

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

2020 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 knowledge and skills needed to prepare and deliver a goal-centered and results-driven briefing. You will learn some proven techniques and strategies for using various tools to enhance the quality and outcome of your briefing. Attend this training to learn and practice all phases of a briefing.

### Course Objectives

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

- Describe various types of briefings.
- Plan and organize a briefing.
- Demonstrate briefing techniques.
- Deliver a goal-centered briefing.
- Utilize various tools when delivering a briefing.
- Apply various techniques 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  
 COST PER COURSE: \$7,000  
 COST PER PERSON: \$350

TRAINING PLATFORM: VIRTUAL OR ONSITE

## Coaching for Progress and Success

Coaching is a proven and cost-effective resource that can help improve a person's personal and professional growth and development. Coaching is an excellent tool to enhance one's interactions, productivity, and success. This course will provide strategies and techniques that will help you serve as an effective, competent, and responsible coach. You will learn some valuable skills and strategies that will enhance your ability to maximize the coaching relationship. You will leave this course prepared to apply coaching skills that will get purposeful and results.

### Course Objectives

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

- Describe the roles and responsibilities of a coach.
- Create guide lines for the coaching relationship.
- Develop a coaching 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.

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

TRAINING PLATFORM: VIRTUAL OR ONSITE

## Communicating with Purpose, Diplomacy and Tact

Communicating effectively and appropriately is a must when working in a diverse workforce. It also is essential when establishing constructive, healthy, and supportive relationships. This course will focus on the art of communicating the right and acceptable way in various situations. You will learn and practice various communication methods, strategies, 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.
- Communicate constructively.
- Communicate with diplomacy and tact.
- Provide constructive feedback.
- Utilize appropriate and acceptable language appropriately and respectfully.

### Who Should Attend

Individuals interested in improving their communication skills.

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

TRAINING PLATFORM: VIRTUAL AND ONSITE

## Constructive Criticism and Self-Discipline

Providing constructive criticism and maintaining self-discipline is not as easy as one might think. This course will teach the skills and techniques 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 criticism.
- Apply ten steps to effective problem-solving.
- Use appropriate language when offering criticism.
- Exhibit self-regulation.
- Maintain self-discipline during challenging interactions and situations.

### Who Should Attend

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

DURATION: 1 DAY  
 COST PER CLASS: \$4,500  
 COST PER PERSON: \$195

DURATION: 2 DAYS  
 COST PER CLASS: \$7,000  
 COST PER PERSON: \$350  
 TRAINING PLATFORM: VIRTUAL AND ONSITE

## Constructive Criticism and Managing Feedback

This course is specifically designed to provide the knowledge, understanding, and skills 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 application. Attend this course and leave 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.
- Maintain self-discipline.
- Exhibit composure during difficult encounters.
- Manage difficult conversations with tact and calmness.

### Who Should Attend

All employees.

DURATION: 1 DAY

COST PER CLASS: \$4,500

COST PER PERSON: \$200

TRAINING PLATFORM: VIRTUAL AND ONSITE

## Creating Healthy and Collaborative Work Relationships

In today's ever-changing workforce, too many 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 professional integrity when dealing with difficult people. Attend this course and leave knowing how to better manage yourself and create collaborative and healthy work relationships.

### 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

COST PER CLASS: \$4,500

COST PER PERSON: \$195

TRAINING PLATFORM: VIRTUAL AND ONSITE

DURATION: 2 DAYS

COST PER CLASS: \$7,000

COST PER PERSON: \$350

TRAINING PLATFORM: VIRTUAL AND ONSITE

## Critical Thinking Skills that Work

This course will improve your knowledge and understanding to establishing a structure and process for thinking critically in various situations. Attendees will learn some practical techniques, skills and tools that work when making decisions, problem-solving, confronting challenges, and interacting with people. Attendees also 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 their problem-solving and decision-making process.
- Effectively deal with difficult people.
- Develop well-reasoned solutions to complex problems and situations.

### Who Should Attend

Individuals interested in improving their critical thinking skills.

