

PROFESSIONAL SPEAKING & TRAINING SOLUTIONS

SWINTON & ASSOCIATES, LLC

The Soar Group

CREATING A SAFE, HEALTHY AND PRODUCTIVE WORKFORCE

PROFESSIONAL TRAINING SOLUTIONS CATALOG



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BRIEFING SKILLS THAT WORK

Preparing and delivering a briefing can sometimes cause anxiety and stress. At the same time, delivering a briefing can be a very positive and rewarding experience. This course will give you the methods and skills needed to prepare and deliver a goal-centered and results-driven briefing. You will learn effective steps and strategies in using various tools to enhance the quality and outcome of your briefing. Attend this hands-on training to learn and practice all phases of the briefing process, including good time management and effectively managing stress.

COURSE OBJECTIVES

After successful completion of this course, the attendee will be able to:

- Describe various types of briefings.
- Plan, prepare and organize a briefing.
- Conduct a briefing that is results-driven.
- Demonstrate methods that can help improve the briefing.
- Establish rapport with the audience.
- Deliver a goal-centered briefing.
- Prepare, deliver and evaluate all parts of a briefing.

WHO SHOULD ATTEND

Individuals interested in learning how to conduct a briefing. Individuals who want to improve their briefing skills.

DURATION: 2 DAYS
ONSITE COST PER CLASS: \$6,000
OFFSITE COST PER PERSON: \$400

COACHING FOR PROGRESS AND SUCCESS

Coaching is a proven cost-effective resource that can help increase and improve employees' awareness, skills and performance. Coaching is an excellent tool that can help build cooperation, collaboration, teamwork and increase communication and listening skills. This interactive course will provide strategies and techniques that will help you serve as an effective, competent and responsible coach. You will learn valuable skills that will enhance your ability to maximize the coaching relationship. You will leave this course better able to apply coaching to bring about positive and purposeful results.

COURSE OBJECTIVES

After successful completion of this course, the attendee will be able to:

- Describe roles and responsibilities of a coach.
- Outline phases of the coaching relationship.
- Create a coaching action plan and contractual agreement.
- Exhibit appropriate communication skills.
- Provide constructive feedback.
- Manage and resolve conflict effectively.
- Listen twice.
- Evaluate the coaching agreement.

WHO SHOULD ATTEND

Individuals interested in serving as a coach or improving their coaching skills

DURATION: 2 DAYS
ONSITE COST PER CLASS: \$6,000
OFFSITE COST PER PERSON: \$400



COMMUNICATING WITH PURPOSE AND PRINCIPLES

Your efforts to communicate effectively and appropriately is very important to helping you establish and maintain proactive, healthy and supportive relationships. This interactive course will focus on the art of identifying and communicating the most appropriate words, tone and expressions to send the right message, with the right meaning. This course will help improve your understanding related to body language, poise, diplomacy and clarity. You will learn and practice transmitting and receiving information and messages that are clear, accurate and concise when expressing your ideas, feelings, thoughts, expectations, goals and needs. Attend this course and leave knowing how to communicate with purpose and principles

COURSE OBJECTIVES

After successful completion of this course, the attendee will be able to:

- Explain the primary goals of communication.
- Listen attentively and respond appropriately.
- Communicate with diplomacy, tact and confidence.
- Exhibit focus, patience and emotional stability.
- Provide effective and appropriate feedback.
- Listen attentively and appropriately.
- Express feelings and thoughts with clarity.

WHO SHOULD ATTEND

Individuals interested in improving their communication skills.

DURATION: 1 DAY
ONSITE COST PER CLASS: \$3,500
OFFSITE COST PER PERSON: \$200

CONSTRUCTIVE CRITICISM AND DISCIPLINE

Providing constructive criticism or discipline is not as easy as one might think. Attend this course and learn the skills and techniques that are beneficial when providing constructive criticism and discipline. You will learn ways to provide criticism that is constructive, helpful, proactive, and useful. You also will learn how to discipline in a manner that will increase accountability, improve self-awareness, and maintain the integrity of the work relationship and work culture. This interactive course will provide you with practical tools and learning experiences that will sharpen your skills when providing constructive criticism to co-workers and appropriate discipline to employees.

COURSE OBJECTIVES

After successful completion of this course, the attendee will be able to:

- Differentiate between appropriate and inappropriate criticism.
- Provide criticism that focuses on growth and development.
- Describe ten steps to effective problem-solving.
- Exhibit appropriate and constructive feedback skills.
- Describe ways to create the right climate when providing criticism and discipline.
- Explain some do's and don'ts when providing constructive criticism.
- Determine the most appropriate way to discipline that will maintain professional integrity and mutual respect.

WHO SHOULD ATTEND

Managers/Supervisors interested in improving their ability to provide constructive criticism and discipline.

DURATION: 1 DAY
ONSITE COST PER CLASS: \$3,500
OFFSITE COST PER PERSON: \$200



CUSTOMER SERVICES

Delivering excellent customer service is rarely an accident; it happens because of the employee's commitment to creating and maintaining a work culture where customers come first. This interactive, high-energy course will examine attitudes and behaviors that are the trademark for providing excellent customer services. You will learn strategies, techniques and skills that will increase your knowledge, understanding and commitment to providing excellent customer services.

COURSE OBJECTIVES:

After successful completion of this course, the attendee will be able to:

- Establish positive rapport with all customers.
- Exhibit patience and tolerance.
- Listen more attentively.
- Respond proactively and respectfully.
- Deliver better customer services.
- Manage challenges appropriately and effectively.
- Foster and promote healthy interactions.
- Maintain self-discipline.

