



**Executive Summary**  
**Workshop Listing**

---

**Traininnovations**  
**561-252-7646**

## **Executive Summary**

Awesome fun, flexibility, and sticking power. This describes the programs and courses by TRINA PULLIAM AND MYRA QUINN. We use an interactive and exciting training approach. The programs and courses are unique, don't get stale and are designed to increase skills, capability and performance in the workplace for both team members and team leaders.

### **Awesome fun**

We use themes to meet all learning objectives. The facilitator serves as a *coach*. The coach uses terminology and themes in experiential learning activities. This motivates participants to learn new skills and apply them in the workplace. By mastering these skills sets, participants are transformed and equipped to perform effectively in the changing work environment. Participants look forward to attending training workshops and stay involved throughout.

### **Flexibility**

Our programs are modularized into ½ day to multiple day workshops. Very few of the modules need to be sequenced. This means that an organization can easily plan training that meets the scheduling and financial needs of the work place.

### **Sticking Power**

It is vital that the competencies learned during training are remembered and applied in the workplace. This approach makes it possible for team members to continue without long term dependency of the consultant. Participants learn buzzwords and theme terms for concepts that are instantly recalled at the work site. Management and leadership skills are quickly integrated into the participants' repertoire of behaviors.

### **Unique**

Our programs are unique. We seek sustainable solutions to every training situation. We believe in constant evaluation and feedback, change and revisions to ensure that training meets the real needs of the ever-changing workplace.

## **Our Methodology**

The hallmark of our methodology is to build capability through action learning – Facilitate, Demonstrate, Practice and Evaluate. All work will be delivered using an approach that builds understanding through action.

- *Facilitating* through coaching using a process management model framework
- *Demonstrating* through leading by example and walking the process from end to end
- *Practicing* through role playing where participants gain hands on experience
- *Evaluating* through a continuous improvement cycle that ensures the process meets specific outcome requirements and participants gain a strong level of understanding

The **methodology** for all our programs (design and delivery) includes adult learning theory and principles as well as, discovery learning, experiential learning, and active engagement. To further ensure maximum effectiveness, each workshop is Co-Facilitated using a variety of tools each building on the previous initiative. Session tools may include awareness inventory, self-score assessment, workbook exercises, role play and experiential activities, group initiatives, and debrief.

### **Core Values:**

Organizational Brilliance consultants live and embrace these core values by enthusiastically advancing the **STAIRway to Excellence**.

- **Systems focus** – We believe an organization’s overall performance requires systematic approaches, deployment, learning and integration. Linkage and alignment refer to the depth and breadth of processes, actions and results.
- **Team and personal learning** – We are committed to continuous improvement and learning is practiced daily. We focus on being the example and sharing the knowledge. This results in more satisfied consultants and cross functional capability.
- **Agility** – We believe in the capacity to rapidly change and be flexible in the complex work environment.
- **Innovation** – We believe making meaningful changes that positively impact the results of the work product. Our consultants present innovative solutions and build a case for innovation.
- **Responsiveness** – We are sensitive to external and internal customer needs. We recognize that customer and employee driven excellence is a strategic concept. This demands awareness and openness of key success factors.

**PROGRAMS, COURSES AND WORKSHOPS ARE IN THE FOLLOWING 9 CATEGORIES:**

1. Leadership development
2. Communication skills
3. Management and Supervisory skills
4. Team development
5. Business skills
6. People skills and Personal development
7. Performance Excellence and Performance Improvement
  - a. Project development
  - b. Quality tools
  - c. Organizational Train the Trainer skills
  - d. Malcolm Baldrige and Florida Sterling Framework
8. Ropes Challenge Course

## LEADERSHIP

### How do Leaders Lead as a Team? Sustainability Solutions for Team Leadership – A 5 Day program

Explore how senior leaders guide an organization, communicate vision and values, create an environment of performance improvement and foster ethical behavior. Each workshop includes an assessment, workbook, exercises and activities to reinforce the learning. This 5 day series includes the following topics:

**1. Building a Culture of Trust and Support**

Leaders often find it difficult to let others into the domain of their department. This workshop explores the significance of trust and the importance of support in the realm of team leadership. Case studies are used to illustrate the value of these characteristics.

**2. Emotional Intelligence**

Participants will explore the areas of emotional intelligence and determine their strengths and areas for improvement. This workshop helps leaders to identify the sum total of the team's emotional intelligence.

**3. MBTI and Belbin**

Using the popular assessments Meyers-Briggs and Belbin Team, leaders can further identify the strengths they bring to the team and the gaps necessary to complete a team for optimum performance.

**4. The Leadership Challenge**

Leaders take the LPI (Leadership Practices Inventory) developed by Kouzes and Posner. Equipped with the results participants develop a plan for improvement in the ten commitments of leadership. Upon sharing the information with team members, each leader begins to foster a culture of trust and support, undertake emotionally intelligent team sense, and exploit the gaps to fill on the Belbin Team Wheel.

**5. The Functional Team Pyramid**

The previous 4 workshops assist in teambuilding and team bonding while participants learn their own strengths and opportunities for improvement. This workshop helps leaders understand and appreciate the overall team dynamics and how each person plays a role in these dynamics. Leaders learn the degree of their degree of versatility as it relates to their social style and how it influences their behavior.

Leading as a team means strengthening others' abilities to excel, inspiring others to share a common vision, recognizing the accomplishments of others and driving the organization's culture and direction. Each workshop is 1-day and optimum for intact executive leadership teams.

Audience: organizational leaders

## **Leadership and a Focus on Process Improvement – Learn the Malcolm Baldrige Way**

This workshop examines Leadership Qualities with a focus on process improvement using an in-class factory exercise to discover leadership and management characteristics. Participants learn the value of engaging employees, getting input, and collaborating to find more efficient and effective solutions.

### **Objectives:**

- Learn about process improvement as it relates to Baldrige and Florida Sterling criteria
- Develop a model for problem solving
- Use the input of others to develop better, faster, and cheaper solutions

1 Day            Audience: leaders and managers

## **The Leadership Challenge – The Five Practices of Exemplary Leadership**

In today's world, there are countless opportunities to make a difference. The Leadership Challenge is about how leaders mobilize others to want to get extraordinary things done. It's about the practices leaders use to transform values into actions, visions into realities, obstacles into innovations, separateness into solidarity, and risks into rewards. It's about a climate in which people turn challenging opportunities into remarkable successes.