DURATION: 1 DAY  
 COST PER CLASS: \$4,500  
 COST PER PERSON: \$200  
 TRAINING PLATFORM: VIRTUAL OR ONSITE

DURATION: 2 DAYS  
 COST PER CLASS: \$7,000  
 COST PER PERSON: \$350  
 TRAINING PLATFORM: VIRTUAL OR ONSITE

## 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 the essentials to providing 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.
- Model and promote appropriate and acceptable communications and interactions.

### Who Should Attend

Individuals who provide customer service.

Individuals who want to improve their customer service skills.

DURATION: 1 DAY  
 COST PER CLASS: \$4,500  
 COST PER PERSON: \$200  
 TRAINING PLATFORM: VIRTUAL OR ONSITE

DURATION: 2 DAYS  
 COST PER CLASS: \$7,000  
 COST PER PERSON: \$350  
 TRAINING PLATFORM: VIRTUAL OR ONSITE

## 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 training will enhance attendees knowledge and understanding about various strategies to creating a workforce that is mission-centered, inclusive, collaborative, and results-driven. Attendees will learn some practical tools that will 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.*

### 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 strategies that can help create a mission-centered, respectful, inclusive, collaborative, and results-driven workforce.

### Who Should Attend

All employees, All managers and supervisors.

DURATION: HALF DAY  
 COST PER CLASS: \$4,500  
 COST PER PERSON: \$250  
 TRAINING PLATFORM: VIRTUAL AND ONSITE

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

## Effective Communication Skills

If you want to improve your communication skills, you should attend this course. You will learn some proven techniques and skills that will immediately improve your interpersonal communications in the workplace. This course is specifically designed and tailored to help you learn the art of communicating with poise, diplomacy, emotional stability, and professional integrity. This is a "must attend" course for every person who works in a diverse and ever-changing workforce.

### Course Objectives

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

- Use appropriate and acceptable language.
- Exhibit appropriate gestures.
- Communicate with tact and diplomacy.
- Effectively manage difficult conversations.
- Exhibit emotional balance.
- Maintain self-discipline.
- Exhibit appropriate listening skills.

### Who Should Attend

Individuals who have interest in improving their communication skills.

DURATION: 1 DAY  
 COST PER CLASS: \$4,500  
 COST PER PERSON: \$200  
 TRAINING PLATFORM: VIRTUAL OR ONSITE

DURATION: 2 DAYS  
 COST PER CLASS: \$7,000  
 COST PER PERSON: \$350  
 TRAINING PLATFORM OR ONSITE

## Effective Listening and Feedback Skills

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

### Course Objectives

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

- Clarify the difference between listening once and listening twice.
- Apply traits for listening twice.
- Clarify the difference between constructive and destructive feedback.
- Communicate constructive feedback with diplomacy and tact.
- Receive feedback with patience and poise.

### Who Should Attend

All employees.

DURATION: 1 DAY  
 COST PER CLASS: \$4,500  
 COST PER PERSON: \$200  
 TRAINING PLATFORM: VIRTUAL OR ONSITE

## 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 hands-on, interactive course will teach the steps, phases, techniques, and skills needed to speak and present with clarity, 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 clarity, confidence, and poise.
- Utilize various techniques to enhance delivery.
- Demonstrate the three parts of a presentation.

### Who Should Attend

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

DURATION: 2 DAYS  
 COST PER CLASS: \$7,500  
 COST PER PERSON: \$350  
 TRAINING PLATFORM: ONSITE

## 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 refresher course and learn some strategies, steps and skills for improving your grammar usage and sentence structure. You will revisit a proven formula and some techniques 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.
- Formulate correct sentence structure.
- Demonstrate the usage of capitalization, punctuations, number formats, and abbreviations.
- Write with confidence and preciseness.

### Who Should Attend

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

DURATION: 2 DAYS  
 COST PER CLASS: \$7,000  
 COST PER PERSON: \$350

TRAINING PLATFORM: VIRTUAL AND ONSITE

## 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 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 deal with difficult people.

Individuals interested in improving their interactions when dealing with difficult people.

