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## Outlook Essentials

Learners will be able to use Outlook to enhance professional correspondence, create calendars, and schedule appointments. Participants will create and edit professional-looking email messages, maintain calendars across time zones, and schedule tasks for a variety of purposes and situations including sending email for marketing campaigns, planning staff meetings, and assigning action items from those meetings.

### Outlook Essentials Course Outline - **Module One: Manage the Outlook Environment for Productivity**

Customize Settings	Print and Save Information	Perform Search Operations in Outlook
<ul style="list-style-type: none"> <li>• Customize reply messages</li> </ul>	<ul style="list-style-type: none"> <li>• Print message, calendar, contact, or task information</li> </ul>	<ul style="list-style-type: none"> <li>• Create new search folders</li> </ul>
<ul style="list-style-type: none"> <li>• Change text formats for all outgoing messages</li> </ul>	<ul style="list-style-type: none"> <li>• Save message attachments</li> </ul>	<ul style="list-style-type: none"> <li>• Search for items in messages, tasks, contacts, or calendars</li> </ul>
<ul style="list-style-type: none"> <li>• Customize the Navigation Pane</li> </ul>	<ul style="list-style-type: none"> <li>• Preview attachments</li> </ul>	<ul style="list-style-type: none"> <li>• Search by using advanced find; search by folder</li> </ul>
<ul style="list-style-type: none"> <li>• Configure reviews</li> </ul>	<ul style="list-style-type: none"> <li>• Save messages in alternate formats</li> </ul>	
<ul style="list-style-type: none"> <li>• Manage multiple accounts</li> </ul>	<ul style="list-style-type: none"> <li>• Export messages to a data file</li> </ul>	
<ul style="list-style-type: none"> <li>• Add an account</li> </ul>		

### Outlook Essentials Course Outline - **Module Two: Manage Messages**

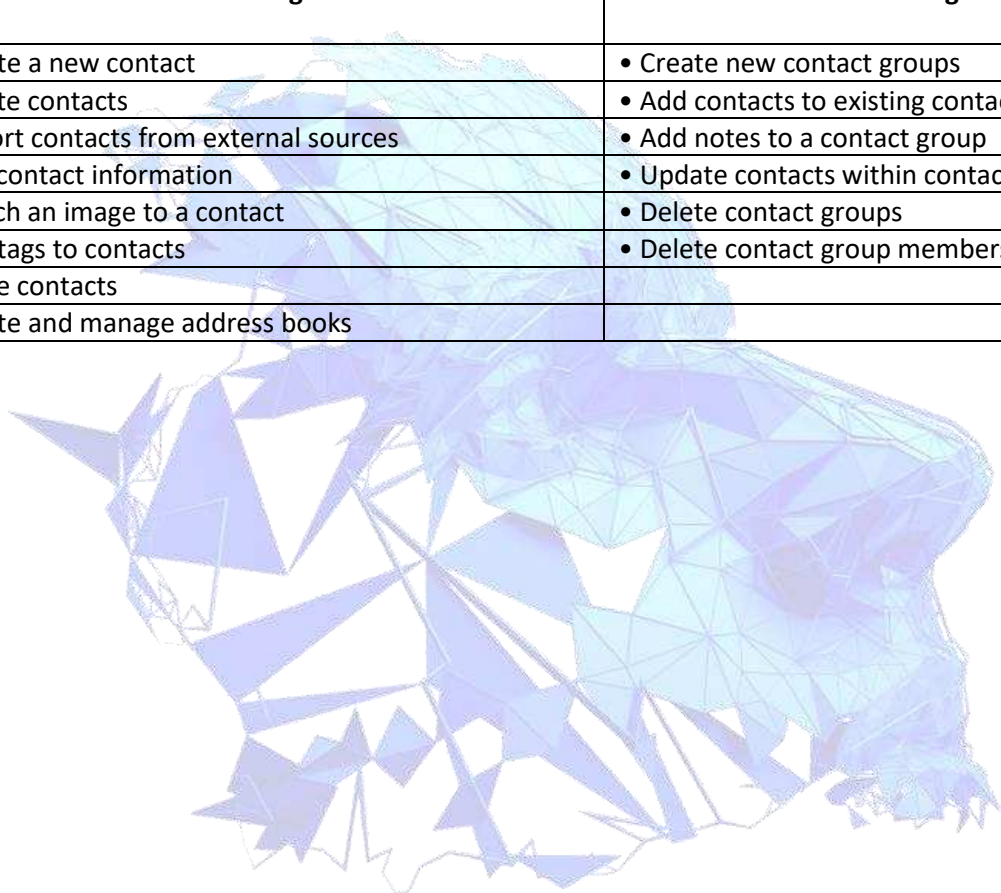
Configure Mail Settings	Create Messages	Format a Message	Organize and Manage Messages
<ul style="list-style-type: none"> <li>• Set fonts for new messages and responses</li> </ul>	<ul style="list-style-type: none"> <li>• Create a message and Add or remove message attachments</li> </ul>	<ul style="list-style-type: none"> <li>• Format text</li> </ul>	<ul style="list-style-type: none"> <li>• Sort messages</li> </ul>
<ul style="list-style-type: none"> <li>• Create, assign, and modify signatures</li> </ul>	<ul style="list-style-type: none"> <li>• Flag outgoing messages for follow up, importance, and sensitivity</li> </ul>	<ul style="list-style-type: none"> <li>• Insert hyperlinks</li> </ul>	<ul style="list-style-type: none"> <li>• Move messages between folders and Add new local folders</li> </ul>
<ul style="list-style-type: none"> <li>• Create and manage rules</li> </ul>	<ul style="list-style-type: none"> <li>• Add cc and bcc to messages</li> </ul>	<ul style="list-style-type: none"> <li>• Apply themes and styles</li> </ul>	<ul style="list-style-type: none"> <li>• Apply categories</li> </ul>
<ul style="list-style-type: none"> <li>• Create automatic replies</li> </ul>	<ul style="list-style-type: none"> <li>• Add tracking and voting options</li> </ul>	<ul style="list-style-type: none"> <li>• Insert messages</li> </ul>	<ul style="list-style-type: none"> <li>• Clean up messages and Configure basic Auto Archive settings</li> </ul>
<ul style="list-style-type: none"> <li>• Create messages by using Quick Parts</li> </ul>	<ul style="list-style-type: none"> <li>• Forward and reply to messages</li> </ul>	<ul style="list-style-type: none"> <li>• Add a signature to specific messages</li> </ul>	<ul style="list-style-type: none"> <li>• Mark a message as read or unread and Flag received messages, ignore messages</li> </ul>
<ul style="list-style-type: none"> <li>• Configure Junk Email and Clutter settings</li> </ul>	<ul style="list-style-type: none"> <li>• Request a delivery or read receipt</li> </ul>		<ul style="list-style-type: none"> <li>• Sort messages by conversation</li> </ul>
	<ul style="list-style-type: none"> <li>• Redirect replies and recall a message</li> </ul>		<ul style="list-style-type: none"> <li>• Automate repetitive tasks by using Quick Steps</li> </ul>
			<ul style="list-style-type: none"> <li>• Delete messages and • Delegate access</li> </ul>

**Outlook Essentials Course Outline - Module Three: Manage Schedules**

Create and Manage Calendars	Create Appointments, Meetings, and Events	Organize and Manage Appointments, Meetings, and Events	Create and Manage Notes and Tasks
<ul style="list-style-type: none"><li>• Create and add calendars</li></ul>	<ul style="list-style-type: none"><li>• Create calendar items</li></ul>	<ul style="list-style-type: none"><li>• Set calendar item importance</li></ul>	<ul style="list-style-type: none"><li>• Create and manage tasks</li></ul>
<ul style="list-style-type: none"><li>• Adjust viewing details for calendars</li></ul>	<ul style="list-style-type: none"><li>• Create recurring calendar items and Cancel calendar items</li></ul>	<ul style="list-style-type: none"><li>• Forward calendar items</li></ul>	<ul style="list-style-type: none"><li>• Create and organize notes</li></ul>
<ul style="list-style-type: none"><li>• Modify calendar time zones</li></ul>	<ul style="list-style-type: none"><li>• Set up meeting location by using Room Finder</li></ul>	<ul style="list-style-type: none"><li>• Configure reminders</li></ul>	
<ul style="list-style-type: none"><li>• Delete calendars</li></ul>	<ul style="list-style-type: none"><li>• Create calendar items from messages</li></ul>	<ul style="list-style-type: none"><li>• Add participants</li></ul>	
<ul style="list-style-type: none"><li>• Set calendar work times</li></ul>	<ul style="list-style-type: none"><li>• Set calendar item times</li></ul>	<ul style="list-style-type: none"><li>• Respond to invitations</li></ul>	
<ul style="list-style-type: none"><li>• Manage multiple calendars</li></ul>	<ul style="list-style-type: none"><li>• Set up meetings by using the scheduling assistant</li></ul>	<ul style="list-style-type: none"><li>• Update individual or recurring calendar items</li></ul>	
<ul style="list-style-type: none"><li>• Manage calendar groups</li></ul>	<ul style="list-style-type: none"><li>• Set free or busy status for calendar items</li></ul>	<ul style="list-style-type: none"><li>• Share meeting notes</li></ul>	
<ul style="list-style-type: none"><li>• Display multiple calendars and Share calendars</li></ul>	<ul style="list-style-type: none"><li>• Schedule resources</li></ul>	<ul style="list-style-type: none"><li>• Categorize calendar items</li></ul>	

**Outlook Essentials Course Outline - Module Four: Manage Contacts and Groups**

Create and Manage Contacts	Create and Manage Contact Groups
<ul style="list-style-type: none"><li>• Create a new contact</li></ul>	<ul style="list-style-type: none"><li>• Create new contact groups</li></ul>
<ul style="list-style-type: none"><li>• Delete contacts</li></ul>	<ul style="list-style-type: none"><li>• Add contacts to existing contact groups</li></ul>
<ul style="list-style-type: none"><li>• Import contacts from external sources</li></ul>	<ul style="list-style-type: none"><li>• Add notes to a contact group</li></ul>
<ul style="list-style-type: none"><li>• Edit contact information</li></ul>	<ul style="list-style-type: none"><li>• Update contacts within contact groups</li></ul>
<ul style="list-style-type: none"><li>• Attach an image to a contact</li></ul>	<ul style="list-style-type: none"><li>• Delete contact groups</li></ul>
<ul style="list-style-type: none"><li>• Add tags to contacts</li></ul>	<ul style="list-style-type: none"><li>• Delete contact group members</li></ul>
<ul style="list-style-type: none"><li>• Share contacts</li></ul>	
<ul style="list-style-type: none"><li>• Create and manage address books</li></ul>	



## Word Expert

Participants will learn to proficiently use the advanced features of Microsoft Word for document content management and advanced formatting - critical skills for those in roles such as editors, project managers, business information workers, and educators. Participants will create and manage professional multi-page documents for a variety of specialized purposes and situations. They will customize their Word environments to meet project needs, and to enhance productivity. Examples of expert-level documents include a business plan, a research paper, a specialized brochure, and a mass mailing.

### Word Expert Course Outline - **Module One: Manage Document Options and Settings**

Manage Documents and Templates	Prepare Documents for Review	Manage Document Changes
<ul style="list-style-type: none"> <li>• Modify Existing Templates</li> </ul>	<ul style="list-style-type: none"> <li>• Restrict Editing</li> </ul>	<ul style="list-style-type: none"> <li>• Track Changes</li> </ul>
<ul style="list-style-type: none"> <li>• Copy Custom Styles, Macros, And Building Blocks to Other Documents or Templates</li> </ul>	<ul style="list-style-type: none"> <li>• Mark A Document as Final</li> </ul>	<ul style="list-style-type: none"> <li>• Manage Track Changes</li> </ul>
<ul style="list-style-type: none"> <li>• Mange Document Versions</li> </ul>	<ul style="list-style-type: none"> <li>• Protect A Document with A Password</li> </ul>	<ul style="list-style-type: none"> <li>• Lock or Unlock Tracking</li> </ul>
<ul style="list-style-type: none"> <li>• Compare and Combine Multiple Documents</li> </ul>		<ul style="list-style-type: none"> <li>• Add Comments</li> </ul>
<ul style="list-style-type: none"> <li>• Link External Document Content</li> </ul>		<ul style="list-style-type: none"> <li>• Manage Comments</li> </ul>
<ul style="list-style-type: none"> <li>• Enable Macros in A Document</li> </ul>		
<ul style="list-style-type: none"> <li>• Display Hidden Ribbon Tabs</li> </ul>		
<ul style="list-style-type: none"> <li>• Change the Application Default Font</li> </ul>		

### Word Expert Course Outline - **Module Two: Design Advanced Documents**

Perform Advanced Editing and Formatting	Create Styles
<ul style="list-style-type: none"> <li>• Find and Replace Text by Using Wildcards and Special Characters</li> </ul>	<ul style="list-style-type: none"> <li>• Create Paragraph and Character Styles</li> </ul>
<ul style="list-style-type: none"> <li>• Find and Replace Formatting and Styles</li> </ul>	<ul style="list-style-type: none"> <li>• Modify Existing Styles</li> </ul>
<ul style="list-style-type: none"> <li>• Set Advanced Page Setup Layout Options</li> </ul>	
<ul style="list-style-type: none"> <li>• Link Text Boxes</li> </ul>	
<ul style="list-style-type: none"> <li>• Set Paragraph Pagination Options</li> </ul>	
<ul style="list-style-type: none"> <li>• Resolve Style Conflicts by Using Past Options</li> </ul>	

### Word Expert Course Outline - **Module Three: Create Advanced References**

Create and Manage Indexes	Create and Manage References	Manage Forms, Fields, And Mail Merge Operations
<ul style="list-style-type: none"> <li>• Mark Index Entries</li> </ul>	<ul style="list-style-type: none"> <li>• Customize A Table of Contents</li> </ul>	<ul style="list-style-type: none"> <li>• Add Custom Fields</li> </ul>
<ul style="list-style-type: none"> <li>• Create Indexes</li> </ul>	<ul style="list-style-type: none"> <li>• Insert and Modify Captions</li> </ul>	<ul style="list-style-type: none"> <li>• Modify Field Properties</li> </ul>
<ul style="list-style-type: none"> <li>• Update Indexes</li> </ul>	<ul style="list-style-type: none"> <li>• Create and Modify A Table of Figures</li> </ul>	<ul style="list-style-type: none"> <li>• Perform Mail Merges</li> </ul>
		<ul style="list-style-type: none"> <li>• Manage Recipient Lists</li> </ul>
		<ul style="list-style-type: none"> <li>• Insert and preview Merged Fields</li> </ul>



## Word Expert Course Outline - **Module Four: Create Custom Word Elements**

Create and Modify Building Blocks, Macros, and Controls	Create Custom Style Sets and Templates	Prepare A Document for Internationalization and Accessibility
• Create Quick Parts	• Create Custom colour Sets	• Configure Language Options in Documents
• Mange Building Blocks	• Create Custom Font Sets	• Add Alt Text to Document Elements
• Create and Modify Simple Macros	• Create Custom Themes	• Manage Multiple Options For +Body and +Heading Fonts
• Insert and Configure Content Controls	• Create Custom Style Sets	• Utilize Global Content Standards

## PowerPoint Essentials

Participants will learn to create, edit, and enhance slideshow presentations to create professional-looking sales presentations, employee training, instructional materials, and kiosk slideshows. Learners will gain a fundamental understanding of the PowerPoint environment and the correct use of key features of this application.

## PowerPoint Essentials Course Outline - **Module One: Create and manage presentations**

Create a presentation	Insert and format slides	Modify slides, handouts, and notes	Order and group slides	Change presentation options and views	Configure a presentation for print	Configure and present a slide show
• Create a new presentation	• Insert specific slide layouts	• Change the slide master theme or background	• Create sections	• Change slide size	• Print all or part of a presentation	• Create custom slide shows
• Create a presentation based on a template	• Duplicate existing slides	• Modify slide master content	• Modify slide order	• Change views of a presentation	• Print notes pages; print handouts	• Configure slide show options
• Import Word document outlines	• Hide and unhide slides	• Create a slide layout	• Rename sections	• Set file properties	• Print in colour, grayscale, or black and white	• Rehearse slide show timing
	• Delete slides, insert slide headers, footers, and page numbers	• Modify a slide layout				• Present a slide show by using Presenter View
	• Apply a different slide layout	• Modify the handout master				
	• Modify individual slide backgrounds	• Modify the notes master				



## PowerPoint Essentials Course Outline - Module Two: Insert and Format Text, Shapes, and Images

Insert and format text	Insert and Format Shapes and Text Boxes	Insert and format images	Order and group objects
• Insert text on a slide	• Insert or replace shapes	• Insert images	• Order objects
• Apply formatting and styles to text	• Insert text boxes, resize shapes and text boxes	• Resize and crop images	• Align objects
• Apply WordArt styles to text	• Format shapes and text boxes	• Apply styles and effects	• Group objects
• Format text in multiple columns	• Apply styles to shapes and text boxes		• Display alignment tools
• Create bulleted and numbered lists			
• Insert hyperlinks			

## PowerPoint Essentials Course Outline - Module Three: Insert Tables, Charts, SmartArt, and Media

Insert and Format Tables	Insert and Format Charts	Insert and Format SmartArt Graphics	Insert and manage media
• Create a table	• Create a chart	• Create SmartArt graphics	• Insert audio and video clips
• Insert and delete table rows and columns	• Import a chart	• Convert lists to SmartArt graphics	• Configure media playback options
• Apply table styles	• Change the Chart Type	• Add shapes to SmartArt graphics	• Adjust media window size
• Import a table	• Add a legend to a chart	• Reorder shapes in SmartArt graphics	• Set the video start and stop time
	• Change the chart style of a chart	• Change the colour of SmartArt graphics	• Set media timing options

## PowerPoint Essentials Course Outline - Module Four: Apply transitions and animations

Apply slide transitions	Animate Slide Content	Set Timing for Transitions and Animations
• Insert Slide Transitions	• Apply animations to objects	• Set transition effect duration
• Set transition effect options	• Apply animations to text	• Configure transition start and finish options
	• Set animation effect options	• Reorder animations on a slide
	• Set animation paths	

## PowerPoint Essentials Course Outline - Module Five: Manage Multiple Presentations

Merge Content from Multiple Presentations	Finalize Presentations
• Insert slides from another presentation	• Protect a presentation
• compare two presentations	• Inspect a presentation
• insert comments, review comments	

## Excel Essentials

Participants will gain a fundamental understanding of the Excel environment and the ability to complete tasks independently. They will know and demonstrate the correct application of the principal features of Excel. Participants will create and edit a workbook with multiple sheets, and use a graphic element to represent data visually. Workbook example include professional looking budgets, financial statements, team performance charts, sales invoices, and data-entry logs.

### Excel Essentials Course Outline - **Module One: Create and Manage Worksheets and Workbooks**

Create Worksheets and Workbooks	Navigate in Worksheets and Workbooks	Format Worksheets and Workbooks	Customize Options and Views for Worksheets and Workbooks	Configure Worksheets and Workbooks for Distribution
• Create a workbook	• Search for data within a workbook	• Change worksheet tab colour	• Hide or unhide worksheets	• Set a print area
• Import data from a delimited text file	• Navigate to a named cell, range, or workbook element	• Rename a worksheet	• Hide or unhide columns and rows	• Save workbooks in alternative file formats
• Add a worksheet to an existing workbook	• Insert and remove hyperlinks	• Change worksheet order	• Customize the Quick Access toolbar	• Print all or part of a workbook
• Copy and move a worksheet		• Modify page setup	• Change workbook views	• Set print scaling
		• Insert and delete columns or rows	• Change window views	• Display repeating row and column titles on multiple worksheets
		• Change Workbook themes	• Modify document properties	• Inspect a workbook for hidden properties or personal information
		• Adjust row height and column width	• Change magnification by using zoom tools	• Inspect a workbook for accessibility issues
		• Insert headers and footers	• Display formulas	• Inspect a workbook for compatibility issues

### Excel Essentials Course Outline - **Module Two: Manage Data Cells and Ranges**

Insert data in cells and ranges	Format cells and ranges	Summarize and organize data
• Replace data	• Merge cells	• Insert sparklines
• Cut, copy, or paste data	• Modify cell alignment and indentation	• Outline data
• Paste data by using special paste options	• Format cells by using Format Painter and Apply cell formats, apply cell styles	• Insert subtotals
• Insert and delete cells	• Wrap text within cells	• Apply conditional formatting
• Fill cells by using Auto Fill	• Apply number formats	

### Excel Essentials Course Outline - **Module Three: Create tables**

Create and manage tables	Manage table styles and options	Filter and sort a table
<ul style="list-style-type: none"> <li>• Create an Excel table from a cell range</li> </ul>	<ul style="list-style-type: none"> <li>• Apply styles to tables</li> </ul>	<ul style="list-style-type: none"> <li>• Filter records and remove duplicate records</li> </ul>
<ul style="list-style-type: none"> <li>• Convert a table to a cell range</li> </ul>	<ul style="list-style-type: none"> <li>• Configure table style options</li> </ul>	<ul style="list-style-type: none"> <li>• Sort data by multiple columns</li> </ul>
<ul style="list-style-type: none"> <li>• Add or remove table rows and columns</li> </ul>	<ul style="list-style-type: none"> <li>• Insert total rows</li> </ul>	<ul style="list-style-type: none"> <li>• Change sort order</li> </ul>

### Excel Essentials Course Outline - **Module Four: Perform operations with formulas and functions**

Summarize data by using functions	Perform conditional operations by using functions	Format and modify text by using functions
<ul style="list-style-type: none"> <li>• Insert references</li> </ul>	<ul style="list-style-type: none"> <li>• Perform logical operations by using the IF function</li> </ul>	<ul style="list-style-type: none"> <li>• Format text by using RIGHT, LEFT, and MID functions</li> </ul>
<ul style="list-style-type: none"> <li>• Perform calculations by using the SUM function</li> </ul>	<ul style="list-style-type: none"> <li>• Perform logical operations by using the SUMIF function</li> </ul>	<ul style="list-style-type: none"> <li>• Format text by using UPPER, LOWER, and PROPER functions</li> </ul>
<ul style="list-style-type: none"> <li>• Perform calculations by using MIN and MAX functions</li> </ul>	<ul style="list-style-type: none"> <li>• Perform logical operations by using the AVERAGEIF function</li> </ul>	<ul style="list-style-type: none"> <li>• Format text by using the CONCATENATE function</li> </ul>
<ul style="list-style-type: none"> <li>• Perform calculations by using the COUNT function</li> </ul>	<ul style="list-style-type: none"> <li>• Perform statistical operations by using the COUNTIF function</li> </ul>	
<ul style="list-style-type: none"> <li>• Perform calculations by using the AVERAGE function</li> </ul>		

### Excel Essentials Course Outline - **Module Five: Create charts and objects**

Create charts	Format graphic elements	Insert and format objects
<ul style="list-style-type: none"> <li>• Create a new chart</li> </ul>	<ul style="list-style-type: none"> <li>• Resize charts</li> </ul>	<ul style="list-style-type: none"> <li>• Insert text boxes and shapes</li> </ul>
<ul style="list-style-type: none"> <li>• Add additional data series</li> </ul>	<ul style="list-style-type: none"> <li>• Add and modify chart elements</li> </ul>	<ul style="list-style-type: none"> <li>• Insert images Modify object properties</li> </ul>
<ul style="list-style-type: none"> <li>• Switch between rows and columns in source data</li> </ul>	<ul style="list-style-type: none"> <li>• Apply chart layouts and styles</li> </ul>	<ul style="list-style-type: none"> <li>• Add alternative text to objects for accessibility</li> </ul>
<ul style="list-style-type: none"> <li>• Analyze data by using Quick Analysis</li> </ul>	<ul style="list-style-type: none"> <li>• Move charts to a chart sheet</li> </ul>	



## Word Essentials

Participants will gain a fundamental understanding of the Microsoft Word environment and the ability to complete tasks independently. They will demonstrate the correct application of the principal features of Word by creating and editing documents for a variety of purposes and situations. Document examples include professional looking reports, multi-column newsletters, resumes, and business correspondence.

### Word Essentials Course Outline - **Module One: Create and Manage Documents**

Create A Document	Navigating Through A Document	Formatting A Document	Customize Options and Views for A Document	Print and Save Documents
<ul style="list-style-type: none"> <li>• Create A Blank Document</li> </ul>	<ul style="list-style-type: none"> <li>• Search for Text</li> </ul>	<ul style="list-style-type: none"> <li>• Modify Page Setup</li> </ul>	<ul style="list-style-type: none"> <li>• Change Document Views</li> </ul>	<ul style="list-style-type: none"> <li>• Modify Print Settings</li> </ul>
<ul style="list-style-type: none"> <li>• Create A Document Using A Template</li> </ul>	<ul style="list-style-type: none"> <li>• Insert Hyperlinks</li> </ul>	<ul style="list-style-type: none"> <li>• Apply Document Themes</li> </ul>	<ul style="list-style-type: none"> <li>• Customize Views by Using Zoom Settings</li> </ul>	<ul style="list-style-type: none"> <li>• Save Documents in Alternative File Formats</li> </ul>
<ul style="list-style-type: none"> <li>• Open A PDF in Word for Editing</li> </ul>	<ul style="list-style-type: none"> <li>• Create Bookmarks</li> </ul>	<ul style="list-style-type: none"> <li>• Apply Document Style Sets</li> </ul>	<ul style="list-style-type: none"> <li>• Customize the Quick Access Toolbar</li> </ul>	<ul style="list-style-type: none"> <li>• Print All or Part of a Document</li> </ul>
<ul style="list-style-type: none"> <li>• Insert Text from A File or External Source</li> </ul>	<ul style="list-style-type: none"> <li>• Move to A Specific Locations or Object in A Document</li> </ul>	<ul style="list-style-type: none"> <li>• Insert Headers and Footers</li> </ul>	<ul style="list-style-type: none"> <li>• Split the Window</li> </ul>	<ul style="list-style-type: none"> <li>• Inspect A Document for Hidden Properties or Personal Information</li> </ul>
		<ul style="list-style-type: none"> <li>• Insert Page Numbers</li> </ul>	<ul style="list-style-type: none"> <li>• Add Document Properties</li> </ul>	<ul style="list-style-type: none"> <li>• Inspect A Document for Accessibility Issues</li> </ul>
		<ul style="list-style-type: none"> <li>• Format Page Background Elements</li> </ul>	<ul style="list-style-type: none"> <li>• Show or Hide Formatting Symbols</li> </ul>	<ul style="list-style-type: none"> <li>• Inspect A Document for Compatibility Issues</li> </ul>

### Word Essentials Course Outline - **Module Two: Format Text, Paragraphs, And Sections**

Insert Text and Paragraphs	Formatting Text and Paragraphs	Order and Group Text and Paragraphs
<ul style="list-style-type: none"> <li>• Find and Replace Text</li> </ul>	<ul style="list-style-type: none"> <li>• Apply Font Formatting</li> </ul>	<ul style="list-style-type: none"> <li>• Format Text in Multiple Columns</li> </ul>
<ul style="list-style-type: none"> <li>• Cut, Copy, And Paste Text</li> </ul>	<ul style="list-style-type: none"> <li>• Apply Formatting by Using Format Painter</li> </ul>	<ul style="list-style-type: none"> <li>• Insert Page, Section, Or Column Breaks</li> </ul>
<ul style="list-style-type: none"> <li>• Replace Text by Using AutoCorrect</li> </ul>	<ul style="list-style-type: none"> <li>• Set Line and Paragraph Spacing and Indentation</li> </ul>	<ul style="list-style-type: none"> <li>• Change Page Setup Options for A Section</li> </ul>
<ul style="list-style-type: none"> <li>• Insert Special Characters</li> </ul>	<ul style="list-style-type: none"> <li>• Clear Formatting</li> </ul>	
	<ul style="list-style-type: none"> <li>• Apply A Text Highlight Color To Text Selections</li> </ul>	
	<ul style="list-style-type: none"> <li>• Apply Built-In Styles to Text</li> </ul>	
	<ul style="list-style-type: none"> <li>• Change Text to WordArt</li> </ul>	



**Word Essentials Course Outline - Module Three: Create Tables and Lists**

Create A Table	Modify A Table	Create and Modify A List
<ul style="list-style-type: none"><li>• Convert Text to Tables</li></ul>	<ul style="list-style-type: none"><li>• Sort Table Data</li></ul>	<ul style="list-style-type: none"><li>• Create A Numbered or Bulleted List</li></ul>
<ul style="list-style-type: none"><li>• Convert Tables to Text</li></ul>	<ul style="list-style-type: none"><li>• Configure Cell Margins and Set Spacing</li></ul>	<ul style="list-style-type: none"><li>• Change Bullet Characteristics or Number Formats for A List Level</li></ul>
<ul style="list-style-type: none"><li>• Create A Table by Specifying Rows and Columns</li></ul>	<ul style="list-style-type: none"><li>• Merge and Split Cells</li></ul>	<ul style="list-style-type: none"><li>• Define A Custom Bullet Character or Number Format</li></ul>
<ul style="list-style-type: none"><li>• Apply Table Styles</li></ul>	<ul style="list-style-type: none"><li>• Resize Tables, Rows, And Columns</li></ul>	<ul style="list-style-type: none"><li>• Increase or Decrease List Levels</li></ul>
	<ul style="list-style-type: none"><li>• Split Tables</li></ul>	<ul style="list-style-type: none"><li>• Restart or Continue List Numbering</li></ul>
	<ul style="list-style-type: none"><li>• Configure A Repeating Row Header</li></ul>	<ul style="list-style-type: none"><li>• Set Starting Number Values</li></ul>

**Word Essentials Course Outline - Module Four: Create and Manage References**

Create and Manage Reference Markers	Create and Manage Simple References
<ul style="list-style-type: none"><li>• Insert Footnotes and Endnotes</li></ul>	<ul style="list-style-type: none"><li>• Insert Standard Table of Contents</li></ul>
<ul style="list-style-type: none"><li>• Modify Footnote and Endnote Properties</li></ul>	<ul style="list-style-type: none"><li>• Update Table of Contents</li></ul>
<ul style="list-style-type: none"><li>• Create Bibliography Citation Sources</li></ul>	<ul style="list-style-type: none"><li>• Insert Cover Page</li></ul>
<ul style="list-style-type: none"><li>• Modify Bibliography Citation Sources</li></ul>	
<ul style="list-style-type: none"><li>• Insert Citations for Bibliographies</li></ul>	
<ul style="list-style-type: none"><li>• Insert Figure and Table Captions</li></ul>	
<ul style="list-style-type: none"><li>• Modify Caption Properties</li></ul>	

**Word Essentials Course Outline - Module Five: Insert and Format Graphic Elements**

Insert Graphic Elements	Format Graphic Elements	Insert and Format SmartArt Graphics
<ul style="list-style-type: none"><li>• Insert Shapes</li></ul>	<ul style="list-style-type: none"><li>• Apply Artistic Effects</li></ul>	<ul style="list-style-type: none"><li>• Create A SmartArt Graphic</li></ul>
<ul style="list-style-type: none"><li>• Insert Pictures</li></ul>	<ul style="list-style-type: none"><li>• Remove Picture Backgrounds</li></ul>	<ul style="list-style-type: none"><li>• Format A SmartArt Graphic</li></ul>
<ul style="list-style-type: none"><li>• Insert Screen Shot or Screen Clipping</li></ul>	<ul style="list-style-type: none"><li>• Format Objects</li></ul>	<ul style="list-style-type: none"><li>• Modify A SmartArt Graphic Content</li></ul>
<ul style="list-style-type: none"><li>• Insert Text Boxes</li></ul>	<ul style="list-style-type: none"><li>• Apply a Picture Style</li></ul>	
	<ul style="list-style-type: none"><li>• Wrap Text Around Objects</li></ul>	
	<ul style="list-style-type: none"><li>• Position Objects</li></ul>	
	<ul style="list-style-type: none"><li>• Add Alternative Text to Objects for Accessibility</li></ul>	

## Excel Expert

Participants will gain an advanced level of understanding for the Microsoft Excel environment, and the ability to guide others to the proper use of the program's full features - critical skills for those in roles such as accountants, financial analysts, and commercial bankers. Participants will create, manage, and distribute professional spreadsheets for a variety of specialized purposes and situations. They will customize their Excel environments to meet project needs and increase productivity. Expert workbook examples include custom business templates, multi-axis financial charts, amortization tables, and inventory schedules.

### Excel Expert Course Outline - **Module One: Manage Workbook Options and Settings**

Manage Workbooks	Manage Workbook Review
• Save a workbook as a template	• Restrict editing
• Copy macros between workbooks	• Protect a worksheet
• Manage Document Versions	• Configure formula calculation options
• Reference data in another workbook	• Protect workbook structure
• Reference data by using structured references	• Manage workbook versions
• Enable macros in a workbook	• Encrypt workbooks with a password
• Display hidden ribbon tabs	

### Excel Expert Course Outline - **Module Two: Apply Custom Data Formats and Layouts**

Apply Custom Data Formats and Validation	Apply Advanced Conditional Formatting and Filtering	Create and Modify Custom Workbook Elements	Prepare a Workbook for Internationalization
• Create custom number formats	• Create custom conditional formatting rules	• Create custom colour formats	• Display data in multiple international formats
• Populate cells by using advanced Fill Series options	• Create conditional formatting rules that use formulas	• Create and modify cell types	• Apply international currency formats
• Configure data validation	• Manage conditional formatting rules	• Create and modify custom themes	• Manage multiple options for +Body and +Heading fonts
		• Create and modify custom themes	
		• Insert and configure form controls	

## Excel Expert Course Outline - Module Three: Create Advanced Formulas

Apply Functions in Formulas	Look up data using Functions	Apply Advanced Date and Time Functions	Perform Data Analysis and Business Intelligence	Troubleshoot Formulas	Define Named Ranges and Objects
<ul style="list-style-type: none"> <li>Perform logical operations by using AND, OR, and NOT functions</li> </ul>	<ul style="list-style-type: none"> <li>Look up data by using the VLOOKUP</li> </ul>	<ul style="list-style-type: none"> <li>Reference the date and time by using the NOW and TODAY functions</li> </ul>	<ul style="list-style-type: none"> <li>Import, transform, combine, display, and connect to data</li> </ul>	<ul style="list-style-type: none"> <li>Trace precedence and dependence</li> </ul>	<ul style="list-style-type: none"> <li>Name cells</li> </ul>
<ul style="list-style-type: none"> <li>Perform logical operations by using nested functions</li> </ul>	<ul style="list-style-type: none"> <li>Look up data by using the HLOOKUP function</li> </ul>	<ul style="list-style-type: none"> <li>Serialize numbers by using date and time functions</li> </ul>	<ul style="list-style-type: none"> <li>Consolidate data</li> </ul>	<ul style="list-style-type: none"> <li>Monitor cells and formulas by using the Watch Window</li> </ul>	<ul style="list-style-type: none"> <li>Name data ranges</li> </ul>
<ul style="list-style-type: none"> <li>Perform statistical operations by using SUMIFS, AVERAGEIFS, AND COUNTIFS functions</li> </ul>	<ul style="list-style-type: none"> <li>Look up data by using the MATCH function</li> </ul>		<ul style="list-style-type: none"> <li>Perform what-if analysis by using Goal Seek and Scenario Manager</li> </ul>	<ul style="list-style-type: none"> <li>Validate formulas by using error checking values</li> </ul>	<ul style="list-style-type: none"> <li>Name tables</li> </ul>
	<ul style="list-style-type: none"> <li>Look up data by using the INDEX function</li> </ul>		<ul style="list-style-type: none"> <li>Use cube functions to get data out of the Excel data model</li> </ul>	<ul style="list-style-type: none"> <li>Evaluate formulas</li> </ul>	<ul style="list-style-type: none"> <li>Mange named ranges and objects</li> </ul>
			<ul style="list-style-type: none"> <li>Calculate data by using financial functions</li> </ul>	<ul style="list-style-type: none"> <li>Calculate data by using financial functions</li> </ul>	

## Excel Expert Course Outline - Module Four: Create Advanced Charts and Tables

Create Advanced Charts	Create and Manage Pivot Charts
<ul style="list-style-type: none"> <li>Add trend lines to charts</li> </ul>	<ul style="list-style-type: none"> <li>Create Pivot Charts</li> </ul>
<ul style="list-style-type: none"> <li>Create dual axis charts</li> </ul>	<ul style="list-style-type: none"> <li>Manipulate options in existing Pivot Charts</li> </ul>
<ul style="list-style-type: none"> <li>Save a chart as a template</li> </ul>	<ul style="list-style-type: none"> <li>Apply styles to Pivot Charts</li> </ul>
<ul style="list-style-type: none"> <li>Create and Manage Pivot Tables</li> </ul>	<ul style="list-style-type: none"> <li>Apply Styles to Pivot Charts</li> </ul>
<ul style="list-style-type: none"> <li>Create PivotTables</li> </ul>	<ul style="list-style-type: none"> <li>Manipulate options in existing Pivot Charts</li> </ul>
<ul style="list-style-type: none"> <li>Modify field selections and options</li> </ul>	<ul style="list-style-type: none"> <li>Apply styles to Pivot Charts</li> </ul>
<ul style="list-style-type: none"> <li>Create slicers</li> </ul>	<ul style="list-style-type: none"> <li>Drill down into PivotChart details</li> </ul>
<ul style="list-style-type: none"> <li>Group PivotTable data</li> </ul>	
<ul style="list-style-type: none"> <li>Reference data in a PivotTable by suing the GETPRIVOTDATA function</li> </ul>	
<ul style="list-style-type: none"> <li>Add calculated fields</li> </ul>	
<ul style="list-style-type: none"> <li>Format data</li> </ul>	



## Soft Skills You Need

The meaning of Soft Skills can sometimes be difficult to describe. It can be that unique attribute or characteristic that facilitates great communication. It can be the special way that you show confidence in a challenging situation. These and other events can become more easily managed with this great workshop. With our Soft Skills You Need workshop your participants will begin to see how important it is to develop a core set of soft skills. By managing and looking at the way people interact and seeing things in a new light, your participants will improve on almost every aspect of their career.