### **Objectives:**

- Learn the five practices of exemplary leadership
- Learn how to seize opportunities and inspire others to dream, to participate, and to persevere
- Understand that people are significantly more satisfied with the actions and strategies of their leaders who engage in the 5 practices, and they feel more committed, excited, energized, influential, and powerful

The Leadership Challenge offers everyone the chance to take the initiative and make a difference.

1 Day            Audience: leaders at any level

## **Love Leadership – The New Way to Lead in a Fear-Based World**

Designed around the best seller by John Hope Bryant, participants will learn about the unlikely ingredient for his leadership success: love. Aimed at a new generation of leaders and extremely relevant in today's complex and fast moving world.

### **Objectives:**

- Learn the five laws of love-based leadership
- Understand how to break away from the long-standing leadership style – one based on fear
- Have a framework for personal skills enhancing your ability to lead in the organization.
- Understand how to use the skills to create teamwork, loyalty, trust and support.

½ day            Audience: leaders at any level

## **Leadership Development - How do I effectively develop leadership skills? Do I need to learn all the qualities of a good leader? Will I have to change myself to be more effective?**

In this interactive and hands-on workshop, participants redefine leadership as a kind of action that anyone can take at any time regardless of title, professional history or career path.

### **Participants will:**

- Define leadership as action; not as qualities an individual needs to learn or copy
- Understand how to identify what kind of leadership action is necessary and when
- Make decisions more efficiently and effectively, using the Meaning, Value, Structure Model
- Practice leadership action in a group setting, understanding how to add value in a leadership role
- Create a personalized action plan to initiate leadership action in the “real working world”

1 Day            Audience: leaders at any level

## **MBTI and Leadership - How do I get the most from my people? Can I get others to do what I need? Am I an effective motivator? Can I inspire my direct reports to produce results? What kind of a “boss” am I?**

Using the MBTI, participants determine the impact of their leadership styles and their preferences for communicating, problem solving and conflict resolution. Attendees will better understand team based interactions and develop effective strategies to leverage the people resources that are available to them as leaders.

### **Participants will:**

- Become aware how individual personalities affects group dynamics
- Understand to expect and appreciate differences
- Improve ability to communicate effectively with others
- Develop skills to understand and lead a variety of personality types within the organization

1 Day            Audience: managers, supervisors, team leads

## **High Performing Teams - Building a Highly Motivated, High Performance Team**

This workshop is designed to provide leadership training for moving away from a work group and creating a high performance team. The most important aspect of any team’s development and performance is its sense of unifying purpose. In this interactive workshop, participants explore the six domains of a high performing team and how to create sustainable results in each domain.

### **Participants will**

- Identify the differences between a working group and a high performing team
- Explore the steps to take to move from work group to high performing team
- Understand the importance of quality conversations in creating effective relationships
- Learn how to create a team “code of conduct” and how to establish mutual accountability
- Identify the importance of a unifying purpose through vision, mission and values
- Explore the value of safe risk-taking and how to evolve and improve team performance
- Assess alignment with external environments and how to maintain balance internally vs. externally

1 Day            Audience: leaders at any level

## COMMUNICATION

### Communicating at all Levels - 360° Understanding

Organizational performance and teamwork is dependent on the quality and effectiveness of communicating effectively with all levels of the organization. To communicate effectively with your team members, managers and supervisors at your level, and your manager or director, you have to understand the style and environment. Most managers and team leaders realize the importance of upward communication, but few accept the responsibility for it.

#### Objectives:

- Understand communication style differences
- Practice using the communication process effectively
- Learn to use communication to build teamwork, loyalty, trust, and support

½ day            Audience: all levels

### Effective Listening – Do I hear what I think I heard?

Listening as a component of communication is critical for understanding messages. In the world of work, team members may be pressed for time and under pressure to complete projects. Learning to listen effectively is a crucial skill. This interactive course demonstrates how easy it is to “miss the message”.

#### Objectives:

- Recognize techniques to listen actively
- Learn to clarify and verify messages for understanding
- Discover the communication loop and the importance of verifying messages

½ day            Audience: all levels

### Constructive Dialog – Creating workable collaborations

You come in contact with a variety of people in your workplace. Every encounter with someone results in an opinion and is completely reliant on your skills to communicate in a positive and effective fashion. This workshop is designed to stimulate your thought, assess your awareness of yourself, and provide you with tools for improvement.

#### Objectives

- Learn the factors that Influence communication
- Recognize how to complete the loop for understanding
- Learn to use empathy
- Understand each person’s contribution to effective dialog

½ day            Audience: all levels

### **Don't Box Me In! How We Can Be So Alike, When We're So Different?**

Assess your own work style/best-fit type through self-assessment and how you interact with others.

#### **Objectives**

- Understand how to communicate through the differences among us, for swifter consensus, more dependable decision making, with higher trust and understanding among your workgroup.
- Identify 7 ways Type is useful
- Experience firsthand the impact of Type on teams.

½ Day or Full Day      Audience: All levels

### **Giving and Receiving Feedback – Why is everyone just so sensitive!**

Feedback is a way to let people know how effective they are in what they are trying to accomplish, or how they affect you. It's not about telling people what's wrong with them! Effective feedback provides a way for people to learn how they affect the world around them, and it helps us to become more effective. If we know how other people see us, we can overcome problems in how we communicate and interact with them. In all feedback encounters there are both givers and receivers.

#### **Objectives**

- Understand the process for effective giving and receiving feedback
- Learn how to give good feedback using guidelines
- Practice handling criticism with honesty and grace

½ Day      Audience: All levels

### **Communication: Understanding the Basics**

Were we born knowing how to communicate? What is really involved? Are our body and our words sharing the same message?

In this session, we will get down and dirty with the basics of communication.

#### **Objectives**

- Identify the primary building blocks of communication
- Understand the importance of building rapport
- Practice hearing and listening skills
- Understand the relevance of perspectives
- Learn how to communicate in a group

1 day      Audience: Leaders in training and new leaders

## MANAGEMENT AND SUPERVISORY SKILLS

### Foundations in Communication – Create authenticity in the workplace

Foundations in Communication helps managers learn techniques in developing effective communication skills, improving their performance and increasing the productivity of the team and the organization. Supervisors and managers leave with implementation tools, troubleshooting guides and additional resources to help them apply the skills they have learned on the job.

