

PROFESSIONAL SPEAKING & TRAINING SOLUTIONS

# SWINTON & ASSOCIATES, LLC

The Soar Group

CREATING A SAFE, HEALTHY AND PRODUCTIVE WORKFORCE

## PROFESSIONAL TRAINING SOLUTIONS CATALOG



8(a) PROGRAM PARTICIPANT

2019 EDITION

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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 provide the methods and skills needed to prepare and deliver a goal-centered and results-driven briefing. You will learn effective steps and strategies for using various tools to enhance the quality and outcome of your briefing. Attend this training to earn and practice all phases of the briefing process, including good time management skills.

### Course Objectives

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

- Describe the various types of briefings.
- Plan and organize a briefing.
- Demonstrate briefing techniques.
- Deliver a goal-centered briefing.
- Apply various tools when delivering a briefing.
- 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 and cost-effective resource that can help improve employees' awareness, interactions, skills and performance. Coaching is an excellent tool to enhance cooperation, collaboration and teamwork. This interactive course will provide strategies and techniques that will help you serve as an effective, competent, and responsible coach. You will learn some valuable skills that will enhance your ability to maximize the coaching relationship. You will leave this course better able to use coaching that will result in proactive and purposeful results.

### Course Objectives

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

- Describe roles and responsibilities of a coach.
- Create ground rules for the coaching relationship.
- Create a coaching action plan or agreement.
- Exhibit appropriate communication skills.
- Serve as a positive role model.
- Evaluate the coaching agreement.

### Who Should Attend

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

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

## Communicating with Purpose, Diplomacy and Tact

Communicating effectively and appropriately is a must in a diverse workforce. It also is important when establishing proactive, healthy, and supportive relationships. This interactive course will focus on the art of communicating the right way in various situations. You will learn and practice various communication methods and skills. Attend this course and leave knowing how to communicate with purpose, principles and self-discipline.

### Course Objectives

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

- Maintain self-discipline when communicating.
- Listen twice attentively.
- Communicate with diplomacy and tact.
- Provide constructive feedback.
- Respond appropriately and respectfully.

### 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 Self-Discipline

Providing constructive criticism or maintaining self-discipline is not as easy as one might think. Attend this course and learn the skills and techniques that are needed and beneficial when providing constructive criticism. You also will learn ways to maintain self-discipline when encountering challenging situations. This is one course you will be glad you attended. This is a promise!

### Course Objectives

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

- Differentiate between constructive and destructive criticism.
- Provide constructive feedback.
- Apply ten steps to effective problem-solving.
- Exhibit appropriate and constructive criticism skills.
- Exhibit appropriate and constructive discipline skills.
- Maintain self-discipline during challenging situations.

### Who Should Attend

Managers and supervisors. Individuals interested in improving their self-discipline and feedback skills.

DURATION: 1 DAY

ONSITE COST PER CLASS: \$3,500

OFFSITE COST PER PERSON: \$200

## Constructive Criticism and Managing Feedback

This course is specific designed to provide the knowledge and understanding and skills needed to improve your ability to give and receive feedback. You will engage in experiences that will sharpen your skills and abilities associated with listening, questioning, and feedback. You also will learn how to transfer communication principles into practice and leave this training a much-improved communicator.

### Course Objectives

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

- Improve their listening skills.
- Improve their feedback skills.
- Distinguish between constructive and destructive criticism.
- Exhibit composure during difficult encounters.
- Manage difficult conversations with tact and calmness.

### Who Should Attend

All employees

DURATION: 1 DAY

ONSITE COST PER CLASS: \$3,500

OFFSITE COST PER PERSON: \$195

## Creating Healthy And Collaborative Work Relationships

In today's ever-changing workforce, employees are encountering challenges creating healthy and respectful relationships. This course will provide insights and strategies how you can create and maintain constructive, proactive, healthy, collaborative, and mutually respectful relationships. This course also will enhance your understanding regarding ways to maintain self-discipline and professional integrity when dealing with difficult people and situations. Attend this course and leave knowing how to better manage yourself and create constructive and productive work relationships in an ever-changing workforce.

### Course Objectives

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

- Appropriately manage their space.
- Maintain professional integrity and self-discipline.
- Establish win-win relationships.
- Communicate with tact and diplomacy.
- Peacefully and constructively resolve interpersonal challenges

### Who Should Attend

All employees.

DURATION: 1 DAY

ONSITE COST PER CLASS: \$3,500

OFFSITE COST PER PERSON: \$195

DURATION: 2 DAYS

ONSITE COST PER CLASS: \$5,000

OFFSITE COST PER PERSON: \$295

## Critical Thinking Skills that Work

This one-day interactive course will increase your knowledge and understanding to establishing a solid foundation to thinking critically in various situations. Attendees will learn a set of practical skills and tools that work when making decisions, problem-solving, confronting challenges, and interacting with different people. Attendees will learn and practice the essential principles, stages and skills associated with critical thinking and decision making.

### Course Objectives

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

- Improve their analytical and intuition skills.
- Enhance their emotional intelligence.
- Improve problem-solving and decision-making process.
- Effectively deal with difficult people.
- Develop well-reasoned solutions to complex problems.

### Who Should Attend

Individuals interested in improving their critical thinking skills.