WHO SHOULD ATTEND

Individuals interested in improving their customer services skills.

DURATION: 2 DAYS
ONSITE COST PER CLASS: \$6,000
OFFSITE COST PER PERSON: \$400

EFFECTIVE PRESENTATION SKILLS

Speaking in front of a group of people is one of the most common fears a person might experience. This course is specifically designed to help transform your fears into confidence when serving as a speaker or presenter. Yes, you too can be a competent, effective and powerful presenter! This high-energy, hands-on, interactive course will teach the steps, phases, techniques and skills needed to present and speak with poise, confidence, self-control and authority. You will learn how to plan, organize, design and deliver a presentation that will get the results you want and have the audience wanting more. After practicing your new skills, you will leave this course a better presenter and speaker. This is a promise!

COURSE OBJECTIVES

After successful completion of this course, the attendee will be able to:

- Demonstrate the phases of a results - driven presentation.
- Plan and deliver a presentation.
- Communicate with confidence, specificity, poise, tact and clarity.
- Utilize various techniques to enhance delivery.
- Prepare and demonstrate the three parts of a presentation.

WHO SHOULD ATTEND:

Individuals who have little or no experience conducting a presentation. Individuals who have interest in improving their presentation skills.

DURATION: 2 DAYS
ONSITE COST PER CLASS: \$7,500
OFFSITE COST PER PERSON: \$400

DURATION: 3 DAYS
ONSITE COST PER PERSON: \$9,500
OFFSITE COST PER PERSON: \$575



GRAMMAR SKILLS TO IMPROVE COMMUNICATION (REFRESHER)

Would you like to improve your grammar skills? Do you spend a lot of time wondering whether or not your grammar, sentence structure or word usage is correct, concise and appropriate? Attend this one-day refresher course and learn some strategies, steps and skills to improving your grammar usage and sentence structure. You will revisit and also learn some proven techniques and a formula that will help you better organize your thoughts, save time and enhance your writing skills.

COURSE OBJECTIVES

After successful completion of this course, the attendee will be able to:

- Demonstrate the structure of a good paragraph.
- Apply basic principles of English grammar, usage and vocabulary.
- Improve grammar usage in constructing sentences.
- Formulate correct sentence structure.
- Demonstrate the usage of capitalization, punctuation, number formats and abbreviations.
- Organize and transition thoughts onto computer.
- Write with more confidence.

WHO SHOULD ATTEND

Individuals who need to review, refresh or improve their basic writing skills.

DURATION: 2 DAYS
ONSITE COST PER CLASS: \$6,500
OFFSITE COST PER PERSON: \$400

HOW TO DEAL WITH DIFFICULT PEOPLE

Are you tired of emotional and intellectual overload when interacting with a difficult person or group of people? If this is your state of mind or emotions, you definitely need to attend this course. You will learn how to understand, manage and effectively deal with difficult people in a way that helps you maintain your emotional intelligence and integrity. This course is designed to give you the tools to maintaining self-respect, focus, boundaries and self-discipline. You also will learn strategies and skills that will help you maintain boundaries when en- countering difficult situations and people. Attend this course and leave knowing how to appropriately, respectfully and effectively deal with difficult people.

COURSE OBJECTIVES

After successful completion of this course, the attendee will be able to:

- Exhibit self-control, calmness and patience in stressful situations.
- Recognize emotional and intellectual triggers.
- Exhibit appropriate emotions and thoughts.
- Communicate with poise and tact.
- Manage the conversation.
- Maintain emotional and intellectual balance.
- Establish ground rules and boundaries.

WHO SHOULD ATTEND

Individuals who frequently interact with difficult people. Individuals who provide customer services. Individuals interested in learning how to effectively deal with difficult people

DURATION: 1 DAY
ONSITE COST PER CLASS: \$4,500
OFFSITE COST PER PERSON: \$225



WRITING CRITICAL ELEMENTS

For many employees, writing critical elements is a challenging, stressful and difficult task to accomplish. This one-day course is specifically designed to teach you an easy step-by-step process to writing effective and appropriate critical elements. You will learn the art of formulating thoughts, tasks, expectations, selecting the most appropriate language, and then writing your critical elements that are objective-centered and results-driven. You will learn how easy it is to formulate and write critical elements that are realistic, specific and measurable. This is a promise!

COURSE OBJECTIVES

After successful completion of this course, the attendee will be able to:

- Execute steps to writing critical elements.
- Identify key words and phrases to formulating critical elements.
- Utilize the SMART formula.
- Write measurable and results-driven elements.
- Evaluate critical elements.

WHO SHOULD ATTEND

Individuals who have to write or evaluate critical elements.

DURATION: 1 DAY
ONSITE COST PER CLASS: \$3,500
OFFSITE COST PER PERSON: \$200

WRITING PERFORMANCE SELF-ASSESSMENTS

Do you find yourself worrying, pondering and trying to decide what is the right way to write your performance self-assessment that will capture your contributions, results, achievements and successes? If you answered yes to the question, you need to attend this course. This hands-on course is specifically designed to give you the knowledge, understanding and tools to writing your self-assessment. You will learn how to identify the right words and phrases that will clearly communicate your contributions and achievements. You will learn and practice techniques to identifying, recording, outlining and writing a self-assessment that is results-driven.

COURSE OBJECTIVES

After successful completion of this course, the attendee will be able to:

- Explain the connection between the organization's mission, goals, critical elements and the self-assessment.
- Describe methods and strategies to capturing and recording all major contributions, achievements and results.
- Identify and utilize action words and phrases when documenting and writing contributions, achievements and results.
- Demonstrate techniques to recording major contributions and accomplishments.
- Write an effective and appropriate performance self-assessment.