#### Objectives

- Learn how to create an environment of open communication
- Develop clear and concise messages
- Understand how to listen to communicate
- Identify the use of non-verbal behaviors.

1 day                      Audience: Supervisors in training and new supervisors

### Foundations in Leadership – Manage your team toward shared goals

Foundations in Leadership build the essential skills that enable team leaders to manage their team toward a shared goal: achieving the organization's strategic objectives. Throughout the workshop participants will receive information and case studies, participate in group discussions, practice new skills and receive immediate feedback. Managers will leave the session with implementation tools, and troubleshooting guides.

#### Objectives

- Begin to build a problem solving model
- Learn to maintain and enhance team member's self esteem
- Develop team member participation in the work environment

1 day                      Audience: Supervisors in training and new supervisors

### Focus on Behavior – Does attitude shape behavior?

Focus on Behavior is a workshop designed to teach supervisors about the difference between attitude and behavior. Supervisors learn to identify team member conduct. Supervisors and managers also learn to recognize attitudes and beliefs which affect performance but are not fact based. Participants complete exercises and use simulations and role play to solidify and anchor their learning.

#### Objectives

- Learn to detect fact based approaches for performance
- Distinguish between attitude and behavior
- Associate what can be used in team member discussions

1 day                      Audience: Supervisors in training and new supervisors

### **The Role of a Manager – The art of being in the middle!**

This workshop outlines 5 different roles a manager or supervisor takes: coordinator, facilitator, teacher, and team leader. It explores how the skills that landed the managerial position are not the same skills required to keep or excel in the position. Managers and supervisors must work to make work meaningful and purposeful while helping team members to be effective and efficient. Balancing these skills can be challenging in the world of work today.

#### **Objectives**

- Understand your responsibility to bring out the best in people
- Learn how management is situational
- Discover what roles apply to make work meaningful to staff

½ day or 1 day

Audience: Supervisors in training and new supervisors

### **The New Manager – What do I need to know now?**

A quick reference workshop to managing effectively. Aimed at the “First Time Manager”, this workshop shares how new managers become successful managers. Learn how to laugh with your employees and not have them laughing at you.

#### **Objectives:**

- Discover what it takes to be an effective manager
- Learn how to receive and give feedback
- Identify when, what and how to delegate
- Plan your meetings

½ day or 1 day

Audience: Supervisors in training and new supervisors

### **Effective Delegation – Not just a management technique!**

Delegation is the transfer of work from supervisor to subordinate. Effective delegation begins with the proper understanding of the goals of your job, the jobs of your team members and your department. Participants learn what to delegate and how to delegate it properly, why it’s important to delegate both “good and bad” assignments, and about selection of the right person. Managers and supervisors delegate for time management purposes as well as providing a critical component of the succession plan.

#### **Objectives**

- Learn to use delegation in time management, succession planning, and personal development
- Understand what it takes to “delegate properly”
- Develop smart opportunities to delegate

½ day

Audience: Supervisors in training and new supervisors

### **Interviewing Skills – Can we hire the right people for the right jobs?**

Behavioral interviewing is a style of interviewing that asserts "the most accurate predictor of future performance is past performance in a similar situation." This workshop helps managers and supervisors how to discern the top candidates. Participants learn to identify the skill sets required, questions to ask during the interview, and assess whether or not the candidate is a good fit.

#### **Objectives**

- Learn the interview process
- Understand how to use behavioral interviewing techniques
- Write samples of questions and role play the interview

½ day or 1 day

Audience: Supervisors in training and new supervisors

## Hiring the Right Person for the Right Job

Hiring is both a science and an art. Your success as a manager depends on your staff's ability to perform the job well, achieve results and meet goals. So why would you want anyone on your team but a high performer? As the number of applicants for a given job increases, it can be more difficult to distinguish the interview-savvy applicant from the genuine high performers.

### Objectives:

- Create a superior work force that outperforms your competition
- Cause a dramatic reduction in unwanted turnover
- Develop more time to manage your business and lead your people toward your vision and goals
- Result in a more impressive bottom line

½ or 1 day                      Audience: general audience

## Managing Performance and Accountability – Working SMARTer

Performance management is about developing and communicating SMART performance standards, introducing processes and training employees to contribute directly to the organizations goals, and ensuring performance is measured against desired results. Participants will learn how to communicate regularly with employees about performance and understand the process for these conversations.

### Objectives

- Learn what appropriate performance standards look like
- Understand how to communicate performance standards
- Develop plans for staff to hit the targets

½ day                      Audience: Supervisors in training and new supervisors

## Communicating Up! (At All Levels)

Organizational performance and teamwork is dependent on the quality and effectiveness of communicating effectively with all levels of the organization. To communicate effectively with your team members, managers and supervisors at your level, and your manager or director, you have to understand the style and environment. Most managers and team leaders realize the importance of upward communication, but few accept the responsibility for it. In this workshop participants learn personality and style differences, practice using the communication process, and effectively using communication to build teamwork, loyalty, trust, and support.

### Objectives

- Learn different approaches to understanding your boss
- Understand why communicating up requires preparation, homework, and finesse
- Develop techniques to speak the same language

½ day                      Audience: Supervisors in training and new supervisors

### **Coaching for Supervisors & Managers – Front line solutions to retain employees**

Coaching provides the tools necessary to successfully coach individuals to perform a job, task, or skill. Successful coaching, to achieve measurable results goes beyond just showing how to do something. Coaching involves observing, analyzing, demonstrating, and giving feedback. It is a process of developing relationships with team members - relationships that can ultimately build the trust and respect that is the foundation of successful organizations. In this workshop participants learn the correct process for successful coaching, how to document the coaching, and to identify successful measures for performance.

#### **Objectives:**

- Understand the fundamentals of coaching team members
- Learn the benefits and strategies of effective coaching
- Utilize the framework and process for corrective coaching
- Impact employee job performance using the model for effective coaching sessions
- Measure progress by comparing skills after coaching

½ day or 1 day

Audience: Supervisors in training and new supervisors

### **Confrontation and Healthy Dialog – Resolve interpersonal tensions without burning bridges!**

This course is designed for team members and supervisors to understand that conflict happens and is a normal part of the work environment, be aware of the positive and negative by-products of conflict and the affects of dealing with them appropriately and establish an environment conducive to resolving conflicts when they arise. Supervisors can assist team members involved in the conflict to understand the process in finding resolutions. Participants will realize there is a process for healthy conflict.