DURATION: 1 DAY  
 ONSITE COST PER CLASS: \$3,500  
 OFFSITE COST PER PERSON: \$150

DURATION: 2 DAYS  
 ONSITE COST PER CLASS: \$5,000  
 OFFSITE COST PER PERSON: \$295

## Customer Service Comes First

Delivering excellent customer service is rarely an accident; it happens because of the employee's commitment to putting customers first and exceeding expectations. This high-energy course will examine attitudes, emotions, and behaviors that are the trademark for providing excellent customer service. You will learn strategies, techniques and skills that will increase your knowledge and understanding of what it takes to provide excellent customer service.

### Course Objectives

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

- Establish positive rapport with customers.
- Exhibit patience and tolerance.
- Demonstrate attentive listening.
- Respond proactively and respectfully to customers.
- Exceed customer expectations.
- Manage challenges constructively.
- Foster and promote healthy interactions with customers.

### Who Should Attend

Individuals who provide customer service.

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

## EEO and Managing Diversity and Inclusion In The Workforce

The goal of this course is to provide an overview of the EEO Laws, Statutes and Policies. This interactive training will enhance managers and supervisors knowledge and understanding about various strategies to creating a workforce that is mission-centered, inclusive, collaborative, and results-driven. Managers and supervisors will learn some practical tools that can help establish and maintain healthy relations when working, participating, interacting, and serving in a diverse workforce to accomplish a common mission and goal.

*This training meets the annual EEO training requirement for managers and supervisors.*

### Course Objectives

This course will cover the following objectives:

- Review Equal Employment Opportunity (EEO) laws and statutes.
- Review policies associated with Workplace Harassment and Sexual Harassment.
- Review the policy on Sexual Orientation.
- Review the policy on Gender Identity.
- Review the policy on Reasonable and Religious Accommodations
- Review the Informal and Formal EEO Complaint process.
- Describe some practices that can help create a mission-centered, respectful, inclusive, collaborative, and results-driven workforce.

### Who Should Attend

All managers and supervisors

DURATION: 1/2 DAY  
 ONSITE COST PER CLASS: \$1,500  
 OFFSITE COST PER PERSON: \$100

DURATION: 1 DAY  
 ONSITE COST PER CLASS: \$3,500  
 OFFSITE COST PER PERSON: \$150

## Effective Communication 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:

- Apply all phases of a results- driven presentation.
- Plan, create and deliver a presentation.
- Communicate with confidence, poise, tact and clarity.
- Utilize various techniques to enhance delivery.
- 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: \$6,000  
 OFFSITE COST PER PERSON: \$400

DURATION: 3 DAYS  
 ONSITE COST PER PERSON: \$8,500  
 OFFSITE COST PER PERSON: \$57

## Effective Listening and Feedback Skills

The one-day course is specifically designed to improve your ability to listen twice, which will enhance your communication skills. This course will help you recognize and know the difference between listening once and listening twice. Equally as important, this interactive, high-energy course will provide the essential tools and skills for listening to absorb, understand, process and respond to the listening experience. You also will learn the art of giving constructive feedback with tact and diplomacy.

### Course Objectives

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

- Clarify the difference between listening one and listening twice.
- Apply traits of listening twice.
- Clarify the difference between constructive and destructive feedback.
- Give constructive feedback with diplomacy and tact.
- Receive feedback with patience, poise, and calmness.

### Who Should Attend

All employees

DURATION: 1 DAY  
 ONSITE COST PER CLASS: \$3,500  
 OFFSITE COST PER PERSON: \$150

## 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 clarity, 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:

- Apply all phases of a results- driven presentation.
- Plan, prepare and deliver a presentation.
- Present with confidence, poise, and clarity.
- Utilize various techniques to enhance delivery.
- Demonstrate the three parts of a presentation.

### Who Should Attend

Individuals who have little or no experience conducting a presentation. Individuals who want to improve their presentation skills.

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

DURATION: 3 DAYS  
 ONSITE COST PER PERSON: \$8,500  
 OFFSITE COST PER PERSON: \$575

## Grammar Skills to Improve Communications (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 improve your grammar usage and sentence structure. You will revisit 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, punctuations, number formats and abbreviations.
- Write with more confidence.

### Who Should Attend

Individuals interested in reviewing, refreshing or improving their writing skills.

DURATION: 2 DAYS  
 ONSITE COST PER CLASS: \$6,000  
 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 ways to maintain self-respect, self-discipline, focus, boundaries, and civility when interacting with a difficult person. 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, poise, and patience in stressful situations.
- Recognize emotional and intellectual triggers.
- Develop a sharper sense of empathy.
- Exhibit appropriate emotions and actions.
- Communicate with poise and tact.
- Better manage the conversation.
- Maintain integrity as well as emotional balance.
- Create ground rules and boundaries to create a safe environment.

### Who Should Attend

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

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

## 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 critical elements that are objective-centered and results-driven. You will learn how 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:

- Identify key words and phrases in formulating critical elements.
- Execute steps to writing critical elements.
- Write measurable and results-driven critical elements.
- Evaluate critical elements and make any required adjustments.

### Who Should Attend

Individuals who have to write, formulate or evaluate critical elements.