WHO SHOULD ATTEND

Individuals responsible for writing or evaluating self-assessments.

DURATION: 1 DAY
ONSITE COST PER CLASS: \$4,500
OFFSITE COST PER PERSON: \$225



WRITING AND GRAMMAR SKILLS

Writing and writing appropriately are two different things. This two-day course will cover the basic skills of writing appropriately and effectively. You will learn the connections between effective writing and standard grammar usage and mechanics. You will learn and practice eliminating unnecessary words and phrases. This interactive hands-on learning experience will explore some basic fundamentals and principles of grammar and appropriate usage of abbreviations, punctuation, quotations and capitalization.

COURSE OBJECTIVES

After successful completion of this course, the attendee will be able to:

- Demonstrate appropriate sentence structure and grammar usage.
- Apply techniques for overcoming writer's block.
- Construct sentences and paragraphs that are clear, concise and purposeful.
- Identify, edit and proofread errors.
- Demonstrate the difference between good and poor writing.
- Exhibit strategies for writing with purpose.
- Demonstrate appropriate sentence structure and grammar usage.

WHO SHOULD ATTEND

Individuals interested in improving their business writing skills.

DURATION: 1 DAY

ONSITE COST PER CLASS: \$3,500

OFFSITE COST PER PERSON: \$200

-OR-

DURATION: 2 DAYS

ONSITE COST PER CLASS: \$6,500

OFFSITE COST PER PERSON: \$400



COACHING: A STRATEGIC TOOL FOR PROACTIVE LEADERSHIP

Coaching is one of the most valuable resources an organization can use for improving employee awareness, contributions, performance and productivity. This course will provide a variety of strategies, skills and techniques that works – from creating the right climate and culture for responsible coaching to providing constructive leadership, guidance and feedback when managing challenging interactions and responses. You will leave this course with the understanding, abilities and confidence to serve as a responsible and results-driven coach and leader.

COURSE OBJECTIVES

After successful completion of this course, the attendee will be able to:

- Describe the roles and responsibilities of a coach.
- Establish and maintain a proactive and healthy coaching environment.
- Exhibit and model proactive, effective and appropriate communication skills.
- Provide constructive and appropriate listening and feedback skills.
- Describe the phases of the coaching relationship.
- Create and evaluate a coaching agreement.
- Address and resolve difficult interactions with poise and confidence.

WHO SHOULD ATTEND

Individuals who presently don't serve as a coach and individuals who have interest in serving as a coach.

DURATION: 2 DAYS
ONSITE COST PER CLASS: \$6,000
OFFSITE COST PER PERSON: \$400

COMMUNICATION SKILLS FOR THE 21ST CENTURY

As the workplace continues to change and become more diverse, communicating effectively and respectfully is a must for establishing and maintaining positive and healthy relationships. Collaboration, cooperation and teamwork depend on the combined attitudes, behaviors and actions of employees, which oftentimes require one or more forms of communication. This course will provide the tools, strategies, techniques and skills that will enhance your ability to communicate effectively and appropriately. You will learn some effective methods and techniques that will improve your listening and feed- back skills. If you want to become a better communicator, register and attend this course. You will be glad you did!

COURSE OBJECTIVES

After successful completion of this course, the attendee will be able to:

- Establish proactive rapport.
- Provide constructive feedback.
- Maintain focus and composure.
- Exhibit effective listening skills.
- Increase collaboration and teamwork.
- Alter another person's way of thinking.
- Empower and motivate others.
- Manage emotions appropriately.

WHO SHOULD ATTEND

Individuals who want to improve their communication skills.

DURATION: 1 DAY
ONSITE COST PER CLASS: \$4,500
OFFSITE COST PER PERSON: \$225



CONFLICT MANAGEMENT SKILLS FOR MANAGERS AND SUPERVISORS

Conflict in the workplace can be and oftentimes is detrimental and destructive to creating and maintaining positive, supportive and productive relationships, teamwork and organizational success. This course will provide strategies and techniques for understanding, managing and resolving conflict appropriately and effectively. You will learn a ten-step process for problem-solving and managing conflict that works. Attend this course and leave knowing how to identify, assess, evaluate and resolve conflicts appropriately, peacefully, effectively and respectfully.

COURSE OBJECTIVES

After successful completion of this course, the attendee will be able to:

- Identify signs of potential conflicts.
- Utilize techniques that can prevent or reduce conflicts.
- Apply a process for addressing and resolving conflict peacefully and appropriately.
- Establish ground rules for the discussion.
- Model appropriate and acceptable interpersonal communications.

WHO SHOULD ATTEND

Directors, managers, supervisors and team leaders.

DURATION: 1 DAY

ONSITE COST PER CLASS: \$4,500

OFFSITE COST PER PERSON: \$225

CREATING HIGH PERFORMANCE TEAMS

High performance teams can be the difference to moving at a faster pace when transforming a mission into a reality and principles into practice. This interactive “hands-on” learning experience will educate you about the attitudes and behaviors of high-performance teams. You will practice establishing ground rules, core principles, and a climate and culture that are the hallmark of high performance teams. This course is specifically designed to equip you with the knowledge, understanding and tools for creating and maintaining a high performance team.

COURSE OBJECTIVES

After successful completion of this course, the attendee will be able to:

- Identify specific and essential attitudes and behaviors when serving on a high performance team.
- Outline the profile of high performance teams.
- Describe the climate and culture of high performance teams.
- Identify what should matter when serving on a high performance team.
- Describe ways high performance teams can maintain focus and forward movement.
- Exhibit trust, collaboration and respect.
- Evaluate individual and team goals and needs.
- Value and respect the diversity of the team.