### Soft Skills You Need Course Outline:

Module One: Getting Started	Module Two: What are Soft Skills?	Module Three: Soft Skill: Communication
• Housekeeping Items	• Definition of Soft Skills	• Ways We Communicate
• Pre-Assignment Review	• Empathy and the Emotional Intelligence Quotient	• Improving Non-Verbal Communication
• Workshop Objectives	• Professionalism	• Listening
• The Parking Lot	• Learned vs. Inborn Traits	• Openness and Honesty
• Action Plan	• Case Study and Review Questions	• Case Study and Review Questions
Module Four: Soft Skill: Teamwork	Module Five: Soft Skill: Problem Solving	Module Six: Soft Skill: Time Management
• Identifying Capabilities	• Define the Problem	• The Art of Scheduling
• Get into Your Role	• Generate Alternative Solutions	• Prioritizing
• Learn the Whole Process	• Evaluate the Plans	• Managing Distractions
• The Power of Flow	• Implementation and Re-evaluation	• The Multitasking Myth
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Seven: Soft Skill and: Attitude and Work Ethic	Module Eight: Soft Skill: Adaptability/Flexibility	Module Nine: Soft Skill: Self-Confidence
• What Are You Working For?	• Getting over the Good Old Days Syndrome	• Confident Traits
• Caring for Others vs. Self	• Changing to Manage Process	• Self-Questionnaire
• Building Trust	• Changing to Manage People	• Sure-fire Confidence Building Tactics
• Work Is Its Own Reward	• Showing You're Worth Your Weight in Adaptability	• Build Up Others
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Ten: Soft Skill: Ability to Learn from Criticism	Module Eleven: Soft Skill: Networking	Module Twelve: Wrapping Up
• Wow, You Mean I'm Not Perfect?	• Redefining Need	• Words from The Wise
• Listen with An Open Mind	• Identifying Others' Interests	• Review of The Parking Lot
• Analyze and Learn	• Reaching Out	• Lessons Learned
• Clear the Air and Don't Hold Any Grudges	• When to Back Off	• Recommended Reading
• Case Study and Review Questions	• Case Study and Review Questions	• Completion of Action Plans and Evaluations



## Administrative Office Procedures

Administrative office procedures may not be glamorous, but they are essential to the success of any enterprise. A well-run office reduces miscommunications and helps to eliminate common errors. By making the administrative office a priority, you will establish clear policies and procedures with employee understanding and buy-in, which ensures that your work environment runs smoothly. With our Administrative Office Procedures workshop, your participants will understand how an Administrative Office Procedure binder demonstrates professionalism and efficiency in an organization or office setting. It is also a marvellous instrument for quick reference and utilization. Strategies and procedures are a vital connection between the company's vision and its everyday operations.

### Administrative Office Procedures Course Outline:

Module One: Getting Started	Module Two: Why Your Office Needs Administrative Procedures	Module Three: Gathering the Right Tools
<ul style="list-style-type: none"> <li>• Housekeeping Items</li> <li>• The Parking Lot</li> <li>• Workshop Objectives</li> </ul>	<ul style="list-style-type: none"> <li>• Business Continuity</li> <li>• Succession Planning</li> <li>• Internal and External Audit Requirements</li> <li>• Recovery Planning</li> <li>• Case Study and Review Questions</li> </ul>	<ul style="list-style-type: none"> <li>• Binder</li> <li>• Section Divider</li> <li>• Sheet Protectors</li> <li>• Cover to Cover Binders</li> <li>• Case Study and Review Questions</li> </ul>
Module Four: Identifying Procedures to Include	Module Five: Top Five Procedures to Record	Module Six: What to Include in Your Binder (I)
<ul style="list-style-type: none"> <li>• Tracking Tasks for Some Days</li> <li>• Reach Out to Other Employees for Feedback/Ideas</li> <li>• Write Down Daily Tasks</li> <li>• Keep Track Using a Spreadsheet</li> <li>• Case Study and Review Question</li> </ul>	<ul style="list-style-type: none"> <li>• Use a Template to Stay Consistent</li> <li>• Be as Detailed as Possible</li> <li>• Use Bullet Points Instead of Paragraphs</li> <li>• Ask Someone to Execute the Procedure</li> <li>• Case Study and Review Questions</li> </ul>	<ul style="list-style-type: none"> <li>• Phone Etiquette</li> <li>• Business Writing</li> <li>• Effective Time Management</li> <li>• Creating Meeting Arrangements</li> <li>• Case Study and Review Questions</li> </ul>
Module Seven: What to Include in Your Binder (II)	Module Eight: Organizing Your Binder	Module Nine: What Not to Include in the Procedure Guide
<ul style="list-style-type: none"> <li>• Policy on Absences</li> <li>• Breaks</li> <li>• Salaries</li> <li>• Benefits</li> <li>• Case Study and Review Question</li> </ul>	<ul style="list-style-type: none"> <li>• Create a Table of Contents</li> <li>• List Each Section (e.g., Accounting)</li> <li>• List Procedures in that Section</li> <li>• Keep Binder updated with Changes</li> <li>• Case Study and Review Questions</li> </ul>	<ul style="list-style-type: none"> <li>• Passwords</li> <li>• Identify Other Confidential Information Via Your Employer</li> <li>• Store Information in a Separate Folder Outside of the Guide</li> <li>• Find a Secure Location to Store</li> <li>• Case Study and Review Questions</li> </ul>
Module Ten: Share Office Procedure Guide	Module Eleven: Successfully Executing the Guide	Module Twelve: Wrapping Up
<ul style="list-style-type: none"> <li>• Give Guide to Boss to Review</li> <li>• Inform Office Personnel of Procedure Guide</li> <li>• Place Guide in a Visible Area</li> <li>• Allow Office Personnel to Express Updates if Needed</li> <li>• Case Study and Review Question</li> </ul>	<ul style="list-style-type: none"> <li>• Create a Meeting for Employees</li> <li>• Stay Consistent with Procedures</li> <li>• Make Employees Aware of any Updated Changes</li> <li>• Keep Open to Improvements</li> <li>• Case Study and Review Questions</li> </ul>	<ul style="list-style-type: none"> <li>• Words from the Wise</li> <li>• Review of Parking Lot</li> <li>• Lessons Learned</li> <li>• Completion of Action Plans and Evaluations</li> </ul>

## Administrative Support

Administrative assistants are a key part of most office environments. They work quietly in the background, ensuring that the business runs smoothly and efficiently. This workshop will give new administrative assistants tools that will make them that person that the office can't live without. Experienced administrative assistants will learn new tools that will make them more efficient and valuable than ever. In the Administrative Support course, participants will learn the core skills that will help them use their resources efficiently, manage your time wisely, communicate effectively, and collaborate with others skilfully. The practices presented in this course may take time to be a part of your daily work routine. However, making the commitment to consistently apply the concepts every day is the key to changing and adopting new behaviours in a short amount of time.

### Administrative Support Course Outline:

Module One: Getting Started	Module Two: Getting Organized, Part One	Module Three: Getting Organized, Part Two
• Icebreaker	• Dealing with E-Mail	• Keeping Your Workspace Organized
• Housekeeping Items	• Managing Electronic Files	• Using a To-Do Book
• The Parking Lot	• Keeping Track of the Paper Trail	• The Extra Mile: Adding Project Management Techniques to Your Toolbox
• Workshop Objectives	• Making the Most of Voice Mail	
Module Four: Managing Time	Module Five: Getting It All Done on Time	Module Six: Special Tasks
• Managing Your Time	• Prioritizing	• Planning Small Meetings
• Keeping Others on Track	• The Secret to Staying on Track	• Planning Large Meetings
• Maintaining Schedules	• Goal Setting	• Organizing Travel
Module Seven: Verbal Communication Skills	Module Eight: Non-Verbal Communication Skills	Module Nine: Empowering Yourself
• Listening and Hearing: They Aren't the Same Thing	• Body Language	• Being Assertive
• Asking Questions	• The Signals You Send to Others	• Resolving Conflict
• Communicating with Power	• It's Not What You Say, it's How You Say It	• Building Consensus and Making Decisions
Module Ten: The Team of Two	Module Eleven: Taking Care of Yourself	Module Twelve: Wrapping Up
• Working with Your Manager	• Ergonomics	• Words from the Wise
• Influencing Skills	• Stress Management	• Review of Parking Lot
• What to Do in Sticky Situations	• Dealing with a Heavy Workload	• Lessons Learned
		• Completion of Action Plans and Evaluations

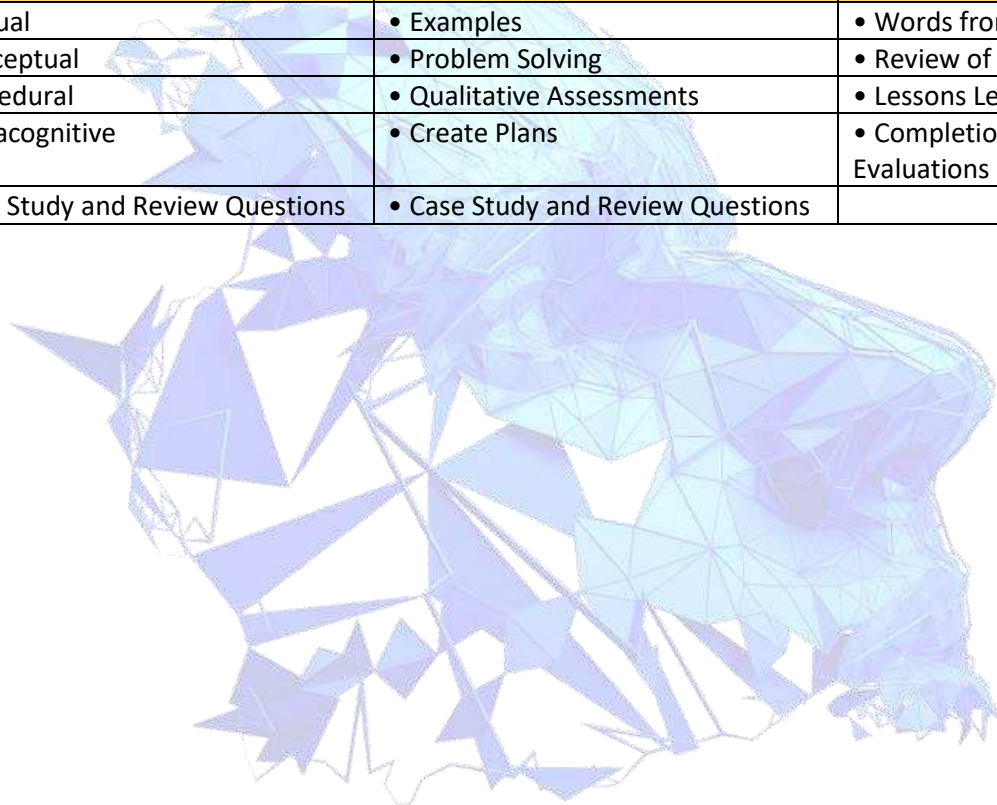


## Adult Learning - Mental Skills

With our Adult Learner: Mental Skills workshop, your participants will discover the specifics of how the cognitive domain increases intellectual capability.

### Adult Learning – Mental Skills Course Outline:

Module One: Getting Started	Module Two: Bloom's Taxonomy	Module Three: Knowledge
• Icebreaker	• Bloom's Theory	• Behaviour
• Housekeeping Items	• History	• Actions
• The Parking Lot	• New Understanding	• Examples
• Workshop Objectives	• Definition	• Implementation
	• Case Study and Review Questions	• Case Study and Review Questions
Module Four: Comprehension	Module Five: Application	Module Six: Analysis
• Behaviour	• Behaviour	• Behaviour
• Actions	• Actions	• Actions
• Examples	• Examples	• Examples
• Implementation	• Implementation	• Implementation
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Seven: Synthesis	Module Eight: Evaluation	Module Nine: Updated Version
• Behaviour	• Behaviour	• Remembering and Understanding
• Actions	• Actions	• Applying and Analysing
• Examples	• Examples	• Evaluating
• Implementation	• Implementation	• Creating
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Ten: Types of Knowledge	Module Eleven: Training	Module Twelve: Wrapping Up
• Factual	• Examples	• Words from the Wise
• Conceptual	• Problem Solving	• Review of Parking Lot
• Procedural	• Qualitative Assessments	• Lessons Learned
• Metacognitive	• Create Plans	• Completion of Action Plans and Evaluations
• Case Study and Review Questions	• Case Study and Review Questions	



## Anger Management

Controlling and limiting anger is important in every aspect of one's life. Without control you are putting limits on what you can accomplish. Anger can be an incredibly damaging force, costing people their jobs, and personal relationships. However, since everyone experiences anger, having a constructive approach to manage it effectively can turn it into a valuable asset. Our Anger Management workshop will give your participants that constructive approach. Participants will learn how to identify their anger triggers and what to do when they get angry. Through specific coping and planning techniques, anger can become a positive tool.

### Anger Management – Course Outline:

Module One: Getting Started	Module Two: Understanding Anger	Module Three: Do's and Don'ts
• Icebreaker	• The Cycle of Anger	• Unhelpful Ways of Dealing with Anger
• Housekeeping Items	• Understanding Fight or Flight	• Helpful Ways of Dealing with Anger
• The Parking Lot	• Common Myths about Anger	
• Workshop Objectives		
Module Four: Gaining Control	Module Five: Separate the People from the Problem	Module Six: Working on the Problem
• A Word of Warning	• Objective vs. Subjective Language	• Using Constructive Disagreement
• Using Coping Thoughts	• Identifying the Problem	• Negotiation Tips
• Using Relaxation Techniques	• Using "I" Messages	• Building Consensus
• Blowing off Some Steam		• Identifying Solutions
Module Seven: Solving the Problem	Module Eight: A Personal Plan	Module Nine: The Triple an Approach
• Choosing a Solution	• Understanding Hot Buttons	• Alter
• Making a Plan	• Identifying Your Hot Buttons	• Avoid
• Getting it Done	• A Personal Anger Log	• Accept
Module Ten: Dealing with Angry People	Module Eleven: Pulling it All Together	Module Twelve: Wrapping Up
• Understanding the Energy Curve	• Process Overview	• Words from the Wise
• De-Escalation Techniques	• Putting it Into Action	• Review of Parking Lot
• When to Back Away and What to Do Next		• Lessons Learned
		• Completion of Action Plans and Evaluations



## Appreciative Inquiry

Organizations can be thought of as a living being made up of the individuals working within it. Appreciative Inquiry has the ability to change the whole organization by changing the people. Through positive questioning employees will be directed to move in a positive direction. Recognizing the strengths and values of what works, as opposed to what's wrong will transform the individuals and in turn transform the organization. Appreciative Inquiry is a shift from looking at problems and deficiencies and instead focusing on strengths and successes. It is a tool for change, and it will strengthen relationships throughout your business. Through best practices and positive stories your participants will transform your organization.

### Appreciative Inquiry – Course Outline:

Module One: Getting Started	Module Two: Introducing Appreciative Inquiry	Module Three: Changing the Way You Think
• Housekeeping Items	• What is Appreciative Inquiry?	• Shifting from "What's Wrong?" to "What's Right?"
• Housekeeping Items	• Generating a Better Future	• It's Not Eliminating Mistakes, It's Holding up Successes
• The Parking Lot	• Engaging People in Positive Thought	• Positive Language Will Affect Peoples Thinking
• Workshop Objectives	• Change the Person, Change the Organization	• Limit or Remove Negative Phrasing
• Pre-Assignment	• Case Study and Review Questions	• Case Study and Review Questions
• Action Plans and Evaluations		
Module Four: Four D model	Module Five: The Four I Model	Module Six: Appreciative Inquiry Interview Style
• Discovery	• Initiate	• Framing Positive Questions
• Dream	• Inquire	• Solicit Positive Stories
• Design	• Imagine	• Finding Out What Works
• Delivery	• Innovate	• Recognize the Reoccurring Themes
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Seven: Anticipatory Reality	Module Eight: The Power of Positive Imagery	Module Nine: Influencing Change through AI
• Imagining a Successful Future Will Affect the Present	• Shaping Performance with Positive Imagery	• Using Strengths to Solve Challenges
• Controlling Negative Anticipation	• Being Better Prepared for Adversity	• Confidence Will Promote Positive Change
• Current Decisions Will Be Influenced Positively	• People are More Flexible and Creative	• People Will Gravitate towards What be Expected of Them
• Base It on Data and Real Examples	• Think of the Perfect Situation	• Case Study and Review Questions
• Case Study and Review Questions	• Case Study and Review Questions	
Module Ten: Coaching and Managing With AI	Module Eleven: Creating a Positive Core	Module Twelve: Wrapping Up
• Build Around What Works	• Strengths	• Words from the Wise
• Focus on Increases	• Best Practices	• Review of Parking Lot
• Recognize the Best in People	• Peak Experiences	• Lessons Learned
• Limit or Remove Negative Comments	• Successes	• Completion of Action Plans and Evaluations
• Case Study and Review Questions	• Case Study and Review Questions	

## Archiving and Records Management

Every organization is responsible for maintaining records. The ability to create, organize and maintain records and archives is essential to success. Correct records keeping will not only offer liability protection; it will also increase efficiency and productivity. To put it simply, maintaining records and archives will improve the bottom line.

With our Archiving and Records Management workshop your participants will know how to classify records, define and maintain different systems, and develop a keen understanding of the importance of records management.

### Archiving and Records Management – Course Outline:

Module One: Getting Started	Module Two: Understanding Records	Module Three: Management of Records
• Icebreaker	• What is Records Management?	• What Is and Is Not a Record?
• Housekeeping Items	• Defining Records	• Record Programs
• The Parking Lot	• Archives vs. Records	• Management of Systems
• Workshop Objectives	• Life Cycle	• Developing Standards
	• Case Study and Review Questions	• Case Study and Review Questions
Module Four: Context (I)	Module Five: Context (II)	Module Six: Classification
• Techniques for Analysing Records	• Routine Process	• Functionality
• Collecting Information	• Creative Process	• Prioritize
• Organizational Needs	• System Analysis	• Assess and Review
• Legal Demands	• Records Survey	• Develop a Tool
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Seven: Paper-Based Systems	Module Eight: Electronic Records	Module Nine: Hybrid Systems
• Arranging and Grouping	• Classifying	• Routine Processes
• Building Files	• Folders and Directories	• Creative Processes
• Elementary & Intermediate	• Groupings	• Design
• Metadata	• Metadata	• Limitations
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Ten: Appraisals & Systems	Module Eleven: Record Maintenance	Module Twelve: Wrapping Up
• Taxonomy of Values	• Paper	• Words from the Wise
• Macro Appraisal	• Electronic	• Review of Parking Lot
• Strategy & Criteria	• Create Archives	• Lessons Learned
• Document & Review Decisions	• Conversion	• Completion of Action Plans and Evaluations
• Case Study and Review Questions	• Case Study and Review Questions	

## Assertiveness and Self-Confidence

Self-confident and assertiveness are two skills that are crucial for success in life. If you don't feel worthy, and/or you don't know how to express your self-worth when communicating with others, life can be very painful. These skills will provide opportunities and benefits to your participants in their professional and personal lives.

The Assertiveness and Self-Confidence workshop will give participants an understanding of what assertiveness and self-confidence each mean (in general and to them personally) and how to develop those feelings in their day-to-day lives. These skills will encompass many aspects of your participant's lives and have a positive effect on all of them.

### Assertiveness and Self Confidence – Course Outline:

Module One: Getting Started	Module Two: What Does Self-Confidence Mean to You?	Module Three: Obstacles to Our Goals
• Icebreaker	• What is Assertiveness?	• Types of Negative Thinking
• Housekeeping Items	• What is Self-Confidence?	• Case Study
• The Parking Lot	• The Four Styles	• Personal Application
• Workshop Objectives		
Module Four: Communication Skills	Module Five: The Importance of Goal Setting	Module Six: Feeling the Part
• Listening and Hearing: They Aren't the Same Thing	• Why Goal Setting is Important	• Identifying Your Worth
• Asking Questions	• Setting SMART Goals	• Creating Positive Self-Talk
• Body Language	• Our Challenge to You	• Identifying and Addressing Strengths and Weaknesses
Module Seven: Looking the Part	Module Eight: Sounding the Part	Module Nine: Powerful Presentations
• The Importance of Appearance	• It's How You Say It	• What to Do When You're on the Spot
• The Role of Body Language	• Sounding Confident	• Using STAR to Make Your Case
• First Impressions Count!	• Using "I" Messages	
Module Ten: Coping Techniques	Module Eleven: Dealing with Difficult Behaviour	Module Twelve: Wrapping Up
• Building Rapport	• Dealing with Difficult Situations	• Words from the Wise
• Expressing Disagreement	• Key Tactics	• Review of Parking Lot
• Coming to Consensus		• Lessons Learned
		• Completion of Action Plans and Evaluations



## Attention Management

A distracted employee is a less effective employee. Employees who do not pay attention can waste valuable time and make careless mistakes. Your participants will be more efficient at their job, make fewer mistakes, and be more productive overall. Attention Management is a useful skill that allows managers to connect with their employees on an emotional level and motivate them to focus on their work. Our workshop will help your participants reach their personal and in turn company goals. They will gain valuable insight and strategies into what it takes to be more attentive and vigilant.

### Attention Management – Course Outline:

Module One: Getting Started	Module Two: Introduction to Attention Management	Module Three: Types of Attention
• Icebreaker	• What Is Attention Management?	• Focused Attention
• Housekeeping Items	• Stop Thinking and Pay Attention!	• Sustained Attention
• The Parking Lot	• What Is Mushin?	• Selective Attention
• Workshop Objectives	• What is Xin Yi (Heart Minded)?	• Alternating Attention
		• Attention CEO
		• Attentional Blink
Module Four: Strategies for Goal Setting	Module Five: Meditation	Module Six: Training Your Attention
• Listening to Your Emotions	• Beta	• Mushin
• Prioritizing	• Alpha	• Meditation
• Re-Gating	• Theta	• Focus Execute
	• Delta	• Visualization
	• Gamma	• Case Study
Module Seven: Attention Zones Model	Module Eight: SMART Goals	Module Nine: Keeping Yourself Focused
• Reactive Zone	• The Three P's	• The One Minute Rule
• Proactive Zone	• The SMART Way	• The Five-Minute Rule
• Distracted Zone	• Prioritizing	• What to Do When You Feel Overwhelmed
• Wasteful Zone	• Evaluating and Adapting	
Module Ten: Procrastination	Module Eleven: Prioritizing Your Time	Module Twelve: Wrapping Up
• Why We Procrastinate	• The / Rule	• Words from the Wise
• Nine Ways to Overcome Procrastination	• The Urgent / Important Matrix	• Review of Parking Lot
• Eat That Frog	• Being Assertive	• Lessons Learned
	• Creating a Productivity Journal	• Completion of Action Plans and Evaluations
	• The Glass Jar: Rocks, Pebbles, Sand and Water	





## Basic Bookkeeping

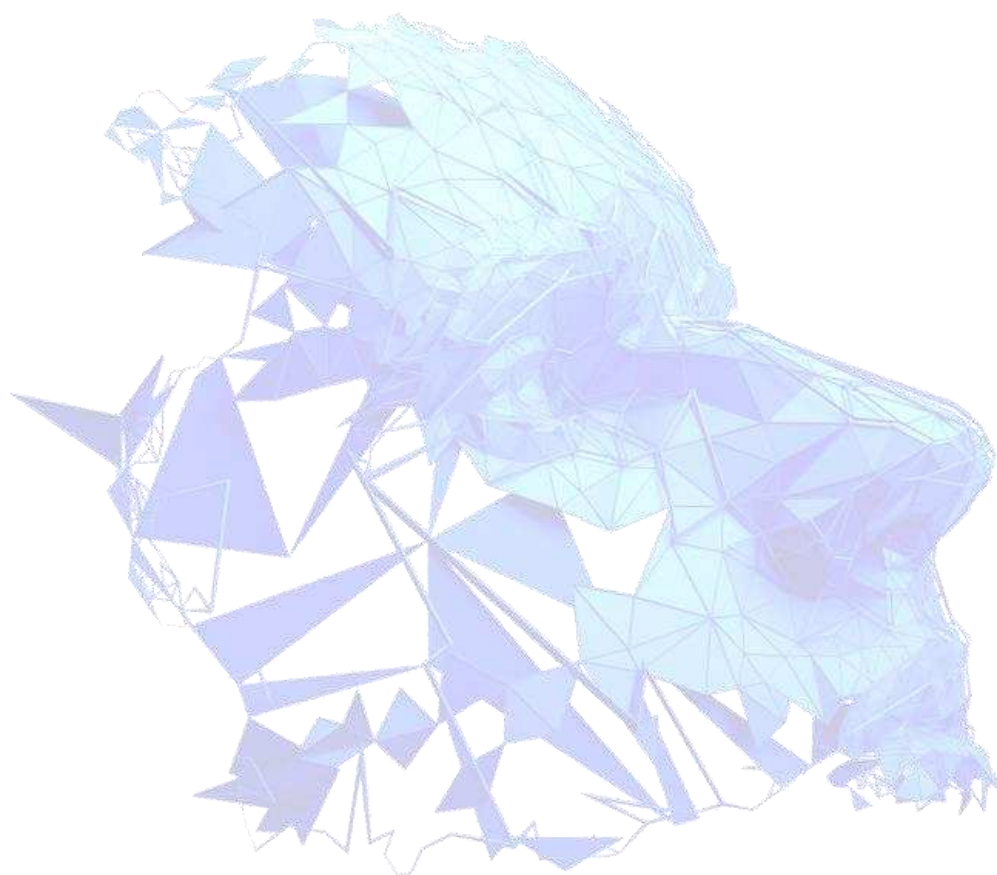
Numbers! Numbers! Numbers! Wherever you go, you are bound to see them. On addresses, license plates, phones, prices, and of course, money! Numbers connect us all to each other in many more ways than we might imagine. Essentially, our world revolves around numbers. Some of us enjoy dealing with numbers while others may have a fear of them, or even a phobia. For those of you who have already recognized and appreciate the impact that numbers actually have on just about everything, you deserve a cookie. Welcome to Basic Bookkeeping!

### Basic Bookkeeping – Course Outline:

Module One: Getting Started	Module Two: Basic Terminology (I)	Module Three: Basic Terminology (II)
• Icebreaker	• Balance Sheet	• Accounts Receivable
• Housekeeping Items	• Assets	• Accounts Payable
• The Parking Lot	• Liabilities	• Depreciation
• Workshop Objectives	• Equity	• General Ledger
	• Income Statement	• Interest
	• Revenue	
	• Cost of Goods Sold	
	• Expenses	
	• Accounting Period	
	• Review	
	• Inventory	
	• Journals	
	• Payroll	
	• Trial Balance	
	• Review	
Module Four: Accounting Methods	Module Five: Keeping Track of Your Business	Module Six: Understanding the Balance Sheet
• Cash Method	• Accounts Payable	• The Accounting Equation
• Accrual Method	• Accounts Receivable	• Double-Entry Accounting
• Differences between Cash and Accrual	• The Journal	• Types of Assets
• Module Four: Review Questions	• The General Ledger	• Types of Liabilities
	• Cash Management	• Equity
	• Module Five: Review Questions	• Module Six: Review Questions
Module Seven: Other Financial Statements	Module Eight: Payroll Accounting / Terminology	Module Nine: End of Period Procedures
• Income Statement	• Gross Wages	• Depreciating Your Assets
• Cash Flow Statement	• Net Wages	• Reconciling Cash
• Capital Statement	• Employee Tax Withholding's	• Reconciling Investments
• Budget vs. Actual	• Employer Tax Expenses	• Working with the Trial Balance
• Module Seven: Review Questions	• Salary Deferrals	• Bad Debt
	• Employee Payroll	• Posting Adjustments & Corrections
	• Employee Benefits	• Module Nine: Review Questions
	• Tracking Accrued Leave	
	• Government Payroll Returns/Reports	
	• Review	

**Continued: Basic Bookkeeping – Course Outline:**

Module Ten: Financial Planning, Budgeting and Control	Module Eleven: Auditing	Module Twelve: Wrapping Up
• Reasons for Budgeting	• What is an Audit?	• Words from the Wise
• Creating a Budget	• When and Why Would You Audit?	• Parking Lot
• Comparing Budget to Actual Expenses	• Internal	• Action Plans and Evaluations
• Module Ten: Review Questions	• External	
	• Module Eleven: Review Questions	



## Being a Likeable Boss

Being more likeable is a quality everyone can increase and improve. Being likeable and a figure of authority is where some challenging conflicts can arise. With this workshop your participants will recognize these possible areas of conflict and develop the skills and knowledge to overcome them. Our Being a Likeable Boss workshop will show that honesty and trust will be your participant's biggest tools in fostering a better relationship with their employees. Trusting your team by avoiding micromanagement, using delegation, and accepting feedback will put your participants on the right path to be a more likeable boss.

### Being a Likeable Boss – Course Outline:

Module One: Getting Started	Module Two: Is it Better to be Loved or Feared?	Module Three: Leadership as Service
• Housekeeping Items	• The Case for Fear	• Top-down Hierarchies
• Pre-Assignment Review Workshop Objectives the Parking Lot	• The Case for Love	• The Bottom-Up Perspective
• Action Plan	• The Case against Both the Middle Ground Case Study	• Know Your Employees
	• Module Two: Review Questions	• Genuine Empathy and the Power to Lead
		• Case Study and Review Questions
Module Four: Leadership by Design	Module Five: Understanding Motivation	Module Six: Constructive Criticism
• Begin with the End in Mind	• Dramatism	• What are Your Intentions? A Positive Vision of Success Feedback Sandwich
• Goals	• The Pentad	• Following Up versus Badgering
• Values	• Guilt and Redemption	• Case Study and Review Questions
• Mission Statement	• Identification	
• Case Study and Review Questions	• Case Study and Review Questions	
Module Seven: The Importance of Tone	Module Eight: Trusting Your Team	Module Nine: Earning Your Team's Trust
• Lighting a Fire Putting Out a Fire Adult versus Parent Changing the Script Case Study	• Dangers of Micromanaging Delegation and Anxiety	• Honesty Consistency Availability Openness Case Study
• Module Seven: Review Questions	• Aces in Their Places Celebrating Success Case Study	• Module Nine: Review Questions
	• Module Eight: Review Questions	
Module Ten: Building and Reinforcing Your Team	Module Eleven: You are the Boss of You	Module Twelve: Wrapping Up
• Identify Team Strengths and Weaknesses	• What Kind of Person Would You Follow? Self-Awareness	• Words from the Wise Review of the Parking Lot Lessons Learned Recommended Reading
• Identify Team Roles	• Self-Improvement Keeping Your Balance Case Study	• Completion of Action Plans and Evaluations
• Design Exercises with Specific Goals	• Module Eleven: Review Questions	
• What to Avoid		



## Body Language Basics

Can you tell if someone is telling the truth just by looking at them? It is a skill that a lot of people do not have. Through Body Language Basics you will be given a set of tools to use to your advantage. These tools can be utilized in the office and at home. Understanding Body Language will provide you a great advantage in your daily communications. Body Language Basics will provide you with a great set of skills to understand that what is not said is just as important as what is said. It will also give you the ability to see and understand how your own Body Language is being seen. You will be able to adjust and improve the way you communicate through non-verbal communications.

### Body Language Basics – Course Outline:

Module One: Getting Started	Module Two: Communicating with Body language	Module Three: Reading Body Language
• Icebreaker	• Learning a New Language	• Head Position
• Housekeeping Items	• The Power of Body Language	• Translating Gestures into Words
• The Parking Lot	• More than Words	• Open Vs. Closed Body Language
• Workshop Objectives	• Actions Speak Louder Than Words	• The Eyes Have It
	• Case Study and Review Questions	• Case Study and Review Questions
Module Four: Body Language Mistakes	Module Five: Gender Differences	Module Six: Non-Verbal Communication
• Poor Posture	• Facial Expressions	• Common Gestures
• Invading Personal Space	• Personal Distances	• The Signals You Send to Others
• Quick Movements	• Female Body Language	• It's Not What You Say, its How You Say It
• Fidgeting	• Male Body Language	• What Your Posture Says
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Seven: Facial Expressions	Module Eight: Body Language in Business	Module Nine: Lying and Body Language
• Linked with Emotion	• Communicate with Power	• Watch Their Hands
• Micro-expressions	• Cultural Differences	• Forced Smiles
• Facial Action Coding System (FACS)	• Building Trust	• Eye Contact
• Universal Facial Expressions	• Mirroring	• Changes in Posture
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Ten: Improve Your Body Language	Module Eleven: Matching Your Words to Your Movement	Module Twelve: Wrapping Up
• Be Aware of Your Movements	• Involuntary Movements	• Words from the Wise
• The Power of Confidence	• Say What You Mean	• Review of Parking Lot
• Position and Posture	• Always Be Consistent	• Lessons Learned
• Practice in a Mirror	• Actions Will Trump Words	• Completion of Action Plans and Evaluations
• Case Study and Review Questions	• Case Study and Review Questions	

## Business Acumen

Through our Business Acumen workshop your participants will improve their judgment and decisiveness skills. Business Acumen is all about seeing the big picture and recognizing that all decisions no matter how small can have an effect on the bottom line. Your participants will increase their financial literacy and improve their business sense.

Business Acumen will give your participants an advantage everyone wishes they had. The workshop will help your participants recognize learning events, manage risk better, and increase their critical thinking. Business Acumen has the ability to influence your whole organization, and provide that additional edge that will lead to success.

### Business Acumen– Course Outline:

Module One: Getting Started	Module Two: Seeing the Big Picture	Module Three: KPI's (Key Performance Indicators)
• Housekeeping Items	• Short- and Long-Term Interactions	• Decisiveness
• The Parking Lot	• Recognize Growth Opportunities	• Flexible
• Workshop Objectives	• Mindfulness of Decisions	• Strong Initiative
• Pre-Assignment	• Everything is related	• Intuitive
• Action Plans and Evaluations	• Case Study and Review Questions	• Case Study and Review Questions
Module Four: Risk Management Strategies	Module Five: Recognizing Learning Events	Module Six: You Need to Know These Answers and More
• Continuous Assessment	• Develop a Sense of Always Learning	• What Makes Money My Company Money?
• Internal and External Factors	• Evaluate Past Decisions	• What Were Sales Last Year?
• Making Adjustments and Corrections	• Problems are Learning Opportunities	• What is our Profit Margin?
• Knowing When to Pull the Trigger or Plug	• Recognize Your Blind Spots	• What Were Our Costs?
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Seven: Financial Literacy (I)	Module Eight: Financial Literacy (II)	Module Nine: Business Acumen in Management
• Assets	• Income Statement	• Talent Management
• Financial Ratios	• Balance Sheet	• Change Management
• Liabilities	• Cash Flow Statement	• Asset Management
• Equity	• Read, Read, and Read	• Organizational Management
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Ten: Critical Thinking in Business	Module Eleven: Key Financial Levers	Module Twelve: Wrapping Up
• Ask the Right Questions	• Investing in People	• Words from the Wise
• Organize the Data	• Effective Communication	• Review of Parking Lot
• Evaluate the Information	• Process Improvement	• Lessons Learned
• Make the Decision	• Goal Alignment	• Completion of Action Plans and Evaluations
• Case Study and Review Questions	• Case Study and Review Questions	

## Business Ethics

A company's ethics will determine its reputation. Good business ethics are essential for the long-term success of an organization. Implementing an ethical program will foster a successful company culture and increase profitability. Developing a Business Ethics program takes time and effort, but doing so will do more than improve business, it will change lives. A company's ethics will have an influence on all levels of business. It will influence all who interact with the company including customers, employees, suppliers, competitors, etc. All of these groups will have an effect on the way a company's ethics are developed. It is a two-way street; the influence goes both ways, which makes understanding ethics a very important part of doing business today. Ethics is very important, as news can now spread faster and farther than ever before.

### Business Ethics – Course Outline:

Module One: Getting Started	Module Two: What is Ethics?	Module Three: Implementing Ethics in the Workplace
• Icebreaker	• What is Business Ethics	• Benefits
• Housekeeping Items	• Benefits of Managing Ethics	• Guidelines for Managing Ethics in the Workplace
• The Parking Lot	• Case Study	• Roles and Responsibilities
• Workshop Objectives		
Module Four: Employer / Employee Rights	Module Five: Business and Social Responsibilities	Module Six: Ethical Decisions
• Privacy Policies	• Identifying Types of Responsibilities	• The Basics
• Harassment Issues	• Case Study	• Balancing Personal and Organizational Ethics
• Technology	• Handling Conflicting Social and Business Responsibilities	• Common Dilemmas
	• Case Study	• Making Ethical Decisions
		• Overcoming Obstacles
Module Seven: Whistle Blowing	Module Eight: Managerial Ethics	Module Nine: Unethical Behaviour
• Criteria and Risk	• Ethical Management	• Recognize and Identify
• The Process	• Identifying the Characteristics	• Preventing
• When You Should "Blow the Whistle"	• Ensuring Ethical Behaviour	• Addressing
		• Interventions
Module Ten: Ethics in Business I	Module Eleven: Ethics in Business II	Module Twelve: Wrapping Up
• Organization Basics	• Ethical Safeguards	• Words from the Wise
• Addressing the Needs	• Developing a Code of Ethics	• Review of Parking Lot
• Ethical Principles	• Performing an Internal Ethics Audit	• Lessons Learned
	• Upholding the Ethics Program	• Completion of Action Plans and Evaluations



## Business Etiquette

This course examines the basics, most importantly to be considerate of others, dress/appearance, the workplace versus social situations, business meetings, proper introductions and "the handshake", conversation skills/small talk, cultural differences affecting international business opportunities, dealing with interruptions, and proper business email and telephone etiquette. Let's face it: we've all had those embarrassing etiquette gaffes. Our Business Etiquette workshop will help your participants look and sound their best no matter what the situation.

### Business Etiquette – Course Outline:

Module One: Getting Started	Module Two: Understanding Etiquette	Module Three: Networking for Success
• Icebreaker	• Etiquette Defined	• Creating an Effective Introduction
• Housekeeping Items	• The Importance of Business Etiquette	• Making a Great First Impression
• The Parking Lot		• Minimizing Nervousness
• Workshop Objectives		• Using Business Cards Effectively
		• Remembering Names
Module Four: The Meet and Greet	Module Five: The Dining in Style	Module Six: Eating Out
• The Three-Step Process	• Understanding Your Place Setting	• Ordering in a Restaurant
• The Four Levels of Conversation	• Using Your Napkin	• About Alcoholic Beverages
	• Eating Your Meal	• Paying the Bill
	• Sticky Situations and Possible Solutions	• Tipping
Module Seven: Business Email Etiquette	Module Eight: Telephone Etiquette	Module Nine: The Written Letter
• Addressing Your Message	• Developing an Appropriate Greeting	• Thank You Notes
• Grammar and Acronyms	• Dealing with Voicemail	• Formal Letters
• Top Technology Tips	• Cell phone Do's and Don'ts	• Informal Letters
Module Ten: Dressing for Success	Module Eleven: International Etiquette	Module Twelve: Wrapping Up
• The Meaning of Colours	• General Rules	• Words from the Wise
• Interpreting Common Dress Codes	• Important Points	• Review of Parking Lot
• Deciding What to Wear	• Preparation Tips	• Lessons Learned
		• Completion of Action Plans and Evaluations



## Business Succession Planning

Business succession planning is all about being prepared. The loss of valuable leadership can cripple even the strongest of companies. Succession planning is an essential component to the survival and growth of any business. Whether it is grooming employees to become leaders, or preparing for an employee's retirement your participants will identify common obstacles and how to overcome them. Our Business Succession Planning workshop will show you the differences between succession planning and mere replacement planning. How you prepare people to take on leadership responsibilities is just as important as hiring the right person for the job. Every company should have a form of succession planning in its portfolio.

