

# ON-SITE TRAINING EXPERIENCES

(one to two-day training experiences  
depending on goals and desired outcomes)



**NEW  
ARRIVAL**

# Leadership Blind Spots

## *How Bias Impacts Decision-making in the Workplace*

We are all biased and if we are blind to our biases, the consequences are critical to the quality of interactions with others and decision-making. Managers may over discipline and unconsciously promote others. Non-managers may discover increasing conflicts with colleagues who are different. By gaining awareness and learning to manage biases we can adapt beliefs and behavior to improve decision-making and our interactions with others in our work environment.

### **Here's a sample of training outcomes:**

- Identify 6 Decision-making Biases by Managers and Non-managers
- 3 Biases during Interviewing and Hiring Decisions
- Effective Steps for Managing Workplace Bias
- Overcoming Performance Management Biases and More!

NEW  
ARRIVAL



# Collaborative Leadership

## *Habits of Highly Collaborative Teams*

In today's work environment of complex teams managing complex multiple projects, many teams are less likely to share knowledge freely, learn from one another, shift workloads flexibly to break up unexpected bottlenecks, help one another complete jobs, meet deadlines, share resources — in other words, collaborate. This training equips leaders to remove roadblocks and break down silos preventing optimal team communication, performance and results.

### **Here's a sample of training outcomes:**

- Identify 7 Habits of Highly Collaborative Teams
- Apply the Characteristics of a Collaborative Leadership Style
- Establishing a Framework for Team Collaboration
- Collaborative Processes for Various Communication Styles



**NEW  
ARRIVAL**

# Advanced Coaching Skills for Managers

## *Creating Performance Improvement and Staff Development Action Plans*

There are various factors that contribute to struggling and underperformance. Is it an ability issue, motivation issue, or both? Discover the essential components to designing effective performance improvement and development plans to address unmet performance expectations, behavior concerns and future potential. Managers will also learn coaching communication skills that ensure employees become successful as a result of the coaching process.

### **Here's a sample of training outcomes:**

- Discover Essentials of Performance Improvement Action Plans
- Apply Effective Methods for Developing Skills and Competencies
- Understanding the Performance Management Cycle
- Determining Potential, Performance Measures and More!

**NEW  
ARRIVAL**



# Laws Every Manager Must Know

## *How to Prevent Manager Retaliation and Discrimination Claims*

According to the EEOC, retaliation has become the top charge from employees in today's work environment, more than discrimination charges. Knowledgeable managers in the trenches of organizations are the best line of defense and prevention if they are equipped on the most important employment laws. This is a battle-tested training for non-human resource managers and supervisors who only need to know the essentials of federal and state employment law.

### **Here's a sample of training outcomes:**

- Understanding Top EEOC Claims: Retaliation and Discrimination
- Essentials of Discipline and Discharge: 5 do's and don'ts
- Discover Employment Lawsuits: Can Managers be Personally Sued?
- Apply Coaching and Progressive Discipline Strategies





**NEW  
ARRIVAL**

# Mo' Responsibility, Mo' Problems

## *Step-Up Skills for Taking on More Responsibility*

Do you feel like you have been promoted with all the extra responsibility lately? Do you have what it takes to step up to the plate to lead, work in teams and juggle new projects while maintaining your existing responsibilities? Get ready to feel confident when asked to "step up to the plate" with new tasks outside your normal work activities and learn to achieve top performance and integrate additional skills to exceed expectations.

### **Here's a sample of training outcomes:**

- Effectively Handle Team Tensions, Participation, and Productivity
- Developing Resiliency in a Fast-changing Workplace
- Learn Prioritization and Time Management Strategies
- Influencing Colleagues without Authority and More!



# Effective Execution

## *The Art of Getting Things done at Every Level*

Why do more than 70 percent of strategic priorities fail— execution! Regardless of the barriers that include changing expectations, shifting priorities, and departmental conflicts, it's your responsibility to make sure things get done. This highly interactive on-site training has all the essential information needed to ensure tasks and projects are completed on time and on track.



### **Here's a sample of training outcomes:**

- 7 Behaviors for Execution and Obtaining Results
- Designing Clear Collaborative Goals
- Creating Personal Performance Indicators
- Accepting Accountability, Authority and Responsibility



# Bias and Blind Spots

## *Managing Bias and Decision-making for Law Enforcement*

A recent Police Executive Research Forum survey found that the average officer received roughly 60 hours of firearms training, 50 hours of defensive tactical training, but only 8 hours of de-escalation training. We are all biased and if we are blind to our biases, the consequences are critical to our decision-making abilities to be tactful and minimize conflict in our interactions with citizens. By gaining awareness and learning to manage biases, officers can adapt beliefs and behavior to improve decision-making and interactions with citizens in their communities.