DURATION: 1 DAY  
 COST PER CLASS: \$4,500  
 COST PER PERSON: \$200  
 TRAINING PLATFORM: VIRTUAL AND ONSITE

## Writing Critical Elements

This course is specifically designed to teach you an easy step-by-step process for writing critical elements that are objective-centered and results-driven. You will learn how to identify key action words that will describe behaviors that will lead to specific results. You also will learn a format for writing critical elements that are realistic, specific, and measurable.

### Course Objectives

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

- Identify key words and phrases for formulating critical elements.
- Execute steps to writing critical elements.
- Write measurable critical elements.
- Write results-driven critical elements.
- Evaluate critical elements.

### Who Should Attend

Individuals who must write or evaluate critical elements.

DURATION: 1 DAY

COST PER CLASS: \$4,500

COST PER PERSON: \$200

TRAINING PLATFORM: VIRTUAL OR ONSITE

*This training meets DoD training requirements for writing critical elements or performance objectives.*

## 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 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:

- Apply strategies to capture and record major contributions, achievements, and results.
- Apply action words and phrases when documenting results.
- Explain the connection between the organization's mission, goals, critical elements and writing a self- assessment.
- Demonstrate techniques for recording major contributions and accomplishments throughout the performance year.
- Write an effective and results-driven performance self-assessment.

### Who Should Attend

Individuals who have to write or evaluate self-assessments. Individuals interested in learning how to write a performance self-assessment.

DURATION: 1 DAY

COST PER CLASS: \$4,500

COST PER PERSON: \$200

TRAINING PLATFORM: VIRTUAL OR ONSITE

*This training meets DoD training requirements for writing performance self-assessments.*

## 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 connection between effective writing and standard grammar usage and mechanics. You also will learn and practice eliminating unnecessary words and phrases. This hands-on learning experience will explore some basic fundamentals and principles of grammar and appropriate usage of abbreviations, punctuations, quotations, and capitalizations.

### 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 clarity.
- Differentiate between good and poor writing.
- Exhibit strategies for writing with purpose and clarity.

### Who Should Attend

Individuals interested in improving their business writing skills.

DURATION: 1 DAY

COST PER CLASS: \$4,500

COST PER PERSON: \$200

TRAINING PLATFORM: VIRTUAL OR ONSITE

DURATION: 2 DAYS

COST PER CLASS: \$7,000

COST PER PERSON: \$350

TRAINING PLATFORM: VIRTUAL OR ONSITE



## Coaching: A Strategic Tool for Proactive Leadership

Coaching is one of the most valuable resources an organization can use for improving employee awareness, development, performance, and success. This course will provide some proven strategies, skills, and techniques that work – from creating the right climate and culture to providing constructive leadership, guidance and feedback throughout the coaching experience. You will leave this course with the understanding, abilities, and confidence to serve as a responsible, competent, and results-driven coach and leader.

### Course Objectives

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

- Describe the responsibilities of a coach.
- Establish and maintain a healthy coaching partnership.
- Exhibit and model effective and appropriate communication skills.
- Communicate constructive and appropriate listening and feedback skills.
- Implement the phases of the coaching relationship.
- Create, implement, and evaluate a coaching agreement.

### Who Should Attend

Leaders who have interest in serving as a coach. Individuals who presently serve as a coach. Employees who have interest in improving their coaching skills.

DURATION: 1 DAY  
 COST PER CLASS: \$4,500  
 COST PER PERSON: \$195  
 TRAINING PLATFORM: VIRTUAL OR ONSITE

DURATION 2 DAYS  
 COST PER CLASS: \$7,000  
 COST PER PERSON: \$350

## 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 examine 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.
- Describe the phases of a coaching and mentoring relationship.
- Acknowledge the benefits for establishing a coaching or mentoring agreement.

### Who Should Attend

Leaders and anyone interested in learning about the art of coaching and mentoring.