#### **Objectives**

- Learn to deal with conflict with less stress
- Understand the systematic approach to dealing with conflict objectively
- Develop methods for getting others input and buy-in

½ day or 1 day

Audience: Supervisors in training and new supervisors

### **1001 Way to Energize Employees**

Organizations need energized people. Based on the best seller by Bob Nelson, learn simple techniques and activities that can serve as extraordinary energizers. Whether you are looking for cost-saving ideas, improved decision making, enhanced employee initiative, or ways to retain your most valued employees, you'll find ideas that you can readily put into practice, which will make it easier to get the best from your employees each and every day.

#### **Objectives:**

- Identify the five concepts that seek to energize employees by making them a more integral part of the workplace
- Provide insights into the most energizing techniques that managers in companies across America are successfully using today
- Discover organizations that treat people as though they are their most valuable asset

½ day

Audience: Supervisors in training and new supervisors

### **1001 Ways to Reward Employees**

Everyone wants to be appreciated, managers and employees. Based on the best seller by Bob Nelson, this workshop teaches the power of recognition and that, as a result, your workplace – and the employees in it – will become more positive, productive and enjoyable.

**Objectives:**

- Learn when and how to use rewards to get the most from every employee
- Discover what truly motivates employees
- Use personal creativity model to develop best rewards
- Receive low-cost ideas and proven strategies to take back to your workplace

½ day            Audience: Supervisors in training and new supervisors

### **Emotional Intelligence: Leaders Workshop**

Understanding and improving the connection between emotions and actions is critical to any leader's success. In this interactive workshop, participants continue to assess self awareness and make emotions work to build more productive relationships through emotional intelligence training.

**Participants will:**

- Assess EI abilities
- Explore the characteristics of the emotionally intelligent person
- Learn strategies to manage counterproductive tendencies
- Improve sensitivity to corporate cultures and respond appropriately to workplace social cues
- Develop a model using the four key emotional skills to tackle workplace challenges
- Commit to individual action items to build and maintain successful professional relationships

1 day            Audience: managers, supervisors, team leads

### **Change Management: Leaders Workshop - Embracing Change to Drive Growth**

Leadership success depends on agile development and the ability to be future oriented. It's not enough to simply lead others through organizational change. Leaders have the added responsibility of anticipating and creating an environment that seeks out and encourages change. In this workshop, leaders explore how to anticipate and introduce change using a seven step change model to plan for and implement a change action plan.

**Participants will:**

- Explore why people often instinctively resist change and identify what employees need in order to move through change
- Understand and practice how to use communication as a key tool to effectively manage change
- Identify techniques for overcoming resistance to change
- Discuss the impact of change on individuals and on organizations
- Highlight how to project confidence that inspires others during change or transition
- Create strategies to plan ahead for change in the workplace

1 day            Audience: managers, supervisors, team leads

### **Teambuilding: Leaders Workshop - How to sustain high morale, team synergy and collaboration within an intact team.**

Maintaining a productive, happy team requires constant attention and regular maintenance. Learning how to stay focused on sharing the vision, clarity of roles and responsibilities of team members and skill development for individuals can be challenging. In this hands-on workshop, participants explore Tuckman's Stages of Team Development and identify methods for keeping their team in a state of personal fulfillment and high performance.

#### **Participants will:**

- Assess current performance of their team
- Explore team's purpose for existence
- Recognize the crucial role they play as leaders in driving the team's effectiveness
- Practice skills for effective communication, group problem solving and group decision-making
- Identify keys to making every team member feel valued and important
- Practice how to ignite enthusiasm and gain buy-in for accomplishing goals
- Build relationships that enhance cooperation among team members
- Examine strategies for identifying team challenges and handling team member differences
- Recognize team development stages and match appropriate leadership activities

1 day                      Audience: managers, supervisors, team leads

## TEAM DEVELOPMENT

### **Building Effective Teams Why are some teams great at starting projects but not finishing them? And why is it that some teams can't seem to get started with their projects?**

This interactive workshop will help you discover your Preferences for a certain Role you choose as a Team Member using the Belbin Team Self Perception Inventory. It will show how you interact with other colleagues and what Strengths you bring to your Team. It's about Improvement over time and how you can use your own strengths and borrow strengths from your colleagues to create a Dynamic Team. You will learn how to understand the importance of working toward a clear goal and how to value diversity in a work group.

#### **Objectives:**

- Learn the eight roles played on a Team and the three areas they fall under
- Identify what makes a great team and where do I fit in
- Assess the relative strengths and weaknesses of a team
- Become aware of how to improve Team performance and develop a high functioning Team
- Understand the seven types of Teams

1 day            Audience: managers, supervisors, team leads

### **MBTI and Team Development: Why is it that I get along fine with some people and others just rub me the wrong way?**

Using the MBTI Personality Assessment, this workshop is designed to explore and analyze the skills needed to create a high performing team and identify what's needed from individuals to be effective contributors within a team. Participants raise individual awareness of what they personally contribute to their teams and explore how they "show up" when working alongside others.

#### **Participants will:**

- Understand the strengths of each MBTI preference and how they contribute to a high performing team
- Identify strategies that work across all type preferences to create effective communication
- Discover how to use each type preference to maximize results

1 day            Audience: general audience

### **Team Rules and Common Ground**

Establishing team rules and finding common ground leads to open communication, mutual respect, and inclusivity and cooperation in the work environment. Team members learn to understand that cooperating benefits everyone, how to focus on genuine areas of agreement, and expect workplace evaluations that reflect the level of commitment to the outcomes. All teams have established sets of rules that govern the way team members work together. By creating purposeful, clear, and explicit team rules and agreeing on them through fair debate, the worth of the rules can be established and non-compliance can be shown.