### **Here's a sample of training outcomes:**

- Defusing Techniques that Decrease the Need for Force
- Effective Communication for Various Personality Styles
- Prevent Cross-Cultural Conflicts, Tensions, and Misunderstandings
- Emotional Intelligence, Strengthen Respect for Cultural Differences



# LeaderFit

## *Handling Pressure and Burnout, Stress Strategies and Wellness for Managers*

Most jobs have some pressure. Pressure can challenge you and give you the opportunity to achieve job satisfaction. However, if pressure becomes excessive and you feel unable to cope, it becomes stress. Stress can impact up to 20% of an employee's productivity and create an environment of tension and conflict for all staff. Recognize symptoms and sources of pressure, stress and burnout and discover strategies that benefit you, your staff, and your organization.



### **Here's a sample of training outcomes:**

- Understanding Pressure vs. Stress
- Identifying Sources of Stress and Productivity Impacts
- Making Work-Life-Balance a Reality
- Creative Planning and Productivity Strategies



# Communicating with Credibility

Learn to convey credibility in interactions with staff at all levels of your organization, including senior level leaders. Enhance your professional brand, relationship-building, communication, and presentation skills to influence colleagues. Discover practical actions that increase credibility and trust regardless of your title, power or authority and approaches to drive change and inspire ideas for business results.

## Here's a sample of training outcomes:

- Understanding the Formula for Trust and Credibility
- Assess Your Workplace Image and Enhance your Professional Brand
- Effectively Position Ideas from Various Viewpoints
- Identify the 4 Principles for Influencing Colleagues





# Driving Culture for Results

Today's organizations are being impacted by technological innovation, disruption, regulatory changes, increased competition, generational differences, and erratic economic conditions, all of which can be described in one acronym VUCA. In this volatile, uncertain, complex and ambiguous world, without trusted leaders constantly cultivating culture and living the example of what behaviors are expected, true cultural change rarely emerges or sustains.

## Here's a sample of training outcomes:

- Understanding Elements of Organizational Culture
- Making Desired Culture, Behaviors and Values Stick
- Developing a Culture Change Implementation Plan
- Measuring the Change and Aligning Behaviors to Performance



# Excuses, Blame and Unmet Expectations

## *Creating a Culture of Accountability*

No more playing the blame game, or saying “that’s not my job,” and finger-pointing to others. It’s a movie you’ve seen too many times before — employees not taking responsibility and accountability.. There’s hope! Finally, a training experience that equips managers to effectively empower employees to take ownership and complete responsibility for their work!

### **Here’s a sample of training outcomes:**

- Help Employees Take Ownership of Tasks and Duties
- Communicate Clear Expectations to Prevent Failures and Missed Deadlines
- Apply the Accountability Pyramid Model for Creating a Culture of Accountability
- How Effective Managers Handle Unmet Expectations
- What Great Managers Do When Employees Blame or Make Excuses

# Leadership in Times of Crisis



Leadership in a crisis situation is very different from leadership in a time of normal conditions. When will a crisis occur? Although it's difficult to predict an organizational crisis, you can be sure that unforeseen and unpleasant challenges will occur. Whether it's a security data breach, or workplace violence, it has been estimated that every organization has a crisis about every three months and if mishandled, would significantly impact the organization. In this adrenaline pumping training, be prepared to be tested and discover tools that equip leaders for responding to and recovering from any organizational crisis.

## Here's a sample of training outcomes:

- The 6 Principles of Leading in a Crisis
- Understanding How to Effectively Empower Others
- Keeping Your Composure: The Art of Balanced Leadership
- How to Prevent the Recurring crisis
- Strategic Thinking Ahead for Threats with Crisis Potential

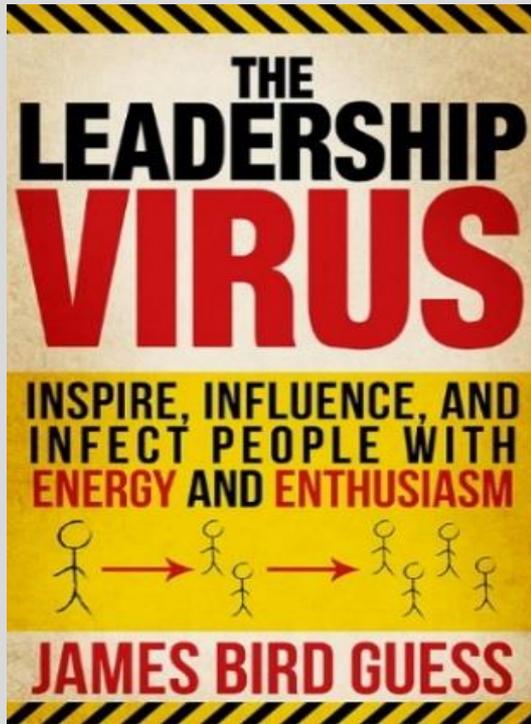
# Managing Up

## *Effective Ways for Working with and Influencing Authority Figures*

Do you work for a “demanding boss” who constantly places additional priorities on your plate? What are the most effective ways to talk with your boss and other authority figures about your working relationship and setting expectations for what needs to get done? Discover some of the best tools and techniques for effective communication with various authority figures and increasing your influence and collaboration skills.