DURATION: 1 DAY  
 COST PER CLASS: \$4,500  
 COST PER PERSON: \$195  
 TRAINING PLATFORM: VIRTUAL OR ONSITE

DURATION: 2 DAYS  
 COST PER CLASS: \$7,000  
 COST PER PERSON: \$295

## Communication Skills for the 21st Century Leader

As the workforce becomes more diverse, communicating effectively and respectfully is a must for establishing positive, constructive, supportive, and healthy relationships. Collaboration, cooperation and teamwork depends on the combined attitudes, behaviors, and actions of employees, which oftentimes requires appropriate communication. This course will provide the tools, strategies, techniques, and skills that are essential to communicate respectfully, effectively, and appropriately. You will learn some proven 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.
- Manage emotions appropriately.
- Exhibit appropriate gestures.
- Create a healthy climate and culture

### Who Should Attend

Leaders who want to improve their communication skills.

DURATION: 1 DAY  
COST PER CLASS: \$4,500  
COST PER PERSON: \$195  
TRAINING PLATFORM: VIRTUAL AND ONSITE

## 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 conflicts and responding appropriately. 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.
- Apply 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 management skills.

DURATION: 1 DAY  
COST PER CLASS: \$4,500  
COST PER PERSON: \$195  
TRAINING PLATFORM: VIRTUAL AND ONSITE

## Creating High Performing Teams

High performing teams are mission-centered, collaborative, inclusive, and results-driven. This thought-provoking experience will increase your knowledge and understanding regarding the essentials to creating a high performing team. 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 understanding and tools needed for creating and maintaining a high performing 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 performing teams.
- Identify elements of a high performing team.
- Describe methods for maintaining focus.
- Create a plan for improving teamwork.
- Apply principles and practices 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  
COST PER CLASS: \$4,500  
COST PER PERSON: \$195  
TRAINING PLATFORM: VIRTUAL OR ONSITE

DURATION: 2 DAYS  
COST PER CLASS: \$7,500  
COST PER PERSON: \$350  
TRAINING PLATFORM: VIRTUAL OR ONSITE

## Developing Successful Leaders: 180 Degree Assessment and Feedback

180-degree assessment is a research-based proven tool to help leaders develop, improve and advance their individual performance and interpersonal leadership skills. This tool also can provide leaders with constructive feedback that can enhance their knowledge, understanding, skill development, and success. This two-day course will enhance leaders' awareness 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, participants will complete a 180-degree assessment.

### Course Objectives

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

- Understand the 180-degree assessment results, implications and recommendations.
- Utilize assessment results to increase their 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 an improvement action plan.

### Who Should Attend

All supervisors.

DURATION: 2 DAYS  
COST PER PERSON: \$850  
GROUP OF 20: \$15,000  
TRAINING PLATFORM: ONSITE

## 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. This training will provide some practical tools attendees can apply when leading a diverse workforce.

### 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 Alternative Dispute Resolution.
- Adhere to statutes associated with Reasonable and Religious Accommodations.
- Apply strategies for creating an inclusive workforce climate and culture.

### Who Should Attend

All Federal government employees.

DURATION: HALF DAY  
COST PER CLASS: \$2,000  
COST PER PERSON: \$150

TRAINING PLATFORM: VIRTUAL OR ONSITE

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

TRAINING PLATFORM: VIRTUAL OR ONSITE

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

## EEO and Managing Diversity in the Workforce

The goal of this thought-provoking course is to engage attendees in a conversation that will heighten their awareness and understanding about the benefits when modeling and promoting the EEO Laws, Statutes and Policies. Equally as important, this course will examine some key components for managing relationships and a diverse work climate and culture. Leaders will get some practical strategies and tools that can help establish and maintain a collaborative and inclusive 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 and Gender Identity.
- Describe ways to manage diversity and inclusion.
- Describe some do's and don'ts when leading in a diverse workforce.

### Who Should Attend

All leaders.