DURATION: 1 DAY

ONSITE COST PER CLASS: \$3,500

OFFSITE COST PER PERSON: \$150

## 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? Are you concerned about capturing your contributions, results, achievements and successes? If you answered yes to either 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, results, achievements and successes. You will 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 capture and record all major contributions, achievements and results.
- Review their developmental plan and make adjustments where needed.
- Apply action words and phrases when documenting and writing contributions, achievements and results.
- Demonstrate techniques for recording major contributions and accomplishments throughout the performance year.
- Write an effective and appropriate performance self-assessment.

### Who Should Attend

Individuals responsible for writing or evaluating self-assessments. Individuals interested in learning how to write a self-assessment.

DURATION: 1 DAY

ONSITE COST PER CLASS: \$3,500

OFFSITE COST PER PERSON: \$150

## Writing and Grammar Skills

Writing and writing appropriately are two different actions. 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 also 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:

- Write using appropriate sentence structure and grammar usage.
- Apply techniques for overcoming writer's block.
- Identify, edit and proofread for errors.
- Differentiate between good and poor writing.
- Exhibit strategies for writing with purpose.

### 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: \$6,000**  
**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 numerous strategies, skills and techniques that work – from creating the right climate and culture for responsible coaching to providing constructive leadership, guidance and feedback when managing challenging interactions. 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 partnership.
- Exhibit and model proactive, effective and appropriate communication skills.
- Exhibit constructive and appropriate listening and feedback skills.
- Communicate the phases of the coaching relationship.
- Create and evaluate a coaching agreement.
- Address and resolve difficult interactions with respect, poise and confidence.

### Who Should Attend

Individuals who have interest in serving as a coach.  
Individuals who presently serve as a coach.

DURATION: 1 DAY  
ONSITE COST PER CLASS: \$3,500  
OFFSITE COST PER PERSON: \$150

DURATION: 2 DAYS  
ONSITE COST PER CLASS: \$5,000  
OFFSITE COST PER PERSON: \$295

## Coaching and Mentoring

Coaching and mentoring are two of the most important contributions a person can make to the growth and development of another person. This course will focus on ways coaching and mentoring can help develop productive and successful employees, groups and teams. This interactive course will explore all phases of coaching and mentoring. It also will describe the traits, qualities and characteristics that are essential when serving as a coach or mentor.

### Course Objectives

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

- Understand the goals of coaching and mentoring.
- Describe what coaching and mentoring is and is not.
- Describe the role and responsibilities of a coach and mentor.
- Describe the role and responsibilities of the coachee and mentee.
- Exhibit the essential skills and qualities of a responsible coach and mentor.
- Explain some do's and don'ts when participating in a coaching or mentoring relationship.
- Describe the phases of a coaching and mentoring relationship.
- Understand the benefits to establishing a coaching or mentoring agreement.

### Who Should Attend

Any employee interested in learning about coaching and mentoring.

DURATION: 1 DAY  
ONSITE COST PER CLASS: \$3,500  
OFFSITE COST PER PERSON: \$150

DURATION: 2 DAYS  
ONSITE COST PER CLASS: \$5,000  
OFFSITE COST PER PERSON: \$295

## Communication Skills for the 21<sup>st</sup> Century Leader

As the workforce becomes more diverse, communicating effectively and respectfully is a must for establishing and maintaining positive, supportive and healthy relationships. Collaboration, cooperation and teamwork depends on the combined attitudes, behaviors and actions of employees, which oftentimes requires one or more forms of communication. This course will provide the tools, strategies, techniques and skills that are essential and needed to communicating respectfully, effectively and appropriately. You will learn some effective methods and techniques for improving your listening and feedback skills. If you want to become a better communicator, 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 respect throughout the conversation.
- Exhibit appropriate listening skills.
- Enhance understanding.
- Manage emotions appropriately.

### Who Should Attend

Individuals who want to improve their communication skills.

DURATION: 1 DAY  
ONSITE COST PER CLASS: \$3,500  
OFFSITE COST PER PERSON: \$195

## Conflict Management Skills for Managers and Supervisors

Conflict in the workforce oftentimes is detrimental to creating and maintaining positive, supportive and productive relationships, teamwork and organizational success. This course will provide strategies and techniques for identifying potential conflict and appropriately responding. You will learn a ten-step process for problem-solving and resolving conflict. Attend this course and leave knowing how to identify, assess, evaluate and resolve conflicts appropriately, constructively, 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, minimize or reduce conflicts.
- Apply a process for addressing and resolving conflict peacefully and appropriately.
- Establish ground rules for managing the conversation.
- Model appropriate interpersonal conflict resolution communications.

### Who Should Attend

Directors, managers, supervisors and team leads. Individuals interested in improving their conflict resolution skills.

DURATION: 1 DAY  
ONSITE COST PER CLASS: \$3,500  
OFFSITE COST PER PERSON: \$195

## Creating High Performing Teams

High performing teams can be the difference between moving at a faster pace to accomplishing one or more goals or going nowhere fast. This interactive learning experience will educate you about the attitudes, emotions and behaviors of high-performing teams. You will practice establishing ground rules, core principles, and a climate and culture that are the hallmark of high performing 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 essential attitudes, behaviors and actions of high performing teams.
- Describe the profile of high performing teams.
- Describe the climate and culture of high performance teams
- Identify elements of a high performance team.
- Describe methods high performing teams use to maintain focus.
- Create a plan for improving teamwork.
- Apply principles for creating a high performing team.

### Who Should Attend

Directors, managers, supervisors, and team leads.  
Individuals who lead or serve on a team.