### **Here’s a sample of training outcomes:**

- Understanding and Adapting to your Boss’ and Superiors Work Styles
- Identify and Eliminate Obstacles for Working Together
- Dealing with Last Minute Requests and Micromanagers
- Understanding the Difference between Bully Bosses vs. Tough Bosses
- Master Prioritizing to Prevent being Overwhelmed with Multiple Priorities



# The Leadership Virus

*Inspire, Influence and Infect People with Energy and Enthusiasm*

Based on the newly released book by best-selling author, James Bird Guess, working professionals will discover how to lead from where they are and inspire and influence performance at any level. Whether its managing up to your boss and other authority figures, or working to influence unmotivated and negative coworkers, you will gain an in-depth perspective on what makes people tick and how to get desired results regardless of your title. You can't change people, but you can change how you respond to people, which may change how they respond to you— be a virus and infect them!

## Here's a sample of training outcomes:

- Building Your Personal Credibility to Positively Infect Your Colleagues
- Apply the Feedback Filter for Tactful Communication with Coworkers
- 3 Ways to Increase Collaboration and Create Win-Win Outcomes
- 4 Keys for Making a Positive Workplace Culture Contagious
- Dealing with “Resistors” and “By-standers” during Change and More!





# Building Your Professional Leadership Brand

When your coworkers and other colleagues from different departments hear your name, what will they immediately think of? Something positive or something negative? You are a brand, just like company slogans, your name and work precede you. This insightful training will prepare and position you to define and cultivate your professional leadership brand in the workplace that communicates your values and your skill set.

## Here's a sample of training outcomes:

- The Reputation Ratio: every interaction with colleagues and customers is critical
- Understanding the Three Types of Attitudes
- Displaying Behaviors/Habits Consistent with Your Brand
- 7 Actions that Cultivate Respect and Trust from Colleagues
- The Fastest Ways to Build Trust and Rebuild Trust once its Lost
- How to Walk, Talk, Dress and Speak with Leadership Presence



# Effective Evaluations

## *What Really Matters When It Comes to Performance Reviews*

The Performance review is one of the most universally dreaded actions managers must perform. Only terminating an employee ranks higher. Managers may understand the areas to discuss during performance reviews, but using the most effective words, tone and body language is a critical skill set. In this hands-on practical training, managers and supervisors will be equipped with a tool box of words, phrases, practice adjusting their tone and matching body language for a successful meeting.

### **Here's a sample of training outcomes:**

- Clearly Define Employee Job Responsibilities and Expectations
- Communicate with Employees Frequently and Constructively
- Performance and Behavior Issues: 4 Questions to Identify “Cant Dos,” “Won’t Dos” and “Don’t Know Hows”
- Diagnosing Performance Problems: Person, Procedure or the Process?



# Managing Part-time, Temporary and Remote Staff

There are times when organizations employ part-time, temporary and remote staff members. These nontraditional employees help organizations by working for specific periods but without the long-term commitment and benefits of regular staff members, and many times they often lack motivation and full engagement. Discover nontraditional and quick methods for increasing engagement, achieving buy-in and cultivating commitment.

## Here's a sample of training outcomes:

- Effectively Obtaining buy-in and Increasing Commitment
- Communicating the Vision and Connecting Staff to the Purpose
- Coaching, Communicating and Supporting Staff Remotely
- Motivating Employees Who Don't Want Advancement

# Train-the-Trainer

## *Effective Training Techniques for Adult Professionals in Today's Workplace*

Today's adult learners typically lose 90 percent of what they have been taught in just 90 days. Our signature two-day Train-the-Trainer immersion program teaches trainers how to create effective learning environments by using innovative and dynamic approaches to training. Trainers will be equipped with effective needs assessments, instructional design and presentation skills, as well as tools and best practices on engaging adult learners!



### **Here's a sample of training outcomes:**

- Conducting Organizational Assessments and Identifying Training needs
- Principles of Adult Workplace Learning
- The 6 Principles for Influencing People
- Characteristics of an Effective Trainer
- Elements of a Transformational Training Session and More!

# Making the Transition from Military to Civilian Leadership

Many of the professional competencies military personnel develop during service are similar to those desired by private and public sector organizations. However, the major differences are how these skills are applied during the battlefield versus in the workplace. This transformational training equips former military personnel to evolve into highly effective civilian leaders by building on their existing leadership skills and learning how to adapt, serve, inspire and effectively lead civilian employees.