DURATION: HALF DAY  
COST PER CLASS: \$2,000  
COST PER PERSON: \$175

TRAINING PLATFORM: VIRTUAL OR ONSITE

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

TRAINING PLATFORM: VIRTUAL OR ONSITE

## Exceeding as a New Supervisor

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 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:

- Exhibit appropriate communications.
- Maintain self-discipline and emotional intelligence.
- Create a collaborative team culture.
- Resolve conflicts constructively.
- Evaluate and manage employee performance,

### Who Should Attend

New and aspiring 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  
 COST PER CLASS: \$7,000  
 COST PER PERSON: \$350  
 TRAINING PLATFORM: VIRTUAL OR ONSITE

DURATION: 3 DAYS  
 COST PER CLASS: \$8,500  
 COST PER PERSON: \$425  
 TRAINING PLATFORM: VIRTUAL OR ONSITE

## 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 communications.
- Manage and promote inclusion and diversity.
- Exhibit appropriate listening and feedback skills.
- Create a mission-centered and result-driven team.
- Serve as a positive role model.

### Who Should Attend

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

DURATION: 2 DAYS  
 COST PER CLASS: \$7,000  
 COST PER PERSON: \$350  
 TRAINING PLATFORM: VIRTUAL OR ONSITE

DURATION: 3 DAYS  
 COST PER CLASS: \$7,500  
 COST PER PERSON: \$395  
 TRAINING PLATFORM: VIRTUAL OR ONSITE

## 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 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:

- Motivate and influence others.
- Demonstrate appropriate communication skills.
- Delegate appropriately.
- Exhibit fairness.
- Create a collaborative and inclusive team.
- Resolve conflicts appropriately.
- Provide goal-centered coaching.
- Evaluate and manage 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  
COST PER CLASS: \$6,500  
COST PER PERSON: \$350

DURATION: 3 DAYS  
COST PER CLASS: \$8,000  
COST PER PERSON: \$395  
DURATION: 2 DAYS

## 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 proactive and meaningful difference. This course will cover topics that focus on communication, decision-making, problem solving, professionalism, managing conflict, performance management, and team building. You will gain insight about specific actions 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 various leadership styles.
- Create collaborative 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.
- Write and evaluate critical elements and performance objectives.

### Who Should Attend

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

DURATION: 2 DAYS  
COST PER CLASS: \$7,500  
COST PER PERSON: \$395  
TRAINING PLATFORM: VIRTUAL OR ONSITE

DURATION: 3 DAYS  
COST PER CLASS: \$9,500  
COST PER PERSON: \$495  
TRAINING PLATFORM: VIRTUAL OR ONSITE

## Leadership Skills for Managers and Supervisors

Learning and exhibiting appropriate and effective leadership skills are 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 tailored to help you demonstrate higher levels of effectiveness, competence, and professionalism. You will learn and practice skills that are the hallmark of competent, responsible, and high performing managers and supervisors.

### 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.
- Model acceptable and appropriate actions.
- Create a high performing team.
- Effectively manage difficult employees.
- Improve performance management.

### Who Should Attend

Individuals serving in a leadership position.

DURATION: 3 DAYS  
 COST PER CLASS: \$8,500  
 COST PER PERSON: \$575  
 TRAINING PLATFORM: VIRTUAL OR ONSITE

## 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 in the workforce. This thought-provoking “Conversation” style experience will increase attendees’ knowledge and understanding about attitudes, emotions, behaviors, and beliefs that can facilitate or hinder the development of authentic, constructive, respectful 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 inclusion and diversity.

### Course Objectives

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

- Understand the impact of cultural universals and dynamics in the workforce.
- Identify strategies for maximizing inclusion and diversity in the workforce.
- Create a work culture that respects diversity.
- Exhibit appropriate attitudes, emotions, and behaviors.
- Serve as a proactive and constructive role model for creating healthy relationships and an inclusive and collaborative workforce.

### Who Should Attend

All leaders and interested employees.

DURATION: 1 DAY  
 COST PER CLASS: \$4,500  
 COST PER PERSON: \$195  
 TRAINING PLATFORM: VIRTUAL OR ONSITE

DURATION: 2 DAYS  
 COST PER CLASS: \$7,000  
 COST PER PERSON: \$350  
 TRAINING PLATFORM: VIRTUAL OR ONSITE

## 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 approaches and strategies that will help you accomplish your meeting goals. This interactive training will cover ways 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.
- Create 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 a meeting.