WHO SHOULD ATTEND

Directors, managers, supervisors, team leaders and all individuals who lead or serve on a team.

DURATION: 2 DAYS

ONSITE COST PER CLASS: \$7,500

OFFSITE COST PER PERSON: \$400



LEADERSHIP SKILLS FOR NEW SUPERVISORS

Transitioning from employee to a new supervisor can be challenging and rewarding. This course will help you to begin developing the core competencies when serving as a new supervisor. You will be introduced to some communication, problem-solving, coaching, and performance management skills that will help you create the right work relationships and work culture. You will learn ways to establish and maintain credibility, accountability, respect, cooperation, teamwork and productivity in your new leadership position. You will leave this course with the knowledge, understanding and skills needed to lead, model and serve as a responsible and effective supervisor.

COURSE OBJECTIVES

After successful completion of this course, the attendee will be able to:

- Create a safe, healthy and supportive workplace.
- Motivate and influence others.
- Provide constructive feedback.
- Listen attentively and respectfully.
- Delegate appropriately and effectively.
- Maintain fairness.
- Manage meetings better.
- Supervise employees who are former peers.
- Resolve conflicts effectively.
- Provide coaching that is goal-centered.
- Build a collaborative team.
- Evaluate employee performance.

WHO SHOULD ATTEND

New supervisors and managers . Supervisors and managers with less than two years of supervisory experience.
Employees with supervisory or management potential.
Aspiring and soon-to-be supervisors.

- ❖ This course meets the mandatory training requirement for all new supervisors.

DURATION: 4 DAYS
ONSITE COST PER CLASS: \$12,500
OFFSITE COST PER PERSON: \$800

LEADERS WHO MAKE A POSITIVE DIFFERENCE

There are some unique and special qualities and skills that set leaders who make a positive difference apart from other leaders. Attend this course and learn what those qualities and skills are and what it takes to be the leader that makes a positive and meaningful difference. This interactive training will cover topics that focus on communication, decision-making, problem solving, feedback, managing conflict, managing up, performance management and team building. You will gain insight about attitudes and behaviors that will set you apart when serving as a responsible leader. This course is dedicated to helping you identify and maximize your leadership capabilities and performance.

COURSE OBJECTIVES

After successful completion of this course, the attendee will be able to:

- Describe cultural dynamics that impact leaders.
- Identify leadership styles.
- Create proactive relationships and teams.
- Build consensus through negotiating and influencing others.
- Manage meetings effectively.
- Increase individual and team performance.
- Create work climate and culture that is safe, proactive, healthy and productive.
- Promote personal and team growth and development.
- Develop and evaluate measurable critical elements or performance objectives.

WHO SHOULD ATTEND

Directors, managers, supervisors, team leads, and individuals who supervise two or more employees.

DURATION: 3 DAYS
ONSITE COST PER CLASS: \$10,750
OFFSITE COST PER PERSON: \$575



LEADERSHIP SKILLS FOR MANAGERS AND SUPERVISORS

Learning and exhibiting appropriate and effective leadership skills for managers and supervisors is critical to creating and maintaining a workforce that is proactive, supportive, collaborative, and productive. This course will heighten your awareness and understanding regarding leadership skills that increase performance, teamwork, productivity and success. This course is specifically designed and tailored to help you demonstrate higher levels of effectiveness, competence, and professionalism. You will learn and practice skills that are the hallmark of high performing managers and supervisors. Some of the topics to be covered are performance management, managing diversity, coaching, team development, strategic planning, time management, managing difficult employees, interpersonal communication skills, listening twice, and giving feedback.

COURSE OBJECTIVES

Upon completing this course, attendees will be able to:

- Model appropriate interpersonal communications.
- Describe tips to resolving conflict constructively.
- Exhibit traits of effective and competent leaders.
- Demonstrate a higher level of professionalism.
- Create a high performance team.
- Manage difficult conversations appropriately.
- Maintain emotional intelligence.
- Empower, motivate and influence others.
- Write and evaluate performance elements and self-assessments.

WHO SHOULD ATTEND

Directors, managers, supervisors, team leaders and aspiring leaders.

DURATION: 3 DAYS
ONSITE COST PER CLASS: \$10,000
OFFSITE COST PER PERSON: \$575

MANAGING DIVERSITY IN THE WORKFORCE

As the workforce becomes more diverse, there is the need for all employees to become more aware of the impact of their presence and participation when working and interacting with other employees. This interactive experience will increase your knowledge and understanding about attitudes, behaviors, norms, and values that can facilitate or block the development of authentic, supportive, and productive relations with co-workers and customers. This course is specifically designed to provide you strategies, skills and techniques for establishing and maintaining relationships and a workforce that respects and maximizes diversity in the workforce.

COURSE OBJECTIVES

After successful completion of this course, the attendee will be able to:

- Describe cultural universals and dynamics that can impact every employee and workforce.
- Identify various ways to maximize diversity in the workforce.
- Create a work climate and culture that respects and maximizes diversity.
- Exhibit appropriate and acceptable attitudes and behaviors in the workplace.
- Serve as a positive role model for creating relationships and a workforce that respects and maximizes diversity in the workforce.

WHO SHOULD ATTEND

All employees.