### Business Succession Planning – Course Outline:

Module One: Getting Started	Module Two: Succession Planning Vs. Replacement Planning	Module Three: Preparing for the Planning Process
• Icebreaker	• What is Business Succession Planning?	• How to Set Parameters for the Planning Process
• Housekeeping Items	• What Is Replacement Planning?	• Should You Establish a Committee?
• The Parking Lot	• Differences Between	• How to Gather Operational Data
• Workshop Objectives	• Deciding What You Need	
Module Four: Initiating Process	Module Five: The SWOT Analysis	Module Six: Developing the Succession Plan
• Develop a Mission Statement	• Identifying Strengths	• Prioritize What the Succession Plan Will Address
• Develop a Vision Statement	• Identifying Weaknesses	• Set Goals and Objectives
• Choosing to Be a Mentor	• Identifying Opportunities	• Develop a Strategy for Achieving Goals
	• Identifying Threats	• Draft the Plan
Module Seven: Executing the Plan	Module Eight: Gaining Support	Module Nine: Managing the Change
• Assign Responsibility and Authority	• Gathering Data	• Developing a Change Management Plan
• Establish a Monitoring System	• Addressing Concerns and Issues	• Developing a Communication Plan
• Identifying Paths	• Evaluating and Adapting	• Implementing the Plans
• Choosing Your Final Approach		• Providing Constructive Criticism
		• Encouraging Growth and Development
Module Ten: Overcoming Roadblocks	Module Eleven: Reaching the End	Module Twelve: Wrapping Up
• Common Obstacles	• How to Know When You've Achieved Success	• Words from the Wise
• Re-Evaluating Goals	• Transitioning	• Review of Parking Lot
• Focusing on Progress	• Wrapping it All Up	• Lessons Learned
		• Completion of Action Plans and Evaluations



## Business Writing

Writing is a key method of communication for most people, and it's one that many people struggle with. Writing and communication skills have degraded with more and more people communicating through email and text messaging. Developing writing skills is still important in the business world as creating proper documents (such as proposals, reports, and agendas), giving you that extra edge in the workplace.

The Business Writing workshop will give your participants a refresher on basic writing concepts (such as spelling, grammar, and punctuation), and an overview of the most common business documents. These basic skills will provide your participants with that extra benefit in the business world that a lot of people are losing.

### Business Writing– Course Outline:

Module One: Getting Started	Module Two: Working with Words	Module Three: Constructing Sentences
• Icebreaker	• Spelling	• Parts of a Sentence
• Housekeeping Items	• Grammar	• Punctuation
• The Parking Lot	• Creating a Cheat Sheet	• Types of Sentences
• Workshop Objectives		
Module Four: Creating Paragraphs	Module Five: Writing Meeting Agendas	Module Six: Writing E-mails
• The Basic Parts	• The Basic Structure	• Addressing Your Message
• Organization Methods	• Choosing a Format	• Grammar and Acronyms
	• Writing the Agenda	
Module Seven: Writing Business Letters	Module Eight: Writing Proposals	Module Nine: Writing Reports
• The Basic Structure	• The Basic Structure	• The Basic Structure
• Choosing a Format	• Choosing a Format	• Choosing a Format
• Writing the Letter	• Writing the Proposal	• Writing the Report
Module Ten: Other Types of Documents	Module Eleven: Proofreading and Finishing	Module Twelve: Wrapping Up
• Requests for Proposals	• A Proofreading Primer	• Words from the Wise
• Projections	• How Peer Review Can Help	• Review of Parking Lot
• Executive Summaries	• Printing and Publishing	• Lessons Learned
• Business Cases		• Completion of Action Plans and Evaluations



## Call Centre Training

Phone skills are a highly valuable tool to have in an employee's skill-set, and Call Centre Training will help provide those skills. This course will help your participants improve their phone skills which will make them more confident, improve sales, and help gain new customers while retaining your current cliental. A more confident employee is also one that is happier, and happier employees will produce happier customers.

Call Centre Training will lower costs as it can reduce turnover. Participants will learn the skills to improve productivity and performance. This will produce a positive environment throughout your company and help influence the organization as a whole. Evaluating metrics and coaching are also used to make sure the participants are reaching their potential, and to keep their skill-set at a high level.

### Call Centre Training– Course Outline:

Module One: Getting Started	Module Two: The Basics (I)	Module Three: The Basics (II)
• Icebreaker	• Defining Buying Motives	• Getting Beyond the Gate Keeper
• Housekeeping Items	• Establishing a Call Strategy	• Controlling the Call
• The Parking Lot	• Prospecting	• Difficult Customers
• Workshop Objectives	• Qualifying	• Reporting
	• Case Study and Review Questions	• Case Study and Review Questions
Module Four: Phone Etiquette	Module Five: Tools	Module Six: Speaking Like a Star
• Preparation	• Self-Assessments	• S = Situation
• Building Rapport	• Utilizing Sales Scripts	• T= Task
• Speaking Clearly - Tone of Voice	• Making the Script Your Own	• A= Action
• Effective Listening	• The Sales Dashboard	• R = Result
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Seven: Types of Questions	Module Eight: Benchmarking	Module Nine: Goal Setting
• Open Questions	• Benchmark Metrics	• The Importance of Goals
• Closed Question	• Performance Breakdown	• SMART Goals
• Ignorant Redirection	• Implementing Improvements	• Staying Committed
• Positive Redirection	• Benefits	• Motivation
• Negative Redirection	• Case Study and Review Questions	• Overcoming Limitations
• Multiple Choice Redirection		• Case Study and Review Questions
• Case Study and Review Questions		
Module Ten: Key Steps	Module Eleven: Closing	Module Twelve: Wrapping Up
• Six Success Factors	• Knowing when it's Time to Close	• Words from the Wise
• Staying Customer Focused	• Closing Techniques	• Review of Parking Lot
• The Art of Telephone Persuasion	• Maintaining the Relationship	• Lessons Learned
• Telephone Selling Techniques	• After the Sale	• Completion of Action Plans and Evaluations
• Case Study and Review Questions	• Case Study and Review Questions	

## Change Management

Change is a constant in many of our lives. All around us, technologies, processes, people, ideas, and methods often change, affecting the way we perform daily tasks and live our lives. Having a smooth transition when change occurs is important in any situation and your participants will gain some valuable skills through this workshop.

The Change Management workshop will give any leader tools to implement changes more smoothly and to have those changes better accepted. This workshop will also give all participants an understanding of how change is implemented and some tools for managing their reactions to change.

### Change Management– Course Outline:

Module One: Getting Started	Module Two: Preparing for Change	Module Three: Identifying the WIIFM
• Icebreaker	• Defining Your Strategy	• What's in It for Me?
• Housekeeping Items	• Building the Team	• Building Support
• The Parking Lot		
• Workshop Objectives		
Module Four: Understanding Change on an Individual Level	Module Five: Leading and Managing the Change	Module Six: Gaining Support
• Clearing	• Preparing and Planning	• Gathering Data
• Programming	• Delegating	• Addressing Concerns and Issues
• Processing	• Keeping the Lines of Communication Open	• Evaluating and Adapting
	• Coping with Pushback	
Module Seven: Making it all Worthwhile	Module Eight: Using Appreciative Inquiry	Module Nine: Bringing People to Your Side
• Leading Status Meetings	• The Four Stages	• A Dash of Emotion
• Celebrating Successes	• The Purpose of AI	• Plenty of Facts
• Sharing the Results and Benefits	• Examples and Case Studies	• Bringing it All Together
Module Ten: Building Resiliency	Module Eleven: Building Flexibility	Module Twelve: Wrapping Up
• What is Resiliency?	• What is Flexibility?	• Words from the Wise
• Why is it Important?	• Why is it Important?	• Review of Parking Lot
• Five Easy Steps for the Leader and the Individual	• Five Easy Steps for the Leader and the Individual	• Lessons Learned
		• Completion of Action Plans and Evaluations

## Civility in the Workplace

While a training program on workplace manners and courtesy may seem like overkill, the reality is: rudeness is an epidemic costing industry million a year. Indeed, what society seems to be gaining in terms of both knowledge and technological advancement, it's losing out on basic social values that directly impact the bottom line.

To address the growing problem of incivility in the work setting, this workshop introduces the concept of civility, its importance to a company, as well as its typical causes and effects. Skills needed to effectively practice civil behaviour, as well as different ways organizations can systematize civility in the workplace will also be discussed. The benefits to Civility in the Workplace are countless and will pay off immensely in every aspect of your job.

### Civility in the Workplace – Course Outline:

Module One: Getting Started	Module Two: Introduction	Module Three: Effective Work Etiquette
• Icebreaker	• What is Uncivil Behaviour?	• Greetings
• Housekeeping Items	• Three Reasons Why You Should be Civil	• Respect
• The Parking Lot	• Dealing with Difficult Personalities	• Involvement
• Workshop Objectives	• Costs and Rewards	• Being Politically Correct
	• Case Study and Review Questions	• Case Study and Review Questions
Module Four: Costs and Rewards	Module Five: Conflict Resolution	Module Six: Getting to the Cause
• Incivility and the Costs	• Collaborating	• Examining the Root Cause
• Civility and the Rewards	• Competing	• Creating a Cause-and-Effect Diagram
• Four Causes of Incivility	• Compromising	• Forgiveness
• How to Overcome It	• Accommodating	• Benefits of Resolution
• Case Study and Review Questions	• Avoiding	• Case Study and Review Questions
	• Case Study and Review Questions	• Case Study and Review Questions
Module Seven: Communication	Module Eight: Negotiation	Module Nine: Identifying Your Need
• Para-verbal Communication	• Three Sides to Incivility	• Completing a Needs Analysis
• Non-Verbal Communication	• Mediation	• Focus Groups
• Listening Skills	• Arbitration	• Observations
• Appreciative Inquiry	• Creative Problem Solving	• Anonymous Surveys
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Ten: Writing a Civility Policy	Module Eleven: Implementing the Policy	Module Twelve: Wrapping Up
• Designating the Core Group	• The First Steps	• Words from the Wise
• Defining what is Unacceptable Behaviour	• Training	• Review of Parking Lot
• Defining the Consequence	• Addressing Complaints	• Lessons Learned
• Writing the Policy	• Enforcing Violators	• Completion of Action Plans and Evaluations
• Case Study and Review Questions	• Case Study and Review Questions	



## Coaching and Mentoring

You are in your office looking over your performance report and it happened again. Your low performing employee failed to meet quota this month even after you spoke with them about the importance of meeting goals. This employee has a great attitude and you know they can do better. You just do not know how to motivate them to reach the goal. Money used to work, but that has worn off. You are baffled and you know being frustrated makes matters worse. What do you do?

The Coaching and Mentoring focuses on how to better coach your employees to higher performance. Coaching is a process of relationship building and setting goals. How well you coach is related directly to how well you are able to foster a great working relationship with your employees through understanding them and strategic goal setting.

### Coaching and Mentoring – Course Outline:

Module One: Getting Started	Module Two: Defining Coaching and Mentoring	Module Three: Setting Goals
<ul style="list-style-type: none"> <li>• Icebreaker</li> <li>• Housekeeping Items</li> <li>• The Parking Lot</li> <li>• Workshop Objectives</li> </ul>	<ul style="list-style-type: none"> <li>• What is Coaching?</li> <li>• What is Mentoring?</li> <li>• Introducing the GROW Model</li> </ul>	<ul style="list-style-type: none"> <li>• Goals in the context of GROW</li> <li>• Identifying Appropriate Goal Areas</li> <li>• Setting SMART Goals</li> </ul>
Module Four: Understanding the Reality	Module Five: Developing Options	Module Six: Wrapping it All Up
<ul style="list-style-type: none"> <li>• Getting a Picture of Where You Are</li> <li>• Identifying Obstacles</li> <li>• Exploring the Past</li> </ul>	<ul style="list-style-type: none"> <li>• Identifying Paths</li> <li>• Choosing Your Final Approach</li> <li>• Structuring a Plan</li> </ul>	<ul style="list-style-type: none"> <li>• Creating the Final Plan</li> <li>• Identifying the First Step</li> <li>• Getting Motivated</li> </ul>
Module Seven: The Importance of Trust	Module Eight: Providing Feedback	Module Nine: Overcoming Roadblocks
<ul style="list-style-type: none"> <li>• What is Trust?</li> <li>• Trust and Coaching</li> <li>• Building Trust</li> </ul>	<ul style="list-style-type: none"> <li>• The Feedback Sandwich</li> <li>• Providing Constructive Criticism</li> <li>• Encouraging Growth and Development</li> </ul>	<ul style="list-style-type: none"> <li>• Common Obstacles</li> <li>• Re-Evaluating Goals</li> <li>• Focusing on Progress</li> </ul>
Module Ten: Reaching the End	Module Eleven: How Mentoring Differs from Coaching	Module Twelve: Wrapping Up
<ul style="list-style-type: none"> <li>• How to Know When You've Achieved Success</li> <li>• Transitioning the Coachee</li> <li>• Wrapping it All Up</li> </ul>	<ul style="list-style-type: none"> <li>• The Basic Differences</li> <li>• Blending the Two Models</li> <li>• Adapting the GROW Model for Mentoring</li> <li>• Focusing on the Relationship</li> </ul>	<ul style="list-style-type: none"> <li>• Words from the Wise</li> <li>• Review of Parking Lot</li> <li>• Lessons Learned</li> <li>• Completion of Action Plans and Evaluations</li> </ul>



## Coaching Salespeople

Coaching is not just for athletes. More and more organizations are choosing to include coaching as part of their instruction. Coaching salespeople, when done correctly, will not only increase sales, it will have a positive impact on the community and culture of a company. The benefits of coaching salespeople are numerous and worth exploring.

With our Coaching Salespeople workshop, your participants will discover the specifics of how to develop coaching skills. They will learn to understand the roles and responsibilities of coaching as well as the challenges that coach's face in regards to working with salespeople.

### Coaching Salespeople – Course Outline:

Module One: Getting Started	Module Two: What Is a Coach?	Module Three: Coaching
• Icebreaker	• Be a Coach	• Be Confident
• Housekeeping Items	• Roles	• Build Connections
• The Parking Lot	• Responsibilities	• Communicate
• Workshop Objectives	• Face Challenges	• Focus on the Process
	• Case Study and Review Questions	• Case Study and Review Questions
Module Four: Process	Module Five: Inspiring	Module Six: Authentic Leadership
• Define Effective Salespeople	• Individualize	• Vulnerability
• Coaching vs. Training	• Personalize Rewards	• Be Yourself and Encourage Individuality
• How Coachable Is an Employee (A. G.R.O.W.T.H.)	• Acknowledge Success	• Listening
• Avoid the Gap	• Provide Opportunities Over Punishment	• Appreciate Effort
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Seven: Best Practices	Module Eight: Competition	Module Nine: Data
• SMART Goals	• Social Pressure	• Provide Clear Metrics
• Be Realistic	• Gamification	• Measurable Results
• Brainstorm Options	• Rewards	• Analyze Data
• Take Away	• Don't Go Overboard	• Visualize Trends
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Ten: Maintenance Strategies	Module Eleven: Avoid Common Mistakes	Module Twelve: Wrapping Up
• Benefits of Internal Program	• Poor Leadership	• Words from the Wise
• Choose a Method	• Ineffective Communication	• Review of Parking Lot
• Create a Culture	• Incomplete Data	• Lessons Learned
• Train Coaches	• Don't Be Afraid to Let Go	• Completion of Action Plans and Evaluations
• Case Study and Review Questions	• Case Study and Review Questions	

## Collaborative Business Writing

Writing and communication skills have degraded with more and more people communicating through email and instant messaging. Developing writing skills is still important in the business world as is creating proper documents (such as proposals, reports, and agendas) giving you that extra edge in the workplace.

The Collaborative Business Writing workshop will give your participants the knowledge and skills to collaborate with others and create that important document. Your participants will touch on the types of collaboration, and ways to improve them through certain tools and processes. These basic skills will provide your participants with that extra benefit in the business world that a lot of people are losing.

### Collaborative Business Writing– Course Outline:

Module One: Getting Started	Module Two: What is Collaborative Business Writing?	Module Three: Types of Collaborative Business Writing
• Housekeeping Items	• Clarifying the Objective	• Parallel Construction – ‘cut and paste’
• Pre-Assignment Review	• Practical Writing Approaches	• Parallel Construction – ‘puzzle’
• Workshop Objectives	• Collaborative Writing Strategies	• Sequential Summative Construction
• The Parking Lot	• Collaborative Writing Patterns	• Integrating Construction
• Action Plan	• Case Study and Review Questions	• Case Study and Review Questions
Module Four: Collaborative Team Members	Module Five: Collaborative Tools and Processes	Module Six: Setting Style Guidelines
• Team Leader Selection	• Outlines and Storyboards	• Voice and Person
• Chief Editor Designation	• Collaborative Planning	• Format
• Characteristics of Team Members	• Collaborative Revision	• Consistent Spelling of Commonly Used Words
• Ways to Build Collaborative Writing Team	• Collaborative Team Cohesion	• Numbers as Words or Figures
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Seven: Barriers to Successful Collaborative Writing	Module Eight: Overcoming Collaborative Writing Barriers	Module Nine: Styles of Dealing with Conflict
• Hoarding	• Practicing T-shaped Management	• Ensure that Good Relationships are the First Priority
• Innovation	• Building Network of Alliances	• Keep People and Problems Separate
• Search	• Implementing Enablers	• Pay Attention to the Interests that are Being Presented
• Knowledge Transfer	• Assessing the Culture and Areas for Improvement	• Listen First, Talk Second
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Ten: Tips for Successful Business Writing Collaboration	Module Eleven: Examples of Collaborative Business Writing	Module Ten: Tips for Successful Business Writing Collaboration
• Determine Purpose	• Writing Emails	• Determine Purpose
• Formulate Outline and Organizational Format	• Writing Reports	• Formulate Outline and Organizational Format
• Selection of Team Leader	• Writing Training Manuals	• Selection of Team Leader
• Assign Writing Tasks and Associated Duties	• Writing Company Handbooks	• Assign Writing Tasks and Associated Duties
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions



## Communication Strategies

For the better part of every day, we are communicating to and with others. Whether it's the speech you deliver in the boardroom, the level of attention you give your spouse when they are talking to you, or the look you give the cat, it all means something.

The Communication Strategies workshop will help participants understand the different methods of communication and how to make the most of each of them. These strategies will provide a great benefit for any organization and its employees. They will trickle down throughout the organization and positively impact everyone involved.

### Communication Strategies – Course Outline:

Module One: Getting Started	Module Two: The Big Picture	Module Three: Understanding Communication Barriers
• Icebreaker	• What is Communication?	• An Overview of Common Barriers
• Housekeeping Items	• How Do We Communicate?	• Language Barriers
• The Parking Lot	• Other Factors in Communication	• Cultural Barriers
• Workshop Objectives		• Differences in Time and Place
Module Four: Paraverbal Communication Skills	Module Five: Non-Verbal Communication	Module Six: Speaking Like a STAR
• The Power of Pitch	• Understanding the Mehrabian Study	• S = Situation
• The Truth about Tone	• All about Body Language	• T = Task
• The Strength of Speed	• Interpreting Gestures	• A = Action
		• R = Result
		• Summary
Module Seven: Listening Skills	Module Eight: Asking Good Questions	Module Nine: Appreciative Inquiry
• Seven Ways to Listen Better Today	• Open Questions	• The Purpose of AI
• Understanding Active Listening	• Closed Questions	• The Four Stages
• Sending Good Signals to Others	• Probing Questions	• Examples and Case Studies
Module Ten: Mastering the Art of Conversation	Module Eleven: Advanced Communication Skills	
• Level One: Discussing General Topics	• Understanding Precipitating Factors	
• Level Two: Sharing Ideas and Perspectives	• Establishing Common Ground	
• Level Three: Sharing Personal Experiences	• Using "I" Messages	
• Our Top Networking Tips	• Module Twelve: Wrapping Up	
	• Words from the Wise	



## Conducting Annual Employee Reviews

An annual review can help you keep your employees happy, engaged, and focused. It is human nature to want to succeed. Giving your employees feedback on their positive and negative attributes is part of the pathway to success. A poorly designed annual review can have the reverse effect.

With our Conducting Annual Employee Reviews workshop, your participants will discover how to conduct a well-designed employee annual review. By determining the categories for an annual review and understanding how it affects employee compensation, an overall increase in performance should be seen throughout your organization.

### Conducting Annual Employee Reviews – Course Outline:

Module One: Getting Started	Module Two: How to Conduct Annual Reviews	Module Three: Categories for Annual Review (I)
• Housekeeping Items	• Develop the Process	• Company Mission and Values
• The Parking Lot	• Set Benchmarks Early	• Customer Service and Quality Control
• Workshop Objectives	• Agreement with Set Benchmarks	• Problem Solving/Judgment
	• Hold an Effective Meeting	• Production
	• Case Study and Review Questions	• Case Study and Review Questions
Module Four: Categories for Annual Review (II)	Module Five: Common Mistakes (I)	Module Six: Common Mistakes (II)
• Work Style	• Contrast Effect	• Leniency/Desire to Please
• Resource Management	• Similar-to-me Effect	• First-impression Bias
• Communications Skills	• Halo (or horn) Effect	• Rater Bias
• Teamwork	• Central Tendency	• Regency Effect
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Seven: Successful Tips for Concept of Pay for Performance	Module Eight: How to Tie Employee Compensation to Firm-Wide Returns	Module Nine: How to Communicate Employee Expectations Effectively
• No Surprises	• Set Quarterly Revenue Target	• Have Regular Conversations
• Focus on the Basics	• Set Employee Goals	• State What's Working
• Show Clear Disparity	• Conduct Quarterly Reviews	• Be Honest
• One for All and All for One	• Pay Out Quarterly	• Provide Mentoring
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Ten: Meaningful Questions to Gauge Employee Happiness (I)	Module Eleven: Meaningful Questions to Gauge Employee Happiness (II)	Module Twelve: Wrapping Up
• Ask Questions Frequently	• What Makes you Productive?	• Words from the Wise
• How Transparent is Management?	• Recognition?	• Review of Parking Lot
• Rate Quality of Facility?	• Opportunities to Grow and Advance?	• Lessons Learned
• Contributing Factors to Work Easier?	• Confidence in Leadership?	• Completion of Action Plans and Evaluations
		• Recommended Reading
• Case Study and Review Questions	• Case Study and Review Questions	



## Conflict Resolution

Wherever two or more people come together, there is bound to be conflict. This course will give participants a seven-step conflict resolution process that they can use and modify to resolve conflict disputes of any size. Your participants will also be provided a set of skills in solution building and finding common ground.

In the Conflict Resolution workshop, participants will learn crucial conflict management skills, including dealing with anger and using the Agreement Frame. Dealing with conflict is important for every organization no matter what the size. If it is left unchecked or not resolved it can lead to lost production, absences, attrition, and even law suits.

### Conflict Resolution – Course Outline:

Module One: Getting Started	Module Two: An Introduction to Conflict Resolution	Module Three: The Thomas-Kilmann Instrument
• Icebreaker	• What is Conflict?	• Collaborating
• Housekeeping Items	• What is Conflict Resolution?	• Competing
• The Parking Lot	• Understanding the Conflict Resolution Process	• Compromising
• Workshop Objectives		• Accommodating
		• Avoiding
Module Four: Creating an Effective Atmosphere	Module Five: Creating Mutual Understanding	Module Six: Focusing on Individual Needs
• Neutralizing Emotions	• What Do I Want?	• Finding Common Ground
• Setting Ground Rules	• What Do They Want?	• Building Positive Energy and Goodwill
• Choosing the Time and Place	• What Do We Want?	• Strengthening Your Partnership
Module Seven: Getting to the Root Cause	Module Eight: Generating Options	Module Nine: Building a Solution
• Examining Root Causes	• Generate, Don't Evaluate	• Creating Criteria
• Creating a Cause-and-Effect Diagram	• Creating Mutual Gain Options and Multiple Option Solutions	• Creating a Shortlist
• The Importance of Forgiveness	• Digging Deeper into Your Options	• Choosing a Solutions
• Identifying the Benefits of Resolution		• Building a Plan
Module Ten: The Short Version of the Process	Module Eleven: Additional Tools	Module Twelve: Wrapping Up
• Evaluating the Situation	• Stress and Anger Management Techniques	• Words from the Wise
• Choosing Your Steps	• The Agreement Frame	• Review of Parking Lot
• Creating an Action Plan	• Asking Open Questions	• Lessons Learned
• Using Individual Process Steps		• Completion of Action Plans and Evaluations

## Contact Centre Training

Customers want a well-educated agent when they contact a business. They want to know that the person answering their questions knows what they are talking about. Training your staff, and giving them the information that is needed to effectively assist your customer base is paramount.

With our Contact Centre Training workshop your participants will gain the knowledge to provide a great customer experience. They will develop skills on how to deal with difficult costumers, build rapport, and great listening skills. All of these skills combined will provide an increase in overall customer satisfaction throughout your organization.

### Contact Centre Training– Course Outline:

Module One: Getting Started	Module Two: It Starts at the Top	Module Three: Peer Training
• Icebreaker	• Create an Open Culture	• Top Performing Employees
• Housekeeping Items	• Understand Goals	• Discuss Role with Company
• The Parking Lot	• Understand Agents' Responsibilities	• Critique Previously Recorded Calls
• Workshop Objectives	• Identify Education Opportunities	• Cross Training
	• Case Study and Review Questions	• Case Study and Review Questions
Module Four: How to Build Rapport	Module Five: Learn to Listen	Module Six: Manners Matter - Etiquette & Customer Service (I)
• Smile in Your Voice	• Allow Customer to Talk	• Scripting
• Engage in Small Talk	• Avoid Judgment	• Dead Air
• Listen, Acknowledge, and Empathize	• Take Notes	• Tone & Inflection
• Be Yourself	• Recap the Call	• Saying it the Right Way
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Seven: Manners Matter - Etiquette & Customer Service (II)	Module Eight: Handling Difficult Customers	Module Nine: Getting the Necessary Information
• "Reading" Your Customers	• Keep Calm	• Have a Checklist
• Properly Transferring Calls	• Listen, Repeat, and	• Linear Thinking
• Going the Extra Mile	• Avoid Placing Blame	• Open-Ended Questions
• Limit Information	• Solve the Problem	• Close-Ended Questions
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Ten: Performance Evaluations	Module Eleven: Training Doesn't Stop	Module Twelve: Wrapping Up
• Consistent Service	• Evaluate Progress	• Words from the Wise
• Abandoned Calls	• Get Feedback on Training	• Review of Parking Lot
• Speed of the Answer	• Kudos to Deserving Employees	• Lessons Learned
• Length of Call	• Have Monthly Meetings	• Completion of Action Plans and Evaluations
• Case Study and Review Questions	• Case Study and Review Questions	

## Contract Management

It is easy to overlook the importance of contract management because it seems to be a boring, mundane topic. Contracts, however, are the basis of most business relationships. If contracts are managed well, business relationships will flourish. If they are not, companies face financial loss, relationship harm, and damaged reputations.

With our course your participants will learn the insides and outs of Contract Management. Contracts are made with vendors, employees, customers, partnerships, and these agreements must be managed carefully. In order to effectively implement Contract Management, it is necessary to understand all the small details, and that is what you get with this workshop.

### Contact Management– Course Outline:

Module One: Getting Started	Module Two: Defining Contract Management	Module Three: Legal and Ethical Contract Management
• Icebreaker	• What is Contract Management?	• Contract Law I
• Housekeeping Items	• Contract Types	• Contract Law II
• The Parking Lot	• Contract Elements	• Defining Ethical Contract Management
• Workshop Objectives	• Risks of Poor Contract Management	• Ethical Breaches
	• Case Study and Review Questions	• Case Study and Review Questions
Module Four: Contract Management Requests	Module Five: How to Create a Contract	Module Six: Contract Negotiations
• Choosing Potential Bidders	• Templates and Software	• Be Prepared
• RFPs and Technology	• Compliance	• Prioritize Terms
• Calculating Value	• Wording	• Remain Professional
• Making a Choice	• Risks of Noncompliance	• Execute the Contract
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Seven: Assess Performance	Module Eight: Relationships	Module Nine: Amending Contracts
• What Performance Can Be Assessed	• Qualities of Effective Relationships	• Redlines and Strikeouts
• Creating Metrics	• Relationship Pitfalls	• Replacing Clauses
• Measuring Performance	• Building Trust	• Describing Amendments
• Improving Performance	• Maintaining Relationships	• Amendment Status
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Ten: Conducting Audits	Module Eleven: Renewing Contracts	Module Twelve: Wrapping Up
• Why Audit?	• Involve Stakeholders	• Words from the Wise
• Plan	• Review	• Review of Parking Lot
• Establishing Procedures	• Check for Accuracy and Changes	• Lessons Learned
• Investigate and Report	• Update or Cancel	• Completion of Action Plans and Evaluations
• Case Study and Review Questions	• Case Study and Review Questions	

## Creating a Great Webinar

Webinars are a great inexpensive way to reach a large number of people. Webinars are great tools if you want to market a new or improved product, train employees, demonstrate a new task, or have a meeting with employees located throughout the globe. Being an interactive form of media, Webinars provides a great environment for these activities and so much more.

Creating a Great Webinar is all about providing a great interaction between the presenter and the audience. Your participants will develop the skills needed to promote, host, or facilitate a great Webinar for your company. Sharing your passion and knowledge with a Webinar is the best way to reach many with the power of one.

### Creating a Great Webinar – Course Outline:

Module One: Getting Started	Module Two: What Can a Webinar Do?	Module Three: Successful Webinar Criteria
• Housekeeping Items	• Marketing to Prospective Customers	• Passion and Enthusiasm
• The Parking Lot	• Training or Teaching	• Value
• Workshop Objectives	• Demonstrations and Presentations	• Knowing Your Target Audience
• Action Plans and Evaluations	• Information Sharing	• Grab and Keep Attention
	• Case Study and Review Questions	• Case Study and Review Questions
Module Four: Find the Right Format	Module Five: Marketing and Social Media	Module Six: Drive up Registration
• Tailor It to Your Audience	• Blog Posts and White Papers	• Avoiding SPAM Filter
• Pre-Recorded	• Email Marketing	• A Great Title
• The Live Webinar	• Offer an Exclusive Deal	• Solicit Questions
• Two Person Team	• Hashtags	• The Registration Page
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Seven: Leading up to Your Webinar	Module Eight: Presentation Tips	Module Nine: Interacting with Your Audience
• Reminder Emails	• Show, Don't Tell	• Polling and Surveys
• Practice and Rehearse	• Sharing Your Desktop	• Answer Solicited Questions
• Test Your Technology	• Strong Visuals	• Activities
• Insert Solicited Questions	• Script It	• Q&A Session
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Ten: Mistakes to Avoid	Module Eleven: Post Event	Module Twelve: Wrapping Up
• Technical Issues	• Contact No Shows	• Words from the Wise
• Ignoring Your Audience	• Follow Up Email	• Review of Parking Lot
• Audience Not Participating?	• Call to Action	• Lessons Learned
• Timing	• Make it Easy to Share	• Completion of Action Plans and Evaluations
• Case Study and Review Questions	• Case Study and Review Questions	



## Creative Problem Solving

In the past few decades, psychologists and business people alike have discovered that successful problem solvers tend to use the same type of process to identify and implement the solutions to their problems. This process works for any kind of problem, large or small.

The Creative Problem-Solving workshop will give participants an overview of the entire creative problem-solving process, as well as key problem-solving tools that they can use every day. Skills such as brainstorming, information gathering, analysing data, and identifying resources will be covered throughout the workshop.

### Creative Problem Solving– Course Outline:

Module One: Getting Started	Module Two: The Problem-Solving Method	Module Three: Information Gathering
• Icebreaker	• What is a Problem?	• Understanding Types of Information
• Housekeeping Items	• What is Creative Problem Solving?	• Identifying Key Questions
• The Parking Lot	• What are the Steps in the Creative Solving Process?	• Methods of Gathering Information
• Workshop Objectives		
Module Four: Problem Definition	Module Five: Preparing for Brainstorming	Module Six: Generating Solutions (I)
• Defining the Problem	• Identifying Mental Blocks	• Brainstorming Basics
• Determining Where the Problem Originated	• Removing Mental Blocks	• Brainwriting and Mind Mapping
• Defining the Present State and the Desired State	• Stimulating Creativity	• Duncker Diagrams
• Stating and Restating the Problem		
• Analysing the Problem		
• Writing the Problem Statement		
Module Seven: Generating Solutions (II)	Module Eight: Analysing Solutions	Module Nine: Selecting a Solution
• The Morphological Matrix	• Developing Criteria	• Doing a Final Analysis
• The Six Thinking Hats	• Analysing Wants and Needs	• Paired Comparison Analysis
• The Blink Method	• Using Cost/Benefit Analysis	• Analysing Potential Problems
Module Ten: Planning Your Next Steps	Module Eleven: Recording Lessons Learned	Module Twelve: Wrapping Up
• Identifying Tasks	• Planning the Follow-Up Meeting	• Words from the Wise
• Identifying Resources	• Celebrating Successes	• Review of Parking Lot
• Implementing, Evaluating, and Adapting	• Identifying Improvements	• Lessons Learned
		• Completion of Action Plans and Evaluations

## Crisis Management

Crisis management is as important as finance management, personnel management, etc. Having a clear and effective program and plan for an event is critical not only to your survival, but critical to the profitability and possibly the survival of the company. Being able to identify risk, assess the situation and respond appropriately is important, and requires not only training, but practice.

With our Crisis Management workshop your participants will understand that a crisis can occur any time. They will develop skills needed for certain negative events. Also, they will be able to recognize warning signs to help avoid negative situations completely, or, if the situation occurs, better manage the crisis.

### Creative Problem Solving– Course Outline:

Module One: Getting Started	Module Two: Crisis	Module Three: Workplace Violence
• Icebreaker	• Internal Risks	• Threats
• Housekeeping Items	• External Risks	• Damage
• The Parking Lot	• Aggression	• Psychological Acts
• Workshop Objectives	• Violence	• Physical Acts
	• Case Study and Review Questions	• Case Study and Review Questions
Module Four: Myths	Module Five: Escalation	Module Six: Concerning Behaviours
• Violence Just Happens	• Threats	• Disruptive
• It Is Uncommon	• Stalking and Bullying	• Emotional Abuse
• Problems Will Solve Themselves	• Injury	• Causes Anxiety
• It Is Not Possible to Prevent Violence	• Death	• Examples of Behaviour
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Seven: Domestic Violence Indicators	Module Eight: Triggers of Workplace Violence	Module Nine: Conflict Dangers
• Disruptive Calls	• Reprimands and Terminations	• Triggers
• Poor Concentration	• Financial Strain	• Action Point
• Bruising	• Loss of Loved One	• Flashpoint
• Absences	• Perceived Slights	• Identify
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Ten: Response	Module Eleven: Strategies	Module Twelve: Wrapping Up
• Note Areas of Concern	• Policies	• Words from the Wise
• Discuss It	• Programs	• Review of Parking Lot
• Report It	• Emergency Procedures	• Lessons Learned
• Report Extreme Cases to HR/Tip Line	• Train Employees	• Completion of Action Plans and Evaluations
• Case Study and Review Questions	• Case Study and Review Questions	• Crisis Management

## Critical Thinking

Critical Thinking provides you with the skills to analyse and evaluate information. With these skills you are able to obtain the greatest amount of knowledge from a piece of data. It provides the best chance of making the correct decision, and minimizes damages if a mistake does occur.

Our Critical Thinking workshop will lead your participants to be a more rational and disciplined thinker. It will reduce their bias which will provide a greater understanding of their environment. This workshop will provide your participants the skills to evaluate, identify, and distinguish between relevant and irrelevant information which will provide an incredible boost in performance.

### Critical Thinking – Course Outline:

Module One: Getting Started	Module Two: Components of Critical Thinking	Module Three: Non-Linear Thinking
• Icebreaker	• Applying Reason	• Step Out of Your Comfort Zone
• Housekeeping Items	• Open Mindedness	• Don't Jump to Conclusions
• The Parking Lot	• Analysis	• Expect and Initiate Change
• Workshop Objectives	• Logic	• Being Ready to Adapt
	• Case Study and Review Questions	• Case Study and Review Questions
Module Four: Logical Thinking	Module Five: Critical Thinkers (I)	Module Six: Critical Thinkers (II)
• Ask the Right Questions	• Active Listening	• Seeing the Big Picture
• Organize the Data	• Be Curious	• Objectivity
• Evaluate the Information	• Be Disciplined	• Using Your Emotions
• Draw Conclusions	• Be Humble	• Being Self-Aware
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Seven: Evaluate Information	Module Eight: Benefits of Critical thinking	Module Nine: Changing Your Perspective
• Making Assumptions	• Being More Persuasive	• Limitations of Your Point of View
• Watch out for Bias	• Better Communication	• Considering Others Viewpoint
• Ask Clarifying Questions	• Better Problem Solving	• Influences on Bias
• SWOT Analysis	• Increased Emotional Intelligence	• When New Information Arrives
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Ten: Problem Solving	Module Eleven: Putting It All Together	Module Twelve: Wrapping Up
• Identify Inconsistencies	• Retaining Your New Skills	• Words from the Wise
• Trust Your Instincts	• Reflect and Learn from Mistakes	• Review of Parking Lot
• Asking Why?	• Always Ask Questions	• Lessons Learned
• Evaluate the Solution(s)	• Practicing Critical Thinking	• Completion of Action Plans and Evaluations
• Case Study and Review Questions	• Case Study and Review Questions	

## Customer Service

Each and every one of us serves customers, whether we realize it or not. Maybe you're on the front lines of a company, serving the people who buy your products. Perhaps you're an accountant, serving the employees by producing their pay checks and keeping the company running. Or maybe you're a company owner, serving your staff and your customers.

The Customer Service workshop will look at all types of customers and how we can serve them better and improve ourselves in the process. Your participants will be provided a strong skillset including in-person and over the phone techniques, dealing with difficult customers, and generating return business.

### Customer Service– Course Outline:

Module One: Getting Started	Module Two: Who We Are and What We Do	Module Three: Establishing Your Attitude
• Icebreaker	• Who Are Customers? (internal/external)	• Appearance Counts!
• Housekeeping Items	• What is Customer Service?	• The Power of a Smile
• The Parking Lot	• Who Are Customer Service Providers?	• Staying Energized
• Workshop Objectives		• Staying Positive
Module Four: Identifying and Addressing Their Needs	Module Five: Generating Return Business	Module Six: In-Person Customer Service
• Understanding the Customer's Problem	• Following Up	• Dealing with At-Your-Desk Requests
• Staying Outside the Box	• Addressing Complaints	• The Advantages and Disadvantages of In-Person Communication
• Meeting Basic Needs	• Turning Difficult Customers Around	• Using Body Language to Your Advantage
• Going the Extra Mile		
Module Seven: Giving Customer Service over the Phone	Module Eight: Providing Electronic Customer Service	Module Nine: Recovering Difficult Customers
• The Advantages and Disadvantages of Telephone Communication	• The Advantages and Disadvantages of Electronic Communication	• De-Escalating Anger
• Telephone Etiquette	• Understanding Netiquette	• Establishing Common Ground
• Tips and Tricks	• Tips and Tricks	• Setting Your Limits
	• Examples: Chat or e-mail	• Managing Your Own Emotions
Module Ten: Understanding When to Escalate	Module Eleven: Ten Things You Can Do to WOW Every Time	Module Twelve: Wrapping Up
• Dealing with Vulgarity	• Ten Tips	• Words from the Wise
• Coping with Insults		• Review of Parking Lot
• Dealing with Legal and Physical Threats		• Lessons Learned
		• Completion of Action Plans and Evaluations



## Customer Support

Customer support used to mean a face-to-face conversation with a customer, or a phone call. Today, technology has changed how we approach customer support. It now encompasses the internet, websites, webchats, and even smart phone apps. The customer experience begins long before the purchase is made.

With our Customer Support workshop, your participants will discover the new opportunities in customer support services via the internet, but also how to use these opportunities to their advantage.

