threats when setting goals. Many times goals are identified correctly but poorly accomplished because there is a lack of planning and strategy regarding how the goal will be achieved. This program will dig deep into the goal setting process to practice writing measurable goals and strategize the best approach to make that goal a reality.

Program Length: 1/2 Day

Great Balancing Act: Maintaining Work/Life Balance, The

Fulfilling the demands of the workplace creates consequences at home. Meeting your personal and family needs has an impact at work. Creating a balance between the two is not always easy. The “right” balance is a very personal thing and will change for each person at different times of his or her life. For some people the issue is being able to find more work rather than having too much work. There is no “one size fits all” solution. One thing is for certain, balanced professionals make happier employees, and happier employees make stronger, more productive professionals. This program helps you identify your current state of work/life balance, assesses what you need to create more balance and assists in developing an action plan that will generate positive outcomes for both you and your organization.

Program Length: 1 Day

How to Conduct Internal Investigations

Discrimination, harassment, theft, substance abuse, sabotage and misconduct are a few reasons why employers conduct internal investigations. Depending on the nature of the event, sometimes a simple investigation is all that is needed. At other times, a formal investigation is required. In any event, how the investigation is handled can make the difference between a fair outcome and a lawsuit. This program gives you the knowledge and tools to conduct a good faith investigation with a reasonable

conclusion, write reports that are complete yet concise and maintain rapport and respect with employees.

Program Length: 1/2 Day

How to Handle Change and Upheaval

Change is a certainty in today's environment. The key to surviving and thriving is to take a proactive approach to change. This program provides the tools to assess typical attitudes toward change, intervene in the change cycle with positive strategies, and combat change-related stress.

Program Length: 1/2 Day

How to be an Outstanding Receptionist

You are the face of your organization to others. Do you appear poised and professional, or do you more often feel scattered from all the multitasking you are asked to do? This program gives you the skills and strategies to create a welcoming environment to clients, visitors and colleagues, to deliver the highest level of customer service, to handle angry or impatient people with diplomacy, and to juggle your multiple priorities effectively.

Program Length: 1 Day

How to Develop and Deliver Dynamic Presentations

How many of you have ever viewed a presentation where it was clear the presenter was ill prepared? "Clicker culture" refers to the vast majority of people in our culture—and in the audience to whom you present—who have been conditioned by media (TV, movies, video, computers, radio). The average "sound bite" is 15-20 seconds and getting shorter. If your presentation doesn't get and keep their attention, they'll "click and change channels." They may be physically present but mentally elsewhere. In this program you will learn how to make your presentations meaningful, memorable and motivating; a "must watch" presenter prepared for prime time.

Program Length: 1 1/2 Days

How to Manage Generation X Employees

Examine Generation X; who are they, what makes them that way, and the challenges and benefits they have brought to the forefront of today's workplace. Learn proven strategies on how to get along with others at work who have a different view of and approach to work-life. Techniques on managing and motivating Generation X-ers are included.

Program Length: 1/2 Day

Increasing Your Emotional Intelligence

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

Program Length: 1/2 Day

Interactive Interviewing

When your job demands that you split your concentration between inputting information accurately into a computer while interacting with a real, live person who deserves your full attention, what do you do? This program shows you how to build rapport and put clients at ease, keep the client engaged as you input information into the computer, deliver bad news in a way that minimizes negative reactions and deal constructively with other people's anger. In turn, you will have increased confidence in your assessments and interviews, and faster and more thorough results for your clients.

Program Length: 1 Day

Interviewing and Hiring

Hiring quality employees is one of the most critical tasks in any organization. The basis of effective interviewing is asking the right questions. Let's face it. If you ask candidates hypothetical questions you will get hypothetical answers. In this program you will learn the art of interviewing systematically so that you are getting the information that is most critical for job performance. Identify competencies associated with the job, conduct interviews and practice evaluating and recruiting candidates in this

highly interactive curriculum.

Program Length: 1 Day

Juggling Multiple Priorities

Have you ever wondered, "How am I supposed to get all of this done? Reports, meetings, evaluations, proposals...and everything needs to be done NOW." In order to decide what work is most important, you must know the specific outcomes you/your organization desire(s), and take those outcomes and break them down into daily roles and responsibilities. This program examines many different approaches to time management and introduces new techniques to enhance your approach in different situations. Practice tools for prioritizing tasks, setting boundaries, eliminating tainted time, and much more in this action packed program.