DURATION: 1 DAY
ONSITE COST PER CLASS: \$4,500
OFFSITE COST PER PERSON: \$225
 -OR-
DURATION: 2 DAYS
ONSITE COST PER CLASS: \$7,500
OFFSITE COST PER PERSON: \$400



MEETING MANAGEMENT SKILLS

Planning and conducting a meeting can be difficult or easy, depending on your level of skill. This course is designed to provide you with practical step-by-step strategies, approaches, and tools that will result in accomplishing your meeting goals. This interactive training will cover how to plan, prepare, facilitate and evaluate your meetings so you can achieve your desired results. You will learn how to establish a meeting atmosphere that increases focus, cooperation, collaboration and outcomes. You will leave this experience knowing how to create an agenda, maintain focus and forward movement, transition the discussion towards decisions, and end the meeting on time.

COURSE OBJECTIVES

Upon completing this course, attendees will be able to:

- Facilitate a meeting that encourages cooperation and collaboration.
- Create ground rules and principles of conduct.
- Manage a meeting agenda.
- Utilize strategies for maintaining focus and forward movement.
- Evaluate the progress and results of a meeting.
- Build group consensus and collaboration.
- Manage differences constructively.
- Monitor and manage time effectively.

WHO SHOULD ATTEND

Individuals responsible for managing and facilitating meetings. Individuals who have interest in improving their meeting management skills.

DURATION: 1 DAY

ONSITE COST PER CLASS: \$4,000

OFFSITE COST PER PERSON: \$200

MENTORING FOR POSITIVE AND PRODUCTIVE CHANGE: FOR MENTEES ONLY

Being a mentee can be a beneficial and rewarding experience. Learn how being a mentee can work to your advantage and provide you with additional resources that will support your personal and professional growth and development. Learn how a mentoring program can help increase your knowledge, understanding and skills. Learn what you need to do to create a mentoring agreement that is tailored to meet your growth and development needs and interests. Leave this course and training knowing what you need to do to maximize your participation as a mentee in the mentoring relationship and program.

COURSE OBJECTIVES

After successful completion of this course, the attendee will be able to:

- Describe advantages and benefits of a mentoring program.
- Explain the role of a mentor and mentee.
- Establish ground rules for the relationship.
- Create realistic and obtainable goals and objectives.
- Create a mentoring agreement.
- Ask the right questions when selecting a mentor.
- Explain the phases and stages of the mentoring relationship.
- Create a mentoring action plan that is realistic, measurable and results-driven.

WHO SHOULD ATTEND

Individuals who are interested in becoming a mentee and individuals who want to learn more about the benefits of being in a mentoring relationship and program.

DURATION: 2 DAYS

ONSITE COST PER CLASS: \$6,750

OFFSITE COST PER PERSON: \$400



MENTORING FOR POSITIVE AND PRODUCTIVE CHANGE: FOR MENTORS ONLY

Mentoring is a great tool for providing guidance, support and modeling for any employee who is invested in improving their attitude, behaviors or work performance. Serving as a mentor is a great way to make a contribution to the growth and development of another employee and the workforce. Attend this course and learn the qualities and characteristics needed to serve as a responsible mentor. You will learn the mentoring process and how best to utilize your knowledge, understanding and experiences for the best interest of the mentee and agency. Attend this course and learn how to create, implement and evaluate a mentoring agreement that promotes growth, development and success for the mentee and mentoring relationship.

COURSE OBJECTIVES

After successful completion of this course, the attendee will be able to:

- Explain the difference between “mentor” and “mentee.”
- Describe the benefits when serving as a mentor or mentee.
- Create, monitor and evaluate a mentoring agreement.
- Model appropriate and acceptable attitudes and behaviors.
- Exhibit appropriate communication skills.
- Establish an atmosphere of trust, openness and honesty.
- Provide guidance, support and feedback.

WHO SHOULD ATTEND

Individuals who serve as a mentor or interested in serving as a mentor.

DURATION: 1 DAY
ONSITE COST PER CLASS: \$4,500
OFFSITE COST PER PERSON: \$200
 -OR-
DURATION: 2 DAYS
ONSITE COST PER CLASS: \$6,750
OFFSITE COST PER PERSON: \$400

PERFORMANCE-BASED SUPERVISION

The four primary goals of performance-based supervision are accountability, responsibility, flexibility and results. This course will provide you with the knowledge and understanding that will lead you to a higher level of effectiveness, performance, productivity and results. By attending this course you will increase your skills related to providing supervision that is objective-centered and results-driven. You will learn what works when providing performance based supervision and strategies for dealing with performance deficiencies. You also will learn some techniques for empowering and motivating employees to improving their performance and achieving at a higher level.

COURSE OBJECTIVES

After successful completion of this course, the attendee will be able to:

- Articulate the principles of performance based supervision.
- Describe strategies to using the performance plan to increase accountability, productivity and improve results.
- Construct appropriate SMART objectives.
- Evaluate employees based on their performance plan.
- Provide constructive guidance and feedback .
- Implement strategies for dealing with performance deficiencies.
- Monitor and evaluate employee performance and results.
- Describe methods for assessing and evaluating employee performance that is accurate, fair and consistent.

WHO SHOULD ATTEND

Individuals responsible for managing and supervising people.

DURATION: 1 DAY
ONSITE COST PER CLASS: \$3,500
OFFSITE COST PER PERSON: \$250



PERFORMANCE MANAGEMENT TOOLS THAT WORK

Accountability, teamwork, productivity and results are major standards organizations want to experience and achieve. With the right people and the right tools, all of the above and more can be accomplished. Attend this training and leave knowing the essentials needed to successfully accomplish the mission and goals of your organization. Learn ways to create measurable performance objectives that can help increase and improve accountability and results. This course will examine the process, steps and strategies to creating performance management tools that are mission/objective-centered and outcome-driven.