### Customer Support – Course Outline:

Module One: Getting Started	Module Two: What Is Customer Service?	Module Three: Challenges
• Icebreaker	• Support vs. Service	• Customer Challenges
• Housekeeping Items	• Who Participates?	• Crisis
• The Parking Lot	• Metrics	• Ticket Backlogs
• Workshop Objectives	• Trends	• End Relationship with Customer
	• Case Study and Review Questions	• Case Study and Review Questions
Module Four: Email	Module Five: SMS	Module Six: Webchat
• Formal Yet Conversational Style	• Convenience of Texting	• Personalize
• Scripted Yet Authentic	• Apps and Software Available	• Apps and Software Available
• Explain Information Carefully	• Information to Communicate	• Real Time Support
• Results	• Professional Communication Through Text	• Etiquette
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Seven: Multi-Channel Apps	Module Eight: Support Ticket Apps	Module Nine: Documentation
• Different Multi-Channel Apps	• Different Support Ticket Apps	• What to Document
• Pros	• Pros	• Using Tools
• Cons	• Cons	• Prepare Documentation
• Making a Decision	• Making a Decision	• Retain
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Ten: Feedback	Module Eleven: Be Proactive	Module Twelve: Wrapping Up
• Surveys	• Research Analytics	• Words from the Wise
• Boxes	• Discover Opportunities	• Review of Parking Lot
• Analytics	• Prevent Problems	• Lessons Learned
• Usability	• Provide Support Before People Know They Need It	• Completion of Action Plans and Evaluations
• Case Study and Review Questions	• Case Study and Review Questions	

## Cyber Security

Every organization is responsible for ensuring Cyber Security. The ability to protect its information systems from impairment or even theft is essential to success. Implementing effective security measures will not only offer liability protection; it will also increase efficiency and productivity.

With our Cyber Security workshop your participants will understand the different types of malware and security breaches. Develop effective prevention methods which will increase overall security. They will also understand the basic concepts associated with Cyber Security and what a company needs to stay secure.

### Customer Support – Course Outline:

Module One: Getting Started	Module Two: Cyber security Fundamentals	Module Three: Types of Malware
• Icebreaker	• What is Cyberspace?	• Worms
• Housekeeping Items	• What is Cyber security?	• Viruses
• The Parking Lot	• Why is Cyber security Important?	• Spyware
• Workshop Objectives	• What is a Hacker?	• Trojans
	• Case Study and Review Questions	• Case Study and Review Questions
Module Four: Cyber Security Breaches	Module Five: Types of Cyber Attacks	Module Six: Prevention Tips
• Phishing	• Password Attacks	• Craft a Strong Password
• Identity Theft	• Denial of Service Attacks	• Two-Step Verification
• Harassment	• Passive Attack	• Download Attachments with Care
• Cyberstalking	• Penetration Testing	• Question Legitimacy of Websites
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Seven: Mobile Protection	Module Eight: Social Network Security	Module Nine: Prevention Software
• No Credit Card Numbers	• Don't Reveal Location	• Firewalls
• Place Lock on Phone	• Keep Birthdate Hidden	• Virtual Private Networks
• Don't Save Passwords	• Have Private Profile	• Anti-Virus & Anti-Spyware
• No Personalized Contacts Listed	• Don't Link Accounts	• Routine Updates
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Ten: Critical Cyber Threats	Module Eleven: Defence against Hackers	Module Twelve: Wrapping Up
• Critical Cyber Threats	• Cryptography	• Words from the Wise
• Cyber terrorism	• Digital Forensics	• Review of Parking Lot
• Cyberwarfare	• Intrusion Detection	• Lessons Learned
• Cyberespionage	• Legal Recourse	• Completion of Action Plans and Evaluations
• Case Study and Review Questions	• Case Study and Review Questions	

## Delivering Constructive Criticism

Delivering Constructive Criticism is one of the most challenging things for anyone. Through this workshop your participants will gain valuable knowledge and skills that will assist them with this challenging task. When an employee commits an action that requires feedback or criticism it needs to be handled in a very specific way.

Constructive Criticism if done correctly will provide great benefits to your organization. It provides the ability for management to nullify problematic behaviours and develop well rounded and productive employees. Constructive feedback shows an employee that management cares about them and will invest time and effort into their careers.

### Delivering Constructive Criticism – Course Outline:

Module One: Getting Started	Module Two: When Should Feedback Occur?	Module Three: Preparing and Planning
• Icebreaker	• Repeated Events or Behaviour	• Gather Facts on the Issue
• Housekeeping Items	• Breach's in Company Policy	• Practice Your Tone
• The Parking Lot	• When Informal Feedback has not worked	• Create an Action Plan
• Workshop Objectives	• Immediately After the Occurrence	• Keep Written Records
	• Case Study and Review Questions	• Case Study and Review Questions
Module Four: Choosing a Time and Place	Module Five: During the Session (I)	Module Six: During the Session (II)
• Check the Ego at the Door	• The Feedback Sandwich	• Set Goals
• Criticize in Private, Praise in Public	• Monitor Body Language	• Be Collaborative
• It has to be Face to Face	• Check for Understanding	• Ask for a Self-Assessment
• Create a Safe Atmosphere	• Practice Active Listening	• Keep Emotions in Check
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Seven: Setting Goals	Module Eight: Diffusing Anger or Negative Emotions	Module Nine: What Not to Do
• SMART Goals	• Choose the Correct Words	• Attacking or Blaming
• The Three P's	• Stay on Topic	• Not Giving Them a Chance to Speak
• Ask for Their Input	• Empathize	• Talking Down
• Be as Specific as Possible	• Try to Avoid "You Messages"	• Becoming Emotional
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Ten: After the Session (I)	Module Eleven: After the Session (II)	Module Twelve: Wrapping Up
• Set a Follow-up Meeting	• Focus on the Future	• Words from the Wise
• Make your Self Available	• Measuring Results	• Review of Parking Lot
• Be Very Specific with the Instructions	• Was the Action Plan Followed?	• Lessons Learned
• Provide Support and Resources	• If Improvement is not Seen, Then What?	• Completion of Action Plans and Evaluations
• Case Study and Review Questions	• Case Study and Review Questions	



## Developing a Lunch and Learn

Hosting a Lunch and Learn session is a low-cost training option. It is a great way to introduce a topic or give a small demonstration on a new product or service. They are usually voluntary; thus, attendance can sometimes be an issue, but with this workshop you will be given the knowledge to work through this issue and others.

Our Lunch and Learn workshop will give your organization a quick and useful tool to add to its training department. Your participants can also use it as a follow-up or refresher to previous training sessions. It doesn't have to be just about a learning event, it can also involve collaboration, networking, or sharing best practices between employees.

### Developing a Lunch and Learn – Course Outline:

Module One: Getting Started	Module Two: The Prep Work	Module Three: Creating the Content (I)
• Housekeeping Items	• Finding the Best, the Location	• Picking the Right Topic
• The Parking Lot	• Setting up the Location	• Hands on Works Great
• Workshop Objectives	• Focus Group	• Stay Focused
• Action Plans and Evaluations	• Practice	• Keep it Informal
	• Case Study and Review Questions	• Case Study and Review Questions
Module Four: Creating the Content (II)	Module Five: During the Session	Module Six: Food and Facilities
• Make It Interactive	• Ground Rules	• Providing Food?
• Review it Thoroughly	• Quick Opening	• People Bringing Their Own
• Creating a Customized Presentation	• Parking Lot	• Eat During or After?
• Back It Up!	• Adjusting on the Fly	• Clean Up and Tear Down
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Seven: Take Away Material	Module Eight: Difficult Situations or People	Module Nine: What A Lunch and Learn is Not
• Handouts and Take Away Material	• Disruptions	• Heavy or Serious Topics
• Quizzes or Self-Tests	• Food Issues	• Required Training
• Website with Minutes and Session Notes	• Senior Management Buy In	• Replacement for Traditional Training
• Reference Material or White Paper	• People Not Participating?	• Just a Free Lunch
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Ten: Best Practices (I)	Module Eleven: Best Practices (II)	Module Twelve: Wrapping Up
• Obtain Feedback and Tweak	• Use it as a Refresher	• Words from the Wise
• Utilize Star Employees	• Networking Opportunity	• Review of Parking Lot
• Provide an Agenda Ahead of Time	• Upper Management Q&A Session	• Lessons Learned
• Keep the Session Casual and Loose	• Put it on a Regular Schedule	• Completion of Action Plans and Evaluations
• Case Study and Review Questions	• Case Study and Review Questions	



## Developing Corporate Behaviour

With this workshop your participants will be able to develop a business environment that reflects a positive set of values and ethics. Aligning these characteristics with corporate standards is what will make your participants stand out and become leaders throughout your company.

Through our Developing Corporate Behaviour workshop your participants should see improved team building, better communication, and trust. By realizing the benefits of corporate behaviour and developing a successful plan your participants should see a reduction in incidents and an increase in team work and loyalty.

### Developing Corporate Behaviour – Course Outline:

Module One: Getting Started	Module Two: The Science of Behaviour	Module Three: Benefits of Corporate Behaviour
• Housekeeping Items	• What is Behaviour?	• Employee Safety
• Pre-Assignment Review	• Psychology	• Conservation of Materials
• Workshop Objectives	• Sociology	• Engagement
• The Parking Lot	• Anthropology	• Improved Employee Performance
• Action Plan	• Case Study and Review Questions	• Case Study and Review Questions
Module Four: Most Common Categories of Corporate Behaviour	Module Five: Managerial Structure	Module Six: Company Values and Ethics
• Managerial Structure	• Clearly Defined Management	• Environmental
• Company Values and Ethics	• Qualified Management Team	• Charity and Community Outreach
• Employee Accountability	• Obvious Advancement Path	• Integrity
• Workplace Incidents	• Grievance Procedures	• Diversity
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Seven: Employee Accountability	Module Eight: Workplace Incidents	Module Nine: Designing and Implementing
• Attitude	• Safety	• Group Planning
• Attendance	• Prejudice & Discrimination	• Define Preferred Organizational Behaviours
• Honesty	• Vandalism & Theft	• Hiring
• Substance Abuse & Workplace Violence	• Harassment or Bullying	• Training Employees
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Ten: Corporate Team Behaviour	Module Eleven: Auditing Corporate Behaviour	Module Twelve: Wrapping Up
• Team Building	• Affirm Ethical Behaviour	• Words from The Wise
• Better Communication	• Investigate and Review Reported Incidents	• Review of The Parking Lot
• Conflict Resolution	• Determine Progress	• Lessons Learned
• Loyalty to the Company and the Department	• Get Employee Feedback & Revise	• Recommended Reading
• Case Study and Review Questions	• Case Study and Review Questions	• Completion of Action Plans and Evaluations

## Developing Creativity

Children have an innate creative ability when they are born, but for some reason adults can lose it along the way. Your participants will move out of the mundane, be more curious, engage, and explore new ideas. Recognize creativity and be ready when it happens.

With our Developing Creativity course your participants will learn how to remove barriers that block or limit their creativity. They will improve their imagination, divergent thinking, and mental flexibility. Participants will learn mind mapping, individual brainstorming, and when to recognize and look for what inspires them to be more creative.

### Developing Creativity – Course Outline:

Module One: Getting Started	Module Two: What is Creativity?	Module Three: Getting Inspired
• Housekeeping Items	• Divergent Thinking	• Introspection
• The Parking Lot	• Problem Solving	• Read More
• Workshop Objectives	• Imagination and Inspiration	• Removing the Mental Block
• Action Plans and Evaluations	• Something Out of Nothing	• Art Inspires Art
	• Case Study	• Case Study
	• Module Two: Review Questions	• Module Three: Review Questions
Module Four: Beating Procrastination	Module Five: Improving Your Creative Mind Set (I)	Module Six: Improving Your Creative Mind Set (II)
• Get Rid of Clutter	• Open Mind	• Make Associations
• Self-Imposed Limitations	• Do Not Judge	• Keep a Journal
• Build on Small Successes	• Positive Mind Set	• Question Assumptions
• Don't Start at the Beginning	• Ask Why?	• Creative Confidence
• Case Study	• Case Study	• Case Study
• Module Four: Review Questions	• Module Five: Review Questions	• Module Six: Review Questions
Module Seven: Curiosity	Module Eight: Take Risks	Module Nine: Think Like a Child
• Spark Your Curiosity	• Be Confident	• Daydream
• Curiosity is the Engine of Creativity	• Scared to Fail?	• Be Curious
• Engage	• Fake It 'til You Make It	• Play Games
• Ask Open Ended Questions	• Afraid to Be Judged	• Experiment
• Case Study	• Case Study	• Case Study
• Module Seven: Review Questions	• Module Eight: Review Questions	• Module Nine: Review Questions
Module Ten: Environmental Factors	Module Eleven: Individual Brainstorming	Module Twelve: Wrapping Up
• Work Area	• Generate A Lot of Ideas	• Words from the Wise
• Additional Environments	• Mind Mapping	• Review of Parking Lot
• Get Enough Sleep	• Visualization	• Lessons Learned
• Variables	• Organize and Bring the Ideas Together	• Completion of Action Plans and Evaluations
• Case Study	• Case Study	
• Module Ten: Review Questions	• Module Eleven: Review Questions	

## Digital Citizenship

Our Digital Citizenship course will give your participants the guidance needed in the ever-changing digital world. As our lives are lived more and more online, we all need to translate our social skills into the virtual world.

Digital Citizenship allows us to connect, collaborate, and share by using technology appropriately. In person meetings are on the decline which makes it necessary to engage people digitally. Being a good digital citizen means you have a set of skills to work in the digital world.

### Digital Citizenship – Course Outline:

Module One: Getting Started	Module Two: What Is Digital Citizenship?	Module Three: Being a Good Citizen
• Housekeeping items	• What is Digital	• Build it Up
• Pre-Assignment Review	• Engaging with Others	• Real World Influences
• Parking Lot	• It's a Moving Target	• Using Technology Appropriately
• Workshop Objectives	• Belonging to a Community	• The Golden Rule
• Action Plans	• Case Study	• Case Study
	• Module Two: Review Questions	• Module Three: Review Questions
Module Four: Best Practices for Sharing	Module Five: Networking and Personal Branding (I)	Module Six: Networking and Personal Branding (II)
• Digital Footprints	• Personal Branding	• Introduce Colleagues
• Personal and Work Lives	• Be Yourself (online and off)	• Volunteer to Help Others
• Stop and Think Before You Post	• Social Networking	• Blog
• Do Not Overshare	• If you Share it, Expect Everyone to See It	• Guard Your Reputation
• Case Study	• Case Study	• Case Study
• Module Four: Review Questions	• Module Five: Review Questions	• Module Six: Review Questions
Module Seven: Digital Security and Safety (I)	Module Eight: Digital Security and Safety (II)	Module Nine: Dealing with The Dark Side
• Don't Trust Anyone You Don't Know	• Email and Attachments	• See it, Report it
• Enable -Step Verifications	• Password Rules	• Bullying and Harassment
• Public Wi-Fi	• Back Up your Files	• Trolling
• Public Computers	• Update Your Software	• Shared Something You Shouldn't Have?
• Case Study	• Case Study	• Case Study
• Module Seven: Review Questions	• Module Eight: Review Questions	• Module Nine: Review Questions
Module Ten: Digital Etiquette (I)	Module Eleven: Digital Etiquette (II)	Module Twelve: Wrapping Up
• Respect and Tone	• Educate Yourself	• Words from the Wise
• Speak Up, Not Out	• Information Processing	• Review of Parking Lot
• Topics to Avoid	• Internet Boldness	• Lessons Learned
• Keep Private Messages Private	• Permission to Share	• Completion of Action Plans and Evaluations
• Case Study	• Case Study	
• Module Ten: Review Questions	• Module Eleven: Review Questions	





## Diversity and Inclusion

Experiencing diversity is a part of living within a civilized society. It is our diversity and variety that help organizations to be successful and achieve their goals. Understanding the various forms of diversity makes for a better company and world in general.

With our Diversity and Inclusion course your participants will recognize how to better manage diversity, and recognize its benefits. Your participants will learn how to implement and develop a policy that does not allow for discrimination. It is vital that every employer and employee has an understanding of the concepts of diversity.

### Diversity and Inclusion – Course Outline:

Module One: Getting Started	Module Two: Understanding Diversity	Module Three: Racial Diversity
• Housekeeping Items	• What is Diversity?	• Employer Responsibility
• The Parking Lot	• Benefits of Diversity	• Benefits of Racial Diversity
• Workshop objectives	• Managing Diversity	• Diversity Initiatives
	• Zero-Tolerance Policy	• Complaint Process
	• Case Study	• Case Study
	• Review Questions	• Review Questions
Module Four: Employees with Disabilities	Module Five: Pregnant Employees	Module Six: Lactating Mothers
• Hiring	• Hiring	• Lactation Accommodation Policy
• Accessibility in the Workplace	• Accommodations	• Space in the Workplace
• Benefits	• Maternity Leave	• Break Time
• Human Resources and Best Practices	• Firing	• Lactation Accommodation Exemptions
• Case Study	• Case Study	• Case Study
• Review Questions	• Review Questions	• Review Questions
Module Seven: Sexual Harassment	Module Eight: Employees Over Age	Module Nine: LGBTQ
• What is it?	• Recruitment	• Phobia's
• Training	• Hiring	• Human Rights Campaign
• Policies	• Salaries	• Company's Mission Equality Statement
• HR's Role	• Layoffs	• LGBTQ Resource Groups
• Case Study	• Case Study	• Case Study
• Review Questions	• Review Questions	• Review Questions
Module Ten: Sensitivity Training	Module Eleven: Handling Diversity Complaints	Module Twelve: Wrapping Up
• Benefits	• Create a Step-by-Step Process	• Words from the Wise
• Training Content	• Publish the Process	• Review of Parking Lot
• Method(s) of Delivery	• Train Employees	• Lessons Learned
• Assess Effectiveness	• Retaliation	• Completion of Action Plans and Evaluations
• Case Study	• Case Study	
• Review Questions	• Review Questions	



## Emotional Intelligence

Emotional intelligence describes the ability to understand one's own feelings. It also provides great insight on how emotion influences motivation and behaviour. The concepts of Emotional Intelligence have been around since the early the century, but the term was first introduced by Wayne Payne in.

With our Emotional Intelligence workshop your participants will gain a better understanding of self-management and self-awareness. This in turn will give them better insight and control over their actions and emotions. With a greater understanding of emotions your participant's will experience a positive impact on their professional and personal lives.

### Emotional Intelligence – Course Outline:

Module One: Getting Started	Module Two: What is Emotional Intelligence	Module Three: Four Skills in Emotional Intelligence
• Icebreaker	• Self-Management	• How to Accurately Perceive Emotions
• Housekeeping Items	• Self Awareness	• Use Emotions to Facilitate Thinking
• The Parking Lot	• Self-Regulation	• Understand Emotional Meanings
• Workshop Objectives	• Self-Motivation	• Manage Emotions
	• Empathy	
Module Four: Verbal Communication Skills	Module Five: Non-Verbal Communication Skills	Module Six: Social Management and Responsibility
• Focused Listening	• Body Language	• Benefits of Emotional Intelligence
• Asking Questions	• The Signals You Send to Others	• Articulate your Emotions Using Language
• Communicating with Flexibility and Authenticity	• It's Not What You Say, It's How You Say It	
Module Seven: Tools to Regulate Your Emotions	Module Eight: Gaining Control	Module Nine: Business Practices (I)
• Seeing the Other Side	• Using Coping Thoughts	• Understand Emotions and How to Manage Them in the Workplace
• Self-Management and Self Awareness	• Using Relaxation Techniques	• Role of Emotional Intelligence at Work
• Giving in Without Giving Up	• Bringing it All Together	• Disagreeing Constructively
Module Ten: Business Practices (II)	Module Eleven: Making an Impact	Module Twelve: Wrapping Up
• Optimism	• Creating a Powerful First Impression	• Words from the Wise
• Pessimism	• Assessing a Situation	• Review of Parking Lot
• The Balance Between Optimism & Pessimism	• Being Zealous without Being Offensive	• Lessons Learned
		• Completion of Action Plans and Evaluations

## Employee Motivation

When you think of staff motivation, many things may come to mind: more money, a bigger office, a promotion, or a better quality of life. The truth is, no matter what we offer people, true motivation must come from within. Regardless of how it is characterized, it is important to get the right balance in order to ensure that you have a motivated workforce.

The Employee Motivation workshop will give participants several types of tools to become a great motivator, including goal setting and influencing skills. Participants will also learn about five of the most popular motivational models, and how to bring them together to create a custom program.

### Employee Motivation – Course Outline:

Module One: Getting Started	Module Two: A Psychological Approach	Module Three: Object-Oriented Theory
• Icebreaker	• Herzberg's Theory of Motivation	• The Carrot
• Housekeeping Items	• Maslow's Hierarchy of Needs	• The Whip
• The Parking Lot	• The Two Models and Motivation	• The Plant
• Workshop Objectives		
Module Four: Using Reinforcement Theory	Module Five: Using Expectancy Theory	Module Six: Personality's Role in Motivation
• A History of Reinforcement Theory	• A History of Expectancy Theory	• Identifying Your Personality Type
• Behaviour Modification in Four Steps	• Understanding the Three Factors	• Identifying Others' Personality Type
• Appropriate Uses in the Workplace	• Using the Three Factors to Motivate in the Workplace	• Motivators by Personality Type
Module Seven: Setting Goals	Module Eight: A Personal Toolbox	Module Nine: Motivation on the Job
• Goals and Motivation	• Building Your Own Motivational Plan	• The Key Factors
• Setting SMART Goal	• Encouraging Growth and Development	• Creating a Motivational Organization
• Evaluating and Adapting	• Getting Others to See the Glass Half-Full	• Creating a Motivational Job
Module Ten: Addressing Specific Morale Issues	Module Eleven: Keeping Yourself Motivated	Module Twelve: Wrapping Up
• Dealing with Individual Morale Problems	• Identifying Personal Motivators	• Words from the Wise
• Addressing Team Morale	• Maximizing Your Motivators	• Review of Parking Lot
• What to Do When the Whole Company is De-Motivated	• Evaluating and Adapting	• Lessons Learned
		• Completion of Action Plans and Evaluations

## Employee Onboarding

Employee Onboarding is a vital part of any companies hiring procedure. Hiring, training, and bringing new employees on board is a huge investment. Onboarding will assist newly hired employees in developing and keeping their skills. Knowledge will be retained, and their value will increase within the company.

Through Employee Onboarding you will find it lowers costs related to employee turnover. It will increase productivity and produce a happier and more skilled workforce. The new hire phase is a critical time for the company, and having a structured set of procedures will make your company stronger and produce a greater chance of success.

### Employee Onboarding – Course Outline:

Module One: Getting Started	Module Two: Introduction	Module Three: Purpose of Onboarding
• Icebreaker	• What is Onboarding?	• Start-Up Cost
• Housekeeping Items	• The Importance of Onboarding	• Anxiety
• The Parking Lot	• Making Employees Feel Welcome	• Employee Turnover
• Workshop objectives	• First Day Checklist	• Realistic Expectations
	• Case Study	• Case Study
	• Review Questions	• Review Questions
Module Four: Onboarding Preparation	Module Five: Onboarding Checklist	Module Six: Creating an Engaging Program
• Professionalism	• Pre-Arrival	• Getting off on the Right Track
• Clarity	• Arrival	• Role of Human Resources
• Designating a Mentor	• First Week	• Role of Managers
• Training	• First Month	• Characteristics
• Case Study	• Case Study	• Case Study
• Review Questions	• Review Questions	• Review Questions
Module Seven: Following Up with New Employees	Module Eight: Setting Expectations	Module Nine: Resiliency and Flexibility
• Initial Check In	• Defining Requirements	• What is Resiliency?
• Following Up	• Identifying Opportunities for Improvement and Growth	• Why is it Important?
• Setting Schedules	• Setting Verbal Expectations	• Steps
• Mentor's Responsibility	• Putting it in Writing	• What is Flexibility?
• Case Study	• Case Study	• Why is it Important?
• Review Questions	• Review Questions	• Steps
		• Case Study
		• Review Questions
Module Ten: Assigning Work	Module Eleven: Providing Feedback	Module Twelve: Wrapping Up
• General Principles	• Characteristics of Good Feedback	• Words from the Wise
• The Dictatorial Approach	• Feedback Delivery Tools	• Review of Parking Lot
• The Apple Picking Approach	• Informal Feedback	• Lessons Learned
• The Collaborative Approach	• Formal Feedback	• Completion of Action Plans and Evaluations
• Case Study	• Case Study	
• Review Questions	• Review Questions	



## Employee Recognition

Recognizing employees through various recognition programs is a fantastic investment. Being appreciated is a basic human feeling and reaps great rewards. Praise and recognition are essential to an outstanding workplace and its employees.

Through our Employee Recognition workshop your participants will recognize the value of implementing even the smallest of plans. The cost of employee recognition is very minimal in relation to the benefits that will be experienced. Employee recognition programs have been shown to increase productivity, employee loyalty, and increased safety.

### Employee Recognition – Course Outline:

Module One: Getting Started	Module Two: The Many Types of Recognition Programs	Module Three: Designing Employee Recognition Programs
• Housekeeping Items	• Safety Incentives	• Purpose
• Pre-Assignment Review	• Years of Service	• Budget
• Workshop Objectives	• Productivity	• Keep It Simple
• The Parking Lot	• Attendance & Wellness Incentives	• Employee Involvement
• Action Plan	• Case Study and Review Questions	• Case Study and Review Questions
Module Four: How to Get the Buzz Out About Your Program	Module Five: It Starts from The Top!	Module Six: Creating a Culture of Recognition
• Be Creative with Designs	• Identifying Desirable Behaviours	• Keep Your Staff "In the Know"
• Paper the Walls	• Understanding the Goals of the Company	• Empower Employees with Peer-to-Peer Recognition
• Use Social Media	• Setting Guidelines	• Team Building: Encourage Camaraderie
• Go Mobile!	• Providing Go-To Recognition Templates	• Motivate by Promoting Fun
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Seven: The Best Things in Life Are Free!	Module Eight: A Small Gesture Goes a Long Way	Module Nine: Pulling Out the Red Carpet
• Put a Spotlight on Employees in Staff Meetings	• Have a Party	• Have an Awards Ceremony
• Write It Down: Putting Your Appreciation in Writing	• Make a Game of It	• Win Large Items
• Display Your Appreciation	• Reward with Small Gifts	• Vacation
• Make Work More Comfortable	• Give Them a Break	• Career Advancement
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Ten: The Don'ts of Employee Recognition	Module Eleven: Maintaining Employee Recognition Programs	Module Twelve: Wrapping Up
• Don't Let Formal Recognition Supplant the Informal Kind	• Change the Membership	• Words from the Wise
• Don't Let It Become Stale	• Include Explanation of the Program in Your New Employee Orientation	• Review of Parking Lot
• Don't Let It Become a Popularity Contest	• Keep Marketing!	• Lessons Learned
• Make Sure the Prize Is Motivational	• Annual Awards Ceremonies	• Completion of Action Plans and Evaluations
• Case Study and Review Questions	• Case Study and Review Questions	• Recommended Reading



## Employee Recruitment

Many companies simply wait for talent to come to them. Simply advertising an open position and hoping that you find the right talent does not guarantee that you will find the best people. Actively seeking out qualified candidates are the best way to ensure that you find the talent that you need. Recruitment is essential to the success of your business.

Our Employee Recruitment workshop will guide your participants and help them interview and recruit the right employee for you. Hiring a new employee is one of the largest investments you make in any business. Hiring the right employee is very important, as training can be expensive, and employee turnover costs companies millions every year. So, reduce your costs with a great employee recruitment program!

### Employee Recruitment – Course Outline:

Module One: Getting Started	Module Two: Introduction to Recruitment	Module Three: The Selection Process
• Icebreaker	• What is Recruitment?	• Job Analysis and Descriptions
• Housekeeping Items	• Challenges and Trends	• The Approach
• The Parking Lot	• Sourcing Candidates	• The Recruitment Interview
• Workshop Objectives	• Requirements	• Testing
	• Case Study	• Case Study
	• Review Questions	• Review Questions
Module Four: Goal Setting	Module Five: The Interview	Module Six: Types of Interview Questions
• Using the G.R.O.W. Model	• Phone Interviews	• Direct Questions
• Identifying Goal Areas	• Traditional Interviews	• Non-Direct Questions
• Setting SMART Goals	• Situational Interviews	• Hypothetical or Situational Questions
• Using a Productivity Journal	• Stress Interviews	• Behavioural Descriptive Questions
• Case Study	• Case Study	• Case Study
• Review Questions	• Review Questions	• Review Questions
Module Seven: Avoiding Bias in Your Selection	Module Eight: The Background Check	Module Nine: Making Your Offer
• Expectancy Effect	• Preparation	• Outlining the Offer
• Primacy Effect	• Data Collection	• Negotiation Techniques
• Obtaining Bias Information	• Illegal Questions	• Dealing with Difficult Issues
• Stereotyping	• Being Thorough Without Being Pushy	• Sealing the Deal
• Case Study	• Case Study	• Case Study
• Review Questions	• Review Questions	• Review Questions
Module Ten: Orientation and Retention	Module Eleven: Measuring the Results	Module Twelve: Wrapping Up
• Getting off on the Right Track	• Cost Breakdown	• Words from the Wise
• Your Orientation Program	• Employee Quality	• Review of Parking Lot
• The Check-list	• Recruiter Effectiveness	• Lessons Learned
• Following Up	• Fine Tuning	• Completion of Action Plans and Evaluations
• Case Study	• Case Study	
• Review Questions	• Review Questions	

## Employee Termination Processes

Having to fire an employee is never an easy task. Sometimes, despite attempts of open communication and encouraging performance, an employee will need to be terminated from the company. One of the hardest aspects of preparing to fire an employee is to separate the emotions from the facts. Firing an employee should always be a last resort, so it is important that the manager has covered all other avenues possible before moving forward.

With our Employee Termination workshop, your participants will begin to see how important it is to develop a core set of skills when they find themselves in a situation where they have to let an employee go.

### Employee Termination Processes – Course Outline:

Module One: Getting Started	Module Two: Performance Improvement Plan (PIP) Before Firing	Module Three: Employees Who Should Be Terminated (I)
• Icebreaker	• Justification	• Feeling of Entitlement
• Housekeeping Items	• Validate	• Cannot Perform Job Functions
• The Parking Lot	• Include	• Can't Function with Other Employees
• Workshop Objectives	• Be Grateful	• They Overpromise and Under deliver
	• Case Study and Review Questions	• Case Study and Review Questions
Module Four: Employees Who Should Be Terminated (II)	Module Five: Things to Consider When Setting Up the Termination Meeting	Module Six: The Correct Way to Fire an Employee (I)
• Blatant Disregard for Customers	• Meeting Attendees	• Use Positive Language
• They Are Unreliable	• Venue of the Meeting	• Review Past Feedback
• Don't Adhere to Code of Conduct	• Security Presence	• Concentrate on Specific Behavior
• Use Company Property for Personal Use	• Logistics	• Fire Early in the Week
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Seven: The Correct Way to Fire an Employee (II)	Module Eight: Employment Termination Checklist	Module Nine: The Don'ts of Firing an Employee (I)
• Keep it Short	• Notification to Human Resources	• No Performance Improvement Plan
• Have Employee Sign Release	• Systems Access Terminations	• Use Electronic Method
• Transfer Terminated Employee's Functions	• Return of Company Property	• Fire Without a Witness
• Avoid Fighting Unemployment Claims with Employee	• Benefits Status	• Provide Long Reason for Firing
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Ten: The Don'ts of Firing an Employee (II)	Module Eleven: Conduct Effective Exit Interviews	Module Twelve: Wrapping Up
• Not Making the Decision Final	• When, How and Who	• Words from the Wise
• Let Employee to Take Company Property	• Objective of the Process	• Review of Parking Lot
• Allow Access to Work Area	• Company Readiness for Exit Interviews	• Lessons Learned
• Permit Information System Access	• Execute the Feedback Results	• Completion of Action Plans and Evaluations
• Case Study and Review Questions	• Case Study and Review Questions	• Recommended Reading

## Entrepreneurship

Would you like to be your own boss? Have you ever dreamed of starting your own business? Don't know what to do about your great business idea? If you have ever thought about these situations then you need our entrepreneurship workshop.

Let our Entrepreneurship workshop help you achieve your dreams. Being an entrepreneur can be full of risks. These risks are minimized through drafting a business plan, knowing your competition, and successful marketing. All these and more can be found in our Entrepreneurship workshop.

### Entrepreneurship – Course Outline:

Module One: Getting Started	Module Two: Decide on the Type of Business	Module Three: What Is the Market/Competition Like?
• Housekeeping Items	• Is It Feasible?	• Is the Venture Lucrative?
• Pre-Assignment Review	• What Are Your Interests?	• Is There Competition?
• Workshop Objectives	• Do You Have the Experience?	• How Can You Set Yourself Apart from The Competition?
• The Parking Lot	• Are You an Expert in The Field?	• How Is the Customer Prospect?
• Action Plan	• Case Study	• Case Study
	• Module Two: Review Questions	• Module Three: Review Questions
Module Four: Basics of Starting a Business	Module Five: Create a Business Plan	Module Six: Get Financing
• Decide on a Name	• What Should Be Included in The Business Plan?	• Contact Organizations for Guidance
• Legal Structure of Business	• Gather Documentation	• Decide the Type of Financing
• Register the Business	• Develop Business Plan Outline	• Shop Around
• Choose a Location	• Draft Business Plan	• What to Do Once Approved
• Hire an Accountant	• Case Study	• Case Study
• Case Study	• Module Five: Review Questions	• Module Six: Review Questions
• Module Four: Review Questions		
Module Seven: Hire Employees	Module Eight: Training Employees	Module Nine: Market the Business
• Develop Job Description(S)	• Teach Company Culture	• Traditional Marketing
• Advertise Positions	• Implement Actual Training for The Position	• Create a Website
• Interview Candidates	• Provide Feedback	• Social Media
• Select Candidates	• Offer Additional Training, If Necessary	• Networking Groups
• Case Study	• Case Study	• Case Study
• Module Seven: Review Questions	• Module Eight: Review Questions	• Module Nine: Review Questions
Module Ten: Run the Business	Module Eleven: Grow the Business	Module Twelve: Wrapping Up
• Procurement	• Offer More Products / Services	• Words from the Wise
• Sell! Sell! Sell!	• Open another Location	• Review of the Parking Lot
• How to Manage Cash Flow	• Franchise Opportunities	• Lessons Learned
• Budgeting	• Scoring Large Contracts	• Recommended Reading
• Case Study	• Case Study	• Completion of Action Plans and Evaluations
• Module Ten: Review Questions	• Module Eleven: Review Questions	Entrepreneurship





## Event Planning

Events do not just happen, they take time to plan, develop, and create. This workshop is designed to give your participants the tools needed to host a great event. They will touch on planning and administrative techniques that will give them the confidence to run an engaging event that will leave a positive and lasting impression each attendee.

With our Event Planning workshop your participants will explore ways to work with vendors, security, technicians, and wait staff. They will touch on different event types such as awards ceremonies, charity events, and business conferences. By utilizing the correct skill set your participants will be provided the details to pull off a successful event.

### Entrepreneurship – Course Outline:

Module One: Getting Started	Module Two: Types of Events	Module Three: Brainstorming
• Housekeeping Items	• Awards	• Determine the Event's Purpose
• Pre-Assignment Review	• Charity	• Determine a Theme
• Workshop Objectives	• Conferences and Seminar	• Write Down & Review Ideas
• The Parking Lot	• Holiday	• Determine a Date
• Action Plan	• Case Study	• Case Study
	• Module Two: Review Questions	• Module Three: Review Questions
Module Four: Types of Entertainment	Module Five: Support Staff	Module Six: Technical Staff
• Games	• Security	• Visual Technician (lighting)
• Activities	• Valet	• Media Technician (website, Facebook, etc.)
• Speakers	• Wait Staff	• Audio Technician (Sound)
• Performers	• Clean-up Crew	• Specialized Electrical Equipment Technician (for performers)
• Case Study	• Case Study	• Case Study
• Module Four: Review Questions	• Module Five: Review Questions	• Module Six: Review Questions
Module Seven: Vendors	Module Eight: Finalize the Plan	Module Nine: Administrative Tasks
• Food	• Venue	• Create a Budget
• Equipment	• Registration	• Branding and Marketing
• Decorations and Furnishing	• Entertainment	• Insurance and Permits
• Photography/ Video	• Cuisine and Decor	• Contracts (for event staff, entertainment, rentals, and vendors)
• Case Study	• Case Study	• Case Study
• Module Seven: Review Questions	• Module Eight: Review Questions	• Module Nine: Review Questions
Module Ten: Get Organized	Module Eleven: Post Event Activities	Module Twelve: Wrapping Up
• Form a Team	• Survey	• Words from the Wise
• Timeline	• Share Media (photos and video)	• Review of the Parking Lot
• Checklists	• Send Thank you Notes	• Lessons Learned
• Backup Plans	• Start planning the Next Event!	• Recommended Reading
• Case Study	• Case Study	• Completion of Action Plans and Evaluations
• Module Ten: Review Questions	• Module Eleven: Review Questions	



## Executive and Personal Assistants

Being an Executive or Personal Assistant is a unique position that requires a variety of skills. Whether you are updating schedules, making travel arrangements, minute taking, or creating important documents all must be done with a high degree of confidentiality. Confidentiality is one of the most important characteristics for every assistant.

Our Executive and Personal Assistants workshop will show your participants what it takes to be a successful assistant. Participants will learn what it takes to effectively manage a schedule, organize a meeting, and even how to be a successful gatekeeper. Being an Executive or Personal Assistant takes a special skill set and this workshop will provide your participants with the necessary tools.

### Executive and Personal Assistants – Course Outline:

Module One: Getting Started	Module Two: Working with Your Manager	Module Three: Administrative Soft Skills
• Housekeeping Items	• Adapting to Their Style	• Social Intelligence
• The Parking Lot	• Anticipate Their Needs	• Basic Business Acumen
• Workshop Objectives	• Getting Your Responsibilities Defined	• Office Management
• Pre-Assignment	• When to Take the Initiative	• Active Listening
• Action Plans and Evaluations	• Case Study	• Case Study
	• Module Two: Review Questions	• Module Three: Review Questions
Module Four: Effective Time Management	Module Five: Meeting Management	Module Six: Tools of the Trade (I)
• Calendar Management	• Creating an Agenda	• Email Protocol
• Prepare for Changes and Surprises	• Keeping Minutes	• Office Machinery
• Keeping Others on Track	• Keeping the Meeting on Time	• Computer and Software Skills
• Urgent/Important Matrix	• Variations for Large and Small Meetings	• Communication Skills
• Case Study	• Case Study	• Case Study
• Module Four: Review Questions	• Module Five: Review Questions	• Module Six: Review Questions
Module Seven: Tools of the Trade (II)	Module Eight: Being an Effective Gatekeeper	Module Nine: Organizational Skills
• Phone and Voicemail Etiquette	• Filtering Data and Information	• Prioritizing Your Workload
• Word Processing	• Learn to Say No	• Goal Setting
• Business Writing	• Dealing with Difficult People	• Plan for Tomorrow, Today
• Internet Research	• Recognize the Tricks	• Staying on Track
• Case Study	• Case Study	• Case Study
• Module Seven: Review Questions	• Module Eight: Review Questions	• Module Nine: Review Questions
Module Ten: Confidentiality Guidelines	Module Eleven: Special Tasks	Module Twelve: Wrapping Up
• Your Confidentiality Duty	• Project Management	• Words from the Wise
• Be Diplomatic and Discreet	• Trade Shows	• Review of Parking Lot
• Keeping Data Secure	• Interacting with Clients	• Lessons Learned
• What to Do in Sticky Situations	• Social Media Management	• Completion of Action Plans and Evaluations
• Case Study	• Case Study	
• Module Ten: Review Questions	• Module Eleven: Review Questions	

## Facilitation Skills

Facilitation is often referred to as the new cornerstone of management philosophy. With its focus on fairness and creating an easy decision-making process. Creating a comfortable environment through better facilitation will give your participants a better understanding of what a good facilitator can do to improve any meeting or gathering.

