

COURSES AVAILABLE FOR MIX AND MATCH AT YOUR LOCATION:

LEADERSHIP & EXECUTIVE TRAINING
PERSONAL DEVELOPMENT
TEAM MEMBER ENGAGEMENT
SALES & PRESENTATION EFFECTIVENESS
CUSTOMER SERVICE
PROCESS IMPROVEMENT
ORGANIZATIONAL DEVELOPMENT

LEADERSHIP & EXECUTIVE TRAINING**Perfecting your Coaching, Counseling & Mentoring Skills**

Length: 6-hour Live Onsite Workshop

This onsite seminar workshop develops a manager's skills to coach and counsel employees effectively, to improve job performance and motivate people. Participants learn how to identify coaching needs and follow a step-by-step guide to coaching. They learn how to effectively communicate performance expectations, how to give positive and negative performance feedback, how to provide coaching follow-up and support and how to measure performance results. The ability of frontline managers and supervisors to inspire their staff is essential to organizational success. This can happen only through effective coaching. Too often, “working” managers and supervisors fail to provide effective coaching because they feel they don't have time and/or they don't know how. In this course, everyone develops skills to coach effectively and save time by dealing with performance problems in a timely manner.

Effective Leadership Styles-Meet Them Where They Are

Length: 3-hour Live Onsite Workshop

Different types of leadership styles exist in work environments. Advantages and disadvantages exist within each leadership style. The culture and goals of an organization determine which leadership style fits the firm best. Some companies offer several leadership styles within the organization, dependent upon the necessary tasks to complete and departmental needs. Learn how to reach all types of personalities within various position roles and position types.

Coaching for Improved Performance

Length: 3-hour Live Onsite Workshop

This workshop provides effective coaching techniques and other tools to help close the gap between expected performance and actual results. After completing this session, participants will coach for improved performance by following a step-by-step process and use the appraisal meeting to focus on future growth and training for others.

Confident, Assertive, In Charge: Developing the Attitudes of Leadership

Length: 6-hour Live Onsite Seminar

Number of sessions: Two 3-hour sessions, held on the same day or two separate days

The extent to which you will be successful as a leader is conditioned on your ability to influence others at all levels of your organization. Now you can take charge of how others see you. Learn to tap into your latent power, unleash your inner attitudes of confidence and enthusiasm, and build your visibility in the organization. Become more assertive and say "no" when you need to, eliminating confusion over "who's in charge." This intensive, interactive Onsite program begins by helping you see yourself as others see you. What image do you project? Are you hesitant or confident? Are you shy or assertive? Are you controlled by the situation or in charge? Then our expert coaches will help you build on your strengths and eliminate weaknesses, developing the kind of winning attitudes that all successful leaders have.

Cultivate Power without Being Intimidating

Length: 3-hour Live Onsite Workshop

Part of successful organizational leadership is having the ability to assert the power of your position without intimidating others to the point where they are hesitant to take initiative. For staff members to respect you, they need to feel that you are approachable and able to keep your emotions in check. By applying the Dare to Live Spectacular! principles, and by gaining the willing cooperation of others, you become a catalyst for beneficial outcomes for your colleagues, customers, and yourself.

Developing Communication Skills & Giving Feedback

Length: 4-hour Live Onsite Workshop

Are you communicating effectively? How do you handle differing or challenging perspectives? Are you hesitant to disagree with others, especially those in authority? Do you find meetings are a waste of time? What impression does your communication style make on the members of your group? Learn how to communicate effectively and confidently give and receive feedback on how well you are communicating.

Goal Setting and Accountability

Length: 3-hour Live Onsite Workshop

Successful leaders and managers take an active role in goal setting and hold their people accountable. But doing so in a supportive way is critical for the members of the team to feel that what they do makes a difference, keep engagement levels high, and ultimately achieve optimal results. This two-hour Live Onsite workshop will help you instill in your team the importance of individual, team, and development goals, and create a culture of high performance. You will learn tips to build employee engagement that drives positive outcomes, and best practices for holding individuals and teams accountable to the agreed upon goals

Employee Engagement Through Motivational Leadership

Length: 3-hour Live Onsite Workshop

Get the tools you need to change "don't make waves" into "take intelligent risks" and "do nothing wrong" into "do something right" so that you transform your organization.