#### **Participants will:**

- Learn why team rules are crucial to any team
- Understand how to find common ground in areas where people disagree
- Foster an environment of authentic collaboration and high achievement

½ day            Audience: newly forming teams

## BUSINESS SKILLS

### **Six Hats: An Effective Method for Thinking and Collaborating**

Create and Utilize Parallel Thinking! Thinking performance drives business performance. Most mistakes in business are mistakes in thinking. Decisions are poorly thought through. Risk factors are overlooked. Faulty information is taken as fact and then passed on to others who are impacted. Customers have no idea why they should embrace your new efforts and changes backfire. The “hat process” can help improve the thinking performance of your employees.

**Participants will:**

- Learn a technique that helps you look at important issues from a number of different perspectives and make it better.
- Explore how to move outside the habitual ways of thinking.
- Use the hat tool helps to understand the full complexity of a decision, and spot issues and opportunities which otherwise might present blind spots.

½ day                      Audience: general audience

### **“Eat That Frog®” –21 Great Ways to Stop Procrastinating and Get More Done in Less Time**

This workshop is based on Brian Tracy’s newest book, Eat That Frog! There just isn’t enough time for everything on our “To Do” list – and there never will be. Successful people don’t try to do everything. They learn to focus on the most important tasks and make sure they get done.

This workshop uses Mr. Tracy’s proven techniques to cut to the core of what is vital to effective personal time management: decision, discipline, and determination. There are twenty-one practical and doable steps that will help you stop procrastinating and get more of the important tasks done – today!

**Objectives:**

- Discuss three key qualities to develop the habits of focus and concentration.
- Utilize a 7-step method to clarify, develop and achieve goals
- Sequence & prioritize major goals, projects & tasks
- Apply the 80/20 rule to complete tasks effectively
- Utilize the ABCDE method to prioritize tasks
- List action steps to ensure successful implementation

½ or 1 day                      Audience: general audience

### **“Games at Work”© How to Recognize & Reduce Office Politics**

Designed around the best seller by Mauricio Goldstein and Philip Read, participants will learn how to effectively minimize those manipulative behaviors that distract employees from achieving their mission. As leaders, it is crucial to discern the art of gamesmanship from the art of Leadership. An invaluable resource for managers and all professionals who want to substitute straight talk for games in their organizations and boost productivity, commitment, innovations, and ultimately the bottom line.

#### **Objectives:**

- Identify what Games are and how they are played in organizations
- Understand why people don't deal with Games at Work
- Learn tools to diagnose the most common Games people play and outline a three step process to effectively deal with them.
- Practice substituting straight talk for games in your organization

½ day                      Audience: general audience

### **What Every Manager Should Know About Workplace/Sexual Harassment: Practical Guidance for the Real World**

An invaluable workshop to better understand what constitutes Workplace/Sexual Harassment and what role and responsibility you have in creating a workplace free of harassment.

#### **Objectives:**

- Identify behaviour that might be considered Sexual Harassment
- Explain the legal and other consequences of Sexual Harassment
- Describe what conduct creates a Hostile Work Environment
- State what actions to take against Harassment
- Understand the effects of Harassment in the workplace

½ or 1 Day                      Audience: Managers and Supervisors

### **Public Speaking: Practically Perfect Presentations**

Did you know the fear of public speaking is second only to the fear of dying? Can you remember the last time you stood in front of a group of people and felt fearless?

#### **Objectives:**

- Explore different presentation styles
- Confront personal fears
- Find confidence
- Understand the art of preparation
- Practice presentation skills

1 day                      Audience: general audience

### **Virtual Presentations: Life with Power Point**

We have all experienced the slow, excruciating, painful death by Power Point. The exciting news is that virtual presentations can actually add life to your party! Spend some time with us exploring the powerfully addictive tool that is yours for the taking.

#### **Objectives:**

- Explore the power behind effective presentations
- Understand the value of simplicity
- Challenge personal beliefs about power point
- Practice virtual artistry
- Learn how to have rapport with and engage the audience

1 day                      Audience:      leaders

### **Business Etiquette: Which Fork Do I Use?**

If you feel like a fish out of water. If you want to make the right impression. If it all seems like Greek to you. Then, welcome to the world of business. If you look around and think everyone else has it all together, then this class is for you.

#### **Objectives:**

- Understand the secret to managing business protocol and etiquette
- Gain confidence in their etiquette choices
- Feel empowered to make the right decisions
- Leave with practical tools

1 day                      Audience: general audience

### **MBTI and Problem-Solving**

This workshop explores the strengths of MBTI preferences at each stage of the six-step problem solving model. Participants learn to leverage type preferences at each stage and discover their respective value in identifying a problem and resources available, brainstorming ideas, designing a plan, implementing action and evaluating solutions.

#### **Objectives:**

- Learn an effective six-step problem solving model
- Identify their most effective roles as contributors to problem solving
- Practice group problem solving within the context of the MBTI

½ or 1 day                      Audience: general audience

### **How To Speak With Confidence - Will they ask me to speak? How will I know what to say? I haven't had time to prepare my thoughts**

Public speaking is a major fear for many professionals, yet it is a skill that is critical to your career path. Learning to speak with confidence allows freedom to communicate effectively in staff meetings or meetings with senior staff and during formal presentations.

#### **Objectives:**

- Learn how to focus and manage the physical effects of stage fright
- Create personal strategies for controlling and overcoming social "shyness"
- Practice impromptu speaking within a safe environment
- Identify how to effectively connect verbally with any audience
- Receive "real-time" feedback on speech patterns and "space-fillers"
- Understand how to prepare thoughts in private to shine in public

1 day                      Audience: general audience

### **Effective Meetings : Making Meetings Work**

Meetings can seem like a total waste of time when not managed effectively. Yet a productive meeting can be a tool for effective management, communication and development of successful plans. Successful meetings don't just happen though. They are the result of conscious planning, shared leadership action and mutual accountability. This workshop is designed to explore the value of creating succinct agendas, employing facilitation techniques and role clarity to create and maintain effective meetings.

#### **Objectives:**

- Understand the value of a complete meeting design
- Establish meeting roles and ground rules
- Design a discussion agenda
- Practice consensus by agreement, not majority vote for decision-making
- Learn effective facilitation techniques (open discussion, ad hoc groups, brainstorming, affinity diagramming, ranking)
- Identify and eliminate obstacle to successful meetings
- Understand how to develop a climate of openness and trust for open communication
- Effectively deal with difficult meeting situations

1 day                      Audience: general audience

### **The Effective Facilitator: Maximizing Involvement and Results**

This workshop is for anyone who must facilitate results in meetings, group work or project teams. An effective facilitator is a catalyst, coach, coordinator and more, challenged with bringing out the best in individual players to create a successful group effort. This workshop is designed to explore the skills needed for effective facilitation, including exceptional interpersonal skills, keen observation, insight and tact.