The Facilitation Skills workshop can help any organization make better decisions. This workshop will give participants an understanding of what facilitation is all about, as well as some tools that they can use to facilitate small meetings. A strong understating of how a facilitator can command a room and dictate the pace of a meeting will have your participants on the road to becoming great facilitators themselves.

### Facilitation Skills – Course Outline:

Module One: Getting Started	Module Two: Understanding Facilitation	Module Three: Process vs. Content
• Icebreaker	• What is Facilitation?	• About Process
• Housekeeping Items	• What is a Facilitator?	• About Content
• The Parking Lot	• When is Facilitation Appropriate?	• A Facilitator's Focus
• Workshop Objectives		
Module Four: Laying the Groundwork	Module Five: Tuckman and Jensen's Model of Team Development	Module Six: Building Consensus
• Choosing a Facilitated Approach	• Stage One: Forming	• Encouraging Participation
• Planning for a Facilitated Meeting	• Stage Two: Storming	• Gathering Information
• Collecting Data	• Stage Three: Norming	• Presenting Information
	• Stage Four: Performing	• Synthesizing and Summarizing
Module Seven: Reaching a Decision Point	Module Eight: Dealing with Difficult People	Module Nine: Addressing Group Dysfunction
• Identifying the Options	• Addressing Disruptions	• Using Ground Rules to Prevent Dysfunction
• Creating a Short List	• Common Types of Difficult People and How to Handle Them	• Restating and Reframing Issues
• Choosing a Solution	• Helping the Group Resolve Issues on Their Own	• Getting People Back on Track
• Using the Multi-Option Technique		
Module Ten: About Intervention	Module Eleven: Intervention Techniques	Module Twelve: Wrapping Up
• Why Intervention May Be Necessary	• Using Your Processes	• Words from the Wise
• When to Intervene	• Boomerang it Back	• Review of Parking Lot
• Levels of Intervention	• ICE It: Identity, check for agreement, evaluate how to Resolve	• Lessons Learned
		• Completion of Action Plans and Evaluations

## Generation Gaps

While having various cultures in one workplace can present communication problems and conflicts, the benefits of such a variety in the workplace outweigh it. The workplace can present challenges to management in terms of handling the different generations present. As older workers delay retiring and younger workers are entering the workforce, the work environment has become a patchwork of varying perspectives and experiences, all valuable to say the least.

The Generation Gaps workshop will help participants understand the various generations present at work. Both the young and older worker will have ideas and suggestions to offer, which will help the organization thrive in the marketplace. Learning how to deal with the Generation Gaps at work will help you become a better manager or co-worker.

### Generation Gaps – Course Outline:

Module One: Getting Started	Module Two: History	Module Three: Traditionalist
• Icebreaker	• What Generations Exist in the Workplace	• Their Background
• Housekeeping Items	• What Defines a Generation?	• Their Characters
• The Parking Lot	• What This Means in Our Workplace?	• Their Working Style
• Workshop Objectives		
Module Four: Baby Boomers	Module Five: Generation X's	Module Six: Generation Y's (Millennial)
• Their Background	• Their Background	• Their Background
• Their Characters	• Their Characters	• Their Characters
• Their Working Style	• Their Working Style	• Their Working Style
Module Seven: Differentiations between Generations	Module Eight: Finding Common Ground	Module Nine: Conflict Management (I)
• Background	• Adopting a Communication Style	• Younger Bosses Managing Older Workers
• Attitude	• Creating an Affinity Group	• Avoid Turnover with a Retention Plan
• Working Style	• Sharing Knowledge	• Breaking down the Stereotypes
• Life Experience		
Module Ten: Conflict Management (II)	Module Eleven: The Power of	Module Twelve: Wrapping Up
• Embrace the Hot Zone	• Benefits of Generation Gaps	• Words from the Wise
• Treat Each Other As A Peer	• How to Learn From Each Other	• Review of Parking Lot
• Create a Succession Plan	• Embracing the Unfamiliar	• Lessons Learned
		• Completion of Action Plans and Evaluations

## Goal Setting and Getting Things Done

Goal Setting is one of the most basic and essential skills someone can develop. We touch on goal characteristics, time management, and what to do when setbacks occur. This workshop will provide the knowledge and skills your participants need to complete more tasks, and get things done.

Our Goal Setting and Getting Things Done workshop will cover strategies to help your participants deal with distractions and overcome procrastination. These skills will translate into increased satisfaction in their professional and personal lives. Your participants will learn the Goal Setting characteristics of successful people and in turn will become happier and more productive individuals.

### Goal Setting and Getting Things Done – Course Outline:

Module One: Getting Started	Module Two: Overcoming Procrastination (I)	Module Three Overcoming Procrastination (II)
• Housekeeping Items	• Eat That Frog!	• Remove Distractions
• The Parking Lot	• Just Do It	• Start Small and Build
• Workshop Objectives	• The Minute Rule	• Reward Yourself
• Pre-Assignment	• Chop it Up	• Set Realistic Deadlines
• Action Plans and Evaluations	• Case Study	• Case Study
	• Module Two: Review Questions	• Module Three: Review Questions
Module Four: Four P's of Goals Setting	Module Five: Improving Motivation	Module Six: Wise Time Management
• They Need to be Positive	• Remember Peak Moments	• Urgent/Important Matrix
• They Need to be Personal	• Write Your Goals Down	• The / Rule
• They Need to be Possible	• Use Gamification	• Utilize a Calendar
• They Need to be Prioritized	• Track Your Progress	• Create a Ritual
• Case Study	• Case Study	• Case Study
• Module Four: Review Questions	• Module Four: Review Questions	• Module Six: Review Questions
Module Seven: Tips for Completing Tasks	Module Eight: Increase Your Productivity	Module Nine: To Do List Characteristics
• One Minute Rule	• Repeat What Works	• Focus on the Important
• Five Minute Rule	• Get Faster	• Chunk, Block, Tackle
• Break Up Large Tasks	• Remove "Should" from Your Dictionary	• Make It a Habit
• Utilize Technology	• Build on Your Successes	• Plan Ahead
• Case Study	• Case Study	• Case Study
• Module Seven: Review Questions	• Module Eight: Review Questions	• Module Nine: Review Questions
Module Ten: SMART Goals	Module Eleven: Mistakes Will Happen	Module Twelve: Wrapping Up
• Specific	• Accept It	• Words from the Wise
• Measurable	• Bouncing Back	• Review of Parking Lot
• Attainable	• Adapt and Learn from Them	• Lessons Learned
• Realistic	• If Needed, Ask for Help	• Completion of Action Plans and Evaluations
• Timely	• Case Study	
• Case Study	• Module Eleven: Review Questions	
• Module Ten: Review Questions		





## Handling a Difficult Customer

Wouldn't the world be a great place if every customer was a pleasure to deal with? We all know that is a fantasy land. So, what is the best way to handle a difficult customer? Through our workshop your participants will learn stress management skills, how to build rapport, and recognizing certain body language.

By utilizing our Handling, a Difficult Customer workshop your participants will see an increase in customer service, productivity, and a decrease in unhappy customers. Your participants will be provided a strong skill set including in-person and over the phone techniques, addressing complaints, and generating return business.

### Handling a Difficult Customer – Course Outline:

Module One: Getting Started	Module Two: The Right Attitude Starts with You	Module Three: Internal Stress Management
• Housekeeping Items	• Be Grateful	• Irritability
• Pre-Assignment Review	• Keep Your Body Healthy	• Unhappiness with Your Job
• Workshop Objectives	• Focus on Positive Thoughts	• Feeling Underappreciated
• The Parking Lot	• Invoke Inner Peace	• Not Well-Rested
• Action Plan	• Case Study	• Case Study
	• Module Two: Review Questions	• Module Three: Review Questions
Module Four: External Stress Management	Module Five: Transactional Analysis	Module Six: Why are Some Customers Difficult?
• Office Furniture Not Ergonomically Sound	• What is Transactional Analysis?	• They Have Truly Had a Bad Experience and Want to Vent
• High Noise Volume in the Office	• Parent	• They Have Truly Had a Bad Experience and Want Someone to be Held Accountable
• Rift with Co-Workers	• Adult	• They Have Truly Had a Bad Experience and Want Resolution
• Demanding Supervisor	• Child	• They Are Generally Unhappy
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Seven: Dealing with the Customer Over the Phone	Module Eight: Dealing with the Customer in Person	Module Nine: Sensitivity in Dealing with Customers
• Listen to the Customer's Complaint	• Listen to the Customer's Complaint	• Who are Angry
• Build Rapport	• Build Rapport	• Who Are Rude
• Do Not Respond with Negative Words or Emotion	• Responding with Positive Words and Body Language	• With Different Cultural Values
• Offer a Verbal Solution to Customer	• Besides Words, What to Look For?	• Who Cannot Be Satisfied
• Case Study	• Case Study	• Case Study
• Module Seven: Review Questions	• Module Eight: Review Questions	• Module Nine: Review Questions
Module Ten: Scenarios of Dealing with a Difficult Customer	Module Eleven: Following up With a Customer Once You Have Addressed Their Complaint	Module Twelve: Wrapping Up
• Angry Customer	• Call the Customer	• Words from The Wise
• Rude Customer	• Send the Customer an Email	• Review of The Parking Lot
• Culturally Diverse Customer	• Mail the Customer a Small Token	• Lessons Learned
• Impossible to Please Customer	• Handwritten or Typed Letter	• Recommended Reading
• Case Study and Review Questions	• Case Study and Review Questions	• Completion of Action Plans and Evaluations

## Health and Wellness at Work

A healthy employee is a happy and productive employee, which should be a goal for every organization. Through our Health and Wellness at Work program your participants will experience the benefits of a healthier lifestyle and workplace.

Our Health and Wellness at Work course will be instrumental in creating a “Culture of Wellness” within your organization. Your participants will touch on common issues such as smoking cessation, nutrition, weight loss, and preventative care. Health and Wellness is the responsibility of everyone in an organization so take the positive step and create a program within your organization.

### Health and Wellness at Work – Course Outline:

Module One: Getting Started	Module Two: Meaning and Definition of a Health and Wellness Program?	Module Three: Types of Health Behaviour Programs
• Icebreaker	• What is a Health and Wellness Program?	• Health Behaviours
• Housekeeping Items	• Productivity	• Health Screenings and Maintenance
• The Parking Lot	• Cost of Health Care	• Mental Health
• Workshop Objectives	• Costs of Absenteeism	• Physical Injuries
	• Case Study and Review Questions	• Case Study and Review Questions
Module Four: Health Behaviour Programs	Module Five: Health Screenings and Maintenance Programs	Module Six: Mental Health Programs
• Increasing Physical Activity	• Preventative Care Screenings	• Stress Management
• Nutrition & Weight Loss	• Cancer Screenings	• Support Groups
• Tobacco Cessation	• Annual Examinations	• Counselling
• Substance Abuse Treatment	• Maintenance Programs	• Awareness & Education
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Seven: Evaluate the Need	Module Eight: Planning Process	Module Nine: Implementation
• Review Current Health and Wellness Programs	• Form a Health and Wellness Team or Committee	• Get Management Support
• Environmental Factors	• Budget	• Test It
• Identify Common Health Conditions and Procedures	• Define Goals	• Get the Word Out
• Review Company Information Pertaining to Employee Health	• Programs and Policies	• Incentives
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Ten: Create a "Culture of Wellness"	Module Eleven: Evaluate Results	Module Twelve: Wrapping Up
• Accessible Healthy Eating Options	• Check the Results	• Words from the Wise
• Give Them a Break	• Employee Satisfaction	• Review of Parking Lot
• Alcohol, Drug, and Smoke Free Work environment	• Share Achievements	• Lessons Learned
• Eliminate Hazards	• Revise Plans as Necessary	• Completion of Action Plans and Evaluations
• Case Study	• Case Study	
• Module Ten: Review Questions	• Module Eleven: Review Questions	

## High Performance Teams inside the Company

High Performance Teams (Inside the Company) are organizations, teams or groups working inside an office environment that are focused on achieving the same goals. Bringing team members together can sometimes be a challenge task. This workshop identifies these challenges and helps your participants push through to success.

With our High-Performance Teams (Inside the Company) workshop, your participants will begin to see how important it is to develop a core set of high-performance skills while working in an office locale. By knowing and managing the way people interact in an office setting, you will be positioning your high-performance teams to accomplish any task.

### High Performance Teams inside the Company – Course Outline:

Module One: Getting Started	Module Two: The Benefits of High-Performance Teams	Module Three: Challenges of High-Performance Teams
• Housekeeping Items	• Creates Loyalty	• Can Create Competition
• The Parking Lot	• Optimum Productivity	• High Turn-over Rate
• Workshop Objectives	• Collaboration	• Negative Focus on Productivity
	• Creates Visibility	• Fear of Failure
	• Case Study	• Case Study
	• Module Two: Review Questions	• Module Three: Review Questions
Module Four: How to Build and Lead High Performance Teams	Module Five: Characteristics of High-Performance Teams	Module Six: Roles of an Effective Team Leader
• Promote Understanding	• Understand the Big Picture	• Provides Adequate Training
• Provide Adequate Knowledge	• Have Common Goals	• Timely, Constructive Feedback
• Facilitate Effective Interaction	• Work Collaboratively	• Views Mistakes as Opportunities
• Conduct Effective Meetings	• Produce Quality Results	• Environment of Problem-solving
• Case Study	• Case Study	• Case Study
• Module Four: Review Questions	• Module Five: Review Questions	• Module Six: Review Questions
Module Seven: Traits of Great Leaders Leading High Performance Teams (I)	Module Eight: Traits of Great Leaders Leading High Performance Teams (II)	Module Nine: Ideas for Motivating High Performance Teams
• Vision	• Courage	• Let Employees be Idealists
• Patience	• Compliance	• No Negative Criticism
• Humility	• Tolerance	• Give Ample Praise
• Humour	• Gratitude	• Have Lunch with Each Employee
• Case Study	• Case Study	• Case Study
• Module Seven: Review Questions	• Module Eight: Review Questions	• Module Nine: Review Questions
Module Ten: Steps to Retaining High Performers	Module Eleven: Augmenting Team Performance	Module Twelve: Wrapping Up
• Give Them Visibility	• Authority	• Words from the Wise
• Keep Them Entertained	• Ask Questions	• Review of Parking Lot
• Reward Them	• Quickly Resolve Differences	• Lessons Learned
• Provide Them with Mentors	• Practice Unanimity	• Completion of Action Plans and Evaluations
• Case Study	• Case Study	• Recommended Reading
• Module Ten: Review Questions	• Module Eleven: Review Questions	



## High Performance Teams Remote Workforce

High Performance Teams (Remote Workforce) are organizations, teams or groups working in a virtual environment that are focused on achieving the same goals. Bringing team members together through a virtual environment can be a challenge task. This workshop identifies these challenges and helps your participants push through to success.

With our High-Performance Teams (Remote Workforce) workshop, your participants will begin to see how important it is to develop a core set of high-performance skills, while working remotely. By knowing and managing the way people interact in a remote environment, you will be setting up your high-performance teams to accomplish any task.

### High Performance Teams Remote Workforce – Course Outline:

Module One: Getting Started	Module Two: Remote Workforce	Module Three: High Performance Teams
• Icebreaker	• What is a Remote Workforce?	• What is a High-Performance Team?
• Housekeeping Items	• Types of Remote Workforce	• Benefits of High-Performance Team
• The Parking Lot	• Benefits of a Remote Workforce	• Leadership for High Performance Team
• Workshop Objectives	• Materials for Remote Workforce	• Understanding Team Dynamics
	• Case Study and Review Questions	• Case Study and Review Questions
Module Four: Characteristics of High-Performance Teams	Module Five: How to Create Teamwork	Module Six: Types of Communication
• Excellent Communication	• Identify Group & Individual Responsibilities	• Virtual Team Meetings
• Goal-Oriented	• Give Permission to Take Action	• Telephone Conferences
• Flexibility	• Build Relationships	• Email Communication
• Committed	• Give Feedback	• Intranet, Webpage, and Social Media Communication
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Seven: Training Your Team	Module Eight: Managing the Team	Module Nine: Effective Team Meeting How-to
• Telecommute Training	• Tracking Team Performance	• Have a Clear Agenda
• Web-based Training	• Counselling Employees	• Use Screen Shots or References
• Peer to Peer Training	• Positive Recognition for Employees	• Create a Safe Place
• Training Assessment and Retraining	• Training Never Stops!	• Team Meeting Don'ts
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Ten: Keep Happy and Motivated High-Performance Team	Module Eleven: Don'ts with High Performance Teams	Module Twelve: Wrapping Up
• Watch for signs of Conflict or Unhappiness	• Don't Forget to Share Success	• Words from the Wise
• Employee Feedback and Concerns	• Don't Delay in Responding	• Review of Parking Lot
• Give Opportunities for Additional Education	• Don't Assign Vague Responsibilities	• Lessons Learned
• Impart Opportunities for Career Growth	• Don't Lead as a Dictator	• Completion of Action Plans and Evaluations
• Case Study and Review Questions	• Case Study and Review Questions	• Recommended Reading



## Hiring Strategies

Successful companies are made up of great employees, so why not hire great employees? Hiring and training employees is an expensive venture. Hiring the right person is more about skills and abilities; it is about finding the right combination of skills, attitude, and fit for your organization's culture.

Hiring Strategies will save your company time and money as you will be recruiting and hiring the right candidates. Your hiring department will benefit from this workshop as it prepares them to seek out that great candidate and make sure they are a fit for your company. Your participants will obtain the necessary tools required in finding that diamond in the rough.

### Hiring Strategies – Course Outline:

Module One: Getting Started	Module Two: Defining and Knowing the Position	Module Three: Hiring Strategy
• Housekeeping Items	• Know the Position	• Company Information
• The Parking Lot	• Needs Analysis	• Salary Range
• Workshop Objectives	• Job Analysis	• Top Performers
• Pre-Assignment	• Task Analysis	• Be Prepared
• Action Plans and Evaluations	• Case Study	• Case Study
	• Module Two: Review Questions	• Module Three: Review Questions
Module Four: Lure in Great Candidates	Module Five: Filtering Applicants to Interview	Module Six: The Interview (I)
• Advertise Where Candidates Visit	• Put Lots of Weight on Cover Letters	• Introduce Everyone
• Develop Corporate Citizenship	• Grading Resumes	• Use a Panel
• Treat Your Candidates Well	• Internet Search	• Match the Interview to the Job
• Look at the Competition	• Initial Phone Interview	• Types of Questions
• Case Study	• Case Study	• Case Study
• Module Four: Review Questions	• Module Five: Review Questions	• Module Six: Review Questions
Module Seven: The Interview (II)	Module Eight: Selection Process (I)	Module Nine: Selection Process (II)
• Tell Me About My Company	• Testing	• Education Level Vs. Experience
• Distractions	• Look for Passion and Enthusiasm	• Have a Consensus
• Interview More Than Once	• Background Checks	• Keep Non-Hires on File
• Wrap Up	• Trust Your Instincts	• Checking References
• Case Study	• Case Study	• Case Study
• Module Seven: Review Questions	• Module Eight: Review Questions	• Module Nine: Review Questions
Module Ten: Making an Offer	Module Eleven: Onboarding	Module Twelve: Wrapping Up
• Do it Quickly	• Training and Orientation	• Words from the Wise
• Employment Details	• Mentoring	• Review of Parking Lot
• Notify Rejected Candidates	• Day Reviews	• Lessons Learned
• Be Creative	• Make Them Feel Welcome	• Completion of Action Plans and Evaluations
• Case Study	• Case Study	
• Module Ten: Review Questions	• Module Eleven: Review Questions	

## Human Resource Management

Recently tasks that were originally thought to fall under the responsibility of the human resources department have become a part of many managers' job descriptions. The sharing and diffusion of these tasks throughout the organization has had an impact particularly on those that are not equipped with the skills or knowledge to deal with these issues.

The Human Resource Management workshop will give managers the basic tools to handle numerous human resource situations such as interviewing, orientation, safety, harassment, discrimination, violence, discipline, and termination. This workshop will provide your participants those skills and assist them with certain Human Resource situations.

### Human Resource Management – Course Outline:

Module One: Getting Started	Module Two: A History of Human Resources	Module Three: The Interview Process
• Icebreaker	• A Brief History	• The General Format
• Housekeeping Items	• What are Human Resources Today?	• Types of Questions
• The Parking Lot		• Dos and Don'ts
• Workshop Objectives		
Module Four: Employee Orientation	Module Five: Following Up with New Employees	Module Six: Workplace Safety
• The Orientation Process	• Daily Checklist for the First Week	• Understanding Your Role and Responsibilities
• The Role of Management and the Role of Human Resources	• Following Up at the End of the Week	• Understanding Local Rules
• Tips and Tricks	• Weeks and Months Later	• Understanding Industry-Specific Rules
Module Seven: Dealing with Harassment and Discrimination	Module Eight: Workplace Violence	Module Nine: Managing Employee Performance
• Defining Harassment	• Defining Violence	• Choosing the Time and Place for Feedback
• Types of Workplace Discrimination	• A Manager's Responsibility	• Types of Employee Appraisals
• A Manager's Responsibility	• An Employer's Responsibility	• Using the Feedback Sandwich
• An Employer's Responsibility		• Encouraging Growth and Development
Module Ten: Disciplining Employees	Module Eleven: Terminating Employees	Module Twelve: Wrapping Up
• Understanding Your Role	• Documenting Events	• Words from the Wise
• Understanding Your Choices	• Preparing for the Decision	• Review of Parking Lot
• Having the Meeting	• Making the Decision	• Lessons Learned
• Following Up	• Communicating the Decision	• Completion of Action Plans and Evaluations

## Improving Mindfulness

Improving mindfulness is about understanding yourself and being “in the moment”. Your participants will become more mindful of their actions and learn how to express and interpret their present environment. They will create positive connections and increase their self- regulation of attention and personal experiences. Improving Mindfulness will provide benefits throughout their professional and personal lives.

Improving mindfulness through gratitude, filtering, and active listening will give your participants the advantage of seeing things in a new light. This workshop has the ability to give your participants an increased recognition of mental events in the present moment which provides countless benefits.

### Improving Mindfulness – Course Outline:

Module One: Getting Started	Module Two: What is Mindfulness?	Module Three: Practicing Mindfulness
• Housekeeping Items	• Buddhist Concept	• Mindfulness Meditation
• Pre-Assignment Review	• Bare Attention	• Attention
• Workshop Objectives	• Memory	• Acceptance
• The Parking Lot	• Psychological Concept	• Scanning
• Action Plan	• Case Study and Review Questions	• Case Study and Review Questions
Module Four: Emotional IQ	Module Five: Cognitive Distortion I	Module Six: Cognitive Distortion II
• Purpose of Emotions	• Dichotomous Reasoning	• Destructive Labelling
• Performance Emotions	• Magnification and Minimization	• Personalizing
• Swing Emotions	• Filtering (Including Disqualifying)	• Blaming
• Blue emotions	• Jumping to Conclusions	• The Tyranny of the Should
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Seven: Mindfulness Based Cognitive Therapy	Module Eight: Mindfulness and Gratitude	Module Nine: Cultivating High Performance Emotions
• Mental Modes	• What is Gratitude?	• Emotion-Cognition-Behaviour Triangle
• Doing Mode	• Gratitude Journal	• Cultivating Enthusiasm
• Being Mode	• Gratitude Exercise	• Cultivating Confidence
• Metacognitive Awareness	• How to Form a Habit	• Cultivating Tenacity
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Ten: Mindfulness and Customer Service	Module Eleven: Mindfulness and Leadership	Module Twelve: Wrapping Up
• Individually Focused	• Mental Resilience	• Words from The Wise
• Active Listening	• Focus	• Review of The Parking Lot
• Building a Rapport	• Compassion	• Lessons Learned
• Timing	• Creativity	• Recommended Reading
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions

## Improving Self-Awareness

Self-awareness is developing an understanding your emotions and feelings. It is an awareness of the physical, emotional, and psychological self. Your participants will identify ways of recognizing all of these and improving each through various cognitive and learning styles.

Improving Self-Awareness will improve self-control, reduce procrastination, and develop mood management. Your participants will improve their relationships and create a more fulfilling life. These improvements will in turn translate into a wholly improved workforce. Stress will decline and productivity will increase as internal turmoil will decline all through improving self-awareness.

### Improving Self-Awareness – Course Outline:

Module One: Getting Started	Module Two: What is the Self?	Module Three: Awareness of the Physical Self
<ul style="list-style-type: none"> <li>• Housekeeping Items</li> <li>• Pre-Assignment Review</li> <li>• Workshop Objectives</li> <li>• The Parking Lot</li> <li>• Action Plan</li> </ul>	<ul style="list-style-type: none"> <li>• The Physical Self</li> <li>• The Emotional Self</li> <li>• The Psychological Self</li> <li>• The Spiritual Self</li> <li>• Case Study and Review Questions</li> </ul>	<ul style="list-style-type: none"> <li>• Scanning</li> <li>• Progressive Relaxation</li> <li>• Physical Stressors</li> <li>• Exercise</li> <li>• Case Study and Review Questions</li> </ul>
Module Four: Time Management	Module Five: The Emotional Self	Module Six: Mood Management
<ul style="list-style-type: none"> <li>• Organization</li> <li>• Goal Management</li> <li>• Priorities</li> <li>• Procrastination</li> <li>• Case Study and Review Questions</li> </ul>	<ul style="list-style-type: none"> <li>• Validity of Emotions</li> <li>• Utility of Emotions</li> <li>• Arousal</li> <li>• Valence</li> <li>• Case Study and Review Questions</li> </ul>	<ul style="list-style-type: none"> <li>• Emotional Intelligence</li> <li>• Categories of Emotions</li> <li>• Increasing Arousal</li> <li>• Decreasing Arousal</li> <li>• Case Study and Review Questions</li> </ul>
Module Seven: The Psychological Self	Module Eight: Interpersonal Awareness	Module Nine: The Spiritual Self
<ul style="list-style-type: none"> <li>• Thinking Style</li> <li>• Learning Style</li> <li>• Personality Style</li> <li>• Distorted Thinking</li> <li>• Case Study and Review Questions</li> </ul>	<ul style="list-style-type: none"> <li>• Addressing Different Thinking Styles</li> <li>• Addressing Different Learning Styles</li> <li>• Active Listening and Body Language</li> <li>• Transactional Analysis</li> <li>• Case Study and Review Questions</li> </ul>	<ul style="list-style-type: none"> <li>• Mindfulness</li> <li>• Meditation</li> <li>• Cultivating Positivity</li> <li>• Gratitude</li> <li>• Case Study and Review Questions</li> </ul>
Module Ten: Limitations of Self-Awareness	Module Eleven: Independence versus Interdependence	Module Twelve: Wrapping Up
<ul style="list-style-type: none"> <li>• Navel Gazing</li> <li>• Dangers of Excessive Self Discipline</li> <li>• Humility</li> <li>• Empathy</li> <li>• Case Study and Review Questions</li> </ul>	<ul style="list-style-type: none"> <li>• What is Interdependence?</li> <li>• Systems Theory</li> <li>• More than the Sum of All Parts</li> <li>• Team Building</li> <li>• Case Study and Review Questions</li> </ul>	<ul style="list-style-type: none"> <li>• Words from the Wise</li> <li>• Review of the Parking Lot</li> <li>• Lessons Learned</li> <li>• Recommended Reading</li> <li>• Completion of Action Plans and Evaluations</li> </ul>



## In Person Sales

In the age of online shopping and technology, in-person sales can easily be ignored. Do not overlook the importance of personal contact. You never know when or where you will meet your next customer, and it is important to make a good impression. Everyone who is interested in sales must be confident in the art of in-person sales.

With our In-Person Sales workshop, your participants will discover the specifics of what it means to become an effective salesperson, and steps to success. They will learn how to connect with customers and move them through the sales process.

### In Person Sales – Course Outline:

Module One: Getting Started	Module Two: In-Person Sales	Module Three: Examples of In-Person Sales
• Icebreaker	• Definition	• Sales Call
• Housekeeping Items	• Benefits	• Retail
• The Parking Lot	• Cost	• FaceTime
• Workshop Objectives	• Effectiveness	• Meetings
	• Case Study and Review Questions	• Case Study and Review Questions
Module Four: Sales Funnel	Module Five: Prepare	Module Six: Presentation
• Generate Leads	• Effective Methods to Generate Leads	• Determine Venue
• Nurture Leads	• Know Your Customer	• Stay on Point
• Acquire Customer Base	• Practice Sales Conversation	• Tie the Information to Customer Values
• Expand Customer Base	• Set Goals	• Refer to Past Conversations
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Seven: Engage	Module Eight: Commitment	Module Nine: Sale
• Emotional Intelligence	• A Verbal “Yes”	• It Isn’t Over till It’s Over
• Allow Evaluation	• Maintain Connection	• Make the Process Easy
• Overcome Objections	• Remind Customer of Value	• Close with Exceptional Service
• Incentives	• Call to Action	• Thank and Reward
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Ten: Loyalty	Module Eleven: Expand	Module Twelve: Wrapping Up
• Continuity Programs	• Word of Mouth	• Words from the Wise
• Special Rewards	• Networking	• Review of Parking Lot
• Handwritten Cards	• Clubs	• Lessons Learned
• Case Study and Review Questions	• Case Study and Review Questions	• Completion of Action Plans and Evaluations

## Increasing Your Happiness

Increasing one's happiness can be done through the power of positive thinking. That is one skill that this work shop will touch on to teach your participants how to be happier. Happiness will spread throughout your organization, and have a positive effect on everyone.

With our Increasing Your Happiness workshop your participants will engage in unique and helpful ways to increase their happiness. This will have a robust effect on their professional and personal lives. It will improve their communication skills, increase productivity, and lesson absenteeism.

### Increasing Your Happiness – Course Outline:

Module One: Getting Started	Module Two: Plan Ahead for Happiness	Module Three: Plan Your Day
• Housekeeping Items	• Have a Nightly Routine	• Arrive - Minutes Early
• Pre-Assignment Review	• Get At Least Eight Hours of Sleep	• Check Your Calendar for Action Items
• Workshop Objectives	• Wake Up Early	• Create A to Do List for the Day
• The Parking Lot	• Give Yourself Extra Commute Time	• Build in Breaks
• Action Plan	• Case Study and Review Questions	• Case Study and Review Questions
Module Four: Relate to Others	Module Five: Go to Your Happy (Work) Space	Module Six: Accentuate the Positive
• Greet Your Colleagues	• Create a Workspace That Makes You Happy	• Use a Daily Affirmation
• Smile!	• Clear the Clutter	• Surround Yourself with Positive People
• Build Your Support Team and Check in Regularly	• Bring in Personal Touches	• Limit Your Negative Interactions
• Take Time to Socialize	• Add Some Green!	• Build Friendships
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Seven: Use Your Benefits	Module Eight: Take Control of Your Career Happiness	Module Nine: Set Boundaries
• Use Your Vacation and Paid Time Off!	• Take Control of Your Professional Development	• Learn to Say No
• Exercise Your Way to Happy!	• Seek Frequent Feedback	• Learn to Say Yes
• Employee Assistance Programs	• Practice Professional Courage	• Protect Your Downtime
• Other Benefits – Credit Union, Direct Deposit, Etc.	• Seek Mentoring, and Seek to Mentor Others	• Know When to Call It A Day
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Ten: Practice Positivity	Module Eleven: Choose to Be Happy	Module Twelve: Wrapping Up
• Keep Your Interactions Positive	• Happiness Is a Choice	• Words from the Wise
• Practice Gratitude	• Choose Your Stress Response	• Review of the Parking Lot
• Address Conflict or Misunderstandings Directly and Positively	• Do One Thing Each Day That You Love and Enjoy	• Lessons Learned
• Look for the Silver Lining	• Seek to Make Positive Changes	• Recommended Reading
• Case Study and Review Questions	• Case Study and Review Questions	• Completion of Action Plans and Evaluations

## Internet Marketing Fundamentals

Marketing has changed dramatically over the last decade. Marketing is all about communicating, and the Internet has completely changed the way people communicate. The Internet is a marketer's dream come true, especially with Social Media, as you have a low-cost marketing tool that can reach a large audience.

Internet Marketing Fundamentals will provide your participants with a great set of skills to market your business online. Content is the king of Internet marketing, and your participants will need to know how to utilize your great content. If you want your business to grow then your participants need to understand Internet Marketing Fundamentals.

### Internet Marketing Fundamentals – Course Outline:

Module One: Getting Started	Module Two: SWOT Analysis in Marketing	Module Three: Marketing Research
• Housekeeping Items	• Strength	• Consume All Media
• The Parking Lot	• Weaknesses	• Finding the Right Price
• Workshop Objectives	• Opportunities	• Product Development and Improvement
• Pre-Assignment	• Threats	• Identify Your Target Audience
• Action Plans and Evaluations	• Case Study and Review Questions	• Case Study and Review Questions
Module Four: Real Time Marketing	Module Five: Brand Management	Module Six: Social Media (I)
• Dynamic Content	• Every Interaction Counts	• You are Building a Community
• Engagement Builds Followers	• Consistent Through all Media	• A Personal Touch
• Constant Readiness and Monitoring	• Unique Qualities	• Brand Champions
• The Time the Place and the Media	• Needs to be Actively Managed	• Make it Easy to Share
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Seven: SEO Basics	Module Eight: Social Media (II)	Module Nine: Website Characteristics
• Relevant and Original Content	• Content is King	• SEO Optimization
• Keywords	• Blog and Interact	• Landing Page
• Value Proposition	• Webinars	• Analytics
• Linking	• Constant Monitoring	• Mobile and Tablet Friendly
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Ten: Capturing Leads	Module Eleven: Campaign Characteristics	Module Twelve: Wrapping Up
• Lead Management and Generation	• Tailored for Your Audience	• Words from the Wise
• Give Something Away	• Use Powerful Words	• Review of Parking Lot
• Quality vs. Quantity	• The W's of a Campaign	• Lessons Learned
• Capture Repeat Customers	• Monitor and Tweak	• Completion of Action Plans and Evaluations
• Case Study and Review Questions	• Case Study and Review Questions	

## Interpersonal Skills

We've all met that dynamic, charismatic person that just has a way with others, and has a way of being remembered. Your participants will identify ways of creating a powerful introduction, remembering names, and managing situations when you've forgotten someone's name.

The Interpersonal Skills workshop will help participants work towards being that unforgettable person by providing communication skills, negotiation techniques, tips on making an impact, and advice on networking and starting conversations. They will also identify the skills needed in starting a conversation, moving a conversation along, and progressing to higher levels of conversation.

### Interpersonal Skills – Course Outline:

Module One: Getting Started	Module Two: Verbal Communication Skills	Module Three: Non-Verbal Communication Skills
• Icebreaker	• Listening and Hearing: They Aren't the Same Thing	• Body Language
• Housekeeping Items	• Asking Questions	• The Signals You Send to Others
• The Parking Lot	• Communicating with Power	• It's Not What You Say, its How You Say It
• Workshop Objectives		
Module Four: Making Small Talk and Moving Beyond	Module Five: Moving the Conversation Along	Module Six: Remembering Names
• The Four Levels of Conversation	• Asking for Examples	• Creating a Powerful Introduction
	• Using Repetition	• Using Mnemonics
	• Using Summary Questions	• Uh-Oh - I've Forgotten Your Name
	• Asking for Clarity and Completeness	
Module Seven: Influencing Skills	Module Eight: Bringing People to Your Side	Module Nine: Sharing Your Opinion
• Seeing the Other Side	• A Dash of Emotion	• Using I-Messages
• Building a Bridge	• Plenty of Facts	• Disagreeing Constructively
• Giving in Without Giving Up	• Bringing It All Together	• Building Consensus
Module Ten: Negotiation Basics	Module Eleven: Making an Impact	Module Twelve: Wrapping Up
• Preparation	• Creating a Powerful First Impression	• Words from the Wise
• Opening	• Assessing a Situation	• Review of Parking Lot
• Bargaining	• Being Zealous without Being Offensive	• Lessons Learned
• Closing		• Completion of Action Plans and Evaluations



## Job Search Skills

Searching for a job can be intimidating. How do you know what job you're best suited for? How do you build a winning resume and cover letter? Where can you find job leads? How do you network without feeling nervous? What happens when you land an interview? And most importantly, where do you find help when you need it?

The Job Search Skills workshop will give you the answers to all these questions, plus a plan to get you to a new job within a month. After completing this program, you'll be more than ready to start your search for your perfect job. Identifying the purpose for working and the assessment of skills can help determine the types of jobs your participants should apply for.

### Job Search Skills – Course Outline:

Module One: Getting Started	Module Two: Ready, Set, Go!	Module Three: Building Your Resume
• Icebreaker	• Identifying Your Values and Purpose	• Basic Resume Formats
• Housekeeping Items	• Assessing Your Skills	• Chronological Style Resume
• The Parking Lot	• Setting SMART Goals	• Combination Style Resume
• Workshop Objectives	• Building a Resource System	• Essential Information to Include
	• A -Day Plan	• Dealing with Awkward Points
		• Checklist for Success
Module Four: Polishing Your Resume	Module Five: Writing a Cover Letter	Module Six: Creating a Portfolio
• Creating an Attractive Package	• Types of Cover Letters	• When Do I Need a Portfolio?
• About Branding	• First contact cover letter	• Types of Portfolios
• Some Extra Touches	• Targeted cover letter	• Working Portfolio
• Checklist for Success	• Recommendation Cover Letter	• Display Portfolio
	• Creating a Template	• Assessment Portfolio
	• Customizing the Template	• Essential Elements
	• Checklist for Success	• Checklist for Success
Module Seven: Networking Skills	Module Eight: Skills for Success	Module Nine: Where to Look?
• What is Networking?	• Being Organized	• The Obvious Places
• Getting a Conversation Started	• Becoming a Punctual Person	• The Hidden Job Market
• Creating an Effective Introduction	• I Can Do This!	• About Cold Calling
• But I'm So Nervous!	• Important Etiquette Points	• The Power of Networking
• What Not to Talk About		
• Wrapping Up and Moving On		
Module Ten: Understanding the Interview	Module Eleven: Interview Skills	Module Twelve: Wrapping Up
• Types of Interviews	• Dressing for Success	• Words from the Wise
• What to Expect	• The Meaning of Colours	• Review of Parking Lot
• About Behavioural Questions	• Interpreting Common Dress Codes	• Lessons Learned
• About Knowledge Questions	• Deciding What to Wear	• Completion of Action Plans and Evaluations
	• Answering Questions	
	• Asking Questions	
	• Following Up	



## Knowledge Management

The Encarta Dictionary defines knowledge management as the organization of intellectual resources and information systems within a business environment. Sounds pretty simple, right? Take a moment, though, and think about all the information that each person has in their brain. That's a lot of knowledge!