How the Best Senior Leaders Pave the Way to Engagement

Length: 4-hour Live Onsite Seminar

An employee engagement workshop for executives. You are the visible face of the organization. You set strategic goals, shape the organizational culture, and drive implementation to achieve your vision. And you are the chief architect of employee engagement. This is an exclusive workshop that will dramatically increase your leadership effectiveness and your team's performance.

Leadership Training for Managers

Length: 6-hour Live Onsite Workshop

Number of sessions: Two 3-hour sessions, or one full day course

The business world has changed! Instead of pushing people to achieve, successful leaders pull people to succeed, requiring a new skill set to make it to the top. Learn how to stop managing and start leading, to play a vital part in your organization's future. A good manager is not always a good leader.

Leadership development has meant different things in different times. The modern leader knows that it means developing the skills needed to motivate the modern team. These necessary skills can be learned through a leadership development training program, which is less stressful than being forced to learn the skills on the job. Working your way up the ladder, you've experienced numerous leadership styles from the previous generations of managers.

Leading Across Generations

Length: 3-hour Live Onsite Workshop

Leading a team of diverse generations can be an incredibly rich and productive experience when you have the skills in place to capitalize on the strengths of each generation. This program provides insights and tools to help you turn the attitudes and skills each generation brings to the table into powerful performance drivers. You will learn the approaches that will most often help you lead members of each generation, resulting in an engaging and productive work environment for everyone.

The Leadership Advantage

Length: 6-hour Live Onsite Workshop

This leadership development program gives participants the building blocks to recognize the traits and styles of leaders, sharpen existing skills, and master new strengths. It emphasizes the principles of effective leadership. Moreover, this seminar offers people the practical tools and techniques to become effective leaders.

Leading with Assertiveness

Length: 6-hour Live Onsite Workshop

In this course, you will learn to build on your strengths, advocate for what you need to be successful and use the right language to do so. You will learn strategies to boost your confidence, 10 tips to build assertiveness, combined basic principles from Dale Carnegie, Stephen Covey and other brilliant leaders, practical application of theory to influence and effectively lead your team.

Step Up to Leadership

Length: 6-hour Live Onsite Workshop

Number of sessions: Two 3-hour sessions, or one full day course

Employees are open to influence and motivation. "If you tell me what to do, I will do it to protect my job. But if you inspire me to do it, I will do it to the best of my ability." Supervisors who understand this simple truth and know how to apply it are the ones who generate results in today's organizations. Great managers develop high-performance teams that get results because they know how to lead a team, not just manage it. This program will smooth your transition from individual contributor to supervisor to leader. You will learn the basics like delegation, time management, and performance appraisal techniques, and gain insights into the more advanced aspects of leadership needed to inspire and motivate teams

Winning Leadership: Engage, Align, and Get Results

Length: 12-hour Live Onsite Seminar

Number of sessions: Four 3-hour sessions, held in conjunction with other courses or two 6-hour sessions.

Do today's best leaders dictate change, or inspire it? Do they tell employees what to do, or influence their choices and assist them in reaching their performance goals? The best leaders adapt and lead by example, creating an environment of engagement and accountability for their teams. This four-session Live Onsite seminar will teach you how to stop managing and start leading; to stop pushing and start pulling. You will have ample time to develop and practice the skill set of the modern leader, making you a vital part of your organization's future.

PERSONAL DEVELOPMENT

Dare to Live Spectacular! Development Series

Length: Varies

See program detail for more on this course.

Create Your Work-Life Breakthrough

Length: 2-hour Live Onsite Course

Most of us aspire to live a balanced life. We want to spend the appropriate amount of time and energy in each aspect of our lives. Yet, often our lives fall out of balance due to workplace stress or changes, an accident or injury, an unpredicted event, or even a small worry that grows larger with each passing day. By analyzing our current levels of energy and focus in each aspect of life – work, family, health, community, spirituality, social life, and finances – we can determine how satisfied we are with each, identify potential stressors, and plan a course of action based on what is truly important to us. In this session you will explore useful tips and actions that can help you regain your sense of balance. Create Your Work-Life Breakthrough is part of the Dare to Live Spectacular! Personal and Professional Development System.