DURATION: 1 DAY  
ONSITE COST PER CLASS: \$3,500  
OFFSITE COST PER PERSON: \$150

DURATION: 2 DAYS  
ONSITE COST PER CLASS: \$5,500  
OFFSITE COST PER PERSON: \$295

## Developing Successful Leaders: 180 Degree Assessment and Feedback

180-degree assessments are research-based proven tools to help leaders develop, improve and advance their individual performance and interpersonal leadership skills. Providing constructive feedback will help improve leaders' understanding, skills and productivity. This two-day course will enhance leaders' awareness and understanding of their skills and capabilities related to specific leadership competencies. Equally as important, leaders will learn various strategies and tools that will help improve their effectiveness, including problem-solving, decision-making and communication skills. Leaders will leave this training with an individualized professional development plan. Prior to attending the training, leaders will complete a 180-degree assessment.

### Course Objectives

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

- Discuss the 180 degree assessment results, implications and recommendations.
- Utilize assessment results to increase leaders self-awareness.
- Identify strategies to respond appropriately and effectively to different work situations.
- Understand their strengths and improvement needs.
- Apply appropriate problem-solving, decision-making, and communication skills.
- Create a short-term improvement 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

## EEO Overview

The goal of this training is to provide an overview of the EEO Laws, Statutes and Policies. This informative and interactive training will enhance attendees' knowledge and understanding about various strategies that can help create and maintain work relationships and a workforce climate and culture that is mission-centered, fair, inclusive, collaborative, and results-driven. Equally as important, this training will provide some practical tools attendees can apply when working, participating, interacting, serving and leading in a diverse and ever-changing workforce to accomplish a common mission and goal.

### Course Objectives

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

- Adhere to the Equal Employment Opportunity (EEO) laws and statutes.
- Adhere to policies associated with Workplace Harassment and Sexual Harassment.
- Honor the policy on Sexual Orientation and Gender Identity.
- Describe the Informal and Formal EEO Complaint process.
- Describe the Alternative Dispute Resolution.
- Review statutes associated with Reasonable and Religious Accommodations.
- Apply some strategies for creating an inclusive workforce climate and culture.
- Describe some ways to manage diversity in the workforce.

### Who Should Attend

All Federal government employees.

DURATION: HALF - DAY  
ONSITE COST PER CLASS: \$1,500  
OFFSITE COST PER PERSON: \$150

DURATION: 1 DAY  
ONSITE COST PER CLASS: \$3,500  
OFFSITE COST PER PERSON: \$175

## EEO And Managing Diversity in the Workforce

The goal of this course is to provide an overview of the EEO Laws, Statutes and Policies. This informative and interactive training also will enhance managers and supervisors knowledge and understanding about various strategies that can help create and maintain a workforce climate and culture that is mission-centered, inclusive, collaborative, and results-driven. Equally as important, managers and supervisor will learn some practical tools that can help establish and maintain healthy when working, participating, interacting, and serving in a diverse and ever-changing workforce to accomplish a common mission and goal.

**This training meets the annual EEO training requirement for managers and supervisors.**

### Course Objectives

This course will cover the following objectives:

- Review Equal Employment Opportunity (EEO) laws and statutes.
- Review policies and statutes associated with Workplace Harassment and Sexual Harassment.
- Review the policy on Sexual Orientation.
- Review the policy on Gender Identity.
- Review the policy on Reasonable and Religious Accommodations
- Review the Informal and Formal EEO Complaint process.
- Describe some practices that can help create a mission-centered, respectful, inclusive, collaborative, and results-drive workforce.

### Who Should Attend

All managers and supervisors

DURATION: 1/2 DAY  
ONSITE COST PER CLASS: \$1,500  
OFFSITE COST PER PERSON: \$100

DURATION: 1 DAY  
ONSITE COST PER CLASS: \$3,500  
OFFSITE COST PER PERSON: \$150

## Exceeding as a New Supervisor

Serving as a first-time supervisor can be challenging and rewarding. Learning and applying some basic supervisory skills will make a positive difference when serving as a first-time supervisor. This training will provide the required knowledge and understanding for transitioning and succeeding in a new leadership position. This training also will offer some proven strategies and skills that will help the transition from peer to supervisor.

### Course Objectives

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

- Understand what a new supervisor should and should not do.
- Apply some principles of conduct when serving as a leader.
- Exhibit appropriate interpersonal communications.
- Maintain self-discipline and emotional intelligence.
- Create a collaborative and inclusive work climate and culture.
- Resolve conflicts constructively.
- Create a professional growth and development action plan.

### Who Should Attend

New and aspiring supervisors, managers and team leads.

DURATION: 2 DAYS  
 ONSITE COST PER CLASS: \$5,950  
 OFFSITE COST PER PERSON: \$295

DURATION: 3 DAYS  
 ONSITE COST PER CLASS: \$7,500  
 OFFSITE COST PER PERSON: \$395

## Introduction to Supervision

This course is specifically tailored to provide new supervisors and employees interested in becoming a supervisor with the knowledge and understanding regarding what it takes to be a competent, responsible and successful leader. Attendees will learn the primary role and responsibilities, qualities and traits, and ways to serve as a mission-centered, responsible, accountable, and results-driven supervisor.