The Knowledge Management workshop will give participants the tools that they will need to begin implementing knowledge management in your organization, no matter what the size of the company or the budget. Wherever there are humans working together for one goal, there is knowledge to be harvested, stored, and dispensed as needed.

### Knowledge Management – Course Outline:

Module One: Getting Started	Module Two: Understanding Knowledge Management	Module Three: Dos and Don'ts
<ul style="list-style-type: none"><li>• Icebreaker</li><li>• Housekeeping Items</li><li>• The Parking Lot</li><li>• Workshop Objectives</li></ul>	<ul style="list-style-type: none"><li>• What is Knowledge</li><li>• What is Knowledge Management</li><li>• A Brief History</li><li>• Applications in the Workplace</li></ul>	<ul style="list-style-type: none"><li>• Data, Information, and Knowledge</li><li>• The Tacit Mode</li></ul>
Module Four: The Knowledge Management Life Cycle	Module Five: The New Knowledge Management Paradigm	Module Six: Knowledge Management Models
<ul style="list-style-type: none"><li>• Understanding Episodes</li><li>• Acquisition</li><li>• Knowledge</li><li>• Integration</li></ul>	<ul style="list-style-type: none"><li>• Paradigms of the Past</li><li>• The New Paradigm</li><li>• Implications and Applications</li><li>• The Knowledge Management Endgame</li></ul>	<ul style="list-style-type: none"><li>• The Nonaka and Takeuchi Model (SECI)</li><li>• Wiig Model</li><li>• Kakabadse Model</li><li>• Boisot Model</li></ul>
Module Seven: Building a Knowledge Management Rationale	Module Eight: Customizing Knowledge Management Definitions	Module Nine: Implementing Knowledge Management in Your Organization
<ul style="list-style-type: none"><li>• Why Rationale is Necessary</li><li>• Building a Business Case</li><li>• Finding Success Stories</li><li>• The Communication/Customization Model</li></ul>	<ul style="list-style-type: none"><li>• Components of a Knowledge Management Definition</li><li>• Customizing the Components</li><li>• Creating a KMBOK</li></ul>	<ul style="list-style-type: none"><li>• Gathering Support</li><li>• Identifying Opportunities for Revenue Streams</li><li>• Key Knowledge Management Techniques</li><li>• A Map for Success</li><li>• The No-Budget Scenario</li></ul>
Module Ten: Tips for Success	Module Eleven: Advance Topics	Module Twelve: Wrapping Up
<ul style="list-style-type: none"><li>• About the Chief Knowledge Officer</li><li>• Knowledge Management Skill Checklist</li><li>• The Knowledge Management Imperative</li><li>• The Hype Curve</li><li>• Barriers and Helpers to Success</li></ul>	<ul style="list-style-type: none"><li>• The Knowledge Management Maturity Model</li><li>• Absorptive Capacity</li><li>• Rustiness</li><li>• Process Model Types</li></ul>	<ul style="list-style-type: none"><li>• Words from the Wise</li><li>• Review of Parking Lot</li><li>• Lessons Learned</li><li>• Completion of Action Plans and Evaluations</li></ul>

## Leadership and Influence

They say that leaders are born, not made. While it is true that some people are born leaders, some leaders are born in the midst of adversity. Often, simple people who have never had a leadership role will stand up and take the lead when a situation they care about requires it. A simple example is parenting. Once you learn the techniques of true Leadership and Influence, you will be able to build the confidence it takes to take the lead.

### Leadership and Influence – Course Outline:

Module One: Getting Started	Module Two: The Evolution of Leadership	Module Three: Situational Leadership
• Icebreaker	• Defining Leadership	• Situational Leadership: Telling
• Housekeeping Items	• Characteristics of a Leader	• Situational Leadership: Selling
• The Parking Lot	• Leadership Principles	• Situational Leadership: Participating
• Workshop Objectives	• A Brief History of Leadership	• Situational Leadership: Delegating
	• Historical Leaders	
	• Modern Leaders	
	• The Great Man Theory	
	• The Trait Theory	
	• Transformational Leadership	
	• Summary	
Module Four: A Personal Inventory	Module Five: Modelling the Way	Module Six: Inspiring a Shared Vision
• An Introduction to Kouzes and Posner	• Determining Your Way	• Choosing Your Vision
• Model the Way	• Being an Inspirational Role Model	• Communicating Your Vision
• Inspire a Shared Vision	• Influencing Others Perspectives	• Identifying the Benefit for Others
• Challenge the Process		
• Enable Others to Act		
• Encourage the Heart		
• A Personal Inventory		
• Creating an Action Plan		
• Set Leadership Goals		
• Address the Goals		
• Seek Inspiration		
• Choose a Role Model		
• Seek Experience		
• Create a Personal Mission Statement		
Module Seven: Challenging the Process	Module Eight: Enabling Others to Act	Module Nine: Encouraging the Heart
• Developing Your Inner Innovator	• Encouraging Growth in Others	• Sharing Rewards
• Seeing Room for Improvement	• Creating Mutual Respect	• Celebrating Accomplishments
• Lobbying for Change	• The Importance of Trust	• Making Celebration Part of Your Culture
Module Ten: Basic Influencing Skills	Module Eleven: Setting Goals	Module Twelve: Wrapping Up
• The Art of Persuasion	• Setting SMART Goals	• Words from the Wise
• The Principles of Influence	• Creating a Long-Term Plan	• Review of Parking Lot
• Creating an Impact	• Creating a Support System	• Lessons Learned

## Lean Process and Six Sigma

Six Sigma is a data-driven approach for eliminating defects and waste in any business process. You can compare Six Sigma with turning your water faucet and experiencing the flow of clean, clear water. Reliable systems are in place to purify, treat, and pressure the water through the faucet. That is what Six Sigma does to business: it treats the processes in business so that they deliver their intended result.

Our Lean Process and Six Sigma workshop will provide an introduction to this way of thinking that has changed so many corporations in the world. This workshop will give participants an overview of the Six Sigma methodology, and some of the tools required to deploy Six Sigma in their own organizations.

### Lean Process and Six Sigma – Course Outline:

Module One: Getting Started	Module Two: Understanding Lean	Module Three: Liker's Toyota Way
• Icebreaker	• About Six Sigma	• Philosophy
• Housekeeping Items	• About Lean	• Process
• The Parking Lot	• History behind Lean	• People and Partners
• Workshop Objectives	• Toyota Production Systems	• Problem Solving
	• The Toyota Precepts	
Module Four: The TPS House	Module Five: The Five Principles of Lean Business	Module Six: The First Improvement Concept (Value)
• The Goals of TPS	• Value	• Basic Characteristics
• The First Pillar: Just in Time (JIT)	• Value Stream	• Satisfiers
• The Second Pillar: Jidoka (Error-Free Production)	• Flow	• Delighters
• Kaizen (Continuous improvement)	• Pull	• Applying the Kano Model
• The Foundation of the House	• Seek Perfection	
Module Seven: The Second Improvement Concept (Waste)	Module Eight: The Third Improvement Concept (Variation)	Module Nine: The Fourth Improvement Concept (Complexity)
• Muda	• Common Cause	• What is complexity?
• Mura	• Special Cause	• What causes complexity?
• Muri	• Tampering	• How to Simplify?
• The New Wastes	• Structural	
Module Ten: The Fifth Improvement Concept (Continuous improvement)	Module Eleven: The Improvement Toolkit	Module Twelve: Wrapping Up
• The PDSA Cycle (Plan, Do, Study, Act)	• Gemba	• Words from the Wise
• The DMAIC Method	• Genchi Genbutsu	• Review of Parking Lot
	• Womack's Principle	• Lessons Learned
	• Kaizen	• Completion of Action Plans and Evaluations
	• A Roadmap for Implementation	



## Life Coaching Essentials

Many people often mistake a life coach for a mental health professional, such as a psychiatrist or a therapist. This misconception often leads people to believe they do not need a life coach since they feel as though nothing is wrong with their mental health. However, a life coach is designed to help improve a person's professional and personal life by working with them to achieve their goals.

With our Life Coaching Essentials workshop, your participants will discover the meaning of life coaching and how life coaching services can be utilized to achieve their goals.

### Life Coaching Essentials – Course Outline:

Module One: Getting Started	Module Two: Why You Need A Life Coach?	Module Three: The Benefits of Life Coaching
• Icebreaker	• Difficulty Making Life Decisions	• Set Performance Targets
• Housekeeping Items	• Prioritizing Projects and Timelines	• Cope with Pressure and Stress
• The Parking Lot	• Urgent Situations	• Develop and Maintain Vision
• Workshop Objectives	• Lack of Balance	• Maintain Motivation
	• Case Study and Review Questions	• Case Study and Review Questions
Module Four: Life Coaching Challenges	Module Five: Basic Structure of a Coaching Session	Module Six: Essential Skills for Successful Coaching
• Lack of Commitment	• Develop an Action Plan	• Listen with Curiosity
• Procrastination	• Ask Questions	• Take in what you hear
• Poor Communication Skills	• Overcome	• Reflect with Accuracy
• Lack of Direction	• Set timeline	• Questioning for Exploration
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Seven: Life Coaching Tools and Techniques	Module Eight: Life Coaching Specialized Areas (I)	Module Nine: Life Coaching Specialized Areas (II)
• Goal Tracking	• Relationship Coaching, Dating Coaching	• General Life Coaching
• Journaling	• Health Coaching, Fitness Coaching	• Image Coaching
• Life Coaching Assessments and Forms	• Family Coaching, Parenting Coaching	• Communication Coaching, Creativity Coaching
• Homework Assignments and Action Items	• Spiritual Coaching	• Career Coaching
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Ten: Life Coaching Specialized Areas (III)	Module Eleven: Apply What You Learned to the Workplace	Module Twelve: Wrapping Up
• Retirement Coaching	• Have a Game Plan	• Words from the Wise
• Leadership Coaching, Performance coaching	• Link Game Plan and Goals	• Review of Parking Lot
• Business Coaching	• Do Drills	• Lessons Learned
• Executive Coaching	• Assess Progress	• Completion of Action Plans and Evaluations
• Case Study and Review Questions	• Case Study and Review Questions	• Recommended Reading

## Manager Management

With this course you will be able to provide the skills, guidance, and empowerment to your team of managers. They will then be better suited in leading and motivating their team and thus produce fantastic results. To be a successful manager means having a wide range of skills. Through this workshop you will be able to disperse your knowledge and experience throughout your leadership team.

Manager Management takes a special type of leader. This workshop will expand your participant's knowledge and provide a way for them to teach and lead new and experienced managers. As every manager knows that learning never stops, this workshop will have something for everyone.

### Manager Management – Course Outline:

Module One: Getting Started	Module Two: Grooming a New Manager	Module Three: Measuring Performance
• Icebreaker	• Set Specific Goals	• Staying Within Their Budget
• Housekeeping Items	• Authority (What They Can and Can't Do)	• Setting Measurable Objectives
• The Parking Lot	• Create a Shared Vision	• Skip Level Feedback
• Workshop Objectives	• The More they Learn, the More Responsibility They Get	• Collaborate on Criteria to be Evaluated
	• Case Study and Review Questions	• Case Study and Review Questions
Module Four: Motivating Managers	Module Five: Signs of Poor Management	Module Six: Trust Your Team of Managers
• Provide the Needed Resources	• Missed Deadlines	• Do Not Micromanage
• Bonuses and Incentives	• Team Turnover	• Promote Open and Honest Communication
• Give Credit for Good Work	• Losing Customers	• Reward Initiative
• Keep Them Challenged	• Little or No Growth	• Trust, but Verify
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Seven: When an Employee Complains about their Manager	Module Eight: Coaching and Mentoring (I)	Module Nine: Coaching and Mentoring (II)
• Keep the Information Confidential	• Writing Performance Reviews	• Offer Advice, Not the Solution
• Gather Information from Both Sides	• Provide Clear and Timely Feedback	• Create a Supportive Environment
• Coach or Delegate the Solution	• Praise in Public, Criticize in Private	• Building Ownership
• Follow-up with the Manager or Employee	• Make Sure Your Door is Always Open	• Degree Feedback
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Ten: When Do You Step In?	Module Eleven: Remember These Basic Qualities	Module Twelve: Wrapping Up
• Unsafe or Dangerous Events	• Express Confidence in Their Abilities	• Words from the Wise
• Legal Ramifications	• Practice what you preach	• Review of Parking Lot
• Severe Financial Costs	• Have an Open Door	• Lessons Learned
• Repeated Failures after Coaching Has Occurred	• Their Success is Your Success	• Completion of Action Plans and Evaluations
• Case Study and Review Questions	• Case Study and Review Questions	



## Managing Personal Finances

For many people, finances are an unsolvable Rubik's cube filled with anxiety. We don't teach children when they are young the value of a good credit score. Many people have a hard time formatting and sticking to a budget. You can easily solve the finance puzzle with a little hard work, self-control, and the right tools. Today is a new day; you are taking the first steps to reclaiming your financial freedom.

Most people know that a map can tell them how to get from point A to point B. A well-developed budget is just like a map as it helps you reach your financial goals. You start at point A, and the budget helps you go the distance get to point B. And with our Managing Personal Finances workshop your participants will learn how to budget, and create a plan for their future.

### Managing Personal Finances – Course Outline:

Module One: Getting Started	Module Two: Module Two: The Benefits of Budgeting	Module Three: What to Consider Before Creating a Budget
<ul style="list-style-type: none"><li>• Icebreaker</li><li>• Housekeeping Items</li><li>• The Parking Lot</li><li>• Workshop Objectives</li></ul>	<ul style="list-style-type: none"><li>• Getting Rid of Debt</li><li>• Generating Savings</li><li>• Reducing Stress and Anxiety</li><li>• Lessening Family Conflicts</li><li>• Case Study and Review Questions</li></ul>	<ul style="list-style-type: none"><li>• Understand Your Income</li><li>• Determine Budget Duration</li><li>• Determine Expenses</li><li>• Track What's Being Spent</li><li>• Case Study and Review Questions</li></ul>
Module Four: Types of Fixed Personal Expenses	Module Five: Types of Fluctuating Personal Expenses	Module Six: Establish Your Goals
<ul style="list-style-type: none"><li>• Utility Bills</li><li>• Housing Bills</li><li>• Transportation</li><li>• Debt Payments</li><li>• Case Study and Review Questions</li></ul>	<ul style="list-style-type: none"><li>• Personal Care</li><li>• Entertainment</li><li>• Eating Out</li><li>• Case Study</li><li>• Case Study and Review Questions</li></ul>	<ul style="list-style-type: none"><li>• Short Term vs Long Term</li><li>• Be Realistic</li><li>• Actually, Get Rid of Debt</li><li>• Save for the Future</li><li>• Case Study and Review Questions</li></ul>
Module Seven: Determine Where Cuts Can Be Made	Module Eight: Tools	Module Nine: Stick with Your Budget
<ul style="list-style-type: none"><li>• Cut Bad Habits</li><li>• Decrease Transportation Costs</li><li>• Reduce Utility Bills</li><li>• Decrease Entertainment Expenses</li><li>• Case Study and Review Questions</li></ul>	<ul style="list-style-type: none"><li>• Software</li><li>• Phone Applications</li><li>• The Envelope System</li><li>• Expenditure Notebook</li><li>• Case Study and Review Questions</li></ul>	<ul style="list-style-type: none"><li>• Use Cash for Weekly Allowance</li><li>• Accountability to Family or Friends</li><li>• Set Up a Different Account for Savings</li><li>• Remind Self of Benefit to Sticking with Budget</li><li>• Case Study and Review Questions</li></ul>
Module Ten: Additional Ways to Make Money	Module Eleven: Paying Off Debt	Module Twelve: Wrapping Up
<ul style="list-style-type: none"><li>• Make and Sell Items</li><li>• Sell Unused Items</li><li>• Small Part-Time Job</li><li>• Recycle for Money</li><li>• Case Study and Review Questions</li></ul>	<ul style="list-style-type: none"><li>• Get Three Credit Reports</li><li>• Start with Small Stuff and Work Your Way Up</li><li>• Credit Card Hacks</li><li>• Investigate Student Loan Repayment or Consolidation Options</li><li>• Case Study and Review Questions</li></ul>	<ul style="list-style-type: none"><li>• Words from the Wise</li><li>• Review of Parking Lot</li><li>• Lessons Learned</li><li>• Completion of Action Plans and Evaluations</li></ul>



## Managing Workplace Anxiety

The workplace is one of the leading locations where people experience stress and anxiety. Every employee will encounter it sometime during their career. Everyone should be aware of the signs of anxiety and the tools needed to cope and deal with it.

Our Managing Workplace Anxiety workshop will provide your participants the important skills and resources to recognize and manage workplace anxiety. By identifying these symptoms and coping skills employees and managers will be better suited in dealing with these common situations. Through this workshop your participants will be better suited to the challenges that the workplace can bring.

### Managing Workplace Anxiety – Course Outline:

Module One: Getting Started	Module Two: Common Types of Anxiety	Module Three: Recognizing Symptoms in Others
• Icebreaker	• Social Anxiety	• Avoiding Social Situations
• Housekeeping Items	• Generalized Anxiety Disorder	• Difficulty in Accepting Negative Feedback
• The Parking Lot	• Panic Disorder	• Difficulty in Focusing on Tasks
• Workshop Objectives	• Phobias	• Irrational Fears
	• Case Study and Review Questions	• Case Study and Review Questions
Module Four: Coping Strategies (I)	Module Five: Coping Strategies (II)	Module Six: Don't Avoid the Situation
• Keeping a Journal	• Talk with Friends and Family	• It's OK to Make a Mistake
• Power of Positive Thinking	• Get Enough Sleep	• Accept the Situation, and Move On
• Have a "Me" Place You Can Go	• Eating Well and Exercise	• Avoidance Can Cause a Cycle of Anxiety
• Establish Attainable Goals	• Begin Small and Build Up to Larger Challenges	• Identify the Trigger
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Seven: Differences in Anxiety and Normal Nervousness	Module Eight: Physical Symptoms	Module Nine: Recognize the Positive Aspects of Anxiety
• It Runs Along a Spectrum	• Rapid Heartbeat	• It Alerts Us to Danger
• Anxiety Can Happen Without a Cause	• Panic Attack	• Improves Self-Awareness
• The Length of Time Symptoms Last	• Headache	• Can Be a Great Motivator
• It's an Exaggeration of Normal Feelings	• Trembling or Shaking	• Prevent Mistakes
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Ten: Common Anxiety Triggers	Module Eleven: When to Seek Extra Help?	Module Twelve: Wrapping Up
• Uncertainty or Fear of the Unknown	• Feeling Overwhelmed	• Words from the Wise
• Holding in Feelings	• Physical Changes	• Review of Parking Lot
• Public Speaking/Speaking Up	• Unable to Work or Function	• Lessons Learned
• Trying to Be Perfect	• Panic Attacks	• Completion of Action Plans and Evaluations
• Case Study and Review Questions	• Case Study and Review Questions	



## Managing Workplace Harassment

Oh, you may say, “not in my office,” or “not our team,” but workplace harassment is an increasing issue in the organizations today. It can come in the form of a slap, a phrase, an email, or reassignment of duties. Harassment is not okay and it is illegal. Harassment needs to be reported so that the company can handle the issue properly and remediate any future problems.

Our Managing Workplace Harassment workshop provides guidance for an ever-changing work environment. Your participants will recognize the necessity for the whole organization to be on board with monitoring and reporting any issues. This workshop will also help in fostering a safer and more productive workplace.

### Managing Workplace Harassment – Course Outline:

Module One: Getting Started	Module Two: Discrimination	Module Three: Physical
• Icebreaker	• Gender	• Hitting
• Housekeeping Items	• Race	• Threatening Behavior
• The Parking Lot	• Religion	• Destroying Property
• Workshop Objectives	• Disability	• Workplace Homicide
	• Case Study and Review Questions	• Case Study and Review Questions
Module Four: Verbal	Module Five: Sexual	Module Six: Psychological
• Yelling	• Touching	• Isolating
• Insulting	• Gestures	• Discrediting
• Ordering	• Sharing Inappropriate Photos	• Disparaging
• Blaming	• Sharing Inappropriate Jokes	• Contesting
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Seven: Cyberbullying	Module Eight: Employer Responsibility	Module Nine: Stopping Harassment Before It Happens
• Sending Humiliating Mass Emails	• Understanding Federal and State Laws	• Developing Anti-Harassment Policy
• Sending Harassing Emails	• Recordkeeping	• Regularly Updating Policy
• Emailing Lies to Others	• Investigating Complaints	• Training Employees
• Monitoring Policy	• Remediating Harassment	• Emphasizing Consequences for Non-Compliance
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Ten: Reporting Harassment	Module Eleven: Handling Harassment Complaints	Module Twelve: Wrapping Up
• Uncertainty or Fear of the Unknown	• Creating a Step-by-Step Process	• Words from the Wise
• Holding in Feelings	• Publishing a Step-by-Step Process	• Review of Parking Lot
• Public Speaking/Speaking Up	• Training Employees	• Lessons Learned
• Trying to Be Perfect	• Retaliating	• Completion of Action Plans and Evaluations
• Case Study and Review Questions	• Case Study and Review Questions	

## Marketing Basics

Marketing is an essential element for every business. It can be that one missing piece of the puzzle, and when it fits the big picture is revealed. Your participants will be given an introduction to marketing and its benefits. If you are not marketing your business you will not grow, and if you do not grow you will not succeed.

Marketing Basics will provide the basic knowledge to your participants, and give them the ability to build and grow your business. Marketing has changed a lot recently and having a new perspective will give your participants the needed information to assist them in their marketing decisions. No matter what your product or service is, your business will benefit with a better understanding of marketing.

### Marketing Basics – Course Outline:

Module One: Getting Started	Module Two: What is Marketing?	Module Three: Common Marketing Types (I)
<ul style="list-style-type: none"> <li>• Housekeeping Items</li> <li>• The Parking Lot</li> <li>• Workshop Objectives</li> <li>• Pre-Assignment</li> <li>• Action Plans</li> </ul>	<ul style="list-style-type: none"> <li>• What is a Market?</li> <li>• Marketing is Not Selling</li> <li>• Understanding Customer Needs</li> <li>• Defining Your Product or Service</li> <li>• Case Study and Review Questions</li> </ul>	<ul style="list-style-type: none"> <li>• Direct Marketing</li> <li>• Active Marketing</li> <li>• Incoming Marketing</li> <li>• Outgoing Marketing</li> <li>• Case Study and Review Questions</li> </ul>
Module Four: Common Marketing Types (II)	Module Five: The Marketing Mix	Module Six: Communicating the Right Way
<ul style="list-style-type: none"> <li>• Guerrilla Marketing</li> <li>• BB Marketing</li> <li>• BC Marketing</li> <li>• Promotional Marketing</li> <li>• Case Study and Review Questions</li> </ul>	<ul style="list-style-type: none"> <li>• Product</li> <li>• Price</li> <li>• Promotion</li> <li>• Place</li> <li>• Case Study and Review Questions</li> </ul>	<ul style="list-style-type: none"> <li>• The Marketing Pitch</li> <li>• Sell Value Not Price</li> <li>• Fun and Entertaining is Powerful</li> <li>• Choosing the Right Media</li> <li>• Case Study and Review Questions</li> </ul>
Module Seven: Customer Communications	Module Eight: Marketing Goals	Module Nine: The Marketing Funnel
<ul style="list-style-type: none"> <li>• Give Your Customers a Voice</li> <li>• It's Not About You, It's About Them</li> <li>• Every Interaction Counts</li> <li>• Answer Questions Honestly</li> <li>• Case Study and Review Questions</li> </ul>	<ul style="list-style-type: none"> <li>• Brand Switching</li> <li>• Repeat Purchases</li> <li>• Brand Loyalty</li> <li>• Inform and Educate</li> <li>• Case Study and Review Questions</li> </ul>	<ul style="list-style-type: none"> <li>• Awareness</li> <li>• Interest</li> <li>• Desire</li> <li>• Action</li> <li>• Case Study and Review Questions</li> </ul>
Module Ten: Marketing Mistakes (I)	Module Eleven: Marketing Mistakes (II)	Module Twelve: Wrapping Up
<ul style="list-style-type: none"> <li>• Not Taking Social Media Seriously</li> <li>• Not Having a USP</li> <li>• Cross Cultural and International Translations</li> <li>• Not Building a Relationship</li> <li>• Case Study and Review Questions</li> </ul>	<ul style="list-style-type: none"> <li>• Not Having a Plan</li> <li>• Aiming at Everyone</li> <li>• Not Tracking Metrics</li> <li>• Not Listening to Your Customers</li> <li>• Case Study and Review Questions</li> </ul>	<ul style="list-style-type: none"> <li>• Words from the Wise</li> <li>• Review of Parking Lot</li> <li>• Lessons Learned</li> <li>• Completion of Action Plans and Evaluations</li> </ul>

## Measuring Results from Training

Although we all know that training can have many amazing benefits, sometimes it can be hard to prove those benefits with a dollar value to training. Some topics, like sales training or time management, might have direct, tangible benefits. Other topics, like communication or leadership, might have benefits that you can't put a dollar value on.

Our Measuring Results from Training course, your participants will learn about the different ways to evaluate training progress, and how to use those results to demonstrate the results that training brings. Once the training has been evaluated the next step is to modify and update the curriculum to create content that is better suited for the participants.

### Measuring Results from Training – Course Outline:

Module One: Getting Started	Module Two: Kolb's Learning Styles	Module Three: Kirkpatrick's Levels of Evaluation
• Icebreaker	• The Four-Stage Process	• Overview
• Housekeeping Items	• Accommodators	• Level One: Reactions
• The Parking Lot	• Diverges	• Level Two: Learning
• Workshop Objectives	• Converges	• Level Three: Behaviour
	• Assimilators	• Level Four: Results
Module Four: Types of Measurement Tools	Module Five: Focusing the Training	Module Six: Creating an Evaluation Plan
• Goal Setting	• Performing a Needs Assessment	• What Will We Evaluate?
• Self-Evaluations	• Creating Learning Objectives	• When Will the Evaluation be Completed?
• Peer Evaluations	• Drilling Down into Content	• How Will We Evaluate It?
• Supervisor Evaluations		• Who Will Perform the Evaluation?
• High-Level Evaluations		
Module Seven: Assessing Learning before Training	Module Eight: Assessing Learning during Training	Module Nine: Assessing Learning after Training
• Workplace Observation	• Reviewing Learning Objectives	• Evaluation Timelines
• Objectives Assessment	• Performing Hip-Pocket Assessments	• Learning Journal
• Pre-Assignments and Pre-Tests	• Quizzes and Tests	• Goal Setting
	• Skill Assessments	• Additional Methods of Evaluation
Module Ten: The Long-Term View	Module Eleven: Calculating the Return on Investment (ROI)	Module Twelve: Wrapping Up
• Creating a Long-Term Evaluation Plan	• A Basic ROI Formula	• Words from the Wise
• Methods of Evaluation	• Identifying and Measuring Tangible Benefits	• Review of Parking Lot
• Documenting Lessons Learned	• Identifying and Measuring Intangible Benefits	• Lessons Learned
	• Calculating Total Costs	• Completion of Action Plans and Evaluations
	• Making a Business Case	

## Media and Public Relations

In this workshop, your participants will get the knowledge they need to effectively manage their image and value by forming solid networks through strategic communication planning. Effective networking is essential for day-to-day business or for those times when you are actively pursuing job opportunities. This workshop is designed to provide practical and hands-on tools that will give your participants a skillset in dealing with the media and the public.

Media and Public Relations is the most successful method of communicating your value to those around you. Furthermore, good networking skills enable you to tap into those relationships you already have and increase the scope of your network. The larger the scope the more people know you and offers you opportunities.

### Media and Public Relations – Course Outline:

Module One: Getting Started	Module Two: Networking for Success (I)	Module Three: Networking for Success (II)
• Icebreaker	• Overview	• Overview
• Housekeeping Items	• Creating an Effective Introduction	• Minimizing Nervousness
• The Parking Lot	• Making a Great First Impression	• Using Business Cards Effectively
• Workshop Objectives		• Remembering Names
Module Four: The Meet and Greet	Module Five: Dressing for Success	Module Six: Writing
• Overview	• Overview	• Overview
• The Three-Step Process	• The Meaning of Colours	• Business Letters
• The Four Levels of Conversation	• Interpreting Common Dress Codes	• Writing Proposals
• Case Study (I)	• Deciding What to Wear	• Reports
• Case Study (II)		• Executive Summaries
Module Seven: Setting Goals	Module Eight: Media Relations	Module Nine: Issues and Crisis Communication Planning
• Overview	• Overview	• Overview
• Understanding Goals	• Television	• Gauging the Impending Crisis Level
• SMART Goals	• Print	• Providing Feedback and Insights
• Helping Others with Goal Setting	• Web Presence, Blogs & the Internet	• How Information will be Distributed
		• Tracking the Overall Effect
Module Ten: Social Media (The PR Toolkit)	Module Eleven: Employee Communications	Module Twelve: Wrapping Up
• Overview	• Overview	• Overview
• Blogs	• Verbal Communication	• Words from the Wise
• Wikis	• Non-Verbal Communication Skills	• Review of Parking Lot
• Podcasts	• Email Etiquette	• Lessons Learned
• Social Bookmarks	• Negotiation Skills	• Completion of Action Plans and Evaluations
• RSS Feeds	• Making an Impact	



## Meeting Management

This workshop is designed to give your participants the basic tools you need to initiate and manage their meetings. They will learn planning and leading techniques that will give them the confidence to run a meeting that will engage the attendees and leave a positive and lasting impression. Through this workshop your participants will learn the needed skills in planning and implementing a successful meeting.

The Meeting Management workshop will explore how to reduce waste and make meetings more efficient. This is a hands-on workshop and your participation will help make it a valuable experience. Use this time to begin the process of developing your skills along with other participants who share the same desire to improve their meeting management skills.

### Meeting Management– Course Outline:

Module One: Getting Started	Module Two: Planning and Preparing (I)	Module Three: Planning and Preparing (II)
• Icebreaker	• Identifying the Participants	• Gathering Materials
• Housekeeping Items	• Choosing the Time and Place	• Sending Invitations
• The Parking Lot	• Creating the Agenda	• Making Logistical Arrangements
• Workshop Objectives		
Module Four: Setting up the Meeting Space	Module Five: Electronic Options	Module Six: Meeting Roles and Responsibilities
• The Basic Essentials	• Overview of Choices Available	• The Chairperson
• The Extra Touches	• Things to Consider	• The Minute Taker
• Choosing a Physical Arrangement	• Making a Final Decision	• The Attendees
		• Variations for Large and Small Meetings
Module Seven: Chairing a Meeting (I)	Module Eight: Chairing a Meeting (II)	Module Nine: Dealing with Disruptions
• Getting Off on the Right Foot	• Keeping the Meeting on Track	• Running in and Out
• The Role of the Agenda	• Dealing with Overtime	• Cell Phone and PDA's Ringing
• Using a Parking Lot	• Holding Participants Accountable	• Off on a Tangent
		• Personality Conflict
Module Ten: Taking Minutes	Module Eleven: Making the Most of Your Meeting	Module Twelve: Wrapping Up
• What are Minutes?	• The Minute Meeting	• Words from the Wise
• What do I Record?	• Using Games	• Review of Parking Lot
• A Take-Home Template	• Giving Prizes	• Lessons Learned
	• Stuffed Magic	• Completion of Action Plans and Evaluations

## Middle Managers

Traditionally, middle managers make up the largest managerial layer in an organization. The Middle Manager is responsible to those above them and those below them. They head a variety of departments and projects. In order for a company to operate smoothly, it is essential that those in middle management be committed to the goals of the organization and understands how to effectively execute these goals.

It is crucial for businesses to focus on these essential managers and provide them with the opportunities to succeed. No matter the organization's structure or size, it will benefit from employing well- trained middle managers. Having a middle manager understand their role in the organization is very important. They are in communication with a very large percentage of the company, and will have a large impact throughout the organization.

### Middle Managers - Course Outline:

Module One: Getting Started	Module Two: Introduction to Management	Module Three: Ethics and Social Responsibility
• Icebreaker	• What is Management?	• What is Ethical Workplace Behaviour?
• Housekeeping Items	• What Do Managers Do?	• What is Unethical Workplace Behaviour?
• The Parking Lot	• What Does It Take to Be a Manager?	• How to Make Ethical Decisions
• Workshop Objectives	• Why Does Management Matter?	• What is Social Responsibility?
Module Four: Managing Information	Module Five: Decision-Making	Module Six: Control Basics of Control
• Why Information Matters	• What is Rational Decision-Making?	• The Control Process
• Strategic Importance of Information	• Steps to Rational Decision-Making	• Is Control Necessary or Possible?
• Characteristics and Costs of Useful Information	• Limits to Rational Decision-Making	• How and What to Control
• Getting and Sharing Information	• Improving Decision-Making	• Control Methods
Module Seven: Organizational Strategy	Module Eight: Innovation and Change	Module Nine: Organizational Structures and Process
• Basics of Organizational Strategy	• Organizational Innovation	• Departmentalization
• Sustainable Competitive Advantage	• Why Innovation Matters	• Organizational Authority
• Strategy-Making Process	• Managing Innovation	• Job Design
• Corporate, Industry, Firm Level Strategies	• Organizational Change	• Designing Organizational Process
	• Why Change Occurs and Why it Matters	
	• Managing Change	
Module Ten: Managing Teams	Module Eleven: Motivation and Leadership	Module Twelve: Wrapping Up
• The Good and the Bad of Using Teams	• Basics of Motivation	• Words from the Wise
• Kinds of Teams	• Equity and Expectancy Theory	• Review of Parking Lot
• Work Team Characteristics	• What is Leadership?	• Lessons Learned
• Enhancing Work Team Effectiveness	• Situational Leadership	• Completion of Action Plans and Evaluations
	• Strategic Leadership	

## Millennial Onboarding

Onboarding new employees is a secure investment that will assist newly hired employees in developing their skills, knowledge, and value within the company. It will help match the technically skilled Millennial workforce with new and emerging needs of your company, which gives your company an advantage within the market. Millennial Onboarding is a specialized type of employee onboarding. With Millennials we are seeing a need to tweak the onboarding process to better suit the needs of the company and new hires. It will increase productivity and produce a happier and more skilled workforce.

### Millennial Onboarding - Course Outline:

Module One: Getting Started	Module Two: Purpose of Onboarding	Module Three: Introduction
• Housekeeping Items	• Start-Up Costs	• Why Onboarding?
• Pre-Assignment Review	• Employee Anxiety	• Importance of Onboarding
• Workshop Objectives	• Employee Turnover	• Making Employees Feel Welcome
• The Parking Lot	• Realistic Expectations	• First Day Checklist
• Action Plan	• Case Study and Review Questions	• Case Study and Review Questions
Module Four: Millennials and Onboarding	Module Five: Onboarding Checklist	Module Six: Engaging the Millennial Employee
• Who Are Millennials?	• Pre-Arrival	• Create an Informal Program Rather Than A Formal One
• How Do Millennials Differ from Other Employees?	• Arrival	• Engage Employees One on One
• Investiture Socialization – Let Them Be Themselves	• First Day	• Role of Human Resources
• Informal Rather Than Formal Onboarding Processes	• First Week, First Month	• Role of Managers
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Seven: Following Up with the Millennial Employee	Module Eight: Setting Expectations with the Millennial Employee	Module Nine: Mentoring the Millennial Employee
• Initial Check in – One on One	• Define Requirements – Provide Specific Instructions	• Be Hands-On and Involved
• Following up – Regular, Informal Follow Ups	• Identify Opportunities for Improvement and Growth	• Serial Mentoring
• Setting Schedules – Millennials and Work/Life	• Set Verbal Expectations – Specific, Clear, Systematic	• Be a Mentor, Not an Authority Figure
• Mentoring the Millennial	• Put It in Writing – Specific, Clear, Systematic	• Focus Millennials' Exploratory Drive on Work
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Ten: Assigning Work to the Millennial Employee	Module Eleven: Providing Feedback	Module Twelve: Wrapping Up
• Provide Clear Structure and Guidelines	• Millennials Thrive on Feedback	• Words from the Wise
• Provide Specific Benchmarks	• Characteristics of Good Feedback	• Review of the Parking Lot
• Set Boundaries and Provide Reality Checks	• Informal Feedback	• Lessons Learned
• Guide, Don't Dictate	• Formal Feedback	• Recommended Reading
• Case Study and Review Questions	• Case Study and Review Questions	• Completion of Action Plans and Evaluations



## mLearning Essentials

Mobile learning, or m-Learning, is defined as the delivery of learning, education or training on mobile devices, such as mobile phones, tablets, laptops or PDAs. mLearning allows training and support to be taken anywhere, making it flexible and convenient for companies to use.

With our mLearning workshop, your participants will begin to see the importance and usefulness of mLearning in any organization. By absorbing the ins and outs of utilizing mLearning, participants will possess the skills needed to take advantage of this new technology, in order to educate employees and clients more efficiently.

### mLearning Essentials - Course Outline:

Module One: Getting Started	Module Two: What is mLearning?	Module Three: Common mLearning Devices
• Icebreaker	• mLearning Uses	• Mobile Phones
• Housekeeping Items	• mLearning Environments	• Tablets
• The Parking Lot	• mLearning Tools	• Notebook Computers
• Workshop Objectives	• mLearning Advantages	• Personal Digital Assistant (PDA)
	• Case Study and Review Questions	• Case Study and Review Questions
Module Four: Ancillary Equipment in mLearning	Module Five: mLearning vs. eLearning	Module Six: Four C's of mLearning
• Internet Connections	• Devices Available	• Content
• Messaging Services	• Informal vs Formal Structure	• Compute
• Video Cameras	• Increased Access	• Capture
• Bluetooth	• Content	• Communicate
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Seven: Aspects of mLearning	Module Eight: Challenges of mLearning	Module Nine: Benefits of mLearning
• The FRAME Model	• Dependence on Technology	• Decreased Costs
• The Device Aspect	• Decreased Quality of Communication	• Available Support
• The Learner Aspect	• Security	• Unlimited Resources
• The Social Aspect	• Risk of Distraction	• Continuous Learning
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Ten: Getting mLearning Started	Module Eleven: Employee Training	Module Twelve: Wrapping Up
• Organize Your Resources	• Training Facilities	• Words from the Wise
• Form a Work Plan	• Encourage Communication	• Review of Parking Lot
• Engage Employees	• Establish Guidelines	• Lessons Learned
• Establish an End Goal	• Equipment Training	• Completion of Action Plans and Evaluations
• Case Study and Review Questions	• Case Study and Review Questions	• Recommended Reading



## Motivating Your Sales Team

Everyone can always use some inspiration and motivation. This workshop will help your participant's target the unique ways each team member is motivated. Finding the right incentive for each member of your sales team is important as motivation works best when it is developed internally. Harness this through better communication, mentoring, and developing the right incentives.

Motivating Your Sales Team will help your participants create the right motivating environment that will shape and develop their sales team with right attitude and healthy competition. Instilling that unique seed which grows the motivation in your team will ensure an increase in performance and productivity. Have the best sales team you can have through better motivation.