DURATION: 1 DAY  
COST PER CLASS: \$4,500  
COST PER PERSON: \$195  
TRAINING PLATFORM: VIRTUAL OR ONSITE

## 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:

- Understand the role and responsibilities of a mentor and mentee.
- Establish ground rules for the relationship.
- Create realistic and obtainable goals.
- Create a mentoring agreement.
- Execute the phases of the mentoring relationship.
- Create a mentoring action plan.

### 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  
COST PER CLASS: \$4,500  
COST PER PERSON: \$200  
TRAINING PLATFORM: VIRTUAL OR ONSITE

DURATION: 2 DAYS  
COST PER CLASS: \$7,500  
COST PER PERSON: \$395  
TRAINING PLATFORM: VIRTUAL OR ONSITE

## 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 development, performance, and results. Serving as a mentor is a great way to contribute 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.
- 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  
 COST PER CLASS: \$5,000  
 COST PER PERSON: \$200  
 TRAINING PLATFORM: VIRTUAL OR ONSITE

DURATION: 2 DAYS  
 COST PER CLASS: \$8,500  
 COST PER PERSON: \$395  
 TRAINING PLATFORM: VIRTUAL OR ONSITE

## Performance-Based Supervision

The four primary goals of performance-based supervision are accountability, responsibility, flexibility, and results. This course will provide 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 helping employees improve their accountability, performance, contributions, and results.

### Course Objectives

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

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

### Who Should Attend

Individuals responsible for managing and supervising people.

DURATION: 1 DAY  
 COST PER CLASS: \$4,500  
 COST PER PERSON: \$200  
 TRAINING PLATFORM: VIRTUAL OR ONSITE

## Performance Management Tools that Work

Accountability, teamwork, productivity, and results are major standards organizations use to surpass the average benchmark. With the right people and the right tools, all of the above and more can be accomplished. This training will introduce the essentials needed to successfully accomplish the mission and goals of your organization. You will 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 applying 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 for 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 supervising, monitoring, managing, and evaluating employees' performance.

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

TRAINING PLATFORM: VIRTUAL AND ONSITE

DURATION: 2 DAYS  
COST PER CLASS: \$7,000  
COST PER PERSON: \$350

TRAINING PLATFORM: VIRTUAL OR ONSITE

## Professionalism in the Workplace

There are specific 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 professionalism and leadership in order to maintain a cohesive and high performing working environment. This training is specifically designed to examine those actions all Federal government leaders should and should not exhibit in their workplace. This training will provide the knowledge and understanding regarding what is acceptable and appropriate when working and serving as a Federal government employee who also is a leader.

### 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  
COST PER CLASS: \$4,500  
COST PER PERSON: \$225  
TRAINING PLATFORM: VIRTUAL OR ONSITE

## Team Building

The goal of this course is to increase attendees' knowledge, understanding, skills and commitment to establishing and maintaining a productive and successful team. Attendees will learn the qualities and characteristics that are essential when serving on a team that is proactive, healthy, productive, and results driven. Attendees also will engage in various exercises that will heighten their awareness of what is needed when participating on a successful team.

### 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 intragroup 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 challenges constructively.

### Who Should Attend

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

Duration: 1 Day  
 Cost Per Class: \$5,000  
 Training Platform: Virtual or Onsite

Duration: 2 Days  
 Cost Per Class: \$7,000  
 Training Platform: Virtual or Onsite



## 25 Strategies for a Successful Work Lifestyle

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

### 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 work.
- Implement a healthy and successful work lifestyle action plan.

### Who Should Attend

All employees.

DURATION: 1 DAY  
 COST PER CLASS: \$4,500  
 COST PER PERSON: \$195  
 TRAINING PLATFORM: VIRTUAL AND ONSITE

DURATION: 2 DAYS  
 COST PER CLASS: \$7,000  
 COST PER PERSON: \$350  
 TRAINING PLATFORM: VIRTUAL OR ONSITE

## 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, communications, negotiation, and teamwork skills. Attend this life-changing experience and leave empowered and better prepared to create a personal and professional lifestyle that is self-regulated, proactive, constructive, healthy, and productive.