#### **Objectives:**

- Set up meetings for success
- Enhance synergy and create energy
- Hone observation, diagnosis and intervention skills
- Build consensus, handle conflict and keep meetings on track
- Keep content, process and structure on track to produce positive outcomes

1 day                      Audience: general audience

### **Train the Trainer: Program Design**

Whether you facilitate classroom training on a regular basis or are new to providing training for departmental employees, this workshop explores how to create successful learning objectives and engaging module designs. Participants will learn adult learning principles and prepare, deliver and evaluate an interactive training using basic facilitation skills.

**Objectives:**

- Explore Adult Learning Principles and the value of Active Training
- Understand how to create and conduct a thorough needs assessment of the training audience
- Define individual training goals that reflect a breakdown of job responsibilities and desired competencies
- Discuss the 4 D's to follow for successful module design (Define, Design, Develop, Decide)
- Learn how to work around time, money and staffing constraints
- Make sure training transfers to "back on the job", not just in the classroom.
- Understand how to plan for evaluation
- Prepare an instructional design document

1 day                    Audience: general audience

### **Train the Trainer: Program Delivery**

The training field can change fast. This workshop is designed to provide managers, new trainers and subject matter experts with basic skills needed to deliver a successful training. Participants will engage in an interactive experience that moves away from presentation skills to becoming a "facilitator of learning".

**Objectives:**

- Describe the characteristics of adult learners and identify presentation options
- Accommodate different learning preferences when presenting information
- Outline an effective thirty minute delivery methodology using the experiential learning model
- Understand how to capture and maintain an adult audience's attention
- Design and deliver to a variety of learning style preferences
- Identify and Solve potential training obstacles
- Learn how to deal with saboteurs and "prisoners"
- Create an active learning environment that focuses on the learning zone.

1 day                    Audience: general audience

## PEOPLE SKILLS AND PERSONAL DEVELOPMENT

### Conflict Resolution

- You come in contact with a variety of people in your workplace. Every encounter with someone results in an opinion. Whether the encounter is successful or not is completely reliant on your skills to communicate in a positive and effective fashion. To remain competitive in your position and in your field, you must develop and strengthen these skills. This course is designed to stimulate your thought, assess your self awareness, and provide you with tools for improvement.

#### Objectives:

- Understand that conflict happens and is a normal part of the work environment
- Be aware of the positive and negative byproducts of conflict and the affects of dealing with them appropriately
- Establish an environment conducive to resolving conflicts when they arise
- Help team members involved in the conflict understand the process in finding resolutions
- Use the skill set for resolving conflicts

½ day                      Audience: general audience

### MBTI - Understanding Self

*Who am I? How do I process information? What information do I select and focus on when I have to make a decision? How do other people see me? What triggers stress for me? How does this show up at work or at home?* The MBTI inventory is one of the most widely used and effective instruments that allows you to raise your own awareness around your individual preferences and to understand how you interact with others.

#### Objectives:

- Identify individual preferences by completing the assessment tool
- Raise awareness of and analyze the impact of their preferences
- Understand how others perceive their actions
- Examine assumptions they have about others' actions and preferences
- Understand how to leverage differences by working with, not against others' preferences.

½ or 1 day                      Audience: general audience

## Emotional Intelligence

*What is Emotional Intelligence? Do I have it? Is it different than IQ?*

Research has shown that people with high emotional Intelligence tend to be more effective in both their personal and professional life. The good news is that we can all raise our emotional Intelligence. There are a number of factors that comprise emotional intelligence such as Self Awareness, Self Management and Social Skills.

### Objectives:

- Learn the definition of Emotional Intelligence
- Discover how raising individual Emotional Intelligence positively contributes to successful professional relationships
- Learn the four most important skills of Emotional Intelligence
- Practice the behaviors of the four skills
- Develop a personal plan for raising your emotional intelligence

1 day                      Audience: general audience

## Change Management

*Coping with Change: How do I keep up with all the change around me? How do I approach change as a positive force?*

As the economy continues to challenge every organization, change becomes necessary for process improvement and to survive the competition. As working professionals, it's a dual responsibility to support and implement changes in the workplace. Designed to encourage a "different way of thinking", this dynamic workshop offers a practical approach to handling change and how to create the skill of adaptability.

### Objectives:

- Understand why people resist change
- Identify the stages of change and explore their current change habits
- Develop a personal action plan to anticipate and manage change
- Five factors that enhance adaptability
- Examine individual attitudes about change
- Identify strategies for creating optimism and resilience

1 day                      Audience: general audience

### **Power of Persuasion - Expanding Your Influence – Understanding the Power of Persuasion**

How can one person get someone to do something with ease? Successful negotiating is a learned skill. Bringing about the reaction you want from others requires insight and understanding of the psychology of what truly prompts someone to say “yes” or “no”. In a successful negotiation, everybody wins. Supervisors, Managers, Employees negotiate daily over work assignments, priorities and conflicts and it impacts successful relationship management. In this dynamic workshop, participants explore psychological triggers that drive mutual desirable outcomes, not just compliance.

#### **Objectives:**

- Explore the psychology behind persuasion
- Understand and use the ladder of persuasion
- Identify triggers that influence a person’s decision-making process, behaviors and reactions
- Select a push or pull style to successfully influence any situation
- Create a personal pre-persuasion checklist to prepare to successfully influence others on the job

½ day                      Audience: general audience

### **Learning Styles**

How do you learn best? Do you know your learning style? Do you like to jump in and figure it out as you go or do you learn by reading or listening to someone else explain things first? This interactive workshop is designed to explore individual preferences around learning. With a raised awareness of what your preferred learning style is, any topic, any class is fair game.

#### **Objectives:**

- Understand the differences between visual, auditory and kinesthetic learners
- Identify their particular learning style or styles
- Explore how to achieve success by using individual styles to gather and remember information effectively
- Understand how to effectively prepare materials and communicate successfully with other co-workers, direct reports and even supervisors.