How to Communicate with Diplomacy and Tact

Length: 4-hour Live Onsite Workshop

Have you ever been awed by people who always seem to know what to say and how to say it in any situation? They have mastered the art of communicating with diplomacy, tact, and confidence. This is perhaps the single most important skill to influence people and drive results. Learn how to determine if your image is sending the wrong message and gain a flexible communication style with an awareness of your word choices, tone, and body language. Develop the skills to disagree agreeably, communicate more effectively through active listening, and control your own "hot buttons" – right from your own desk!

You'll gain dexterity and grace in dealing with new or trying situations; recognize how you come across to others; speak honestly and confidently; become conscious of body language; master your emotions; give and receive criticism constructively; present yourself as powerful - not intimidating; and say what you need to say without offending or creating conflict.

Secrets of Motivation

Length: 3-hour Live Onsite Workshop

To achieve your strategic objectives, you first need to learn what motivates employees to work to their full potential. Secrets of Motivation will teach you how to become a leader who is known for getting results through people. You'll learn to build effective relationships, encourage commitment, and harness innovation in your environment.

TEAM MEMBER ENGAGEMENT

A Manager's Guide to Sustainable Employee Engagement

Length: 6-hour Live Onsite Workshop

Number of sessions: Two 3-hour sessions, held on the same day or separate days

This program focuses on the business value of engagement and the important role a manager plays in employee engagement. Managers will learn and practice the steps to take to lead a team of fully engaged employees and to sustain those high levels. In this six-hour, three session Live Onsite workshop, participants will commit to and practice the proven attributes, actions, and behaviors they can implement to build, strengthen, and sustain a fully engaged workforce.

Creating a Culture that Engages and Retains Millennials

Length: 3-hour Live Onsite Workshop

Find out what drives engagement with this emerging workforce. Join us for a workshop as we uncover the employee engagement drivers that are unique to millennials and learn how you can better develop an environment that helps to engage and retain them.

Getting Results Without Authority

Length: 2-hour Live Onsite Course

Organizations have changed – there is now a mix of top-down authority and work where no single person is always “the boss.” Between matrix organizations, flatter structures, contracting, and outsourcing, success often depends on gaining the cooperation of people and resources that you do not have direct authority over. Great leaders and managers find success through influence and negotiation. They focus first on gaining employees’ respect and trust. They build up credibility through consistent action and leadership. They listen and provide support, thereby laying the groundwork for future support and influence. In this course, you will learn the characteristics you need to have, and actions you need to take, to get maximum results from people who don’t work directly for you. You’ll learn how to influence others by building authentic trust, credibility, and respect, thereby gaining their willing cooperation when you need it most.

The Manager-Employee Relationship: The Bottom Line for Engagement

Length: 6-hour Live Onsite Workshop

Number of sessions: Two 3-hour sessions, held on the same day or separate days

This program focuses on the business value of engagement and the important role a manager plays in employee engagement. Managers will learn and practice the steps to take to lead a team of fully engaged employees and to sustain those high levels. In this six-hour, three session Live Onsite workshop, participants will commit to and practice the proven attributes, actions, and behaviors they can implement to build, strengthen, and sustain a fully engaged workforce.

Managing Conflict in the Workplace

Length: 3-hour Live Onsite Workshop

Nothing can destroy productivity, derail projects, and damage your reputation faster than workplace conflict. Whether it smolders just beneath the surface or becomes open warfare, conflict can paralyze your group, department, or the entire organization. And once initiated, the unpleasant task of resolving conflicts falls on your shoulders. Based on the time-tested principles, this program prescribes the best approaches for effectively dealing with conflicts, so you can resolve issues while maintaining positive relationships. Learn to diagnose conflict before it intensifies, apply appropriate conflict resolution techniques to specific situations, and remain poised when tension is high.

Managing Workplace Stress

Length: 3-hour Live Onsite Workshop

The list of stress factors in today's world grows longer every day. People react differently to living in this pressure cooker. Some become aggressive while others become passive or just shut down altogether. Regardless of the reaction, the results are the same – personal and organizational productivity grind to a halt, creativity dies, and momentum vanishes. Now you can do something about the destructive forces of stress in the workplace. Learn to assess your current reactions to stress so that you can stop worrying and start working up to your full potential.