### Course Objectives

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

- Serve as a responsible, accountable, and respectful leader.
- Create a proactive and healthy work climate and culture.
- Generate buy-in.
- Exhibit appropriate interpersonal communications.
- Manage and promote inclusion and diversity.
- Exhibit appropriate listening and feedback skills.
- Create a mission-centered and result-driven team.
- Exhibit professionalism.

### Who Should Attend

New supervisors and managers. Employees interested in becoming a supervisor or improving their leadership skills.

DURATION: 2 DAYS  
 ONSITE COST PER CLASS: \$5000  
 OFFSITE COST PER PERSON: \$295

DURATION: 3 DAYS  
 ONSITE COST PER CLASS: \$7,500  
 OFFSITE COST PER PERSON: \$395

## 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 for serving as a new supervisor. You will be introduced to some communication, problem-solving, coaching, and performance management skills that will help you create a solid foundation 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 mission-centered workplace.
- Motivate and influence others.
- Demonstrate appropriate communication skills.
- Delegate appropriately.
- Exhibit fairness.
- Create a collaborative and inclusive team.
- Resolve conflicts effectively.
- Provide goal-centered coaching .
- Evaluate employee performance.

### Who Should Attend

New supervisors and managers. Supervisors and managers with less than two years of supervisory experience. Soon-to-be and aspiring supervisors.

**This course meets the mandatory training requirement for new supervisors.**

DURATION: 2 DAYS  
ONSITE COST PER CLASS: \$5,500  
OFFSITE COST PER PERSON: \$295

DURATION: 3 DAYS  
ONSITE COST PER CLASS: \$7,500  
OFFSITE COST PER PERSON: \$395

## 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 instructor-led training will cover topics that focus on communication, decision-making, problem solving, professionalism, 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 maximize your leadership potential, 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.
- Manage diversity and inclusion respectfully.
- Build consensus.
- Address and resolve conflict effectively.
- Manage meetings effectively.
- Increase individual and team performance.
- Create a work climate that is safe, proactive, healthy and productive.
- Promote personal and team development.
- Develop and evaluate 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: \$7,500  
OFFSITE COST PER PERSON: \$395

## Leadership Skills for Managers and Supervisors

Learning and exhibiting appropriate and effective leadership skills is critical to creating and maintaining a workforce that is proactive, inclusive, collaborative, and productive. This course will heighten your awareness regarding leadership skills that improve performance, teamwork, productivity and success. This course is specifically 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, and communication skills.

### Course Objectives

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

- Model appropriate communications.
- Constructively resolve conflict.
- Exhibit traits of effective and responsible leaders.
- Demonstrate a higher level of professionalism.
- Create a high performing team.
- Effectively manage difficult employees.
- Improve performance management.

### Who Should Attend

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

DURATION: 3 DAYS  
 ONSITE COST PER CLASS: \$8,500  
 OFFSITE COST PER PERSON: \$575

## Managing Inclusion and Diversity in the Workplace

As the workforce becomes more diverse, there is the need for all employees to be more aware of the impact of the presence and participation of other cultures when working and interacting in the workforce. This “Conversation” and collaborative experience will increase your knowledge and understanding about attitudes, behaviors, norms and values that can facilitate or hinder the development of authentic, supportive and productive interactions. This course is specifically designed to provide strategies, skills and techniques for establishing and maintaining relationships and a workforce that respects and maximizes diversity.

### Course Objectives

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

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

### Who Should Attend

All employees.

DURATION: 1 DAY  
 ONSITE COST PER CLASS: \$3,500  
 OFFSITE COST PER PERSON: \$195  
 -OR-  
 DURATION: 2 DAYS  
 ONSITE COST PER CLASS: \$6,000  
 OFFSITE COST PER PERSON: \$295

## Meeting Management Skills

Planning and conducting a meeting can be difficult or easy, depending on your meeting management skill level. This course is designed to provide you with practical strategies, approaches and tools that will help you accomplish 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, establish the right climate and culture, transition the discussion towards decisions, and end the meeting on time.

### Course Objectives

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

- Facilitate a meeting that encourages cooperation and collaboration.
- Create meeting ground rules.
- Establish a meeting agenda.
- Utilize strategies to maintain focus and forward movement.
- Evaluate the progress and results of a meeting.
- Build group consensus and collaboration.
- Manage differences constructively.

### Who Should Attend

Individuals responsible for managing and facilitating meetings. Individuals who want to learn how to conduct and manage meetings.

DURATION: 1 DAY  
ONSITE COST PER CLASS: \$3,500  
OFFSITE COST PER PERSON: \$195

## Mentoring for Positive Growth and Development: 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 and skills. Learn what you need to do to create a mentoring agreement that is tailored to meet your growth and developmental needs and interests. Leave this course knowing what you need to do to maximize your participation as a mentee throughout the mentoring relationship, agreement and program.

### Course Objectives

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

- Explain the roles of a mentor and mentee.
- Establish ground rules for the relationship.
- Create realistic and obtainable goals.
- Create a mentoring agreement.
- Ask the right questions when selecting a mentor.
- Explain the phases of the mentoring relationship.
- Draft a mentoring action plan that is realistic, measurable and results-driven.