## Here's a sample of training outcomes:

- Apply the 4 Most Effective Leadership Styles
- Effectively Coach “Can’t Do” & “Won’t Do” Employees
- Leading the 4 Generations in the Workforce Today
- Tactful Communication: Understanding Words, Tone and More!



# Critical Thinking for Creating Leaders at all Levels

Today's organizations poised for growth realize the growing pains of preserving their culture, core values and the competitive advantage of empowering employees at all levels to make decisions that impact organizational outcomes. How can you make sure that your employees decide and act in alignment with your organizational vision, strategic initiatives and overall goals? You equip and train them to think strategically and critically!

## Here's a sample of training outcomes:

- Applying Critical and Strategic Thinking Skills when Making Business Decisions
- Understanding the 5 Obstacles to Effective Critical thinking
- Recognizing How Emotions Impact Decision-Making Ability
- Solving Work-Related Problems from Various Perspectives and More!



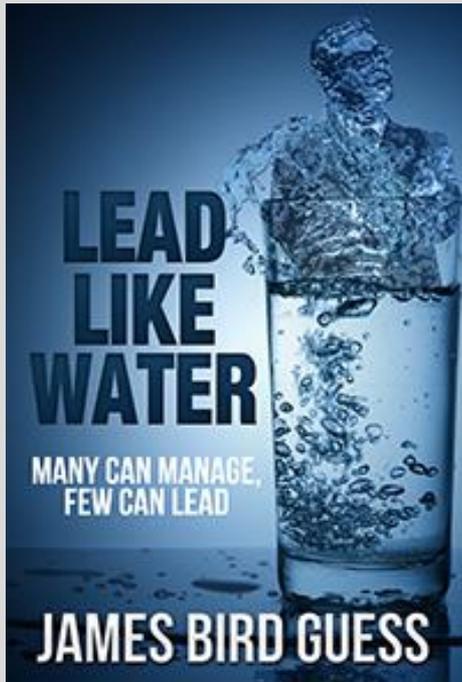
# Projects & People

## *How Today's Project Managers Manage Tasks & Lead People*

The average project manager can manage tasks and responsibilities of their jobs, however the above average project manager understands how to lead and influence people. Regardless of their title and whether or not they manage employees, today's projects managers need the ability to influence without authority and effectively communicate. This transformational on-site training equips them with essential skills to communicate with colleagues and customers through collaboration!

### **Here's a sample of training outcomes:**

- Building Rapport, Commitment & Minimizing Conflict
- Understanding the 4 Personality and Communication Styles
- The 6 Principles for Influencing People
- Emotional Intelligence & Maintaining Composure For Project Managers
- Effective People Skills for the "Not a People Person," and More!



HAVE YOUR TEAM READ THE BOOK...  
THEN ACT WITH THE TRAINING

## Lead Like Water

*Many Can Manage, Few Can Lead*

Now a series of on-site training and coaching sessions have been developed based on the core concepts of this highly anticipated transformational book on authentic leadership. This on-site training is customized for each organization to target current and future workplace challenges and aligned with organizational strategic initiatives and high priority goals.

### Here's a sample of training outcomes:

- Leading without Title, Power and Authority
- How to Influence without Intimidation
- Making Organizational Vision and Values Contagious
- The # 1 Skill Today's Leaders Must Develop- "Adaptability"
- Cultivating Trust, Respect, Open Communication and More!



# Next Level Leadership

## *Growing from Tactical to Strategic Leaders*

Today's senior-level managers and directors often get stuck in the day to day operations of the workplace. With no time to step back, reflect and strategically plan how your team and department will remain competitive and add long-term value to your organization, this training experience is a mini-executive boot camp for those who want to transition to the next level of leadership and create more leaders and spark innovation.



### **Here's a sample of training outcomes:**

- The Art and Science of Strategy Development and Execution
- The Transition from Thinking Tactically to Strategically
- How to Position Your Organization for Long-term, Sustainable Growth
- Reading the Environment of Today, Anticipating Tomorrow's and More!



# Magnificent Manager

## *How to Lead & Inspire Employee Performance*

Discover practical management ideas and techniques that bring the best performance out of your employees. In a workplace where 60% of employees dislike or hate what they do for a living, you need practical techniques that can help motivate, maintain morale, and develop employees immediately.

### **Here's a sample of training outcomes:**

- Manage Difficult Employee Personality Styles
- Creative Ways to Motivate Your Team & Boost Morale
- Effectively Coach “Can’t Do” & “Won’t Do” Employees
- Delegating Effectively to Save Time, Empower Your Team, & More!



# Coaching, Managing & Team Building

Learn how to coach employees and give feedback that corrects performance and behavior shortcomings to help employees excel. You'll learn how to break silos and build a team environment. This eye-opening team-building training experience will show you step by step, how to develop a "leadership blueprint" to make sure you achieve your goals and objectives.