### Motivating Your Sales Team - Course Outline:

Module One: Getting Started	Module Two: Creating a Motivational Environment	Module Three: Communicate to Motivate
• Housekeeping Items	• Frequent Team Check-Ins	• Regular Group Meetings
• Pre-Assignment Review	• Train Your Team	• Regular One on One Meetings
• Workshop Objectives	• Emulate Best Practices	• Focus on Strengths and Development Areas
• The Parking Lot	• One Size Does Not Fit All!	• Ask for Feedback
• Action Plan	• Case Study and Review Questions	• Case Study and Review Questions
Module Four: Train Your Team	Module Five: Emulate Best Practices	Module Six: Provide Tools
• Focus on Training and Development	• Look to Industry Leaders	• The Right Tools
• Peer Training	• Solicit Team Member Suggestions	• Ask Team Members What Tools They Need
• Mentoring	• Take a Field Trip!	• Provide High Quality Tools
• Keep the Focus Positive!	• Leverage outside Expertise	• Allow for Training
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Seven: Find Out What Motivates Employees	Module Eight: Tailor Rewards to the Employee	Module Nine: Create Team Incentives
• One Size Does Not Fit All	• Motivation is Personal!	• Incentives Foster Teamwork
• Find What Motivates Individuals	• Choose - Motivators	• Team Goals
• Find What Motivates the Team	• Employee's Personal Goals	• Choose - Motivators
• Tailor Rewards to Employees	• Reward Achievements	• Reward Achievements
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Ten: Implement Incentives	Module Eleven: Recognize Achievements	Module Twelve: Wrapping Up
• Regular Incentives	• Recognition Motivates!	• Words from the Wise
• Mark Milestones	• Recognize Achievements Regularly	• Review of the Parking Lot
• Encourage Friendly Competition	• Recognize Achievements Publicly	• Lessons Learned
• Keep Value Reasonable	• Document Achievements	• Recommended Reading
• Case Study and Review Questions	• Case Study and Review Questions	• Completion of Action Plans and Evaluations

## Multi-Level Marketing

Multi-level marketing, also known as MLM, is a business marketing strategy that many companies use in order to encourage current agents to perform while at the same time growing the team by recruiting and training new agents. This tactic of marketing helps boost the company's sales force not only from the sales of the primary agent, but also from the sales and profits of the agents they have recruited.

With our Multi-Level Marketing workshop, your participants will discover the specifics of how multi-level marketing works and how to effectively source agents. For many companies, it can prove to be a valuable tool for not only building revenue, but also for building their marketing and networking circles.

### Multi-Level Marketing - Course Outline:

Module One: Getting Started	Module Two: How Does Multi-Level Marketing Work	Module Three: Building a Contact List
<ul style="list-style-type: none"> <li>• Icebreaker</li> <li>• Housekeeping Items</li> <li>• The Parking Lot</li> <li>• Workshop Objectives</li> </ul>	<ul style="list-style-type: none"> <li>• Networking Marketing</li> <li>• Independent Agents</li> <li>• Commission-Based</li> <li>• Agents Recruit New Agents</li> <li>• Case Study and Review Questions</li> </ul>	<ul style="list-style-type: none"> <li>• Leverage Personal Networks</li> <li>• Warm Lists</li> <li>• Internet Led Generation</li> <li>• Purchasing Lead Lists</li> <li>• Case Study and Review Questions</li> </ul>
Module Four: Recruiting New Agents (I)	Module Five: Recruiting New Agents (II)	Module Six: Training MLM Agents
<ul style="list-style-type: none"> <li>• Draw on Personal and Professional Network</li> <li>• Recruit Satisfied Customers</li> <li>• Recruit Those Who Seek Work Flexibility</li> <li>• Stress Benefits of Being Agent</li> <li>• Case Study and Review Questions</li> </ul>	<ul style="list-style-type: none"> <li>• Invitation to Marketing Presentation</li> <li>• Focus Presentation on Benefits</li> <li>• Showcase Success Stories</li> <li>• Provide Several Presentation Media</li> <li>• Case Study and Review Questions</li> </ul>	<ul style="list-style-type: none"> <li>• Sponsorship/Mentorship</li> <li>• Provide Training in Marketing</li> <li>• Provide Training in Recruitment</li> <li>• Provide Ethics Training</li> <li>• Case Study and Review Questions</li> </ul>
Module Seven: Sponsorship/Mentorship	Module Eight: Provide Marketing Presentation Training	Module Nine: Provide Social Media Training
<ul style="list-style-type: none"> <li>• Pair New Agents with Mentors</li> <li>• Benefits of Sponsorship/Mentorship to Mentee</li> <li>• Benefits of Sponsorship/Mentorship to Mentor</li> <li>• Best Mentorship Practices</li> <li>• Case Study and Review Questions</li> </ul>	<ul style="list-style-type: none"> <li>• Provide Training in Presentations</li> <li>• Provide Copies of Marketing Presentation</li> <li>• New Recruits Practice Presentation</li> <li>• Offer Marketing Resources</li> <li>• Case Study and Review Questions</li> </ul>	<ul style="list-style-type: none"> <li>• Social Media is Key to Networking!</li> <li>• Websites and Blogs</li> <li>• Facebook and Twitter</li> <li>• LinkedIn</li> <li>• Case Study and Review Questions</li> </ul>
Module Ten: Provide Training in Recruitment	Module Eleven: Provide Ethics Training	Module Twelve: Wrapping Up
<ul style="list-style-type: none"> <li>• Building a Contact List</li> <li>• Leveraging Personal and Professional Networks</li> <li>• Provide Presentation/ "Elevator speech" Training</li> <li>• Discuss Follow-up</li> <li>• Case Study and Review Questions</li> </ul>	<ul style="list-style-type: none"> <li>• MLM and Bad Rap for Ethics</li> <li>• Only Follow-up if Opted In</li> <li>• Keeping the Sales Pitch Honest</li> <li>• Keep Expectations Realistic</li> <li>• Case Study and Review Questions</li> </ul>	<ul style="list-style-type: none"> <li>• Words from the Wise</li> <li>• Review of Parking Lot</li> <li>• Lessons Learned</li> <li>• Completion of Action Plans and Evaluations</li> <li>• Recommended Reading</li> </ul>

## Negotiation Skills

Although people often think of boardrooms, suits, and million dollar deals when they hear the word negotiation, the truth is that we negotiate all the time. Through this workshop participants will be able to understand the basic types of negotiations, the phases of negotiations, and the skills needed for successful negotiating.

The Negotiation Skills workshop will give your participants a sense of understanding their opponent and have the confidence to not settle for less than they feel is fair. Your participants will learn that an atmosphere of respect is essential, as uneven negotiations could lead to problems in the future.

### Negotiation Skills - Course Outline:

Module One: Getting Started	Module Two: Understanding Negotiation	Module Three: Getting Prepared
• Icebreaker	• The Three Phases	• Establishing Your WATNA and BATNA
• Housekeeping Items	• Skills for Successful Negotiating	• Identifying Your WAP
• The Parking Lot		• Identifying Your ZOPA
• Workshop Objectives		• Personal Preparation
Module Four: Laying the Groundwork	Module Five: Phase One; Exchanging Information	Module Six: Phase Two; Bargaining
• Setting the Time and Place	• Getting off on the Right Foot	• What to Expect
• Establishing Common Ground	• What to Share	• Techniques to Try
• Creating a Negotiation Framework	• What to Keep to Yourself	• How to Break an Impasse
• The Negotiation Process		
Module Seven: About Mutual Gain	Module Eight: Phase Three; Closing	Module Nine: Dealing with Difficult Issues
• Three Ways to See Your Options	• Reaching Consensus	• Being Prepared for Environmental Tactics
• About Mutual Gain	• Building an Agreement	• Dealing with Personal Attacks
• What Do I Want?	• Setting the Terms of the Agreement	• Controlling Your Emotions
• What Do They Want?		• Deciding When It's Time to Walk Away
• What Do We Want?		
Module Ten: Negotiating Outside the Boardroom	Module Eleven: Negotiating on Behalf of Someone Else	Module Twelve: Wrapping Up
• Adapting the Process for Smaller Negotiations	• Choosing the Negotiating Team	• Words from the Wise
• Negotiating via Telephone	• Covering All the Bases	• Review of Parking Lot
• Negotiating via Email	• Dealing with Tough Questions	• Lessons Learned
		• Completion of Action Plans and Evaluations



## Networking Outside the Company

Networking – according to Merriam Webster is “the exchange of information or services among individuals, groups, or institutions; specifically: the cultivation of productive relationships for employment or business”. These and other events can become more easily managed with this great workshop.

With our Networking (Outside the Company) workshop, your participants will begin to see how important it is to develop a core set of networking skills. By managing and looking at the way people interact and seeing things in a new light, your participants will improve on almost every aspect of their networking strategy.

### Networking Outside the Company - Course Outline:

Module One: Getting Started	Module Two: The Benefits of Networking Outside of Work	Module Three: Networking Obstacles
• Housekeeping Items	• Create a Solid Network	• Time Constraints
• The Parking Lot	• Meet Strategic Alliance Partners	• Saying the Wrong Thing
• Workshop Objectives	• Generate Leads	• Where to go to Network
	• Position Yourself	• Fear of Rejection
	• Case Study and Review Questions	• Case Study and Review Questions
Module Four: Networking Principles	Module Five: Why Network?	Module Six: How to Build Networks
• Develop Contacts	• Gain Trust	• Physical Networking Groups
• Organize Your Contacts	• Be visible	• Attend Networking Events
• Follow-Up	• Be an insider	• Social Networking Sites
• Maintain Relationships	• Gain Advantage	• Create Networking Referral List
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Seven: Online Networking Tools	Module Eight: Develop Interpersonal Relationships	Module Nine: Common Networking Mistakes
• Social Networks	• Be Specific	• Taking Before Giving
• Blogs	• Keep your Word	• Assumptions
• Chat Rooms	• Maintain Boundaries	• Reaching too High
• Email	• Invest Time	• Assuming Tools Create Connections
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Ten: Time Management	Module Eleven: Manage Personal and Professional Network	Module Twelve: Wrapping Up
• Prioritize Contacts	• Be Responsive	• Words from the Wise
• Create Group Activities	• Give Back	• Review of Parking Lot
• Connect Online	• Separate Personal and Business Activities	• Lessons Learned
• Schedule Your Network Activities	• Case Study and Review Questions	• Completion of Action Plans and Evaluations
• Case Study and Review Questions		• Recommended Reading



## Networking within the Company

Networking is one of the most basic and essential skills employees should develop. Having great networking skills within an organization is sometimes overlooked. Having a viable networking and communication skill set will benefit any organization and will lead to increased productivity and performance.

Networking within the Company is about creating and maintaining better relationships. Your participants will develop skills to avoid obstacles, increase communication, and build relationships that last over time. Employees who understand and embrace the aspects of networking in the workplace will grow your business and create a more engaging environment.

### Networking within the Company - Course Outline:

Module One: Getting Started	Module Two: The Benefits of Networking at Work	Module Three: Networking Obstacles
• Housekeeping Items	• Gain Connections	• Confusion about the Definition of Networking
• Pre-Assignment Review	• Share Knowledge	• Personality Traits
• Workshop Objectives	• Increase Opportunity	• Cultural Barriers
• The Parking Lot	• Improve Image	• Personal Pride
• Action Plan	• Case Study and Review Questions	• Case Study and Review Questions
Module Four: Networking Principles	Module Five: How to Build Networks	Module Six: Recognize Networking Opportunities
• Relationships	• Meet New People	• Formal Networking
• Listen	• Be Polite	• Informal Networking
• Offer Value	• Follow up	• Workday Opportunities
• Build Trust	• Allow Relationships to Develop Naturally	• Always Be Ready to Network
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Seven: Common Networking Mistakes	Module Eight: Develop Interpersonal Relationships	Module Nine: Online Networking Tools
• Not Meeting New People	• Be Genuine	• Social Networks (LinkedIn, Twitter, Facebook)
• Not Following Through	• Dialogue	• Blogs
• High Expectations	• Maintain Boundaries	• Chat Rooms
• Being Unprofessional	• Invest Time	• Email
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Ten: Time Management	Module Eleven: Maintaining Relationships over Time	Module Twelve: Wrapping Up
• Prioritize Contacts	• Contact Networks Regularly	• Words from the Wise
• Create Group Activities	• Be Honest	• Review of the Parking Lot
• Connect Online	• Give Personal Attention	• Lessons Learned
• Schedule Your Network Activities	• Limit Networks to a Manageable Size	• Recommended Reading
• Case Study and Review Questions	• Case Study and Review Questions	• Completion of Action Plans and Evaluations

## Office Politics for Managers

You have likely experienced some form of Office Politics. Working with different personalities, opinions, backgrounds, and values is a challenge in any environment. It is an inevitable fact that when people are working together personalities can and will clash. No one is an island, so working together as a team is incredibly important for the organization and every employee.

Office Politics is about creating and maintaining better relationships. It is about communicating and working with your peers and colleagues in a way that is mutually beneficial. Employees who understand the positive aspects of Office Politics are better team members and end up being more successful and productive.

### Office Politics for Managers - Course Outline:

Module One: Getting Started	Module Two: New Hires	Module Three: It's About Interacting and Influencing
• Icebreaker	• Company Core Values	• Dealing with Different Personalities
• Housekeeping Items	• Building Relationships	• Build a Culture of Collaboration
• The Parking Lot	• Encourage Respect	• Be Nice to Everyone (Not Just Those That Can Help You)
• Workshop Objectives	• Setting Ground Rules	• Be a Team Player
	• Case Study and Review Questions	• Case Study and Review Questions
Module Four: Dealing with Rumours, Gossip, and Half-Truths	Module Five: Office Personalities (I)	Module Six: Office Personalities (II)
• Its Effects on Moral	• Complainer	• Information Keeper
• Reinforce the Truth with Facts	• Gossiper	• Know-it-All
• Do Not Participate	• Bully	• The Apple-Polisher
• Deal With it swiftly	• Negative Ned/Nancy	• Nosey Neighbour
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Seven: Getting Support for Your Projects	Module Eight: Conflict Resolution	Module Nine: Ethics
• Gain Trust through Honesty	• The Importance of Forgiveness	• Benefits of an Ethical Environment
• Be Assertive	• Neutralizing Emotions	• Lead by Example
• Blow Your Own Horn	• The Benefits of a Resolution	• Ensuring Ethical Behaviour
• Make Allies	• The Agreement Frame	• Addressing Unethical Behaviour
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Ten: You Are Not an Island	Module Eleven: Social Events Outside of Work	Module Twelve: Wrapping Up
• Never Burn a Bridge	• How to Decline Politely	• Words from the Wise
• Take the High Road	• Rules When Attending	• Review of Parking Lot
• Trust is a Two-Way Street	• Meeting New People	• Lessons Learned
• Don't Hide in Your Office	• Conversation Do's and Don'ts	• Completion of Action Plans and Evaluations
• Case Study and Review Questions	• Case Study and Review Questions	

## Organizational Skills

Developing good Organizational Skill is an investment that will provide benefits for years. To be successful means to be organized. These skills will filter through all aspects of your participants professional and personal lives. Throughout this workshop your participants will be given the tools necessary in developing better Organizational Skills.

Through Organizational Skills your participants will encounter improved productivity, better management, and an overall increase in professional growth. Every day people waste numerous amounts of time looking for items. So, stop looking for those important items, and start knowing where they are by getting organized.

### Organizational Skills - Course Outline:

Module One: Getting Started	Module Two: Remove the Clutter	Module Three: Prioritize
• Icebreaker	• Just Do It	• Write It Down
• Housekeeping Items	• You Don't Have to Keep Everything	• Urgent/Important Matrix
• The Parking Lot	• Three Boxes: Keep, Donate, and Trash	• Divide Tasks
• Workshop Objectives	• A Place for Everything and Everything in Its Place	• / Rule
	• Case Study and Review Questions	• Case Study and Review Questions
Module Four: Scheduling Your Time	Module Five: To Do Lists	Module Six: Paper and Paperless Storage
• Have a Master Calendar	• Use a Day Planner	• Find a System that Works for You
• Setting Deadlines	• Finish What You Start	• Make it Consistent
• Remove or Limit the Time Wasters	• Focus on the Important	• Make it Time Sensitive
• Coping with Things Outside of Our Control	• Do Quick Tasks Immediately	• Setting up Archives
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Seven: Organization Your Work Area	Module Eight: Tools to Fight Procrastination	Module Nine: Organizing your Inbox
• Keeping Items within Arm's Reach	• Eat That Frog!	• Setting up Delivery Rules
• Only Have Current Projects on Your Desk	• Remove Distractions	• Folder and Message Hierarchy
• Arranging Your Drawers	• Give Yourself a Reward	• Deal with Email Right Away
• Organize to Match Your Workflow	• Break Up Large Tasks	• Flag and Highlight Important Items
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Ten: Avoid the Causes of Disorganization	Module Eleven: Discipline is the Key to Stay Organized	Module Twelve: Wrapping Up
• Keeping Everything	• Stay Within Your Systems	• Words from the Wise
• Not Being Consistent	• Learn to Say No	• Review of Parking Lot
• Not Following a Schedule	• Have Organization Be Part of Your Life	• Lessons Learned
• Bad Habits	• Plan for Tomorrow, Today	• Completion of Action Plans and Evaluations
• Case Study and Review Questions	• Case Study and Review Questions	



## Overcoming Sales Objections

Experiencing a sales objection can be a disheartening event. Through this course your participants will learn how to eliminate the objection and push through to get that sale. Even the best quality services or items can be turned down, and learning how to overcome these denials will be of great benefit.

Overcoming Sales Objections is an essential part of the sales process, as it will open up a whole new set of opportunities. It will produce new sales and provide an ongoing relationship with new clients. Objections will always occur no matter the item being sold or presented.

### Overcoming Sales Objectives - Course Outline:

Module One: Getting Started	Module Two: Three Main Factors	Module Three: Seeing Objections as Opportunities
• Housekeeping Items	• Scepticism	• Translating the Objection to a Question
• The Parking Lot	• Misunderstanding	• Translating the Objection to a Reason to Buy
• Workshop Objectives	• Stalling	• Case Study and Review Questions
• Action Plans and Evaluation Forms	• Module Two: Review Questions	
Module Four: Getting to the Bottom	Module Five: Finding a Point of Agreement	Module Six: Have the Client Answer Their Own Objection
• Asking Appropriate Questions	• Outlining Features and Benefits	• Understand the Problem
• Common Objections	• Identifying Your Unique Selling Position	• Render It Unobjectionable
• Basic Strategies	• Agreeing with the Objection to Make the Sale	• Case Study and Review Questions
• Case Study and Review Questions	• Case Study and Review Questions	
Module Seven: Deflating Objections	Module Eight: Unvoiced Objections	Module Nine: The Five Steps
• Bring up Common Objections First	• How to Dig up the Real Reason•	• Expect Them
• The Inner Workings of Objections	• Bringing Their Objections to Light	• Welcome Them
• Case Study	• Case Study	• Affirm Them
• Module Seven: Review Questions	• Module Eight: Review Questions	• Complete Answers
		• Compensating Benefits
		• Module Nine: Review Questions
Module Ten: Dos and Don'ts	Module Eleven: Sealing the Deal	Module Twelve: Wrapping Up
• Dos	• Understanding When It's Time to Close	• Words from the Wise
• Don'ts	• Powerful Closing Techniques	• Review of Parking Lot
• Module Ten: Review Questions	• The Power of Reassurance	• Lessons Learned
	• Things to Remember	• Completion of Action Plans and Evaluations
	• Module Eleven: Review Questions	



## Performance Management

Performance Management is making sure the employee and the organization are focused on the same priorities. It touches on the organization itself by improving production and reducing waste. It helps the employee or individual set and meet their goals and improves the employee manager relationship. This is key in keeping an organization and employee aligned, which improves performance and productivity, is Performance Management.

When changes occur Performance, Management helps the transition to be smoother and less hectic. It helps the organization and employee have a stream-lined relationship which improves communication and interactions between the two groups. It will help close any gaps that exist in an employee's skill-set and make them a more valuable employee through feedback and coaching.

### Performance Management - Course Outline:

Module One: Getting Started	Module Two: The Basics (I)	Module Three: The Basics (II)
• Icebreaker	• What is Performance Management?	• Three Phase Process
• Housekeeping Items	• How Does Performance Management Work?	• Assessments
• The Parking Lot	• Tools	• Performance Reviews
• Workshop Objectives	• Case Study and Review Questions	• Case Study and Review Questions
Module Four: Goal Setting	Module Five: Establishing Performance Goals	Module Six: Degree Feedback
• SMART Goal Setting	• Strategic Planning	• What is degree Feedback?
• Specific Goals	• Job Analysis	• Versus Traditional Performance Review
• Measurable Goals	• Setting Goals	• The Components
• Attainable Goals	• Motivation	• Case Study
• Realistic Goals	• Case Study	• Review Questions
• Timely Goals	• Review Questions	
• Monitoring Results		
• Case Study and Review Questions		
Module Seven: Competency Assessments	Module Eight: Kolb's Learning Cycle	Module Nine: Motivation
• Competency Assessment Defined	• Experience	• Key Factors
• Implementation	• Observation	• The Motivated Organization
• Final Destination	• Conceptualization	• Identifying Personal Motivators
• Case Study	• Experimentation	• Evaluating and Adapting
• Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Ten: The Performance Journal	Module Eleven: Creating a Performance Plan	Module Twelve: Wrapping Up
• Record Goals and Accomplishments	• Goals and Desired Results	• Words from the Wise
• Linking with Your Employees or Managers	• Prioritization	• Review of Parking Lot
• Implementing a Performance Coach	• Measure	• Lessons Learned
• Keeping Track	• Evaluation	• Completion of Action Plans and Evaluations
• Case Study and Review Questions	• Case Study and Review Questions	

## Personal Branding

Personal Branding is identifying your assets, characteristics, strengths, and skills as an individual. Understanding Personal Branding will provide advantages in your participant's personal and professional lives. Branding is a mix of how you present yourself and how others see you. It is important to be aware of how you are viewed.

With our Personal Branding course your participants will be able to share their vision and passions with others in your company. Utilize this knowledge through Social Media to define and influence how others see you. You are your brand so protect it. Live it.

### Personal Branding - Course Outline:

Module One: Getting Started	Module Two: Defining Yourself (I)	Module Three: Defining Yourself (II)
• Housekeeping items	• If You Don't, They Will	• Pillars
• Pre-Assignment Review	• Brand Mantra	• Passions
• Parking Lot	• Be Real	• Define Your Strengths
• Workshop Objectives	• SWOT Analysis	• The Three C's
• Action Plans	• Case Study and Review Questions	• Case Study and Review Questions
Module Four: Controlling and Developing Your Image	Module Five: Personal and Professional Influences	Module Six: Sharpening Your Brand
• Clear and Defined	• Corporate and Personal Integration	• Blogging
• Consistent Image	• They Will Influence Each Other	• Authenticity is Key (always be authentic)
• It Takes a Commitment	• Be a Professional	• Transparency
• Live It Every Day	• Build Rapport	• Networking
• Case Study and Review Questions	• Module Five: Review Questions	• Case Study and Review Questions
Module Seven: Appearance Matters	Module Eight: Social Media (I)	Module Nine: Social Media (II)
• First Impressions	• Needs Constant Monitoring	• It's a Tool
• Rise Out of the Crowd	• Security	• Content is King
• True Reflection	• Have an Objective	• Have a Gimmick
• Dress for Success	• Promote	• Don't Ignore Any Mentions
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Ten: Brand Management during a Crisis	Module Eleven: Branding Personality Traits	Module Twelve: Wrapping Up
• Caught in a Bad Spot?	• Identify Your Unique Values	• Words from the Wise
• Never Burn a Bridge	• Be Bold	• Review of Parking Lot
• Information	• Think Outside the Box	• Lessons Learned
• Monitor and Respond	• Fail. Learn. Repeat	• Completion of Action Plans and Evaluations
• Case Study and Review Questions	• Case Study and Review Questions	



## Personal Productivity

Most people find that they wish they had more time in a day. This workshop will show participants how to organize their lives and find those hidden moments. Participants will learn how to establish routines, set goals, create an efficient environment, and use time-honoured planning and organizational tools to maximize their personal productivity.

Personal Productivity is a goal most of us have. Through this workshop your participants will be on the right track in achieving that goal. Some people blame everything that goes wrong in them life on something or someone else, but through this workshop your participants will take ownership and begin to lead a more productive life.

### Personal Productivity - Course Outline:

Module One: Getting Started	Module Two: Setting SMART Goals	Module Three: The Power of Routines
• Icebreaker	• The Three P's	• What is a Routine?
• Housekeeping Items	• The SMART Way	• Personal Routines
• The Parking Lot	• Prioritizing Your Goals	• Professional Routines
• Workshop Objectives	• Evaluating and Adapting	• Six Easy Ways to Simplify Your Life
Module Four: Scheduling Yourself	Module Five: Keeping Yourself on Top of Tasks	Module Six: Tackling New Tasks and Projects
• The Simple Secret of Successful Time Management	• The One-Minute Rule	• The Sliding Scale
• Developing a Tracking System	• The Five-Minute Rule	• A Checklist for Getting Started
• Scheduling Appointments	• What to Do When You Feel like You're Sinking	• Evaluating and Adapting
• Scheduling Tasks		
Module Seven: Using Project Management Techniques	Module Eight: Creating a Workspace	Module Nine: Organizing Files and Folders
• The Triple Constraint	• Setting Up the Physical Layout	• Organizing Paper Files
• Creating the Schedule	• Ergonomics	• Organizing Electronic Files
• Using a RACI Chart	• Using Your Computer Efficiently	• Scheduling Archive and Clean-Up
Module Ten: Managing E-Mail	Module Eleven: Tackling Procrastination	Module Twelve: Wrapping Up
• Using E-mail Time Wisely	• Why We Procrastinate	• Words from the Wise
• Taking Action!	• Nine Ways to Overcome Procrastination	• Review of Parking Lot
• Making the Most of Your E-mail Program	• Eat That Frog!	• Lessons Learned
• Taking Time Back from Handheld Devices		• Completion of Action Plans and Evaluations

## Presentation Skills

Many studies have found that public speaking is the number one fear amongst most people, outranking flying, snakes, insects, and even death. Ironically, it is also one of the skills that can make or break a person's career. Your participants will be provided a strong set of skills that will complement their current presentation skill set.

The Presentation Skills workshop will give participants some presentation skills that will make speaking in public less terrifying and more enjoyable. This workshop includes topics that participants can look forward to including: creating a compelling program, using various types of visual aids, and engaging the audience.

### Personal Productivity - Course Outline:

Module One: Getting Started	Module Two: Creating the Program	Module Three: Choosing Your Delivery Methods
• Icebreaker	• Performing a Needs Analysis	• Basic Methods
• Housekeeping Items	• Writing the Basic Outline	• Advanced Methods
• The Parking Lot	• Researching, Writing, and Editing	• Basic Criteria to Consider
• Workshop Objectives		
Module Four: Verbal Communication Skills	Module Five: Non-Verbal Communication Skills	Module Six: Overcoming Nervousness
• Listening and Hearing: They Aren't the Same Thing	• Body Language	• Preparing Mentally
• Asking Questions	• It's Not What You Say, It's How You Say It	• Physical Relaxation Techniques
• Communicating with Power		
Module Seven: Creating Fantastic Flip Charts	Module Eight: Creating Compelling PowerPoint Presentations	Module Nine: Wow them with the Whiteboard
• Required Tools	• Required Tools	• Traditional and Electronic Whiteboards
• The Advantages of Pre-Writing	• Tips and Tricks	• Required Tools
• Using Colours Appropriately	• Creating a Plan B	• Using Colours Appropriately
• Creating a Plan B		• Creating a Plan B
Module Ten: Vibrant Videos and Amazing Audio	Module Eleven: Pumping it Up a Notch	Module Twelve: Wrapping Up
• Required Tools	• Make Them Laugh a Little	• Words from the Wise
• Tips and Tricks	• Encouraging Discussion	• Review of Parking Lot
• Creating a Plan B	• Dealing with Questions	• Lessons Learned
		• Completion of Action Plans and Evaluations

## Project Management

In the past few decades, organizations have discovered something incredible: the principles that have been used to create enormous successes in large projects can be applied to projects of any size to create amazing success. As a result, many employees are expected to understand project management techniques and how to apply them to projects of any size.

The Project Management workshop will give participants an overview of the entire project management process, as well as key project management tools that they can use every day. Working with project planning documents, such as needs assessments, risk management plan, and a communication plan will provide benefits throughout your organization.

### Project Management - Course Outline:

Module One: Getting Started	Module Two: Key Concepts (I)	Module Three: Key Concepts (II)
• Icebreaker	• What is a Project?	• About the Project Management Institute (PMI)
• Housekeeping Items	• What is Project Management?	• About the Project Management Body of Knowledge (PMBOK)
• The Parking Lot	• What is a Project Manager?	• The Five Process Groups
• Workshop Objectives		• The Nine Knowledge Areas
		• The Triple Constraint
Module Four: Initiation (I)	Module Five: Initiation (II)	Module Six: Planning (I)
• Identifying Your Stakeholders	• Creating a Statement of Work	• Managing Expectations
• Assessing Needs and Wants	• Completing the Project Planning Worksheet	• Creating a Task List
• Setting a SMART Project Goal	• Completing the Project Charter	• Estimating Time
• Creating Requirements and Deliverables		• Estimating Resources
		• Estimating Costs
Module Seven: Planning (II)	Module Eight: Planning Tools	Module Nine: Executing the Project
• Building the Work Breakdown Structure	• The Gantt Chart	• Establishing Baselines
• Creating the Schedule	• The Network Diagram	• Monitoring Project Progress
• Creating a Risk Management Plan	• Using a RACI Chart	• Triple Constraint Reduction Methods
• Creating a Communication Plan	• Going the Extra Mile: Microsoft Project	
Module Ten: Maintaining and Controlling the Project	Module Eleven: Closing Out	Module Twelve: Wrapping Up
• Making the Most of Status Updates	• Preparing for Closeout	• Words from the Wise
• Managing Change	• Celebrating Successes	• Review of Parking Lot
• Monitoring Risks	• Learning from Project Challenges	• Lessons Learned
	• Scope Verification	• Completion of Action Plans and Evaluations
	• A Final To-Do List	



## Proposal Writing

A good proposal doesn't just outline what product or service you would like to create or deliver. It does so in such a way that the reader feels it is the only logical choice. Your participants will explore the proposal writing process including the most common types of proposals.

The Proposal Writing workshop will take participants through each step of the proposal writing process, from understanding why they are writing a proposal; to gathering information; to writing and proofreading; through to creating the final, professional product.

### Proposal Writing - Course Outline:

Module One: Getting Started	Module Two: Understanding Proposals	Module Three: Beginning the Proposal Writing Process
• Icebreaker	• What is a Proposal?	• Identifying Your Purpose and Your Audience
• Housekeeping Items	• The Proposal Writing Process	• Performing a Needs Analysis
• The Parking Lot	• Types of Proposals	• Writing the Goal Statement
• Workshop Objectives	• About Requests for Proposals	
Module Four: Preparing an Outline	Module Five: Finding Facts	Module Six: Writing Skills (I)
• A General Format	• Identifying Resources	• Spelling and Grammar
• Special Sections	• Using the Internet as a Resource	• Working with Words
• Creating a Framework	• Organizing Your Information	• Constructing Sentences
• Getting Down to Details		• Persuasive Writing
		• Mastering Voice
Module Seven: Writing Skills (II)	Module Eight: Writing the Proposal	Module Nine: Checking for Readability
• Creating Paragraphs	• Educating the Evaluator	• Checking for Clarity
• Creating Strong Transitions	• Ghosting the Competition	• Reading for Your Audience
• Building to Conclusions	• Using Illustrations	• Using the Readability Index
Module Ten: Proofreading and Editing	Module Eleven: Adding the Final Touches	Module Twelve: Wrapping Up
• Proofreading Like a Pro	• Our Top Typesetting Tips	• Words from the Wise
• Editing Techniques	• Achieving a Professional Look and Feel	• Review of Parking Lot
• Checking the Facts	• Creating the Final Package	• Lessons Learned
• The Power of Peer Review		• Completion of Action Plans and Evaluations



## Prospecting and Lead Generation

Prospecting and lead generation is the method of making links which may lead to a sale or other promising result. The leads may come from various sources or undertakings, for example, via the Internet, through personal referrals, through telephone calls either by telemarketers, through advertisements, events, and purchase of lists of potential clients. These and other events can become more easily managed with this great workshop.

With our Prospecting and Lead Generation workshop, your participants will begin to see how important it is to develop a core set of sales skills. By managing and looking at the way people interact and seeing things in a new light, your participants will improve on almost every aspect of their sales strategy.

### Prospecting and Lead Generation - Course Outline:

Module One: Getting Started	Module Two: Prospecting	Module Three: Traditional Marketing Methods
• Icebreaker	• Make it a Priority	• Cold Calling
• Housekeeping Items	• Identify Your Ideal Prospect	• Direct Mail
• The Parking Lot	• Choose Prospecting Methods	• Trade Shows
• Workshop Objectives	• Make it a Habit	• Networking
	• Case Study and Review Questions	• Case Study and Review Questions
Module Four: New Marketing Methods	Module Five: Generating New Leads	Module Six: Avoid Common Lead Generation Mistakes
• Social Networks	• Become a Brand	• Limiting Channels
• Search Engine Marketing	• Webinars	• Failure to Provide Value
• Email Marketing	• Blogs	• Failure to Connect
• Display Advertising	• Engaging Video	• Failure to Try
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Seven: Educate Prospects	Module Eight: The Pipeline	Module Nine: Follow up Communication
• Content Creation	• Contact	• Know Your Leads
• Stand Out from the Competition	• Meet	• Move Quickly
• Fill Customer Needs	• Propose	• Know How to Respond
• Always Deliver on Promises	• Close	• Set Future Meetings
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Ten: Track Activity	Module Eleven: Create Customers	Module Twelve: Wrapping Up
• Use the Appropriate Tools	• Develop Relationships	• Words from the Wise
• Assess Your Advertising Sources	• Show Genuine Interest	• Review of Parking Lot
• Record Information about Leads	• Be Professional	• Lessons Learned
• Assess ROI	• Show Reliability and Integrity	• Completion of Action Plans and Evaluations
• Case Study and Review Questions	• Case Study and Review Questions	• Recommended Reading

## Public Speaking

According to a survey by the Sunday Times of London, % of people list public speaking as their biggest fear. Forget small spaces, darkness, and spiders, standing up in front of a crowd and talking is far more terrifying for most people. Through this workshop your participants will become more confident and relaxed in front of an audience which will translate into a successful speaking event.

However, mastering this fear and getting comfortable speaking in public can be a great ego booster, not to mention a huge benefit to your career. The Public Speaking workshop will give participants some basic public speaking skills, including in-depth information on developing an engaging program and delivering their presentation with power.

### Public Speaking - Course Outline:

Module One: Getting Started	Module Two: Identifying Your Audience	Module Three: Creating a Basic Outline
• Icebreaker	• Performing a Needs Analysis	• Outlining the Situation
• Housekeeping Items	• Creating an Audience Profile	• Identifying the Task That Had to Be Performed
• The Parking Lot	• Identifying Key Questions and Concerns	• Listing the Actions, You Took
• Workshop Objectives		• Revealing the Results
Module Four: Organizing the Program	Module Five: Fleshing It Out	Module Six: Putting It All Together
• Making Organization Easy	• Identifying Appropriate Sources	• Writing Your Presentation
• Organizational Methods	• Establishing Credibility	• Adding a Plan B
• Classifying and Categorizing	• The Importance of Citations	• Reviewing, Editing, and Rewriting
Module Seven: Being Prepared	Module Eight: Overcoming Nervousness	Module Nine: Delivering Your Speech (I)
• Checking Out the Venue	• A Visit from the Boss	• Starting Off on the Right Foot
• Gathering Materials	• Preparing Mentally	• Using Visual Aids
• An Hour Checklist	• Physical Relaxation Techniques	• Checking the Volume of Your Voice
	• Appearing Confident in Front of the Crowd (Even If You Don't Feel That Way)	
Module Ten: Delivering Your Speech (II)	Module Eleven: Questions and Answers	Module Twelve: Wrapping Up
• Adjusting on the Fly	• Ground Rules	• Words from the Wise
• Gauging Whether Breaks Are Required	• Answering Questions That Sound like an Attack	• Review of Parking Lot
• Wrapping Up and Winding Down	• Dealing with Complex Questions	• Lessons Learned
		• Completion of Action Plans and Evaluations

## Risk Assessment and Management

It is not possible to control or manage % of risk, but knowing what do before, during, and after an event will mitigate the damage and harm. Identifying potential hazards and risks and making it part of the day-to-day business is important. Safety should be the first priority as every business must face the reality of risks and hazards.

Through our Risk Assessment and Management course your participants will be aware of hazards and risk they didn't realize were around their workplace. Identifying hazards through proper procedures will provide your participants the ability to prevent that accident before it occurs. Limiting and removing potential dangers through Risk Assessment will be an incredible investment.

### Risk Assessment and Management - Course Outline:

Module One: Getting Started	Module Two: Identifying Hazards and Risks	Module Three: Seeking Out Problems Before They Happen (I)
• Housekeeping Items	• What is a Hazard?	• Unique to Your Business
• The Parking Lot	• What is a Risk?	• Walk Around
• Workshop Objectives	• Consult with Employees	• Long Term and Short Term
• Action Plans and Evaluations	• Likelihood Scale	• Common Issues
	• Case Study and Review Questions	• Case Study and Review Questions
Module Four: Seeking Out Problems Before They Happen (II)	Module Five: Everyone's Responsibility	Module Six: Tracking and Updating Control Measures
• Ask "What would happen if....?"	• See it, Report it!	• What is a Control Measure?
• External Events	• If It Is Not Safe Don't Do It	• Your Business Procedures
• Worst Case Scenarios	• Take Appropriate Precautions	• Are They Adequate?
• Consequence Scale	• Communicating to the Organization	• Updating and Maintaining
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Seven: Risk Management Techniques	Module Eight: General Office Safety and Reporting	Module Nine: Business Impact Analysis
• Reduce the Risk	• Accident Reports	• Gather Information
• Transfer the Risk	• Accident Response Plan	• Identify Vulnerabilities
• Avoid the Risk	• Emergency Action Plan	• Analyze Information
• Accept the Risk	• Training and Education	• Implement Recommendations
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Ten: Disaster Recovery Plan	Module Eleven: Summary of Risk Assessment	Module Twelve: Wrapping Up
• Make It Before You Need It	• What are the Hazards?	• Words from the Wise
• Test, Update, and Repeat	• Who Might be Harmed?	• Review of Parking Lot
• Hot, Warm, and Cold Sites	• Are Current Control Measures Sufficient?	• Lessons Learned
• Keep Documentation Simple and Clear	• If Not, Change Control Measures	• Completion of Action Plans and Evaluations
• Case Study and Review Questions	• Case Study and Review Questions	



## Safety in the Workplace

Workplace safety is the responsibility of everyone in an organization. Companies have legal obligations to meet certain safety requirements, but many go further than the minimum obligations. Safety standards and procedures must be put in place, and everyone needs to follow the standards in order for them to be effective.