### Who Should Attend

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

DURATION: 1 DAY  
ONSITE COST PER CLASS: \$3,500  
OFFSITE COST PER PERSON: \$195

DURATION: 2 DAYS  
ONSITE COST PER CLASS: \$5,500  
OFFSITE COST PER PERSON: \$295

## Mentoring for Positive and Productive Change: For Mentors Only

Mentoring is a great tool for providing guidance, support and modeling for employees who are invested in improving their work performance and advancing their careers. Serving as a mentor is a great way to make a contribution to the growth and development of other employees and support the organization’s mission. 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 and experiences for the best interest of the mentee and organization. This high-energy course will educate you how to create, implement and evaluate a mentoring agreement that promotes results 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 role and responsibilities of a mentor and mentee.
- Create a mentoring agreement.
- Model appropriate attitudes, emotions and behaviors.
- Provide constructive and appropriate guidance, support and feedback.

### Who Should Attend

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

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

DURATION: 2 DAYS  
 ONSITE COST PER CLASS: \$5,500  
 OFFSITE COST PER PERSON: \$295

## 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. This course will help improve your supervisory skills related to becoming more objective-centered and results-driven. You will learn what works when addressing performance deficiencies and difficult employees. You also will learn some techniques for empowering and motivating employees to improving their accountability, performance and results.

### Course Objectives

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

- Apply the principles of performance-based supervision.
- Describe strategies when using the performance plan to increase accountability and productivity.
- Construct appropriate SMART objectives.
- Provide appropriate feedback.
- Describe and apply strategies for dealing with performance deficiencies.

### Who Should Attend

Individuals responsible for managing and supervising people.

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

## Performance Management Tools that Work

Accountability, teamwork, productivity and results are major standards organizations work on to surpass the average benchmark. 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, performance and results. This course will examine the process, steps and strategies to exhibiting performance management tools and skills that are mission-centered and outcome-driven.

### Course Objectives

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

- Create and evaluate a performance plan.
- Describe major components to developing performance expectations.
- Implement performance management practices.
- Apply steps to developing employee performance plans.
- Explain the connection between performance objectives and expected results.
- Monitor and evaluate employee performance.

### Who Should Attend

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

DURATION: 2 DAYS  
ONSITE COST PER CLASS: \$5,500  
OFFSITE COST PER PERSON: \$295

## Professionalism in the Workplace

There are specific behaviors and actions all Federal government employees are expected to exhibit while working, interacting, and serving together. All employees, especially supervisors, within the Federal government are required to demonstrate the highest standards of character and leadership in order to maintain a cohesive and high performing working environment. This training is specifically designed to examine some of those actions and behaviors all Federal government leaders should and should not exhibit in their respective workplace environments. This training will provide the knowledge and understanding regarding what is acceptable and appropriate when working and serving as a professional Federal government leaders with a diverse workforce.

### Course Objectives

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

- Demonstrate appropriate interactive skills.
- Understand the impact of unacceptable and inappropriate actions in the workplace.
- Identify ways to improving one's attitude and behaviors.
- Describe ways to improve professionalism in the workforce.
- Exhibit acceptable attitudes, emotions, and behaviors.

### Who Should Attend

All employees.

DURATION: 1 DAY  
ONSITE COST PER CLASS: \$3,500  
OFFSITE COST PER PERSON: \$225

## 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 serving on a team that is positive, proactive, healthy, and productive. Attendees will engage in individual and group exercises that will heighten their awareness of what is needed when building a winning team. Some time will be spent exploring specific attitudes, behaviors and actions that are most often exhibited and beneficial when creating high performing, collaborative and successful teams.

### Course Objectives

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

- Describe the phases of creating a proactive and productive team.
- Exhibit appropriate and effective interpersonal communication skills.
- Demonstrate how to provide constructive and appropriate feedback.
- Exhibit active listening skills.
- Exhibit actions that are supportive of the team's mission and goals.
- Address and resolve problems constructively.

### Who Should Attend

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

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

DURATION: 2 DAYS  
 ONSITE COST PER CLASS: \$5,500



## 25 Strategies for a Successful Work Lifestyle

Do you really want to experience a proactive, productive, and successful work lifestyle? Attend this non-traditional training and leave with more than twenty-five strategies for creating and maintaining a work lifestyle you deserve to experience. Come prepared to leave with tips, skills, strategies and tools that will enhance your knowledge, understanding and well-being.

### Course Objectives

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

- Identify destructive and self-defeating triggers.
- Exhibit constructive, appropriate, and acceptable actions.
- Apply 25 strategies that works.
- Implement a healthy and successful work life style action plan.

### Who Should Attend

All employees.

DURATION: 1 DAY

ONSITE COST PER CLASS: \$3,500

OFFSITE COST PER PERSON: \$195

DURATION: 2 DAYS

ONSITE COST PER CLASS: \$5,000

OFFSITE COST PER PERSON: \$295

## Balancing Your Emotional Intelligence

This course will explore the major 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 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 components of emotional intelligence.
- Identify emotional and intellectual triggers that can create challenges..
- Utilize skills for maintaining emotional stability.
- Describe attitudes, emotions and behaviors that support a healthy and productive lifestyle.

### Who Should Attend

Individuals interested in improving their emotional intelligence.