½ day                      Audience: general audience

### **Work & Life Harmony: Tipping the Scales**

For all of us precariously balanced on one foot, there is hope. Anyone can tell you that you need to have a work-life balance but getting there can prove to be a challenging feat.

#### **Objectives:**

- Identify personal and professional priorities
- Gain clarity around why they make the choices they do
- Understand how to make changes
- Explore the difference between work/life balance and work/life harmony

½ or 1 day                      Audience: general audience

### **Managing Stress: Feel the Burn**

Is Gummy your personal hero? How far can you bend? This class is for anyone interested in looking for new paths to handling stress.

#### **Objectives:**

- Gain a better view of essential ingredients necessary for personal and professional success
- Identify personal stressors
- Explore ways to manage stress
- Understand how time management contributes is related to stress management

½ or 1 day                      Audience: general audience

### **Managing Anger: Before You Turn Green**

How do we manage anger without it managing us? Earth shattering, rip your hair out, hold your tongue anger. What are some ways to handle conflict to ensure you have an outcome you can live with?

#### **Objectives:**

- Recognize personal buttons
- Identify how to address personal biases and responses
- Understand how to process anger
- Practice the art of effective dialogue and apology

1 day                      Audience: leaders

### **Accountability: What is This?**

Why are we constantly getting less than what we expect? When do we have permission to hold people accountable for their work? It is not unusual for a leader to have expectations without clearly defining them.

#### **Objectives:**

- Understand the value of clearly setting expectations
- Practice setting smart expectations
- Learn how to engage others in setting their own expectations

½ day                      Audience: Leaders in Training and New Leaders

### **Positive Relationships: Whale Done**

Is there a connection between people and a killer whale? Using Ken Blanchard's book, Whale Done, as a guide we will explore the importance of focusing on positive relationships at work and at home.

#### **Objectives:**

- Explore how words and actions influence others
- Identify new forms of motivation and put aside assumptions
- Understand how to use motivation honestly, sincerely, and effectively

1 day                      Audience: general audience

## **PERFORMANCE IMPROVEMENT**

### **Project development**

### **Quality tools**

### **Organizational Train the Trainer skills**

#### **Knowledge Based Leadership (KBL) Problem Solving Program (9 days over 6 months)**

This Program involves 9 days of hands on classroom training in 6 months time while improving a work place process. With homework required, each project team has a coach. Regular meetings and status reports with the coach are required.

The program is based on six sigma problem solving methodology and results in actual enhanced productivity, direct savings and increased revenues. To date over 250 teams from state agencies, county, and local government organizations along with private companies have resulted in millions of dollars in savings and revenue.

FDOR was awarded ASTD 2006 Best Award for the providing this course.

#### **Measures that Matter**

Learn the difference between a Dashboard and a Balanced Scorecard. Learn how the important metrics “roll up” to manager and executive levels. Participants learn how to “think link” so measures are aligned with what is most important to senior leaders. Leaders determine key indicators for tracking progress.

##### **Objectives:**

- Learn to align mission, vision and values and strategy to measures
- Identify traditional measures and broader measures critical to success
- Learn about the cost of poor quality

1 day                      Audience: general audience

#### **Strategic Planning for Senior Leaders and Executive Teams – The Hoshin Way**

Using a systematic approach to conduct strategic planning, executives learn the process steps and how they address the organization’s current state, shifts in competition and markets, and the ability to execute the plan. Identify key long and short term objectives, priorities and timetables for deployment. Additionally, identify measures for potential balanced scorecard and dashboard metrics.

##### **Objectives:**

- explore how Hoshin process works and learn the components of the Hoshin Way
- identify people, processes, and areas for additional input to the strategic plan using the *catch-ball* method
- understand how to use the tools to effectively implement and measure plans

1 day                      Audience: senior leaders and executives

## Strategic Planning

Improve your knowledge of strategic planning and increase your value to your organization. Learn about all the components of strategic planning including the development of vision, mission and core values. Gain a perspective and vocabulary for strategic planning to help you actively and constructively support your organization's strategic direction.

### Objectives:

- Understand what strategy and strategic planning mean to an organization
- Learn key concepts and language used by those involved in strategic planning
- Find out how strategy moves from concept through implementation to realization
- Understand how strategy creates value for customers and stakeholders
- Identify the seven components to an effective strategic plan.
- Create an action plan for completion of a strategic plan

1 day                      Audience: general audience

## Action Planning 101 – How can I possibly get all this accomplished?

Participants learn how to write action plans for successful deployment of the organization's strategic plan. In today's environment managers, supervisors and staff are asked to accomplish greater amounts work with fewer resources. To accomplish the work, people must be super organized with detailed action plans, tasks, and dates for accomplishment. When teams are involved, action plans help to make the work equitable and ensure no one person is doing it all.

### Objectives:

- Learn to strategize around major and detail tasks
- Identify strategy and logic around the order of doing the right things right the first time
- Develop action plans using Excel for automated date calculations

½ day                      Audience: general audience

## Employee Assessments

Help establish baseline for participants in training by providing the assessment in a controlled environment, tabulating the results, providing the feedback report and options for next steps. This workshop requires participants to take the Leadership Practices Inventory (\$130/person) prior to attending the workshop. The results are used in the development of an individual growth plan.

### Objectives:

- Identify strengths and areas of opportunity for personal and professional growth
- Develop a process for improvement of those areas identified for growth
- Build an action plan for achievement

1 day                      Audience: general audience

## Root Cause Analysis

*When you have a problem at work, how do you approach it? Do you jump in and start treating the symptoms hoping that the problem will go away? Or do you stop to consider the deeper underlying “drivers” that create the problem in the first place?*

Root Cause Analysis (RCA) is a useful process for understanding and solving a problem. Based on a belief that if we only fix the “symptoms”, the problem still remains, this interactive workshop uses RCA as a tool for continuous improvement. If we only fix symptoms that surface (undesired behavior, lack of productivity, inaccurate reports, etc.), the problems will almost certainly happen again, which creates a vicious and continuous cycle of fixing it again and again. RCA is a popular technique that helps professionals answer the question of “WHY” the problem occurred in the first place.