## Here's a sample of training outcomes:

- 10 Techniques to Boost Individual & Team Enthusiasm
- How to Break Silos & Build a Team Environment
- Effective Coaching Skills for Time-wasters, Socializers & Problem Players
- 4 Stages of How Teams Develop, Why Teams Fail & More!

# Tough Talks

## *How to Communicate Uncomfortable Employee Conversations*

“You smell bad!” There is a tactful way to say this. Sometimes you have to talk to employees about their performance issues, and sometimes you may have to address personal and behavioral issues as well. How do you address everything from personal hygiene distractions to delivering feedback on missing the mark during a performance evaluation? This on-site training prepares you for various tough talks and how to be tactful when delivering any uncomfortable, but necessary conversation.

### **Here’s a sample of training outcomes:**

- Mastering Voice Tone! It’s not what you say— it’s also how you say it
- Words and Phrases that Trigger Defensiveness and Escalate Conflict
- Techniques for Helping others Open up and Discuss their Views
- Understanding Legal Implications of Critical Conversations and More!



# Managing Difficult People & Conflict in the Workplace

Learn how to coach employees and give feedback that corrects performance and behavior shortcomings to help employees excel. You'll learn how to break silos and build a team environment. This eye-opening team-building training experience will show you step by step, how to develop a "leadership blueprint" to make sure you achieve your goals and objectives.

## Here's a sample of training outcomes:

- Respond rather than React & Keep Emotions Under Control in Any Situation
- Apply the 4 Steps When Communicating with any Difficult Person
- Defuse Conflict, Aggressive People & What to Say in Difficult Situations
- Assertively Address the 5 Problem Personalities & More!



# Leaderfied

## *Creative Ways Team Leaders Inspire the Best Performance Out of Employees*

Energize your team, boost morale, and create an environment of trust, innovation, team mentality and collaboration. You'll also explore ideas on developing the most effective leadership styles. This training is great for today's leaders who have to manage with fewer resources, cope with budget cuts, organizational crises, downsizing, lay-offs, hiring and wage freezes, and more.

### **Here's a sample of training outcomes:**

- Transform Employees into Self-Starters that Take Ownership
- 3 Things Employees Need to Stay Motivated & Maintain Morale
- Eliminate Negativity, Mediocre Performance, & Poor Attitudes
- Implement the 4 Qualities of Top Performing Teams & More!



# Empathy, Sensitivity and Emotional Intelligence in the Workplace

When organizations desire diversity or sensitivity training they want to prevent discrimination lawsuits, a hostile work environment, and/or cultivate an inclusive environment where all employees are valued, respected, and work in an environment that is conducive to high performance. The results of this on-site training will help reduce cultural bias, destroy stereotypes, build collaborative diverse teams, and help organizations retain and attract diverse talent.

## Here's a sample of training outcomes:

- How to Prevent Cross-Cultural Conflicts, Tensions, and Misunderstandings
- Effectively Working Together with People who are Different (Age, Ethnicity etc...)
- Communicating Across Cultures, Generations and Minimizing Defensiveness
- Emotional Intelligence, Strengthen Understanding and Respect for Cultural Differences and More!



# How Professionals Say It

## *Communicating with Tact & Professionalism in the Workplace*

Are you frustrated with confrontation and difficult people? Learn how to speak with tact and diplomacy in one of our signature communication training experiences. Learn how to keep your composure regardless of the situation. Understand the most effective communication strategies for people who are aggressive, passive aggressive, passive, and angry.

### **Here's a sample of training outcomes:**

- Recognize & Manage The 3 Problem Communicators
- Identify the 4 Styles of Listening & Become an Active Listener
- Address Conflict, Poor Performance & Deliver Constructive Criticism
- Develop Assertive Communication Styles with Various Personalities!

# The Art of Leadership, Team Building & Team Performance

No matter what kind of team you lead, this training experience provides the blueprint for maximizing your team's performance. Learn how to motivate, build trust, and resolve team conflicts. In this high energy one-day training, you will obtain practical ideas and insights on what you must do in the first 90 days of leading a team.



## Here's a sample of training outcomes:

- Prevent Destructive Team Silos & Develop Collaboration & Cohesiveness
- Manage & Prevent the two Causes of Team Conflict
- Conduct Productive Team Meetings with Accountability & Follow-through
- Develop Self-Starters & Employees with an Ownership Mentality & More!