DURATION: 1 DAY

ONSITE COST PER CLASS: \$3,500

OFFSITE COST PER PERSON: \$200

## Interviewing Skills that Work

Interviewing can be a very stressful and frustrating experience. The goal of this hands-on course is to provide attendees with the knowledge, understanding and skills needed to achieve success during the interview process. This course will cover the life cycle of an interview. This course also will explore ways to prepare for the interviewing experience, tips for understanding the different types of interview questions, strategies or responding to different questions, and the impact of the one's actions during the interview. Attendees will participate in mock interviews that will support and enhance their interviewing skills.

### Course Objectives

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

- Dress for success.
- Manage stress or anxiety during the interview.
- Appropriate respond to various types of questions.
- Establish a plan for an interview.
- Appropriate manage the interview process.
- Apply effective communication techniques when interviewing.
- Implement a follow-up plan after the interview.

### Who Should Attend

All employees interested in viewing skills.

DURATION: 2 DAYS  
 ONSITE COST PER CLASS: \$5,500  
 OFFSITE COST PER PERSON: \$200

## Managing Change

For many employees, managing change can be frustrating, challenging and difficult. Even if the change is for the better, it still can be very difficult. This course will provide some strategies for managing change effectively. You will learn how changing for the better is worth the time, effort and results. You will leave this training with tools that will definitely help you to manage change better.

### Course Objectives

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

- Alter attitudes and behavior to appropriately adjust to and support organizational change.
- Identify proactive ways for managing change.
- Recognize defense mechanisms that are counter-productive to embracing change
- Accept change as an opportunity for personal growth and development.

### 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

Do you really want to experience a proactive, productive, and successful work lifestyle? Attend this non-traditional training and leave with more than twenty-five strategies for creating and maintaining a work lifestyle you deserve to experience. Come prepared to leave with tips, skills and tools that will enhance your knowledge, understanding and well-being.

### Course Objectives

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

- Identify destructive and self-defeating triggers
- Exhibit constructive, appropriate, and acceptable actions
- Apply 25 strategies that works
- Implement a healthy and successful work life style action plan

### Who Should Attend

All employees.

DURATION: 1 DAY  
 ONSITE COST PER CLASS: \$3,500  
 OFFSITE COST PER PERSON: \$195

DURATION: 2 DAYS  
 ONSITE COST PER CLASS: \$5,000  
 OFFSITE COST PER PERSON: \$295

## Managing Inclusion and Diversity in the Workplace

The goal of this non-traditional, thought-provoking training is to increase attendees' knowledge and understanding related to working, interacting and serving in an ever-changing workforce. This training is specifically designed to enhance attendees awareness and commitment to establishing relationships that are respectful, appropriate, inclusive, supportive and successful. This training is dedicated to helping attendees improve understanding, interactions, collaboration, accountability and the overall work climate and culture.

### Course Objectives

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

- Describe what should matter when working in a diverse workforce.
- Describe what is appropriate and inappropriate actions and interactions.
- Be respectful and inclusive.
- Exhibit appropriate interactive skills.
- Promote safe, healthy and supportive relations.
- Adhere to all EEO Laws, Statutes and Policies.

### Who Should Attend

Anyone invested in improving their interactive skills with various diversities.

DURATION: 1 DAY  
 ONSITE COST PER CLASS: \$3,500  
 OFFSITE COST PER PERSON: \$195

DURATION: 2 DAYS  
 ONSITE COST PER CLASS: \$5,500  
 OFFSITE COST PER PERSON: \$295

## Professionalism

The goal of this high energy, interactive course is to increase attendees’ knowledge, understanding, skills and commitment to working, interacting and performing at a high level of professionalism. Attendees will engage in a conversation that will explore different perspectives about what professionalism is and is not. Attendees also will examine what is considered acceptable and unacceptable actions when considered to be a professional.

### Course Objectives

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

- Exhibit appropriate communication skills.
- Exhibit appropriate interactive skills.
- Establish constructive and supportive relationships.
- Maintain self-discipline.
- Manage one’s space appropriately.
- Exhibit attitudes, emotions and behaviors that are the trademark for professionalism.

### Who Should Attend

Anyone invested in improving their attitude, emotions, behaviors and actions.

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

DURATION: 2 DAYS  
ONSITE COST PER CLASS: \$5,500

## SOAR Beyond the Limitations

This course is specifically designed to help you learn what it takes to stretch out and rise (SOAR) to a higher level of performance, productivity, and success. You will learn the traits, qualities and characteristics that are most often exhibited by individuals to exceed expectations. You will learn ways to transform your goals and principles into reality. Equally as important, you will examine the attitudes, emotions and behaviors that can help advance your ability to SOAR. This is a course you definitely want to attend.

### Course Objectives

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

- Triggers that cause you to delay achieving goals.
- Ways to stop procrastinating.
- Apply 15 actions to SOAR.
- Exhibit actions that are proactive and results-driven,
- Create a plan that works.

### Who Should Attend

Anyone invested in achieving specific goals and objectives. Anyone who has an interest or need to SOAR.

DURATION: 1 DAY  
ONSITE COST PER CLASS: \$3,500  
OFFSITE COST PER PERSON: \$175

DURATION: 2 DAYS  
ONSITE COST PER CLASS: \$5,500  
OFFSITE COST PER PERSON: \$295

## 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 manage and minimize your stress. Learn ways to identify and minimize triggers that cause you to experience high levels of 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 and abilities to effectively identify, manage and reduce personal or professional stress. This course will provide strategies and techniques for creating a stress management plan that will work for you.