Overcoming Workplace Negativity with Enthusiasm

Length: 3-hour Live Onsite Workshop

Negative attitudes spread to the point where they eventually affect performance and decision-making. That's the bad news. The good news is that enthusiasm and positive attitudes spread just as quickly and affect performance just as much -- in the right direction. Overcoming Workplace Negativity with Enthusiasm is a live Onsite program that will show you how to use proven ways to prevent the naysayers, whiners and downers from robbing you and your group of the energy to succeed. In just 3 hours, you'll learn specific techniques for dealing with that burned-out feeling so that you can lead with confidence and enthusiasm. Take a positive step toward success right now.

***ASK ABOUT OUR FREE TRAINING NEEDS
AND ORGANIZATIONAL ASSESSMENT!!***

Performance Reviews That Motivate

Length: 3-hour Live Onsite Workshop

Let's face it. We don't often think that "performance review" and "motivation" belong in the same sentence. Performance reviews can cause anxiety in the associates being appraised and the manager responsible for conducting them. An effective performance review can be an opportunity for honest, open conversation about positive and negative results. It can inspire and engage people when it is focused on plans for the future. By setting expectations and helping associates to create achievable targets well in advance, then coaching and providing adequate feedback throughout the year, performance management becomes part of the culture rather than a dreaded annual event. People support what they help to create. Very few people are motivated by criticism. In this fast-paced course, explore ways to conduct RAVE performance reviews and plan your performance conversations so that staff members feel encouraged, inspired and ready to exceed expectations.

Powerful Conversations to Engage Your Workforce

Length: 3-hour Live Onsite Course

Great conversationalists are able to find connections with others by asking the right questions and learning team members' likes and dislikes. As a result of these relationships, trust is formed and teamwork comes more naturally. In this fast-paced course, you will hone the skills needed to have powerful conversations that will improve professional relationships, build trust, and get real results.

Setting Goals & Clear Expectations for Accountability

Length: 4-hour Live Onsite Workshop

Expectations motivate people to stretch their abilities and grow as team members and people. It is important to set expectations that drive employees to achieve your business goals. Effective leadership comes from involving your employees in the reaching the company vision. The process of employee involvement is a time-consuming one but team members who own their goals stand a better chance of achieving them. The expectations and goals you set should encourage your employees to raise the bar without causing undue stress. And you as their leader need to be able to coach them toward success and hold them accountable along the way.

You Can't Lead if They Won't Follow

Length: 2-hour Live Onsite Workshop

Leadership styles have certainly changed over the years and it isn't getting any easier. One thing that will never change, is that your leadership skills are they are do not matter, if they people you are trying to lead are unwilling to follow. As our workforce and their thought processes change, we must be able to continually adapt in a way that allows us to reach each very different person in a manner that touches their individuality and personal purpose. Sound impossible? It's not. In this course, you will learn how to adapt your leadership style "on the fly" for any situation thrown your way.

SALES & COMMUNICATION EFFECTIVENESS

Appeal to Buyer Motives to Close More Sales

Length: 2-hour Live Onsite Course

In this interactive, two-hour course, you will learn how to gain commitment more easily by conducting the early phases of the sale skillfully. Over-emphasis on closing can feel like a manipulative technique to the buyer and can strain the relationship. The key is to build the relationship throughout the sales process by appealing to buyer emotions and motives. Doing so will improve close ratios and lead to more successful sales.

Cross and Up Selling

Length: 3-hour Live Onsite Workshop

Acquiring new customers requires time and effort, but once onboard they create excellent opportunities for cross-selling and up-selling. By asking the right questions and making appropriate suggestions, you can significantly increase their overall purchase level, add revenue to your company's top-line, and satisfy your client all at the same time. The secret is to uncover your customer's unarticulated needs, and to offer solutions in a professional and consultative way. In this course you will learn to identify opportunities to delivery more products and services to your customers, and to apply a proven selling process that makes decision-making easy. You will become confident presenting additional buying opportunities and higher-margin alternatives, and your customer will thank you for it.