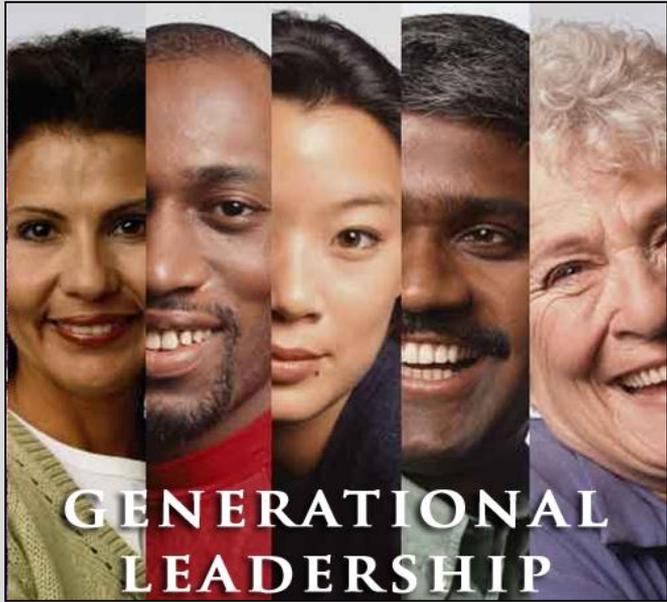
# Creative Supervising

## *Innovative Ideas for Managing Today's Employees*

This training experience is management boot camp. It focuses on how to effectively delegate, motivate and praise employees, deliver criticism and discipline, work under pressure to meet deadlines, and how to hire and fire employees. For first time and seasoned managers and leaders, this training provides tools, techniques and ideas on supervising friends, former peers, older more experienced, and younger less experienced employees.

### **Here's a sample of training outcomes:**

- Effectively Supervise Older Employees & Younger, Inexperienced Employees
- Effectively Interview & Hire the Right Candidate
- Communicate Clearly & Understand How Employees Learn Differently
- Deliver Praise & Recognition to Maintain Morale, Motivation, & More!



# Generational Leadership

## *Successfully Managing a Diverse Workforce*

Today's workforce is a sophisticated mix of Baby Boomers, Generation X, Generation Y and various ethnic groups. Challenges emerge in the workplace because each generation and ethnic group is different and many times has different values, beliefs, skills, and behaviors. Highly effective managers and leaders understand these differences and learn how to adapt to inspire the best individual and team performance.

### **Here's a sample of training outcomes:**

- Understanding the 4 Generations in the Workforce Today
- The 4 Motivators & Performance Drivers for each Generation
- Most Effective Leadership Styles for each Generation
- Communicate Effectively across Diverse Teams and More!



# Succession Planning

## *Retaining and Developing a Pipeline of Talent*

What would happen if your senior-level leaders, key people and high performers suddenly left your organization? Research shows that 56 percent of companies, and 75 percent of government and nonprofit organizations have no succession plan in place. This training shows organizations how to develop leaders within and avoid extended and expensive vacancies in critical positions to assure stability of organizational operations.

### **Here's a sample of training outcomes:**

- Determine and Develop Competencies for Key Positions
- Identifying Talent and Evaluating Potential of Internal Employees
- Strategies for Creating Talent Development Action Plans
- The 4 Techniques for Retaining Talent and High Performers
- Calculating the ROI of Effective Succession Planning and More!



# From Peer to Leader

## *Managing Friends, Peers and Making a Successful Transition*

After being promoted, many new managers struggle and fail in their new role because of their lack of people skills training. How do you manage friends, former peers, and people passed over for promotion? How do you adapt to your boss' leadership style? You only have 90 days to set the right tone and build trust with your team to ensure your success as a supervisor, manager and leader!

### **Here's a sample of training outcomes:**

- How to be Firm, Fair & Earn Your Team's Respect
- The 4 Fastest Ways to Build Trust
- 5 Actions New Managers Must Do in the First 90 Days
- The 3 Keys for Effective Delegation & More!



# Leading Change

## *How to Cope, Embrace and Facilitate Change Management*

According to a Harvard Business Review study, 95% of organizations leading a change management strategy fail. Changing your strategy is easy, but changing your people to get buy-in and execute a new strategy is almost impossible. Learn the best next practices to lead change for today's employees.

### **Here's a sample of training outcomes:**

- The Fastest Ways to Obtain Buy-in and Build Support for Change
- 8 Steps for Effectively Managing Change
- How to Make the Change Sustainable
- How Employees React to Change and Leading Through the Phases
- Managing the People Side of Change and More!



# T.E.A.M. Personality Style Training

The number two cause of workplace conflict is different personality styles. Everyone has a natural personality style that has been partially inherited and partially developed by their personal experiences. When you understand your own personality style and the typical personality styles of others, you will learn how and when to adapt your behavior to lessen conflict with others and influence them.

## Here's a sample of training outcomes:

- Identify and Understand the 4 Workplace Personality Styles
- Maintaining Composure and Responding instead of Reacting
- The 10 Laws of Effective Communication with Anyone
- What to Do when You Disagree or Have Conflicts
- Strategies When Dealing with Your Boss's Personality and More!