### Course Objectives

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

- Identify triggers that cause intrapersonal stress.
- Demonstrate steps to managing personal stress.
- Minimize the impact of stress.
- Utilize methods and techniques to effectively manage interpersonal and intragroup stress.

### Who Should Attend

Anyone interested in effectively and appropriately managing stress.

DURATION: 1 DAY  
 ONSITE COST PER CLASS: \$3,500  
 OFFSITE COST PER PERSON: \$150

DURATION: 2 DAYS  
 ONSITE COST PER CLASS: \$5,500  
 OFFSITE COST PER PERSON: \$295

## 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

### Course Objectives

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

- Prioritize daily and weekly schedules.
- Create, implement and evaluate a to-do list.
- Plan a day constructively.
- Utilize time wisely.
- Prevent or minimize distractions.
- Prioritize tasks in daily plan.

### Who Should Attend

Individuals interested in improving their time management skills.

DURATION: 1 DAY  
 ONSITE COST PER CLASS: \$3,500  
 OFFSITE COST PER PERSON: \$150

## 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. What are the contributing factors that can help you transition your beliefs or principles into practice or action? Attend this high-energy training and learn the knowledge, understanding actions needed to move beyond where you are to where you want to be. 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 and transform your principles, hopes and dreams into practice and reality.

### Course Objectives

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

- Identify what is hindering and preventing progress, productivity and success.
- Improve focus, motivation and commitment.
- Describe action that promote and support productivity, results and success.

### Who Should Attend

Anyone invested in transforming their principles into practice and goals into actions.

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

## Valuing Diversity in the Workplace

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 awareness about qualities and characteristics that are helpful and beneficial when establishing and maintaining a workforce that values inclusion and 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 in the workforce.
- Identify specific traits of employees who value diversity.
- Implement strategies that support proactive and healthy relationships in the workforce.
- Outline the benefits of supporting a diverse workforce.
- Exhibit appropriate attitudes and behaviors in the workforce.

### 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 are 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 of 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, punctuations, quotations and capitalizations. You will leave this course a better writer.

### Course Objectives

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

- Identify key characteristics of appropriate grammar usage.
- Apply key components to writing with purpose and goals.
- Differentiate between appropriate and inappropriate grammar usage.
- Differentiate between good and poor writing.
- Write using appropriate grammar and writing skills.

### Who Should Attend

Individuals interested in improving their writing skills.

DURATION: 2 DAYS

ONSITE COST PER CLASS: \$5,500

OFFSITE COST PER PERSON: \$295



## Leadership and Management Development Certification Program

The goal of the **Leadership and Management Development Certification Program** is to equip present, aspiring and interested leaders with the required knowledge and understanding that will increase their personal and professional growth and development while serving in a leadership position. Another goal of this three-tier program is to provide participants with some needed skills and tools that will support the organization's mission, goals, and core competencies. Participants will engage in various learning experiences that will enhance their capabilities and commitment to serving as a competent and responsible leader. The final goal of the program is to provide opportunities for participants to transition and apply their learning and new skills into practice.

The Leadership and Management Development Certification Program consist of three levels.

### **Level I: Senior Executive Program**

Leaders who are a GS14 or GS15 will be eligible for this program. Individuals who presently serve in a senior or executive leadership position are eligible to enroll in this program.

### **Learning Objectives:**

- Create strategic actions for creating a mission-centered and results-driven workforce.
- Utilize assessment tools for personal and professional development.
- Create organizational core values that are mission-focused and collaborative.
- Improve meeting management skills.
- Create a plan for managing changes in an ever-changing workforce.
- Identify ways to create and maintain a high performing team and workforce.
- Examine the role of professionalism while serving in a leadership position.
- Improve project management skills.
- Identify strategies for dealing with difficult people and groups.
- Explore major components for creating a workforce that is inclusive.
- Improve proficiency and effectiveness associated with the major core competencies.
- Explore major components for creating a workforce that is inclusive and respects diversity.
- Create a professional growth and development plan.

TIME PERIOD: 18 MONTHS  
TUITION PER PERSON: \$7,500 \_\_\_\_\_

## Speeches, Workshops, Seminars

Swinton & Associates aka The SOAR Group take great pride in delivering speeches, workshops and seminars that will hit the mark and exceed expectations every time. With more than thirty years of experience conducting non-traditional, high-energy, thought provoking, informative, interactive, and results-driven presentations, Swinton & Associates possess the expertise to deliver a presentation that is truly an experience to behold. The audience will appreciate the experience and leave with a greater sense of personal knowledge, understanding, wisdom, and commitment. Swinton & Associates is dedicated and committed to making sure every presentations **SOAR**, meaning **Stretch Out And Rise** beyond expectations.

Below is a list of the speeches, workshops and seminars. Each one can be tailored to address your specific goals, objectives, interests, needs and expectations.

- Teamwork: When All Becomes One
- Celebrating Diversity and Inclusion
- Creating a Lifestyle Worth Living
- Creating a Positive, Healthy and Productive Workforce
- Excellent Customer Service
- From Now On
- Leaders Who Make A Positive Difference
- Ten D's to a Successful Lifestyle and Workforce
- Soar Beyond The Limitations
- Transforming Principals into Practice
- The Difference Begins With You!
- When Giving Up Is Not An Option - What's Next?

DURATION: 45 TO 90 MINUTES  
MINIMUM: \$5,000