Program Length: 1 Day

Leading Through Change

Change management is the art and science of guiding an organization and its people through the predictable transitions from current reality to a preferred future position. Change manifests in various forms with diverse results and emotions, but there are two things that you can count on: Change won't go away; it will only increase and you and the people around you need to learn to embrace change. In this program you will taught identify different reactions to change so that you will be better prepared to help employees through it. You will design a plan to help others through change and apply that plan by aligning systems and structures within your organization to better meet the needs of employees experiencing change.

Program Length: 1 Day

Leading Today's Workforce: A Step-by-Step Guide to Building Leadership Skills

Being a manager and being an effective "leader" are very different skill sets. This course will help you learn what the biggest differences are between managers and leaders, how to put the leadership building blocks into place and how to adapt the language of influence. Some of the areas covered will be: the ideal leader, support systems, risk-taking, vision, relationship building, and listening effectively. This course is a must for those managers who really want to make a difference!

Program Length: 1 Day

Managing Managers

Why a program about managing managers? What is it that's difficult? #1: Balancing daily tasks with long-term strategic thinking. If you have managers reporting to you, lots of their "stuff" ends up being "fires" for you to put out. #2: Your direct reports may manage a wide variety of functions, and it's difficult for you to create a sense of unity and cohesiveness for your entire group. #3: If you're typical of most mid-level managers (and of most people!), you would just as soon ignore sticky situations such as dealing with difficult people. In fact, you may even back away. Managing managers takes courage, and in this course we give you a simple, but effective two-pronged approach — focusing on developing your business strategy, while also improving your leadership skills.

Program Length: 1 Day

Managing Remote Teams

The "workplace" is being redefined. Over two-thirds of business professionals report being involved in virtual work - and new technologies and global markets ensure that the trend will continue. The results are increased flexibility and productivity, and enhanced employee and customer satisfaction. This program addresses the special considerations of managing geographically dispersed teams, including establishing expectations for completing work and meeting deadlines, maintaining regular contact, legal and safety issues for employees working out of the office, and tips for long-distance coaching and motivation.

Program Length: 1/2 Day

Managing Stress

Explore strategies for managing stress and minimizing its effects. This program provides a look at the stress cycle and discusses how to intervene at each step in the cycle. It looks at how to achieve balance and gain renewed energy and enthusiasm.

Program Length: 1 Day

Managing Teams

Leading a team is a big responsibility. The effectiveness of the team depends in large part on the quality of your management skills. This program gives you the tools to help ensure that your team runs efficiently while maintaining a high level of motivation and satisfaction among individual team members. Topics covered include developing and using a project plan, establishing accountability among team members, conducting meetings efficiently, helping the team make good decisions, handling conflict productively and rewarding team accomplishments appropriately.

Program Length: 1 Day

Managing Technical Professionals

All managers face challenges, but managers of technical professionals face an additional and unique blend of challenges. Whether it is scientists, engineers, health professionals, or architects the nature of technical professionals and their work requires a second set of management tactics. Learn tips and tricks on how to manage, lead, motivate, and communicate effectively with teams focused on solving highly complex issues.

Program Length: 1/2 Day

Meeting Management

Successful completion of this program will increase your knowledge and ability to effectively prepare for meetings; identify clear and concise objectives, set realistic ground rules; problem solve effectively with meeting participants; actively make decisions and create an action plan; understand the role of the meeting leader; practice techniques as a conflict mediator; create an accountability chart; and plan for follow-through.

Program Length: 1 Day

Motivating Employees to be Their Best

The basic premise of this program is that motivation is not something you do to others; people motivate themselves. This program is not about traditional extrinsic motivation techniques such as rewards, incentives, salary, etc. These use a carrot or stick approach that tries to get employees to change their behavior based on external factors. This program is about helping managers and supervisors create the appropriate climate that fosters positive feelings and eliminates obstacles, then employees will be intrinsically motivated. The three elements of this type of climate are community, influence and openness. The program focuses on providing the skills and techniques you will need to help groups develop a sense of community, to acquire influence over their work-related actions, and to enjoy the openness of shared information and feelings.

Program Length: 1 Day

The Multi-Generational Workplace

Today's generationally-diverse workforce brings a variety of skills, knowledge, and experience to the organization. However, finding ways to connect effectively with the various generations within the workplace can be challenging. Through this half-day program, gain a better understanding of the four generations that make up the current workforce - Veterans, Baby Boomers, and Generations X and Y – and how their unique experiences and expectations impact their views and performance in the workplace. Identify the challenges of working with multiple generations, and learn techniques that foster respectful communication and positive interaction with all groups.