COURSE OBJECTIVES

After successful completion of this course, the attendee will be able to:

- Create and evaluate a performance plan that is measurable.
- Describe major components to developing performance expectations.
- Implement effective and appropriate performance management practices.
- Communicate steps and strategies to developing employee performance plans.
- Describe the connection between performance objectives and expected results.
- Monitor and evaluate employee performance.
- Describe methods to creating an employee performance summary report that is accurate, fair and consistent.

WHO SHOULD ATTEND

Employees who are responsible for creating, monitoring, managing and evaluating employees' performance.

DURATION: 2 DAYS
ONSITE COST PER CLASS: \$6,000
OFFSITE COST PER PERSON: \$400

PROFESSIONALISM IN THE WORKFORCE

Have you considered what "professionalism" in the workplace is? Attend this highly interactive course and learn for yourself what is appropriate and acceptable professionalism in the workforce. This hands-on learning experience will increase your knowledge and understanding related to the impact of your contributions to creating a work climate and culture that exemplifies the highest level of professionalism. Come prepared to engage in a series of experiences that will challenge your philosophy, beliefs, principles and practices when working and serving as a professional. Attend this thought-provoking course knowing that you will leave with new understanding and strategies to improving your professionalism and taking the initiative to doing what is right, appropriate and acceptable.

COURSE OBJECTIVES

After successful completion of this course, the attendee will be able to:

- Demonstrate appropriate interactive skills.
- Identify methods to improving one's attitude and behaviors.
- Describe ways to improve professionalism in the workplace.
- Differentiate between what is appropriate and inappropriate professionalism.
- Promote and support a work climate and culture that supports the agency's mission, goals and core values.
- Create a personal profile for maintaining focus, integrity, loyalty, respect and commitment to a level of professionalism that is acceptable and appropriate in the workforce.

WHO SHOULD ATTEND

All employees.

DURATION: 1 DAY
ONSITE COST PER CLASS: \$4,500
OFFSITE COST PER PERSON: \$250



TEAM BUILDING

The goal of this high energy, interactive course is to increase attendees' knowledge, understanding, skills and commitment to establishing and maintaining a winning team. Attendees will learn the qualities and characteristics that are essential when creating and serving on a team that is positive, proactive, healthy, supportive and productive. Attendees also will engage in individual and group exercises that will heighten their awareness to what is needed when building a winning team. Equally as valuable, some time will be spent exploring specific attitudes, behaviors and actions that are most often exhibited and beneficial when creating high performance, collaborative and successful teams.

COURSE OBJECTIVES

After successful completion of this course, the attendee will be able to:

- Describe the phases to creating a proactive and productive team.
- Exhibit appropriate and effective interpersonal communication skills.
- Demonstrate how to provide constructive and appropriate feedback.
- Demonstrate active and acceptable listening skills.
- Express thoughts that are supportive of the team's mission and goals.
- Address and resolve problems constructively.
- Establish rapport with team members.
- Describe ways to manage challenging interactions.

WHO SHOULD ATTEND

Directors, managers, supervisors, and team leaders and all individuals who work, serve or participate on a team.

DURATION: 2 DAYS
ONSITE COST PER CLASS: \$6,500
OFFSITE COST PER PERSON: \$450

DEVELOPING SUCCESSFUL LEADERS 108 DEGREES ASSESSMENT AND FEEDBACK

180-degree assessments and reviews are powerful tools for helping leaders develop, improve and advance their individual performance and interpersonal skills. Providing constructive feedback will help improve supervisors understanding and productivity. This two-day course will enhance supervisors' awareness and understanding of their skills and capabilities related to specific leadership competencies. Supervisors will learn various ways to improving their leadership skills. Equally as improvement, supervisors will be introduced to strategies and tools that will help improve their effectiveness, including problem-solving, decision-making and communication skills. Supervisors will leave this training with an individualized professional development plan.

COURSE OBJECTIVES

After successful completion of this course, the attendee will be able to:

- Supervisors will complete a 180 degree assessment prior to attending the training.
- Discuss the 180 degree assessment findings, implications and recommendations.
- Increase supervisors' self-awareness and understanding related to their thoughts and behavioral patterns.
- Identify strategies to responding appropriately and effectively to different work situations.
- Help supervisors recognize their strengths and areas in need of improvement.
- Engage supervisors in various learning activities that will improve their problem-solving, decision-making, communications and feedback skills.
- Guide supervisors to creating a short-term self-improvement strategic action plan.

WHO SHOULD ATTEND

All supervisors. Due to the various components of this training, which includes a pre-assessment, it is highly recommended that this course be held onsite.

DURATION: 2 DAYS
ONSITE COST PER PERSON: \$750
GROUP OF 20: \$15,000



BALANCING YOUR EMOTIONAL INTELLIGENCE

This course will explore the various components of emotional intelligence and how you can assess, develop and enhance your personal and professional development. This high-energy interactive experience will provide strategies and techniques that will help improve your self-awareness, self-discipline, decision-making, communication, negotiation, and teamwork skills. Attend this life-changing experience and leave empowered and better prepared to create and maintain a personal and professional lifestyle that is proactive, healthy and productive.

COURSE OBJECTIVES

After successful completion of this course, the attendee will be able to:

- Describe the major categories of emotional intelligence.
- Identify emotional and intellectual triggers that can create intra-personal challenges.
- Utilize techniques to maintaining emotional stability.
- Recognize attitudes, emotions and behaviors that support a healthy lifestyle.
- Create a mission-centered and results-driven lifestyle.

WHO SHOULD ATTEND

Individuals interested in improving their emotional intelligence and establishing a balanced lifestyle.