### Course Objectives

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

- Apply 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  
 COST PER CLASS: \$4,500  
 COST PER PERSON: \$200  
 TRAINING PLATFORM: VIRTUAL OR ONSITE

## Civility in the Workforce: The Difference Begins with You

Civility, throughout the workforce, appears to be challenging for many employees. If we are going to create and maintain relationships and a workforce that is civil, we must help individuals understand the importance of exhibiting respect, fairness, courtesy, tolerance, and inclusivity. The goal of this interactive course is to engage attendees in a conversation that will heighten their awareness about what skills are needed to appropriately and effectively exhibit civility in the workforce. This course will examine the value and benefits when employees commit to being civil while at work.

### Course Objectives

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

- Define civility and incivility.
- Describe some causes and impact of incivility.
- Differentiate between civility and incivility.
- Describe attitudes, emotions and behaviors associated with civility.
- Describe attitudes, emotions and behaviors associated with incivility.
- Apply a process for addressing and resolving differences and challenges.
- Apply some communication and interactive skills that work.
- Promote and support civility in the workforce.

### Who Should Attend

All employees interested in improving their interviewing skills.

DURATION: 1 DAY  
 COST PER CLASS: \$4,500  
 COST PER PERSON: \$225  
 TRAINING PLATFORM: VIRTUAL OR ONSITE

## 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.
- Appropriately respond to various types of questions.
- Establish a plan for an interview.
- Appropriately 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 improving their interviewing skills.

DURATION: 2 DAYS  
 COST PER CLASS: \$7,000  
 COST PER PERSON: \$350  
 TRAINING PLATFORM: ONSITE

## 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 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 help you manage change better.

### Course Objectives

- Establish personal ground rules for managing conflict.
- Demonstrate better self-control.
- Exhibit patience and tolerance.
- Constructively communicate thoughts and feelings.
- Apply strategies for managing and resolving conflict constructively and peacefully.
- Apply problem-solving strategies that lead to a collaborative resolution.

### Who Should Attend

Individuals interested in improving their conflict management skills.

DURATION: 1 DAY

COST PER CLASS: \$4,500

COST PER PERSON: \$195

TRAINING PLATFORM: VIRTUAL OR ONSITE

## Managing Conflict

In too many relationships and work environments, conflict is present, and it is very real. Conflict is not an experience many people welcome and embrace into their work 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 maintain self-discipline, composure, focus, and patience; which is needed to manage 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 better self-discipline.
- Exhibit patience and tolerance.
- Constructively communicate thoughts and feelings.
- Apply strategies for managing and resolving conflict constructively and peacefully.
- Apply problem-solving strategies that lead to a collaborative resolution.

### Who Should Attend

Individuals interested in improving their conflict management skills.

DURATION: 1 DAY

COST PER CLASS: \$4,500

COST PER PERSON: \$195

TRAINING PLATFORM: VIRTUAL OR ONSITE

## 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 their 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 understanding and development when interacting with various diversities.

DURATION: 1 DAY  
 COST PER CLASS: \$5,000  
 COST PER PERSON: \$200  
 TRAINING PLATFORM: VIRTUAL OR ONSITE

DURATION: 2 DAYS  
 COST PER CLASS: \$7,000  
 COST PER PERSON: \$325  
 TRAINING PLATFORM: VIRTUAL OR ONSITE

## 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.
- Appropriately manage one's space.
- Exhibit acceptable and appropriate attitudes, emotions and behaviors.

### Who Should Attend

All employees.

DURATION: 1 DAY  
 COST PER CLASS: \$4,500  
 COST PER PERSON: \$195  
 TRAINING PLATFORM: VIRTUAL OR ONSITE

DURATION: 2 DAYS  
 COST PER CLASS: \$7,000  
 COST PER PERSON: \$350  
 TRAINING PLATFORM: VIRTUAL OR ONSITE

## SOAR Beyond the Limitations

This course is specifically designed to help you learn what it takes to SOAR, meaning to stretch out and rise to a higher level of performance, productivity, and success. You will learn the traits, qualities, and characteristics that are most often exhibited by individuals who exceed expectations. You also 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 personal and professional development, progress, and success. This is a training you 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 have an interest or need to SOAR.