Program Length: 1/2 Day

Office Politics

Office politics often stirs up negative images and memories of bad experiences. Learn about negative tactics and the positive side of office politics. Discover how to use office politics to your advantage while being true-to-yourself.

Program Length: 1/2 Day

Performance Management

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

Program Length: 1 Day

Positive Approaches to Resolving Performance Problems

Countless organizations have some sort of goal-setting plan, and many managers do some sort of coaching. However, when the situation gets sticky with employees not performing up to established goals, many managers become uncertain how to handle the situation effectively. In this program you will learn how to define and identify problem employees or non-performers and then create a plan that will encourage employee buy-in and carry out a disciplinary session that will work for both you and your employees.

Program Length: 1/2 Day

Preventing Workplace Harassment

In this program, you'll learn the answers to all of your questions about dealing with harassment in the workplace. You'll read about real cases, learn some tips and tools for dealing with situations that may come up, and implement steps to prevent the occurrence of harassment.

Program Length: 1/2 Day

Project Management

This one-day program is the most practical and comprehensive introduction to the many facets of project management. From planning to scheduling, budgeting to risk management, it's all right here. Learn what it takes to stay on top of deadlines and expenses and ways to rebound quickly from surprises and setbacks. But most importantly, gain advanced communications skills to get ideas, instructions and requests across quickly and accurately.

Program Length: 1 Day

Real-World Project Management

The buck stops here. As a project manager, that is often true. Project management is getting more complex as organizations are keeping a close eye on schedules and budgets in order to maintain productivity and profitability. This 2-day course covers the steps of project management from definition and planning to implementation, monitoring, completion and evaluation. You will be able to complete a thorough and accurate project plan including task identification, scheduling and budgeting; monitor the key project issues of schedule, budget and performance deliverables; and develop appropriate responses to potential problems. After the project is completed, you will deliver clear and effective reports that include a formal evaluation of the project.

Program Length: 2 Days

Resolving Conflict at Work

Conflict is an inevitable part of work. Whether between individuals or teams, at some point, conflict will arise and need to be addressed. But resolving conflict doesn't need to be a negative experience – in fact, managing conflict can be a catalyst for positive change. This half-day program explores various work relationships and their impact on the employee, how business relationships can be managed to avoid unnecessary conflict, how to use effective resolution steps when conflict occurs, and how to deal with difficult people when managing conflict.

Program Length: 1/2 Day

Retention: Attracting and Keeping Your Best

Managing people can be one of the hardest jobs in the world. Trying to meet the needs of a group of people and make them feel comfortable and at ease, all while maintaining a productive environment may seem impossible. But it's not! Taking retention seriously can, in the end, be the best management tactic that you have ever tackled. This program will offer you methods and procedures that will attract and keep the best employees and also allow you to measure and communicate the benefits and costs of a retention strategy for your organization.

Program Length: 1 Day

Sales Over the Phone

What makes a sales superstar? You might think it is all about the perfect opening line or closing pitch. However, becoming a sales superstar is much more nuts and bolts than that. This program gives you a helpful structure for each day that allows you to set goals and get organized to keep you motivated. You'll also learn how to gain trust over the phone, find more and better leads and follow up on them more effectively, use a script that doesn't sound scripted, and use your voice to enhance each and

every call.

Program Length: 1/2 Day

Sales Presentation Skills

What makes one sales presentation stand out over another? How can you distinguish yourself from your competition? With confidence, credibility and composure. This program will teach you all three skills, along with many others. You'll learn how to gain information and insights about a prospective buyer in order to develop a presentation that addresses his/her specific needs, buying criteria and motivators; heighten interest, attention and retention of prospects by injecting creativity into your sales presentation; and increase the impact of your presentation by being ready to overcome objections and gaining buy-in more easily. The result: you'll shine with professionalism and proficiency.

Program Length: 1 Day

Sandwich Generation: Balancing Home, Eldercare and Work, The

What is "The Sandwich Generation? This term refers to the 44 percent of the population between the age of 45 and 55 that is sandwiched between children still living at home and elder care responsibilities. This group, once called the Baby Boomers, is facing a new demographic trend. For the first time in our history, Americans as a population have more parents than children, and as a result are experiencing the enormous pressures of having to care for this growing group of dependent relatives. This program helps you recognize the special needs of this group within the workplace, while also giving applicable tips and tools to maintain a healthy, balanced lifestyle.