# Strategic Problem Solving & Creative Thinking

In today's forever challenging workplace of constant change and evolving expectations, you must have the ability to adapt, innovate and be efficient with scarce resources. This high-energy, interactive training experience will train you to tackle problems with a flexible mind, spark your creative muscles, and develop the desired skill of thinking outside the cubicle!

## Here's a sample of training outcomes:

- The Four Decision-Making Styles for Leaders
- Strategically Think Outside the Box, Solve Problems and Maintain Creativity
- Move Beyond Traditional Thinking Patterns and Behavior
- The Seven Strategies for Creative Thinking and More!





# From Wonderful to Wow!

## *Creative Ways for Delivering Exceptional Customer Service*

An engaging training experience for anyone who deals with customers. Learn the top ten things customers want, how to communicate with difficult customers, keep your composure, and know the value of internal/external customers. This customer service training, delivered by our customer service experts, will help your team and your organization develop a customer focused mentality, and achieve a competitive edge by obtaining service excellence.

### **Here's a sample of training outcomes:**

- Creatively Deliver the Ten Things Every Customer Wants
- Seamlessly Satisfy Internal & External Customers with a Positive Attitude
- Apply the “Ten Commandments of Customer Care”
- Defuse Difficult & Angry Customers & More!

## **BULLYING IN THE WORKPLACE**



# Bullying in the Workplace

Roughly 70% of employees are bullied at some point in their career. Bullying comes in many forms and may occur at any level of an organization. It often goes unnoticed and unaddressed until it leads to devastating consequences such as low morale and dysfunctional teams. Learn the most effective strategies and best practices for communicating, managing, and dealing with workplace bullies.

## **Here's a sample of training outcomes:**

- Assertive Communication Strategies for Dealing with Bullies
- How to Distinguish Bullying vs. Conflict
- What to Do when Nothing else Works
- Strategies When Your Boss is the Bully and More!



# Successful Strategic Planning

## *Creative Ways for Developing & Executing Your Organization's Strategic Plan*

Traditional strategic planning is dead! According to several surveys of top executives only 19% of strategic plans achieve their objectives and only 25% of executives and staff are motivated by the strategic plans created. Finally, an insightful and innovative on-site training that consolidates and simplifies the tedious traditional strategic planning process for any organization.

### **Here's a sample of training outcomes:**

- How to Customize Strategic Plans based on Organizational Goals
- Create a Single Page Strategic Plan
- Identifying the Critical Questions and Information for Discussions and Buy-in
- Clearly Defining and Communicating Action Steps for Effective Execution
- Conducting Strategy Health Checks, Tactical Adjustments, and More!





# TEAM Building Blocks Experience

*(100% interactive no lecture or powerpoint)*

This indoor or outdoor team building experience is based around 50 signature mobile wooden blocks. The team must work together to complete a series of tasks and exercises assigned by the facilitator. As they reflect on each exercise they will gain insight and knowledge on the importance of team work. Watch team members instantly become energized as they laugh, slip, fall and learn to help, hold on and rely on each other for success.

## Here's a sample of training outcomes:

- Top 5 Qualities of Effective Team Players
- Effective Communication in Chaotic Situations
- How Every Team Member Impacts Results
- Managing Change, Conflict, Communicating with Different Personalities and More!

# The Leadership D.I.V.A

## *Understanding Women Leaders in Today's Workplace, a Guide for Men and Women*

In today's male dominated workplace what are the skills and qualities that develops women leaders and makes women more promotable than others? In a recent study by IBM, 95% of the women executives surveyed stated being visible and heard as the top reason for their success.



### **Here's a sample of training outcomes:**

- Understanding Communication Styles of Men and Women and Becoming Assertive
- Making Your Voice Heard in a Male Dominated Environment
- Power Posing (effective body language and posture)
- “Too emotional and sensitive” Turning Stereotypes into Strengths
- Presenting Ideas with Confidence, Poise, Persuasiveness and more!



# Developing Minority Leaders

## *Tapping Hidden Talents of Women, African Americans and Hispanic Leaders in Today's Workplace*

Every organization values leadership, many of them invest thousands of dollars annually on recruiting leadership talent and training their people, but few organizations seem to not be aware of the hidden high potential leaders inside their walls that can deliver immediate value –the minority leader.

### **Here's a sample of training outcomes:**

- 3 Ways Organizations Can Identify and Leverage Untapped Talent
- Aligning Cultural Beliefs with Organizational Competencies
- How to Make Diversity and Inclusion a Reality without Making Others Defensive
- 10 Things to Never Say to African American and Hispanic Professionals and more!





# Managing Time, Deadlines, Priorities and People

Are you managing work, or is work managing you? Are you feeling overloaded with tasks, duties and never-ending projects? Do you feel like you're always in meetings, stressed and stretched to the max and can never get ahead on your goals and priorities? In this training, you'll learn creative ways to schedule your time effectively, stay on track, minimize interruptions, keep priorities and goals aligned, and effectively adapt to your boss' and co-worker's constant demands.