DURATION: 1 DAY
ONSITE COST PER CLASS: \$3,500
OFFSITE COST PER PERSON: \$200

INTERVIEWING SKILLS THAT WORK

Ok, you got the call inviting you to a job interview. What's next? Your ability to plan, prepare and then perform during the interview is crucial to securing the job. This two-day course is specifically designed to give you the strategies, tools and tips for making sure you experience a successful interview. You will learn what it takes to position yourself to get the job - from the initial call to leaving the interview. You will learn how to properly plan, prepare and effectively manage the interview. You will learn what it takes to interview with confidence, poise and clarity.

COURSE OBJECTIVES

After successful completion of this course, the attendee will be able to:

- Research and review information about the agency prior to the interview.
- Appropriately plan and prepare for the interview.
- Respond appropriately to the interview questions.
- Maintain focus and composure throughout the interview.
- Identify the appropriate attire for the interview.
- Establish and maintain rapport before and during the interview.
- Follow-up after the interview.

WHO SHOULD ATTEND

Individuals who want to improve their interviewing skills.

DURATION: 2 DAYS
ONSITE COST PER CLASS: \$6,000
OFFSITE COST PER PERSON: \$400

-OR-

DURATION: 3 DAYS
ONSITE COST PER CLASS: \$1,200
OFFSITE COST PER PERSON: \$600



MANAGING CHANGE

For most employees, managing change in the workplace can be frustrating, challenging and difficult. Equally as difficult is changing to improve for the better. This course will provide you with some appropriate and effective strategies to understanding and managing change appropriately. You will learn how changing for the better is worth the time, effort and results. You will leave this training with tools that will support your goal to creating a plan for accepting and managing change appropriately and effectively.

COURSE OBJECTIVES

After successful completion of this course, the attendee will be able to:

- Alter emotions, attitudes and behaviors that will embrace and support organizational change.
- Create a plan for managing change.
- Recognize defense mechanisms that are counter-productive and self-defeating.
- Accept change as a chance for personal growth and development.
- Adjust to and manage change appropriately.

WHO SHOULD ATTEND

Individuals interested in learning proactive, healthy and appropriate ways to managing change.

DURATION: 1 DAY

ONSITE COST PER CLASS: \$3,500

OFFSITE COST PER PERSON: \$200

MANAGING CONFLICT

In too many relationships and work environments, conflict is present and it is real. Conflict is not an experience many people welcome and embrace into their lifestyle. In this course, you will learn effective strategies that will enhance your understanding and skills when dealing with conflict. This course is dedicated to giving you the required tools and skills to maintaining self-control, composure, focus and patience, which is needed to managing conflict constructively and peacefully. You also will learn and practice a problem-solving and conflict resolution process that works.

COURSE OBJECTIVES

After successful completion of this course, the attendee will be able to:

- Establish personal ground rules for managing conflict.
- Demonstrate more self-control and self-discipline.
- Exhibit more patience and tolerance.
- Seek clarity and understanding.
- Express thoughts and feelings constructively.
- Utilize strategies to manage and resolve conflict constructively and peacefully.
- Apply a problem-solving process that leads to proactive results and resolution.

WHO SHOULD ATTEND

Individuals interested in improving their conflict management skills.

DURATION: 1 DAY

ONSITE COST PER CLASS: \$4,500

OFFSITE COST PER PERSON: \$225



PROFESSIONALISM

Have you considered what is or is not “professionalism” in the workplace? Do you actually know the qualities and characteristics of a competent, responsible, reliable, accountable and respectful professional? This course is specifically designed to examine and clarify what is needed and expected when working or serving as a professional. Come prepared to engage in a wide variety of experiences that will identify ways you can enhance your personal and professional growth and development. This non-traditional course will provide you with new insights and offer for your consideration ways to improve your attitude, emotions and behaviors. You will leave this training knowing what it truly means to be a professional and what professionalism is. This is a course individuals who are interested in maximizing their opportunities and abilities as a professional should attend. You will be glad you attended this course. This is a promise!

COURSE OBJECTIVES

After successful completion of this course, the attendee will be able to:

- Define key terms associated with professionalism.
- Exhibit more acceptable and appropriate attitudes and behaviors.
- Communicate with tact and respect.
- Demonstrate appropriate listening skills.
- Identify ways to improve attitudes and behaviors.
- Differentiate between different types of professionalism in the workplace.
- Identify ways to improve one’s level of professionalism.
- Create a personal or professional growth and development action plan.

WHO SHOULD ATTEND

All employees.

DURATION: 1 DAY
ONSITE COST PER CLASS: \$3,500
OFFSITE COST PER PERSON: \$200

STRESS MANAGEMENT

Is stress a normal part of your workday or lifestyle? Are you tired of stress managing you, rather than you managing your stress? Learn effective strategies and techniques to managing and minimizing your stress. Learn ways to identify and minimize triggers that cause you to experience stress. This course will educate you about the signs, symptoms, causes and consequences of personal and interpersonal stress in your workplace and lifestyle. You will engage in exercises that will enhance your knowledge, abilities and understanding to effectively identify, manage and reduce personal or professional stress. This course will provide strategies and techniques for creating a stress reduction and stress management plan that will work for you.

COURSE OBJECTIVES

After successful completion of this course, the attendee will be able to:

- Create a stress management action plan.
- Identify triggers that cause intrapersonal stress.
- Demonstrate steps to managing personal stress.
- Minimize the impact of stress.
- Utilize various methods and techniques when managing stress.
- Apply methods for reducing and managing stress appropriately and effectively.

WHO SHOULD ATTEND

Individuals interested in managing stress better and more effectively.