Program Length: 1 Day

Secrets to Management Success

The big secret to management success: Treat employees as responsible adults. The really big secret: This is not unlike the process of raising children to be responsible adults – set them up for success by giving them small tasks/problems they have a good chance of handling well; don't jump in and rescue them when trouble arises; instead, let them learn from their mistakes. This program offers skills and tools to help managers develop responsible employees, decrease struggles and conflict, encourage "accountable moments" as learning opportunities and provide appropriate workplace counseling when needed. All the secrets will be revealed!

Program Length: 1 Day

Sexual Harassment

More than half of all workers have experienced sexual harassment on the job. The resulting cost to companies can be thousands or even millions-of dollars. This program provides practical guidelines to help organizations understand what sexual harassment is, how to handle it when it occurs, and how to avoid it in the first place.

Program Length: 1/2 Day

Solid Business Writing

So much of today's business interactions are not in person, but in writing via e-mail, fax, or text pagers. This makes writing skills more crucial than ever before. Business colleagues and customers will judge competency and professionalism based on your writing ability. Get back to the basics with this course and make sure your t's are crossed and your i's are dotted before sending out vital correspondence.

Program Length: 1/2 Day

Successful Selling Skills and Strategies

Successful salespeople know that sales don't just "happen." They require a combination of technical and people skills that allow you to understand your customer's true expectations and position your products and services to meet them. This results-oriented program reveals how an integration of customer focus throughout the sales process - the consultative system of selling - can help you close more sales and create stronger customer relationships. Learn how specific customer needs shape the entire sales process, and discover how crafting a well- tailored solution and sharpening your communication skills to present concepts, identify opportunities, will help you overcome objections to successfully close the sale.

Program Length: 1/2 Day

Succession Planning

Succession planning is necessary to maintain company culture and institutional knowledge, and to plan for the future with some assurance that key posts will be filled with capable people who can carry out the organization's vision. This program shows you how to conduct a gap analysis to identify current and future needs, how to create a pipeline of potential top leadership and how to bring selection systems, reward systems and management development into alignment with the process of leadership renewal.

Program Length: 1 Day

Supervising in an Automated Environment

Today's work environment often includes high-tech oversight with traditional supervision skills. Both can be very time consuming. This course provides strategies for balancing computer-based documentation and reporting with the face-to-face coaching and encouragement your employees need to do their best work. You will learn how to establish a regular schedule that combines both "open door" hours for your employees and colleagues and "closed door" hours for concentrating on your computer work. As a result, you will maintain visibility and relationships while ensuring the highest quality of your technical oversight work.

Program Length: 1/2 Day

Supervisor Communication Skills

Communication is a complex set of behaviors and interactions that involves both giving and receiving a plethora of information. In this course you will learn the importance of assertive speaking; asking directly for what you need from others without being aggressive. You will discover techniques for holding others accountable while also create and practice the art of equitable compromise.

Program Length: 1 Day

Team Building

Before you can build a cohesive team, individual team members must understand their own values and ways they connect with others. In this program you will learn skills to communicate more effectively, minimize misunderstandings and conflict, and build your sense of value. The program takes you further, helping you take your individual strengths to build a group identity. You will create a team mission statement, ground rules and a plan to foster trust and morale that will lead your team to success.

Program Length: 1/2 Day

Team Foundation, The

Since the advent of downsizing, organizational flattening and layoffs, teams rather than individuals are doing more work. This course provides a solid base for making the most of teams by looking at how to create the appropriate type of team to accomplish a particular task, how to prepare employees for the different stages of team development they will experience as their teams mature, and how to change organizational systems and structures in order to create a culture that supports teams.

Program Length: 1/2 Day

Time Management

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

Program Length: 1 Day

Violence in the Workplace

Chances are you or someone you know has directly experienced workplace violence. Workplace violence litigation has dramatically increased in recent years. In this program you will understand the most common causes of workplace violence, recognize warning signs and practice de-escalating a potentially dangerous situation before it erupts. If you do find yourself in a crisis, the program teaches you how to handle it effectively and manage the aftermath to restore a sense of normalcy in the workplace.

Program Length: 1 Day

What Customers Really Want

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

Program Length: 1 Day