## Here's a sample of training outcomes:

- Identify and Effectively Deal with Time-Wasters
- Avoid The Top 7 Time Management Mistakes
- The Myth of Multi-Tasking vs. Focused-Tasking
- Managing and Preventing Interruptions
- How to Maintain Focus and Keep Control of Your Time
- Creative Ways to Manage Email and More!

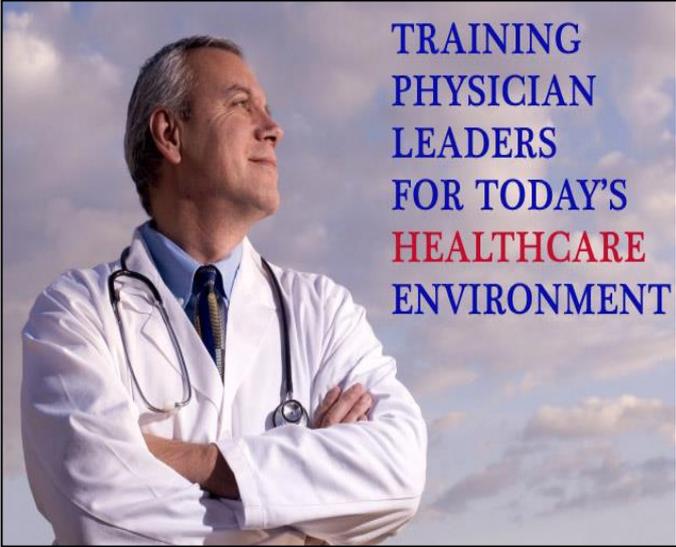


# Exceptional Customer Service for Tribal and Casino Staff

Creating remarkable customer experiences is what separates today's most successful organizations. How employees treat each other will eventually impact how they treat tribal members and non-tribal customers who support tribal enterprises.

## Here's a sample of training outcomes:

- How to Communicate with Different Personality Styles
- Maintaining a Positive Attitude with Internal and External Customers
- Apply the "Ten Commandments of Customer Satisfaction"
- 5 Keys to Defuse Difficult and Angry Customers
- How to Keep Your Emotional Composure during Conflict



TRAINING  
PHYSICIAN  
LEADERS  
FOR TODAY'S  
HEALTHCARE  
ENVIRONMENT

# Physician Leadership

## *Managing, and Leading in Today's Healthcare Environment*

Many of today's physicians were not taught leadership skills in medical school. This unique and customized physician leadership training fills that missing piece. Physicians equipped with leadership skills can effectively manage and lead today's healthcare changes and challenges. The key drivers of quality patient outcomes, satisfaction and hospital profitability are physician and staff behavior.

### **Here's a sample of training outcomes:**

- Emotional Intelligence for Physicians
- Understanding Effective Communication Styles
- Leading and Managing the Process of Change
- Why Hospital Teams Fail and Developing High-Performing Teams
- Moving from an Autonomy to Team Mindset and More!



# Petroleum Leadership

## *Supervising and Leading in an Oil and Gas Environment*

A leadership boot camp program for oil and gas managers, supervisors and team leaders who must develop effective leadership skills for oil and gas organizations during times of change and the desire to maximize performance.

### **Here's a sample of training outcomes:**

- Develop your Leadership, Decision-making and Communication Styles
- Coaching Underperformers and Building a High-performing Team
- Identify and Resolve Team Conflicts
- Communicating with Tact, Diplomacy Professionalism
- Managing Change, Different Generations, Personality Styles and More!



# Effective Leadership for Tribal Supervisors and Managers

American Indian and Alaska Native managers and supervisors are constantly being challenged to manage change, deliver results and develop their staff as their communities and enterprises grow. This training experience is leadership boot camp for new and existing supervisors, managers, and tribal administrators who desire to keep their staff highly motivated, implement change, reduce team conflict, manage organizational culture and develop their team members to excel.

## Here's a sample of training outcomes:

- Building a High-Performing Team of Motivated Self-Starters
- 3 Keys for Motivating Employees and Boosting Team Morale
- Neutralize Negativity and Coaching Underperformers
- Effective Communication and Delivering Constructive Criticism
- Time Management Strategies, Successful Delegation and More!



# Speaking & Presenting with Confidence

What is the number one skill successful workplace professionals must have today? Communication skills can determine if you build rapport or make others defensive, enhance or irritate workplace relationships, and appear confident and professional, or inarticulate and amateurish.

## Here's a sample of training outcomes:

- Articulate Messages & Present Ideas with Poise & Persuasiveness
- Display Professional Presence & Build Professional Credibility
- Be Assertive, Respectful, & Professional in Verbal & Written Communication
- Speak with Clarity to Avoid Miscommunication & More!

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