Present Complex Information

Length: 2-hour Live Onsite Workshop

In this interactive, two-hour course, you will focus on how to better present on topics you know well but your audience considers complex or full of new information. The key is to plan out the best approach for listeners so that they can more easily receive the information. Sequencing information in a logical way and in manageable chunks helps them stay engaged, and analogies can be a critical tool for connecting with what your audience already understands. You'll walk away with other best practices for support materials, visuals, and presentation delivery that will help you plan for your next presentation.

Present to Impact and Persuade

Length: 3-hour Live Onsite Workshop

A presentation is one of the most important tools a professional has for getting things done and influencing others. Whether you are persuading colleagues, selling to a client, energizing a team, or recommending an idea to senior leaders, an effective presentation can be the difference between your success and failure. This interactive, three-hour course will help you focus on the visual, vocal, and verbal components of presentation delivery so that your message has the intended impact on your audience.

If you ever needed to persuade others through a presentation, you know there are a host of challenges to doing so effectively. By putting yourself in the listener's situation, a presenter can more easily see the audience's point of view and appeal to their interests. It is also critical that you have a message that is clear, concise, and easy to understand. In this interactive, three-hour course you will learn a proven structure for organizing a persuasive presentation, identify ways to use audience-appropriate evidence, and learn other best practice tips for presenting to persuade.

Public Speaking Mastery

Length: 6-hour Live Onsite Workshop

Who wrote the book on public speaking? Dale Carnegie! He perfected the technique that turns those with the usual public speaking fears and phobia into polished professionals who get their ideas across with poise and enthusiasm. Tap into these techniques and achieve amazing results with Public Speaking Mastery and be the best among your peers while inspiring others to action. This course combines year of tried and true methods with a transformational approach that will capture audiences of any kind.

Remember Names to Build Better Professional Relationships

Length: 2-hour Live Onsite Workshop

In this focused course, you will learn techniques to help you remember names when you need them. They are the basis for being able to more effectively grow and tap into your network of contacts. Find out which tools and formulas you can use that will help you remember the name of just about any person you will ever meet!

How to Communicate with Diplomacy and Tact

Length: 4-hour Live Onsite Workshop

Have you ever been awed by people who always seem to know what to say and how to say it in any situation? They have mastered the art of communicating with diplomacy, tact, and confidence. This is perhaps the single most important skill to influence people and drive results. Learn how to determine if your image is sending the wrong message and gain a flexible communication style with an awareness of your word choices, tone, and body language. Develop the skills to disagree agreeably, communicate more effectively through active listening, and control your own "hot buttons" – right from your own desk!

You'll gain dexterity and grace in dealing with new or trying situations; recognize how you come across to others; speak honestly and confidently; become conscious of body language; master your emotions; give and receive criticism constructively; present yourself as powerful - not intimidating; and say what you need to say without offending or creating conflict.

CUSTOMER SERVICE

Attitudes for Service

Length: 3-hour Live Onsite Workshop

Customer service is a significant part of the entire customer experience. By applying key principles to strengthen relationships and by maintaining your attitude and professionalism in all customer service situations, you and your organization can differentiate yourselves from the competition. In this Live Onsite workshop, you will discuss taking 100% responsibility for customer service. Each time an internal or external customer comes into contact with you, your attitude is showing. You will apply principles and identify ways to maintain a friendly, low pressure and high service environment that makes customers want to come back to you in the future.

Managing Customer Expectations

Length: 3-hour Live Onsite Workshop

It is a simple truth: customers continue to do business with organizations that deliver on what they promise and who have treated them fairly. You have far more potential to develop long lasting relationships and future business success by managing customer expectations in a consistent way. In this session, you examine ways that you can exceed your customers' expectations by setting, monitoring, and influencing their expectations. You start by determining their initial expectations and the reasons for each. Then you proactively set realistic expectations with the customer, leverage sure-fire ways to exceed them, and follow an ongoing and consistent process to manage customer expectations in the future.

Outstanding Customer Service

Length: 2-hour Live Onsite Course

In this interactive, two-hour course, you will be given a simple yet effective process for resolving complaints, as well as some key guidelines to follow in dealing with challenging customers. You will also learn the approaches to engage customers and build loyalty, and a useful process for gaining customer referrals without being pushy or aggressive.