### Objectives:

- Understand 3 specific steps, with associated tools to determine the origin of any problem
- Explore and discuss three “causes” of problems; Physical, Human & Organizational
- Determine how far to go in an “investigation” to identify useful information
- Identify and use 5 Steps to the RCA Analysis Process
- Understand the value of analysis by asking “So What and Why”
- Avoid the analysis/ paralysis trap
- Practice the CATWOE tool of gathering different perspectives
- Understand how to recommend and implement realistic, useful solutions
- Adopt a KAIZEN strategy of continuous improvement

½ or 1 day                      Audience: general audience

## Introduction to Malcolm Baldrige Quality Award and Florida Sterling Framework

The framework is based on the National Malcolm Baldrige Criteria for Performance Excellence. Learn how to utilize proven standards of excellence as a guide to making improvements that generate better operations, customer value, and overall results.

### Objectives:

- Learn the history and overall purpose of the criteria
- Identify the 6 Process categories and the Results category
- Develop an understanding between What and How criteria

1 day                      Audience: general audience

## ROPES Challenge Course Action Learning - “Real Time Performance Development”

**Take your team to the next level...** It’s been proven time and again...people learn best when challenged and actively involved in their learning. That’s why action learning is one of the most effective means of creating sustainable change.

Moving beyond traditional training techniques and settings, a “challenge course” offers individuals, teams and organizations a safe metaphoric “practice field” where “real world” organizational strategies and lessons can quickly and actively be applied.

Trained facilitators guide teams through high energy challenges and review discussions, designed to:



- create an atmosphere of adventure, fun and learning
- explore concepts, behaviors & actions of effective teamwork
- strengthen group cohesiveness, team spirit and cooperation
- explore problem-solving and decision-making strategies
- enhance communications among group members
- experience a sense of accomplishment and success
- discover strategies for dealing with change
- practice continuous quality improvement
- enhance leadership qualities
- develop an atmosphere of mutual support and trust
- learn and apply conflict resolution skills
- increase self-confidence and self-awareness
- challenge assumptions and step out of "comfort zones"

Each ROPES program is custom-designed to meet the needs, interests and goals of your team or organization.

Working as a team, participants engage in a series of learning initiatives, beginning on the ground and working their way up to 25 feet in the air! All activities are sequenced progressively, to allow participants to gradually increase trust, build on previous successes, gain confidence in abilities as obstacles are overcome, enhance communication, make decisions, set goals and develop leadership skills.



On all ROPES Challenge Course programs, our philosophy of “Challenge By Choice” allows participants to choose their own level of participation, while being supported by their co-workers and team.

ROPES Programs are customized to fit your needs and can be designed for 5 – 500 people. Half day or full day programs provide an opportunity to strategically focus on and analyze issues specific to your team.

For groups that are not able to travel to our Course in Boca Raton, we offer portable initiatives at your meeting site. These simulations are designed to accomplish action learning objectives and re-create similar teaming dynamics as on an actual Challenge Course.

## **Programs offered through Action Learning on a ROPES Challenge Course:**

### **Team Development**

Work group or high performing team? How to move towards high performance and get the results you desire? This session helps participants clarify, build and reinforce high performance within any organization. Using the GRPI model to assess team performance, this session is designed to move any working group through TUCKMAN'S stages of team development towards mutual accountability, shared leadership roles and a unifying purpose.

**½ day, full day or multiple programming days as appropriate**

### **NEW! Trust in the workplace**

When trust is high, performance is high. When trust is low... well ...we can help! Engaging and active, this workshop safely helps people to explore their own strengths along with others in the team, then commit to a personal action plan for improvement.

**½ day or longer.**

### **Work Styles and Work Types**

Whether through Leadership Styles, MBTI or another inventory tool, we can help you and your team to understand your place within the context of each of these models, and how your particular style contributes to your team.

**¾ day or longer.**

### **Emotional Intelligence**

An understanding of Emotional Intelligence as it relates to your own personal and social competence, and how to effectively increase your EI to enhance your team dynamics. This is engaging, fun and insightful.

**½ day or longer.**

### **Company Meetings/Retreats**

When you have staff coming together from different locations across the country (or world), we can design a program that will facilitate collaboration and support between colleagues who may not often work directly with each other. From small and intimate departments to those that are over 500, we can help make your retreat memorable and relevant.

**Full day experience best, minimum 6 hours.**

### **Mission, Vision, Values**

Where are you going? What will it look like when you arrive? What's your process to get there? Synergy within an organization can occur when the members have a shared understanding to these questions. We will help you create or refine your mission, vision and values so that everyone has a clear understanding of how they contribute to the organizations success and what success looks like.

**Full day experience best, minimum 4 hours**

### **Conflict Management**

Conflict is inevitable and it can be stressful unless addressed in constructive ways. Handled well, conflict can be a catalyst for positive change, handled poorly it can be a destructive force undermining the best of intentions. In this ROPES program, participants focus on three key areas for positive conflict resolution.

- Understanding the styles of conflict,
- The importance of the dynamic between task and relationship
- Systemic frictions

**Full day experience best, minimum 4 hours**

### **Ethics in Action**

This interactive, experiential program, links core values to practical business competencies. Understanding ethics, clarifying what is valued within a team or organization and creating a framework for decision-making are all part of creating a basis of ethical behavior within your organization. Understanding and applying ethical principles creates a framework for individual, team and organizational accountability and action.

**Full day experience best, minimum 4 hours**

## **Communication Skills**

While performing safely on a ropes course, participants learn the art of effective communication and explore techniques to improve verbal communication skills. Through sharing ideas, facilitating conversation, soliciting ideas, understanding the difference and use of dialogue and discussion, speaking confidently and improving listening skills, teams and individuals explore the value of effective communication in creating high performance teams.

**Full day experience best, minimum 4 hours**

## **Leadership Development**

Organizations recognize that success is dependent on people. Organizations need leaders with the people skills to be coaches and motivators while simultaneously carrying out their other duties. In this experiential simulation, Leaders of all levels explore what it means to perform under pressure and analyze their leadership potential for inspiring other people to perform.

**Full day experience best, minimum 4 hours**

## **Management Styles**

Are you a people first, task second or a do it yourself manager?

Effective management is the art of using the appropriate managerial style to deal with specific people in specific situations. During this program participants will become aware of their dominant management style and how they can adapt to the specific situation for maximum effectiveness.

**¾ day or longer**