DURATION: 1 DAY
ONSITE COST PER CLASS: \$4,500
OFFSITE COST PER PERSON: \$200



TIME MANAGEMENT

Do you ever find yourself multi-tasking and still not having enough time to do what you really need to do? If you are in this group, attend this course and learn some proven strategies for improving your time management skills. Get the tools and techniques needed for managing your time appropriately, effectively and efficiently. You will learn the steps to preparing, implementing and evaluating daily and weekly requirements or tasks. You also will gain insights to prioritizing and developing a time management action plan that works.

COURSE OBJECTIVES

After successful completion of this course, the attendee will be able to:

- Prioritize daily and weekly schedule.
- Create, implement and evaluate a to-do list.
- Plan a day constructively.
- Utilize time wisely.
- Prevent and minimize distractions.
- Create a realistic time management plan.
- Manage time better.

WHO SHOULD ATTEND

Individuals interested in improving their time management skills.

DURATION: 1 DAY
ONSITE COST PER CLASS: \$4,500
OFFSITE COST PER PERSON: \$225

TRANSFORMING PRINCIPLES INTO PRACTICE

Most people aspire to accomplish specific goals during their lifetime. Even in the workplace, most employees want to do their best and give their best. There are the contributing factors that can help you transition your belief or principle into practice or actions? Attend this high-energy training and learn the steps to moving beyond where you are to where you want to be? You will learn what it takes to transform your principles into practice. Equally as valuable, you will be introduced to a step-by-step process that will help you increase your effectiveness, productivity, outcome or results. This course is tailored to help you soar beyond the limitations.

COURSE OBJECTIVES

After successful completion of this course, the attendee will be able to:

- Identify what is hindering and preventing productivity and success.
- Improve focus, motivation and commitment.
- Describe factors associated with productivity, results and success.
- Manage time appropriately.
- Create a plan that is principle-centered and outcome-driven.
- Exhibit attitudes and behaviors that is purposeful, proactive and productive.

WHO SHOULD ATTEND

Individuals interested in improving and maximizing their opportunities for personal or professional growth, development and productivity.

DURATION: 1 DAY
ONSITE COST PER CLASS: \$3,500
OFFSITE COST PER PERSON: \$200
 -OR-
DURATION: 2 DAYS
ONSITE COST PER CLASS: \$6,000
OFFSITE COST PER PERSON: \$400



VALUING DIVERSITY IN THE WORKFORCE

As the workforce becomes more diverse, there is the need for all employees to become more aware of the impact of diversity in the workplace. This interactive training will increase your knowledge and awareness related to attitudes, behaviors, norms, and values that can facilitate or block the development of authentic, supportive, and productive relations with co-workers and customers. This learning experience is specifically designed to enhance your understanding about qualities and characteristics that are helpful and beneficial when establishing and maintaining a workforce that acknowledges and values diversity.

COURSE OBJECTIVES

After successful completion of this course, the attendee will be able to:

- Describe cultural universals and dynamics that can impact every employee and workplace.
- Identify specific traits of employees who value diversity.
- Implement strategies to proactive and healthy relationships in the workplace.
- Outline the benefits of supporting a diverse workplace.
- Exhibit appropriate and acceptable attitudes and behaviors in the workplace.

WHO SHOULD ATTEND

All employees.

DURATION: 1 DAY
ONSITE COST PER CLASS: \$3,500
OFFSITE COST PER PERSON: \$200
 -OR-
DURATION: 2 DAYS
ONSITE COST PER CLASS: \$6,000
OFFSITE COST PER PERSON: \$400

WRITING WITH PURPOSE AND GOALS

Writing and writing appropriately is two different things. This course will teach you the art of writing appropriately and effectively. You will learn the connections between effective writing and standard grammar usage and mechanics. Also, you will learn methods to writing with purpose, focus and expected results. Learn how to format and structure your writing with goals and objectives. Learn how to eliminate unnecessary words and phrases. Learn the basic fundamentals and principles of grammar and appropriate usage of abbreviations, punctuation, quotations and capitalizations. You will leave this course and training a better writer.

COURSE OBJECTIVES

After successful completion of this course, the attendee will be able to:

- Identify key characteristics of appropriate grammar usage.
- Identify key components of writing with purpose and goals.
- Identify the difference between appropriate and inappropriate grammar usage.
- Identify the difference between good and poor writing.
- Describe steps and strategies to writing with purpose.
- Write using appropriate grammar and writing skills.

WHO SHOULD ATTEND

Individuals interested in improving their writing skills.

DURATION: 2 DAYS
ONSITE COST PER CLASS: \$6,500
OFFSITE COST PER PERSON: \$400



SPEECHES, WORKSHOPS, SEMINARS

We take great pride in delivering speeches, workshops and seminars that will hit the mark every time. Every presentation is goal-centered, informative, high-energy, thought-provoking, and results-driven. The audience will appreciate the experience and leave with a greater sense of understanding, wisdom and commitment. We are dedicated and committed to making sure our presentations **SOAR** – Stretch Out And Rise beyond expectations.

Below is a list of the most often requested presentations. Each presentation can be tailored to address your specific goals, objectives, interests, needs and expectations.

- Building a Winning Team
- Celebrating Change
- Creating a Lifestyle Worth Living
- Creating a Positive, Healthy and Productive Workforce
- D's to a Successful Workplace
- Excellent Customer Services
- From-Now-On
- Leaders Who Make A Positive Difference
- Soar Beyond The Limitations
- Transforming Principals into Practice
- The Difference Begins With You
- Valuing Diversity
- When Giving Up Is Not An Option - What's Next?

COST: \$4,500