DURATION: 1 DAY  
 COST PER CLASS: \$4,500  
 COST PER PERSON: \$195  
 TRAINING PLATFORM: VIRTUAL OR ONSITE

DURATION: 2 DAYS  
 COST PER CLASS: \$7,000  
 COST PER PERSON: \$350  
 TRAINING PLATFORM: VIRTUAL OR ONSITE

## 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? Attend this training and learn some 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 and interpersonal stress.
- Apply 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  
 COST PER CLASS: \$4,500  
 COST PER PERSON: \$195  
 TRAINING PLATFORM: VIRTUAL OR ONSITE

DURATION: 2 DAYS  
 COST PER CLASS: \$7,000  
 COST PER PERSON: \$350  
 TRAINING PLATFORM: VIRTUAL OR ONSITE

## 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 category, attend this course and learn some proven strategies and techniques 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  
 COST PER CLASS: \$4,500  
 COST PER PERSON: \$195  
 TRAINING PLATFORM: VIRTUAL OR ONSITE

## 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 get the knowledge, understanding and 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, and 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 actions that promote and support productivity, results, and success.
- Create a plan for improving one's attitude, emotions, behaviors and results.

### Who Should Attend

All employees.

DURATION: 1 DAY  
 COST PER CLASS: \$4,500  
 COST PER PERSON: \$200  
 TRAINING PLATFORM: VIRTUAL OR ONSITE

## Unconscious Bias in an Ever-Changing Workforce

The goal of this course is to increase attendees' knowledge and understanding regarding the impact and consequences of unconscious bias when working and serving in a diverse and ever-changing workforce. The goal also is to provide some strategies and recommendations that will help attendees create and maintain work relations and a workforce that is fair, respectful, healthy, inclusive, and collaborative and successful.

### Course Objectives

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

- Explain what unconscious bias is.
- Differentiate between different types of unconscious biases.
- Explain the impact and consequences of unconscious bias.
- Describe ways to prevent different types of bias in the workforce.
- Describe strategies for creating fair, inclusive, respectful and healthy relationships.

### Who Should Attend

Individuals interested in learning about unconscious bias.

DURATION: 1 DAY  
 COST PER CLASS: \$4,500  
 COST PER PERSON: \$225  
 TRAINING PLATFORM: VIRTUAL OR ONSITE

## 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 understanding 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  
 COST PER CLASS: \$4,500  
 COST PER PERSON: \$200  
 TRAINING PLATFORM: VIRTUAL OR ONSITE

DURATION: 2 DAYS  
 COST PER CLASS: \$7,000  
 COST PER PERSON: \$395  
 TRAINING PLATFORM: VIRTUAL OR ONSITE

## Writing with Purpose and Goals

Writing and writing appropriately is two different things. The 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 for writing with purpose, focus and expected results. Learn how to format and structure your writing with goals and objectives. Learn also how to eliminate unnecessary words and phrases. Learn the fundamentals and principles of grammar and appropriate usage of abbreviations, punctuations, quotations and capitalizations. You will leave this course a better writer. This is a promise!

### 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

COST PER CLASS: \$7,000

COST PER PERSON: \$350



## Speeches, Workshops, Seminars

Swinton & Associates, aka The SOAR Group, takes 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 information shared and experience. They will leave with a greater sense of personal knowledge, understanding, wisdom, and commitment. Swinton & Associates is dedicated and committed to making sure every presentation **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 any specific goals, objectives, interests, needs, and expectations.

- 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
- Soar Beyond The Limitations
- Teamwork: When All Becomes One
- Ten D's to a Successful Lifestyle and Workforce
- The Difference Begins With You!
- Transforming Principals into Practice
- When Giving Up Is Not An Option - What's Next?

DURATION: 45 TO 90 MINUTES  
MINIMUM: \$7,000