Transforming Customer Complaints into Opportunities

Length: 3-hour Live Workshop

This 3-hour Live Onsite workshop provides useful strategies and guidelines for successfully resolving customer complaints. Using the Restore and Retain Equation can help turn a complaint into an opportunity to create a loyal customer. Cross and up selling opportunities can result from a well-handled complaint. Finally, examining root causes of your common complaints can help you find ways to reduce or eliminate them. By effectively resolving complaints you can reduce stress, build relationships, and improve customer loyalty and retention.

PROCESS IMPROVEMENT

Project Management & Continuous Improvement Plans

Length: 6-hour Live Onsite Workshop

Do you wish there was a systematic approach to improve performance across a project? If so, you will benefit from this Continuous Improvement Project Management course. The course aligns division improvement projects with the annual planning process to achieve specific business objectives. Continuous improvement initiatives allow organizations to gain a competitive edge in the market place; but if these projects are not managed effectively, these efforts are in vain. During this learning experience, participants obtain and apply core project management principles, along with continuous improvement tools, such as Six Sigma, Lean, and Theory of Constraints. In the Continuous Improvement Project Management class, attendees discover how to listen to the voice of the process. By combining these concepts, participants receive the skills necessary for project success.

Creating Effective Measurement Tools for a Changing Workforce

Length: 3-hour Live Onsite Workshop

Once an annual ritual, performance appraisal has become a continuous process by which an employee's understanding of a company's goals and his or her progress toward contributing to them are measured. Performance measurement is an ongoing activity for all leaders and their teams. What is it that you want to measure? Why is it important to measure outcomes and progress? How can the data be used as a tool for future growth? Learn various approaches and remove the fear that traditionally comes along with using metric based measurement tools.

Analyze Problems and Make Decisions

Length: 3-hour Live Onsite Workshop

This 3-hour Live Onsite workshop highlights several different problem solving tools and methods for gathering and analyzing data to make the process efficient and interactive. Decisions often need to be made quickly or under pressure which can lead to stress on individuals and teams. Learn to apply practical principles that can minimize stress that impedes sound decision-making.

Delegation

Length: 3-hour Live Onsite Workshop

In order to be a truly effective manager, you must be comfortable delegating work and ensuring your employees are accountable for delivery. With a fine line between delegating and "dumping", it is important to follow specific steps that make assignments clear and create a sense of ownership among team members while also maintaining overall control. Effective delegation helps develop individuals and achieve specific organizational outcomes. Learn how to identify who is ready for delegation using a reliable and collaborative process, and become prepared to determine "who will do what, when, and to what standard?" in your day-to-day role.

Disagree Agreeably**Length:** 2-hour Live Onsite Course

Left unresolved, disagreements with others can waste time and energy, and also negatively impact productivity. For many, the normal reaction is to avoid disagreements in order to maintain a peaceful work environment. Yet we can gain so much from those with whom we disagree if we can learn to view these situations as learning opportunities, and deal with them in an agreeable and professional way. In this course, you will gain insights into your personality and reactions when dealing with differences of opinion surrounding your "hot buttons." You will learn to give others the benefit of the doubt and how to practice expressing yourself in a way that promotes acceptance, agreeable outcomes, and improved productivity.

Dream Big, Focus Small: Achieve SMARTER Goals**Length:** 3-hour Live Onsite Course

In this fast-paced, three-hour Live Onsite course you will learn how to create such SMARTER goals for personal and professional success. You will see why it is important to both dream big, but then focus small, to overcome common obstacles. And you'll walk away with ten tips that can be key to achieving results and improving your performance.

Negotiations: A Human Relations Approach**Length:** 3-hour Live Onsite Workshop

Applying a proven negotiations process helps people know where they are going and how to plan for success. In this three-hour workshop, you will learn techniques such as building rapport; analyzing the actions, needs, and agendas of all parties; using effective strategies such as presenting alternatives; bargaining in good faith; and finalizing agreements so that everyone "wins" something they want. By doing so you will be able to gain cooperation and increase the likelihood that future interactions will be positive.

Time Management & Organizational Skills**Length:** 3-hour Live Onsite Workshop

Time is at a premium in today's busy society. Good time management and organizational skills are vital to keep you on track, on schedule and on top of things. Learn essential time management and organization skills so you can say good-bye to the stress, pressure, and frustration that come from being disorganized and rushed for time!

ORGANIZATIONAL DEVELOPMENT

Building Your Power Team

Length: 3-hour Live Onsite Workshop

Building a team can be both a challenging and productive experience when a leader has the skills to capitalize on the strengths each person brings to the team. Different generations provide diversity and bring a unique mindset, work style, and communication style. Qualifications, skills, and knowledge are definitely important; however, the ability to relate to others, establish rapport and demonstrate a positive attitude can only be determined through an interview. Asking behavior-based questions can help you differentiate candidates and choose the right person for the team. Once each individual is hired, the first 30 days are critical to successful on-boarding, as your team will need to trust you and believe in you in order to follow you.

Critical Thinking: Tools for Effective Action

Length: 3-hour Live Onsite Workshop

This three-hour Live Onsite workshop will help you in leading your team to pinpoint opportunities for improvement, brainstorm creatively, logically evaluate options, and make informed decisions that will lead to success. The tools discussed will help you become proactive instead of reactive in the face of problems and move from possibilities to solutions.

Generation. Next.

Length: 3-hour Live Onsite Course

Generation. Next. Designed to prepare young people for the real world. This course gives them the skills they need to reach their goals and live up to their full potential - at school, tertiary institutions, college, university, home, and work.

Interviewing Skills & Techniques-Hire the Right Person Every Time

Length: 4-hour Live Onsite Workshop

Learn different types of interviewing techniques, the benefits of behavior based interviews and how to effectively score candidates that you have interviewed so that you can be certain that you have chosen the right person for the job.

Lead Change Effectively

Length: 4-hour Live Onsite Workshop

In this four-hour Live Onsite workshop, we will examine the challenges of change leadership and the mistakes that often result. We will incorporate principles for leading organizational change, leading individuals during times of change, and managing our own reactions to change. Out of this discussion, you will create a draft of a change leadership plan. By creating and following through on this plan, you can take a more organized approach to leading organizational change.

Meetings that Work

Length: 3-hour Live Onsite Workshop

This three-hour Live Onsite workshop is a much needed antidote for any person or organization suffering from poor meetings. By applying these principles and by gaining the willing cooperation of others, you become the catalyst for beneficial outcomes for colleagues, customers, managers, and yourself.

Strategic Planning Essentials: Prepare for Future Success

Length: 3-hour Live Onsite Workshop

Most of us do not need to be convinced about the importance of planning. Research and anecdotal examples abound describing organizations that have thrived or failed due to adequate or inadequate planning. But success takes more than planning - it requires new ways of thinking about who we are as organizations. You can either create your own destiny or be at the mercy of the moment. In this workshop, participants will learn the essentials of strategic planning and prepare their organization for future success.

Succession Planning for You and Your Managers

Length: 2-hour Live Onsite Course

Many leaders in key positions are becoming eligible for retirement. There is a great sense of urgency to proactively plan to replace a key talent. The expense and risk associated with bringing in candidates from the outside is high. Compounding this problem, the supply of job-ready replacement candidates is often limited. If you're unsure where to begin, or are looking for a fresh approach to speed up the process, this course can help.

Trusted Advisor Bootcamp

Length: 12-hour Live Onsite Seminar/Workshop

Number of sessions: Two 6-hour sessions

This twelve-hour Live Onsite seminar is designed to overcome one of the biggest challenges that shared services face in organizations today - *being viewed as a transactional or commodity resource versus a true business partner*. Included are such key elements as: developing rapport and trust, designing solutions that advance stakeholders' strategies, strengthening leadership and influence, managing resistance and conflict, and more.

Unleash the Power of Mentoring

Length: 3-hour Live Onsite Workshop

A mentor provides professional advice and support. They willingly share knowledge, experience and often personal and professional network contacts. Successful mentoring helps less experienced individuals navigate away from costly mistakes. For a mentor, the relationship provides an opportunity to gain a fresh perspective and the satisfaction from guiding others to professional success. Learn what it takes to make the launch of your program successful and avoid the challenges that often derail organizational initiatives.