Our Safety in the Workplace course will be instrumental in reviewing common hazards, safety techniques and after completion; your participants will have the tools to help them create a Safety policy for your work place. By identifying and anticipating hazards, employers can prevent injuries and keep employees safe.

### Safety in the Workplace - Course Outline:

Module One: Getting Started	Module Two: An Overview	Module Three: Types of Hazards
• Icebreaker	• Work Safety and Health Legislations	• Computer Workstations
• Housekeeping Items	• Roles & Duties	• Ergonomics
• The Parking Lot	• Safety Planning	• Fire Prevention
• Workshop Objectives		• Fitness & Wellness
		• Heat Stress
		• Stress
		• Violence
Module Four: Managers Role	Module Five: Training	Module Six: Stress Management
• Promoting & Enforcing Safety Standards	• Reasons for Training	• Altering
• Element of a Health and Safety Program	• Definition	• Avoiding
• Responsibilities	• Orientation	• Accepting
• Corporate Culture	• On the Job Training	• Relaxation Techniques
	• Safety Meetings	• Using Routines to Reduce Stress
	• Planning and Conducting a Training Session	
Module Seven: Workplace Violence	Module Eight: Identifying Your Company Hazards	Module Nine: Drug & Alcohol Abuse
• What is Workplace Violence?	• Conducting an Inspection	• For Employees
• Identifying	• Prioritizing Deficiencies	• For Managers or Supervisors
• Addressing	• Report & Following Up	• When to Address
• Implementing a Workplace Harassment Policy		• Implementing a "No Tolerance" Rule
Module Ten: Writing the Safety Plan	Module Eleven: Implement the Plan	Module Twelve: Wrapping Up
• Management Involvement	• Selecting an Employee Representative	• Words from the Wise
• Responsibility	• Identifying Roles	• Review of Parking Lot
• Employee Involvement	• Assigning Responsibility	• Lessons Learned
• Follow Through with Accident Investigations	• Follow Through	• Completion of Action Plans and Evaluations
• Training of Employees		

## Sales Fundamentals

Although the definition of a sale is simple enough, the process of turning someone into a buyer can be very complex. It requires you to convince someone with a potential interest that there is something for them in making their interest concrete – something that merits spending some of their hard-earned money.

The Sales Fundamentals workshop will give participants a basic sales process, plus some basic sales tools, that they can use to seal the deal, no matter what the size of the sale. Your participants will become more confident, handle objections, and learning how to be a great closer.

### Sales Fundamentals - Course Outline:

Module One: Getting Started	Module Two: Understanding the Talk	Module Three: Getting Prepared to Make the Call
• Icebreaker	• Types of Sales	• Identifying Your Contact Person
• Housekeeping Items	• Common Sales Approaches	• Performing a Needs Analysis
• The Parking Lot	• Glossary of Common Terms	• Creating Potential Solutions
• Workshop Objectives		
Module Four: Creative Openings	Module Five: Making Your Pitch	Module Six: Handling Objections
• A Basic Opening for Warm Calls	• Features and Benefits	• Common Types of Objections
• Warming up Cold Calls	• Outlining Your Unique Selling Position	• Basic Strategies
• Using the Referral Opening	• The Burning Question That Every Customer Wants Answered	• Advanced Strategies
Module Seven: Sealing the Deal	Module Eight: Following Up	Module Nine: Setting Goals
• Understanding When It's Time to Close	• Thank You Notes	• The Importance of Sales Goals
• Powerful Closing Techniques	• Resolving Customer Service Issues	• Setting SMART Goals
• Things to Remember	• Staying in Touch	
Module Ten: Managing Your Data	Module Eleven: Using a Prospect Board	Module Twelve: Wrapping Up
• Choosing a System That Works for You	• The Layout of a Prospect Board	• Words from the Wise
• Using Computerized Systems	• How to Use Your Prospect Board	• Review of Parking Lot
• Using Manual Systems	• A Day in the Life of Your Board	• Lessons Learned
		• Completion of Action Plans and Evaluations

## Self-Leadership

As we grow, we learn to become leaders. Being a leader is natural for some, and learned for others. No matter how we have become a leader, it is important to remember we must lead ourselves before we lead others. Take the time to motivate yourself and realize that you can do it.

With our Self-Leadership workshop, your participants will discover the specifics of how to be a better leader for themselves and for others. Your participants will be able to guide themselves in positives ways, which equals success!

### Self-Leadership - Course Outline:

Module One: Getting Started	Module Two: What Is Self-Leadership?	Module Three: Motivators
• Icebreaker	• Sources	• Need for Autonomy
• Housekeeping Items	• Before Action	• Self-Efficacy
• The Parking Lot	• During	• External Factors
• Workshop Objectives	• After Action	• Internal Factors
	• Case Study	• Case Study
	• Module Two: Review Questions	• Module Three: Review Questions
Module Four: Behaviour Focus (I)	Module Five: Behaviour Focus (II)	Module Six: Natural Rewards
• Focusers and Reminders	• Purpose	• Definition
• Cues	• Reward	• Competence
• Self-Observation	• Punishment	• Purpose and Self-Control
• Goal Setting	• Practice	• Life Activities
• Case Study	• Case Study	• Case Study
• Module Four: Review Questions	• Module Five: Review Questions	• Module Six: Review Questions
Module Seven: Constructive Thinking	Module Eight: Well-Being (I)	Module Nine: Well-Being (II)
• Positive Thinking	• Emotional Intelligence	• Fitness
• Self-Talk	• Stress Management	• Diet
• Aware of Personal Beliefs and Assumptions	• Optimism	• Sleep
• Opportunity Thinking	• Fun and Happiness	• Personal Effectiveness
• Case Study	• Case Study	• Case Study
• Module Seven: Review Questions	• Module Eight: Review Questions	• Module Nine: Review Questions
Module Ten: Individuality	Module Eleven: Personal Application	Module Twelve: Wrapping Up
• Personality	• Diversity	• Words from the Wise
• Locus of Control	• Personal Problems	• Review of Parking Lot
• Self-Monitor	• Workplace Problems	• Lessons Learned
• Autonomy	• Social Responsibility	• Completion of Action Plans and Evaluations
• Case Study	• Case Study	
• Module Ten: Review Questions	• Module Eleven: Review Questions	

## Servant Leadership

Servant leadership can seem like a contradicting term, but it is becoming a very popular tool in many businesses. Servant leadership is a philosophy that involves focusing on others, on their success, and in turn to build better relationships that benefit both manager and employee. Servant leadership shows that managers can be great leaders while boosting their employee's confidence and further their success at the same time.

With our Servant Leadership workshop your participants will focus on the growth and development of their employees and ensuring their success. In doing so, the leader succeeds when their employees do. With a business team, servant leadership can not only help employees achieve and grow, but it can also benefit their leaders and the company as a whole.

### Servant Leadership - Course Outline:

Module One: Getting Started	Module Two: What is Servant Leadership?	Module Three: Leadership Practices
• Icebreaker	• A Desire to Serve	• Democratic Leadership Style
• Housekeeping Items	• Knowing to Share the Power	• Laissez-Faire Style
• The Parking Lot	• Putting Others First	• Leading by Example
• Workshop Objectives	• Helping Employees Grow	• Path-Goal Theory
	• Case Study	• Case Study
	• Module Two: Review Questions	• Module Three: Review Questions
Module Four: Share the Power	Module Five: Characteristics of a Servant Leader	Module Six: Barriers to Servant Leadership
• Being Empathetic	• Listening Skills	• Excessive Criticism
• Learn to Delegate	• Persuasive Powers	• Doing Everything Yourself
• Their Success is Your Success	• Recognizes Opportunities	• Sitting on the Side-lines
• Know When to Step In	• Relates to Employees	• Demanding from Employees
• Case Study	• Case Study	• Case Study
• Module Four: Review Questions	• Module Five: Review Questions	• Module Six: Review Questions
Module Seven: Building a Team Community	Module Eight: Be a Motivator	Module Nine: Be a Mentor
• Identify the Group Needs	• Make it Challenging	• Establish Goals
• Complement Member Skills	• Provide Resources	• Know When to Praise or Criticize
• Create Group Goals	• Ask for Employee Input	• Create a Supportive Environment
• Encourage Communication	• Offer Incentives	• Create an Open-Door Policy
• Case Study	• Case Study	• Case Study
• Module Seven: Review Questions	• Module Eight: Review Questions	• Module Nine: Review Questions
Module Ten: Training Future Leaders	Module Eleven: Self-Reflection	Module Twelve: Wrapping Up
• Offer Guidance and Advice	• Keep a Journal	• Words from the Wise
• Identify Their Skill Sets	• Identify Your Strengths and Weaknesses	• Review of Parking Lot
• Methods of Feedback	• Identify Your Needs	• Lessons Learned
• Establish Long Term Goals	• Creating Your Own Goals	• Completion of Action Plans and Evaluations
• Case Study	• Case Study	
• Module Ten: Review Questions	• Module Eleven: Review Questions	



## Social Intelligence

Social Intelligence is about understanding your environment and having a positive influence. Your participants will become more confident in their social situations by learning how to express and interpret social cues. They will create positive connections and increase their influence during social situations.

Increasing Social Intelligence will provide benefits throughout their professional and personal lives. It is a fantastic tool for coaching and development as people will learn “people skills”. Improving social skills through active listening, understanding body language, and being more empathic will give your participants the advantage in their interactions. Social interactions are a two-way street, know the rules of the road!

### Servant Leadership - Course Outline:

Module One: Getting Started	Module Two: Increase Your Self-Awareness	Module Three: The Keys to Empathy
• Housekeeping Items	• Remove or Limit Self-Deception	• Listening and Paying Attention
• The Parking Lot	• Ask for Feedback	• Don't Judge
• Workshop Objectives	• Be Open to Change	• Shift Your View
• Pre-Assignment	• Reflect on Your Actions	• Don't Show Fake Emotions
• Action Plans	• Case Study	• Case Study
	• Module Two: Review Questions	• Module Three: Review Questions
Module Four: Active Listening	Module Five: Insight on Behaviour	Module Six: Interpersonal Communication
• Attunement	• Perception	• Give Respect and Trust
• Don't Jump to Conclusions	• Facts vs. Emotion	• Be Consistent
• Shift your Focus	• Online Communication	• Always Keep Your Cool
• Don't Discount Feelings	• Listen and Watch More	• Observing Body Language
• Case Study	• Case Study	• Case Study
• Module Four: Review Questions	• Module Five: Review Questions	• Module Six: Review Questions
Module Seven: Social Cues (I)	Module Eight: Social Cues (II)	Module Nine: Conversation Skills
• Recognize Social Situations	• Spectrum of Cues	• Current Events
• The Eyes Have It	• Review and Reflect	• Conversation Topics
• Non-Verbal Cues	• Being Adaptable and Flexible	• Cues to Watch For
• Verbal Cues	• Personal Space	• Give People Your Attention
• Case Study	• Case Study	• Case Study
• Module Seven: Review Questions	• Module Eight: Review Questions	• Module Nine: Review Questions
Module Ten: Body Language	Module Eleven: Building Rapport	Module Twelve: Wrapping Up
• Be Aware of Your Movements	• Take the High Road	• Words from the Wise
• It's Not What You Say, its How You Say It	• Forget About Yourself	• Review of Parking Lot
• Open Vs. Closed Body Language	• Remembering People	• Lessons Learned
• Communicate with Power	• Ask Good Questions	• Completion of Action Plans and Evaluations
• Case Study	• Case Study	
• Module Ten: Review Questions	• Module Eleven: Review Questions	

## Social Learning

Social Learning is an effective way to train your employees through modelling positive behaviours. It is a great way to promote cohesion and involvement as it builds a culture of learning. Your participants will learn the best way to conduct role plays, share best practices, and provide constant and immediate feedback.

With our Social Learning course your participants will be creating learning communities that benefit every aspect of your organization. They will learn new behaviours through observation and modelling and be instilled with a passion for learning.

### Social Learning - Course Outline:

Module One: Getting Started	Module Two: Setting the Right Group Dynamic (I)	Module Three: Setting the Right Group Dynamic (II)
• Icebreaker	• Communicating	• Diversity Builds Knowledge
• Housekeeping Items	• Collaborating	• Social Interactions
• The Parking Lot	• Sharing of Best Practices	• People Are Different
• Workshop Objectives	• Refining Ideas	• Dealing with Difficult People
	• Case Study	• Case Study
	• Module Two: Review Questions	• Module Three: Review Questions
Module Four: Develop a Social Learning Culture at Work (I)	Module Five: Develop a Social Learning Culture at Work (II)	Module Six: Develop a Social Learning Culture at Work (III)
• Making the Connection	• Safe to Share Environment	• Remove Fear of Feedback or Criticism
• Tagging Star Employees	• Instilling a Passion for Learning	• Creating a Social Unit
• Recognizing Teaching Movements	• Instil a Sense of Sharing	• Imitation and Modelling
• Culture of Questioning	• Learning in the Social Unit	• Empowering Learners
• Case Study	• Case Study	• Case Study
• Module Four: Review Questions	• Module Five: Review Questions	• Module Six: Review Questions
Module Seven: Role Playing (I)	Module Eight: Role Playing (II)	Module Nine: Utilizing the Right Tools (I)
• Identify Work Related Scenarios	• Act it out	• Mentoring
• Add Variables	• Debrief	• Social Media
• Assign Roles	• Mirror Good Examples	• Critical Thinking
• Prepare Role-Players	• General Role-Playing Tips	• Gamification
• Case Study	• Case Study	• Case Study
• Module Seven: Review Questions	• Module Eight: Review Questions	• Module Nine: Review Questions
Module Ten: Utilizing the Right Tools (II)	Module Eleven: Modelling and Observational Learning	Module Twelve: Wrapping Up
• Relevant Resources Selection	• Inspired by Leaders	• Words from the Wise
• Job Shadowing	• Boosting Self-Efficacy	• Review of Parking Lot
• Knowledge Management	• Peer Role Models	• Lessons Learned
• Social Facilitation	• Generating Engagement	• Completion of Action Plans and Evaluations
• Case Study	• Case Study	
• Module Ten: Review Questions	• Module Eleven: Review Questions	

## Social Media in the Workplace

We are being flooded with Social Media invitations and updates. Web-based communication icons like Twitter, Facebook, YouTube, and LinkedIn are dominating the way we interact with each other. People are feeling the need to be updated at all times. It has become a time eater, and businesses are quickly becoming aware of the drain it can have on productivity. People love to share, but they need to know what is alright to share and what should not be sent out.

Understanding Social Media is about communicating the right way. We are beginning to communicate more through electronic means than face to face. Talking on a phone has been replaced more and more with SMS (texting.) Social media channels are becoming the main form of communication and your participants will realize how Social media and the Workplace can work together.

### Social Media in the Workplace - Course Outline:

Module One: Getting Started	Module Two: What is Social Media?	Module Three: Defining Your Social Media Policy (I)
• Icebreaker	• Online Communities	• It Should be a Living Document
• Housekeeping Items	• User Created Content	• Choosing an Information Officer
• The Parking Lot	• Information Sharing	• What Can and Cannot Be Shared
• Workshop Objectives	• Communication Tools	• Legal and Ethic Specifications
	• Case Study and Review Questions	• Case Study and Review Questions
Module Four: Defining Your Social Media Policy (II)	Module Five: Creating a Living Document	Module Six: Keeping an Eye on Security
• New Hire Orientation	• What is a Living Document?	• Password Rules
• Let Common Sense Guide You	• How often is it revised?	• Needs Constant Monitoring
• Nothing Offensive	• Who Will be in Charge	• Keeping Information Confidential
• Rules on Soliciting and Personal Posts	• Change Management	• Protecting Intellectual Property
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Seven: Rules to Follow When Posting (I)	Module Eight: Rules to Follow When Posting (II)	Module Nine: Benefits of Social media
• Always Show Respect	• Be Transparent	• From Audience to Author
• Stop and Think Before You Post	• Act Like You Would in Real Life	• Builds Customer Loyalty
• Always be Honest	• Grammar and Spelling Still Counts	• Speed and Flexibility in Communication
• Never Discredit or Talk Ill of Competitors	• Never Post When You Are Angry	• Two Way Communications
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Ten: The Pitfalls of Social Media	Module Eleven: Listen to Your Customers	Module Twelve: Wrapping Up
• Bullying	• They Provide Great Feedback	• Words from the Wise
• Group Think	• It Makes Them Happy	• Review of Parking Lot
• Trolling	• Improves Your Brand	• Lessons Learned
• Remember, It Is Out There Forever	• Improves Product Development	• Completion of Action Plans and Evaluations
• Case Study and Review Questions	• Case Study and Review Questions	
• Module Ten: Review Questions	• Module Eleven: Review Questions	



## Social Media Marketing

Social media is a staple of modern life. It is so enmeshed in the way we communicate that companies have little choice but to engage social media as part of their marketing strategy. Before implementing any social media strategies, you should take the time to understand the benefits as well as the risks.

With our Social Media Marketing workshop, your participants will discover the specifics of how to effectively use social media marketing. By utilizing different social media platforms to reach current and potential customers, your marketing will only see success.

### Social Media Marketing - Course Outline:

Module One: Getting Started	Module Two: Facebook	Module Three: YouTube
• Icebreaker	• Pros / Cons	• Pros / Cons
• Housekeeping Items	• Likes / Comments	• Channel
• The Parking Lot	• Posts / Links	• Content and Voice
• Workshop Objectives	• Tracking and Measurement	• Tags and Measurement
	• Case Study	• Case Study
	• Module Two: Review Questions	• Module Three: Review Questions
Module Four: Twitter	Module Five: LinkedIn	Module Six: Google+
• Pros/ Cons	• Pros / Cons	• Pros / Cons
• Voice	• Optimize Search in Profile	• Natural Search Links
• Tags and Links	• Groups and Links	• Strategy
• Tracking and Measurement	• Tracking and Measurement	• Tracking and Measurement
• Case Study	• Case Study	• Case Study
• Module Four: Review Questions	• Module Five: Review Questions	• Module Six: Review Questions
Module Seven: Pinterest	Module Eight: Tumblr	Module Nine: Flickr
• Pros/ Cons	• Pros / Cons	• Pros / Cons
• Posting and Conversation	• Posting and Conversation	• Expand Sharing
• Pins and Boards	• Links	• Discussion
• Tracking and Measurement	• Tracking and Measurement	• Tracking and Measurement
• Case Study	• Case Study	• Case Study
• Module Seven: Review Questions	• Module Eight: Review Questions	• Module Nine: Review Questions
Module Ten: Snapchat	Module Eleven: Instagram	Module Twelve: Wrapping Up
• Pros / Cons	• Pros / Cons	• Words from the Wise
• Audience	• Niche and Quality	• Review of Parking Lot
• Ads	• Hashtags	• Lessons Learned
• Tracking and Measurement	• Tracking and Measurement	• Completion of Action Plans and Evaluations
• Case Study	• Case Study	
• Module Ten: Review Questions	• Module Eleven: Review Questions	



## Supervising Others

Supervising others can be a tough job. Between managing your own time and projects, helping your team members solve problems and complete tasks, and helping other supervisors, your day can fill up before you know it.

The Supervising Others workshop will help supervisors become more efficient and proficient, with information on delegating, managing time, setting goals and expectations (for themselves and others), providing feedback, resolving conflict, and administering discipline.

### Supervising Others - Course Outline:

Module One: Getting Started	Module Two: Setting Expectations	Module Three: Setting Goals
• Icebreaker	• Defining the Requirements	• Understanding Cascading Goals
• Housekeeping Items	• Identifying Opportunities for Improvement and Growth	• The SMART Way
• The Parking Lot	• Setting Verbal Expectations	• Helping Others Set Goals
• Workshop Objectives	• Putting Expectations in Writing	
Module Four: Assigning Work	Module Five: Degrees of Delegation	Module Six: Implementing Delegation
• General Principles	• Level One: Complete Supervision	• Deciding to Delegate
• The Dictatorial Approach	• Level Two: Partial Supervision	• To Whom Should You Delegate?
• The Apple-Picking Approach	• Level Three: Complete Independence	• Providing Instructions
• The Collaborative Approach		• Monitoring the Results
		• Troubleshooting Delegation
Module Seven: Providing Feedback	Module Eight: Managing Your Time	Module Nine: Resolving Conflict
• Characteristics of Good Feedback	• The / Rule	• Using a Conflict Resolution Process
• Feedback Delivery Tools	• Prioritizing with the Urgent-Important Matrix	• Maintaining Fairness
• Informal Feedback	• Using a Productivity Journal	• Seeking Help from Within the Team
• Formal Feedback	• Using Routines and Rituals to Simplify Your Workday	• Seeking Help from Outside the Team
Module Ten: Tips for Special Situations	Module Eleven: A Survival Guide for the New Supervisor	Module Twelve: Wrapping Up
• What to Do If You've Been Promoted from within the Team	• Ask the Right Questions of the Right People	• Words from the Wise
• What to Do If You're Leading a Brand-New Team	• Go to Gemba	• Review of Parking Lot
• What to Do if You're Taking on an Established Team	• Keep Learning!	• Lessons Learned
		• Completion of Action Plans and Evaluations



## Supply Chain Management

Supply Chain Management improves the coordination and relationship between Suppliers, Producers, and Customers. It must be kept at a high level of organization to be successful in today's global economy. Goods and services are now pieced together from all over the world, and this process can be hectic and complicated if not managed correctly.

With Supply Chain Management your company and employees will be on target to lower costs, improving efficiency, and increase customer satisfaction. This course will provide your employees with the understanding of how Supply Chain Management can improve and help almost any type of business.

### Supply Chain Management - Course Outline:

Module One: Getting Started	Module Two: Why Supply Chain Management?	Module Three: Key Terms (I)
• Icebreaker	• Customer Satisfaction	• Procurement
• Housekeeping Items	• Improving Performance	• Upstream and Downstream
• The Parking Lot	• Lowering Costs	• Raw Material
• Workshop Objectives	• Product Development	• Forecasting
	• Case Study	• Carrying Cost
	• Module Two: Review Questions	• Case Study
		• Module Three: Review Questions
Module Four: Key Terms (II)	Module Five: Three Levels of Supply Chain Management	Module Six: Five Stages of Supply Chain Management
• Inventory	• Strategic level	• Plan
• Order Generation	• Tactical level	• Source
• Order Taking	• Operational Level	• Make
• Order Fulfilment	• Bullwhip Effect	• Deliver
• Returns Management	• Case Study	• Return
• Case Study	• Module Five: Review Questions	• Case Study
• Module Four: Review Questions		• Module Six: Review Questions
Module Seven: The Flows of Supply Chain Management	Module Eight: Inventory Management	Module Nine: Supply Chain Groups
• The Product Flow	• Levels of Inventory	• The Suppliers
• The Information Flow	• Just-In-Time Inventory	• The Producers
• The Finances Flow	• Keeping Accurate Records	• The Customers
• Data Warehouses	• Inventory Calculator	• The Customer's Customer's
• Case Study	• Case Study	• Case Study
• Module Seven: Review Questions	• Module Eight: Review Questions	• Module Nine: Review Questions
Module Ten: Tracking and Monitoring	Module Eleven: Supply Chain Event Management	Module Twelve: Wrapping Up
• Dashboard	• Inventory Alerts	• Words from the Wise
• RFID's	• Supplier Alerts	• Review of Parking Lot
• Alert Generation	• Bottlenecking	• Lessons Learned
• Stock Keeping Unit (SKU)	• Being Proactive	• Completion of Action Plans and Evaluations
• Case Study	• Case Study	
• Module Ten: Review Questions	• Module Eleven: Review Questions	

## Taking Initiative

Taking the initiative is a crucial step in moving forward in our professional and personal lives. By showing initiative, it reflects us in a positive light to others as well as builds our own self-esteem. If we want something to happen, we need to make it happen. That is what initiative is all about. Take opportunities and run with them. Do not let excuses cause you to miss out on amazing opportunities. See what you want, believe what you want, and make it happen.

With our Taking Initiative workshop, the class participants will learn what initiative is, how to take it on, the advantages of it, and when to know one's place. By enrolling in this class, participants will be taking the first step in making something positive happen for them! Now that is initiative!

### Taking Initiative - Course Outline:

Module One: Getting Started	Module Two: What is Initiative?	Module Three: Know Clients
• Icebreaker	• Definition	• Be Open Minded
• Housekeeping Items	• Benefits, Personal and Professional	• Be Adaptable
• The Parking Lot	• Why People Do Not Take Initiative	• Making Decisions
• Workshop Objectives	• Make Initiative a Priority	• Take Responsibility
	• Case Study	• Case Study
	• Module Two: Review Questions	• Module Three: Review Questions
Module Four: Recognize When You Can Step In	Module Five: Recognize When You Can Go Outside the Normal	Module Six: Weighing the Consequences
• Know Your Strengths and Skills	• Consider Culture and Values Before Acting	• Ask Questions
• Go the Extra Mile	• Is It in the Scope of Your Authority?	• Risk, Impact, or Cost Analysis
• Listen Carefully	• Communicate Ideas	• Is Authorization Necessary?
• Fill in the Gaps	• Act on Solutions	• When Risks Are Too High
• Case Study	• Case Study	• Case Study
• Module Four: Review Questions	• Module Five: Review Questions	• Module Six: Review Questions
Module Seven: Good or Bad	Module Eight: Confidence	Module Nine: Find Opportunities
• The Good	• Are You Confident?	• Internal Opportunities
• The Bad	• Build Confidence	• External Opportunities
• Develop Judgment	• Positive Thinking	• Apply Core Competencies
• Avoid Acting on Emotion	• Visualization	• What Problems Exist, and Will They Grow?
• Case Study	• Case Study	• Case Study
• Module Seven: Review Questions	• Module Eight: Review Questions	• Module Nine: Review Questions
Module Ten: Be Persistent	Module Eleven: Balance Initiative and Restraint	Module Twelve: Wrapping Up
• Handle Setbacks	• Consider the Work Involved in an Idea	• Words from the Wise
• Manage Change	• Develop Emotional Intelligence	• Review of Parking Lot
• Modify Ideas When Necessary	• Know the Buy-in of Stakeholders	• Lessons Learned
• Move Forward	• Do Not Push All Ideas Forward	• Completion of Action Plans and Evaluations
• Case Study	• Case Study	
• Module Ten: Review Questions	• Module Eleven: Review Questions	

## Talent Management

Every company wants to have the best and brightest employees, and with Talent Management that can be achieved. With a company's workforce generally being its highest cost, does it not make sense to invest in it? With Talent Management you are developing a more skilled workforce, and attracting better and more skilled new hires.

We all know that training and retraining is expensive, and our Talent Management workshop will reduce these costs. Recruiting the correct people, and keeping a talented workforce is a priority. Having a talented group of employees has always been a key to success; it will translate into better performance and higher productivity. Talent Management is the investment that will pay dividends for years to come.

### Talent Management - Course Outline:

Module One: Getting Started	Module Two: Defining Talent	Module Three: Understanding Talent Management
• Icebreaker	• What is Talent Management	• Guidelines
• Housekeeping Items	• Types of Talent	• Importance & Benefits
• The Parking Lot	• Skills and Knowledge Defined	• Challenges
• Workshop Objectives		• Key Elements to Developing a Winning Strategy
Module Four: Performance Management	Module Five: Talent Reviews	Module Six: Succession & Career Planning
• Performance Management Defined	• Degree Feedback	• What is Succession Planning?
• Benefits	• Talent Calibration	• Developing a Plan
• How to Keep Your Employees Motivated	• Maintaining an Effective Work Force	• Executing the Plan
• Case Study	• Looking to the Future	• Overcoming Roadblocks
		• Case Study
Module Seven: Engagement	Module Eight: Competency Assessments	Module Nine: Coaching, Training & Development
• Employee Engagement	• Competency Assessment Defined	• Setting Goals
• Generating Engagement	• Implementation	• Developing Options
• Influences	• Final Destination	• Providing Feedback
• Case Study	• Case Study	• Wrapping Up
Module Ten: Do's and Don'ts	Module Eleven: Employee Retention	Module Twelve: Wrapping Up
• Do's & Don'ts	• Goals and Motivation	• Words from the Wise
• Tips for Talent Management	• The Expectancy Theory	• Review of Parking Lot
• Case Study	• Object Oriented Theory	• Lessons Learned
	• Case Study	• Completion of Action Plans and Evaluations





## Team Building for Managers

Teamwork is a part of everyday business life. Whether it's virtual, in the office, or on the road, we are often expected to be a functional part of a team. Having a strong team benefits every organization and will lead to more successes than not. Teamwork is how your participants will elevate that event or project from just OK to great!

Through our Team Building for Managers workshop participants will be encouraged to explore the different aspects of a team, as well as ways that they can become a top-notch team performer. They will be given the details and concepts of what makes up a team, and what factors into being a successful team and team member. Activities that build camaraderie, develop problem solving skills, and stimulate interaction will give your participants what is needed to be a great team member.

### Team Building for Managers - Course Outline:

Module One: Getting Started	Module Two: What Are the Benefits of Team Building?	Module Three: Types of Team Building
• Housekeeping Items	• Better Communication and Conflict Resolution	• Games
• Pre-Assignment Review	• Effectiveness	• Activities
• Workshop Objectives	• Motivation	• Education
• The Parking Lot	• Camaraderie	• Social Gatherings
• Action Plan	• Case Study	• Case Study
	• Module Two: Review Questions	• Module Three: Review Questions
Module Four: Creating Team Chemistry	Module Five: Improving Team Strength	Module Six: Engagement and Collaboration Activities
• Games for Introductions	• Games to Build Trust	• Activities to Build Camaraderie
• Games to Build Camaraderie	• Games to Motivate	• Activities for Idea Sharing
• Games for Problem Solving	• Games to Build Communication	• Activities to Build Trust
• Games to Stimulate Interaction	• Games for Conflict Resolution	• Activities to Stimulate Interaction
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Seven: Building a Great Team Identity	Module Eight: Social Gathering	Module Nine: Common Mistakes When Team Building
• Activities to Motivate	• Singing / Karaoke	• Letting Cliques Develop
• Activities to Improve Working Together	• Dinner / Pot Lucks	• Not Delegating Tasks
• Activities to Build Communication	• Physical Activities	• Rewarding in Private / Criticizing in Public
• Activities for Conflict Resolution	• Meetings	• Disjointed Plans of Grandeur
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Ten: Formatting A Team Building Plan	Module Eleven: Evaluations and Improvements	Module Twelve: Wrapping Up
• Define the Goal	• Was the Goal Met?	• Words from The Wise
• Consult Team Members	• Was the Team Building Cohesive?	• Review of The Parking Lot
• Research and Create Structure	• What Did the Team Think of The Team Building?	• Lessons Learned
• Keep It Fun	• How Can the Team Building Be Improved for Next Time?	• Recommended Reading
• Case Study and Review Questions	• Case Study and Review Questions	• Completion of Action Plans and Evaluations

## Team Building Through Chemistry

Teams are unavoidable in any business. The key to successful team building is addressing the importance of chemistry. By staying aware of the chemistry as you build the group, you will increase the chance of avoiding pitfalls and developing a sense of unity.

With our Team Building Through Chemistry workshop, your participants will discover the specifics of how building a team through chemistry will lead to success. It is not enough to have a group of people just work on a project. They need to connect and utilize each other's strength through team chemistry.

### Team Building Through Chemistry - Course Outline:

Module One: Getting Started	Module Two: Understanding Teams	Module Three: Team Development Model
• Icebreaker	• What Is the Definition of a Team?	• Forming
• Housekeeping Items	• How Do People Feel About Being on Teams?	• Norming
• The Parking Lot	• Why Do Teams Fall Apart?	• Storming
• Workshop Objectives	• Examples of Successful Teams	• Performing
	• Case Study	• Case Study
	• Module Two: Review Questions	• Module Three: Review Questions
Module Four: Chemistry in Teams	Module Five: Diversity	Module Six: Vision and Goals
• What Is Chemistry?	• Advantages	• Creating Vision
• Factors that Influence Chemistry	• Complexity	• Shared Vision
• Examples	• Conflicts	• SMART Goals
• Roles of Leadership	• Encourage Individuality	• Collaboration
• Case Study	• Case Study	• Case Study
• Module Four: Review Questions	• Module Five: Review Questions	• Module Six: Review Questions
Module Seven: Roles	Module Eight: Leadership Functions	Module Nine: Develop Cohesion
• Establishing Roles	• Set the Tone	• Sense of Exclusivity
• Taking	• Conflict Management	• Connect Beyond Work
• Making	• Direct, Don't Order	• Outside Competition
• Avoid Power Struggles	• Encourage	• Focus on Consensus
• Case Study	• Case Study	• Case Study
• Module Seven: Review Questions	• Module Eight: Review Questions	• Module Nine: Review Questions
Module Ten: Build Relationships	Module Eleven: Direction of Team	Module Twelve: Wrapping Up
• Respect	• Charter	• Words from the Wise
• Empathy	• Task Orientation	• Review of Parking Lot
• Open Communication	• Monitor Performance	• Lessons Learned
• Share Credit	• Feedback	• Completion of Action Plans and Evaluations
• Case Study	• Case Study	
• Module Ten: Review Questions	• Module Eleven: Review Questions	

## Teamwork and Team Building

For most of us, teamwork is a part of everyday life. Whether it's at home, in the community, or at work, we are often expected to be a functional part of a performing team. Having a strong team will benefit any organization and will lead to more successes than not.

The Teamwork and Team Building workshop will encourage participants to explore the different aspects of a team, as well as ways that they can become a top-notch team performer. Your participants will be given the details and concepts of what makes up a team, and what factors into being a successful team and team member.

### Teamwork and Team Building - Course Outline:

Module One: Getting Started	Module Two: Defining Success	Module Three: Types of Teams
• Icebreaker	• What is a Team?	• The Traditional Team
• Housekeeping Items	• An Overview of Tuckman and Jensen's Four-Phase Model	• Self-Directed Teams
• The Parking Lot		• E-Teams
• Workshop Objectives		
Module Four: The First Stage of Team Development Forming	Module Five: The Second Stage of Team Development Storming	Module Six: The Third Stage of Team Development Norming
• Hallmarks of This Stage	• The Hallmarks of This Stage	• The Hallmarks of This Stage
• What to Do as A Leader	• What to Do as A Leader	• What to Do as A Leader
• What to Do as A Follower	• What to Do as A Follower	• What to Do as A Follower
Module Seven: The Fourth Stage of Team Development Performing	Module Eight: Team Building Activities	Module Nine: Making the Most of Team Meetings
• Hallmarks of this Stage	• The Benefits and Disadvantages	• Setting the Time and the Place
• What to Do as A Leader	• Team-Building Activities That Won't Make People Cringe	• Trying the -Minute Meeting
• What to Do as A Follower	• Choosing a Location for Team-Building	• Using Celebrations of All Sizes
Module Ten: Solving Problems as a Team	Module Eleven: Encouraging Teamwork	Module Twelve: Wrapping Up
• The Six Thinking Hats	• Some Things to Do	• Words from the Wise
• Encouraging Brainstorming	• Some Things to Avoid	• Review of Parking Lot
• Building Consensus	• Some Things to Consider	• Lessons Learned
		• Completion of Action Plans and Evaluations



## Telephone Etiquette

Phone etiquette is a highly valuable tool to have in an employee's skill-set, and our Telephone Etiquette workshop will help provide those skills. This course will help your participants improve their phone skills which will make them more confident, improve sales, and help gain new customers while retaining your current clientele. A more confident employee is also one that is happier, and happier employees will produce happier customers.

Through our Telephone Etiquette workshop your participants will learn the skills to increase productivity and improve performance. This will produce a positive environment throughout your business and influence the organization as a whole. Recognizing the different skills used between inbound and outbound calls along with knowledge on how to deal with rude or angry callers makes this workshop a great investment.

### Telephone Etiquette - Course Outline:

Module One: Getting Started	Module Two: Aspects of Phone Etiquette	Module Three: Using Proper Phone Language
• Housekeeping Items	• Phrasing	• Please and Thank You
• Pre-Assignment Review	• Tone of Voice	• Do Not Use Slang
• Workshop Objectives	• Speaking Clearly	• Avoid Using the Term "You"
• The Parking Lot	• Listen to the Caller	• Emphasize What You Can Do, Not What You Can't
• Action Plan	• Case Study and Review Questions	• Case Study and Review Questions
Module Four: Eliminate Phone Distractions	Module Five: Inbound Calls	Module Six: Outbound Calls
• Avoid Eating or Drinking	• Avoid Long Greeting Messages	• Be Prepared
• Minimize Multi-Tasking	• Introduce Yourself	• Identify Yourself and Your Company
• Remove Office Distractions	• Focus on Their Needs	• Give Them the Reason for the Call
• Do Not Let Others Interrupt	• Be Patient	• Keep Caller Information Private
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Seven: Handling Rude or Angry Callers	Module Eight: Handling Interoffice Calls	Module Nine: Handling Voicemail Messages
• Stay Calm	• Transferring Calls	• Ensure the Voice Mail Has a Proper Greeting
• Listen to the Needs	• Placing Callers on Hold	• Answer Important Messages Right Away
• Never Interrupt	• Taking Messages	• Ensure Messages are Delivered to the Right Person
• Identify What You Can Do for Them	• End the Conversation	• When Leaving A Message for Others...
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Ten: Methods of Training Employees	Module Eleven: Correcting Poor Telephone Etiquette	Module Twelve: Wrapping Up
• Group Training	• Screening Calls	• Words from the Wise
• One-on-One Training	• Employee Evaluations	• Review of the Parking Lot
• Peer Training	• Peer Monitoring	• Lessons Learned
• Job Shadowing	• Customer Surveys	• Recommended Reading
• Case Study	• Case Study	• Completion of Action Plans and Evaluations
• Module Ten: Review Questions	• Module Eleven: Review Questions	



## Telework and Telecommuting

Working in a home office requires a unique set of skills. Teleworkers or virtual employees have additional challenges created by not being in a centralized office. Communication issues alone make it a challenging job, and recognizing these challenges will help your participants become great teleworkers.

Through Telework and Telecommuting your employees will see a great improvement in their performance and well-being. Being a teleworker does have the advantages of flexible schedules, no commute, and saving the company money. Your participants will establish the additional skills needed to be successful in their work from home environment.

### Telework and Telecommuting - Course Outline:

Module One: Getting Started	Module Two: Core Skills Required	Module Three: Self-Management (I)
• Housekeeping Items	• Self-Management	• Solving Problems on Your Own
• The Parking Lot	• Time Management	• Being and Staying Motivated
• Workshop Objectives	• Organizing and Planning	• You Have More Freedom, Don't Abuse It
• Pre-Assignment	• Communication	• You and Only You are Accountable
• Action Plans and Evaluations	• Case Study and Review Questions	• Case Study and Review Questions
Module Four: Self-Management (II)	Module Five: Time Management (I)	Module Six: Time Management (II)
• Recognize and Remove Bad Habits	• Build a Little Flexibility into Your Schedule	• The Urgent/Important Matrix
• Reflect on Mistakes, and Learn from Them	• Identify and Remove Time Wasters	• Setting and Sticking to Deadlines
• Establish Good Habits	• Working with Time Zones	• The Glass Jar: Rocks, Pebbles, Sand, and Water
• Be Assertive with Yourself	• Using Free Time Wisely	• Recognize When You are Procrastinating
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Seven: Organization and Planning (I)	Module Eight: Organization and Planning (II)	Module Nine: Communication (I)
• Plan for Additional Stress	• Setting up Your Home Office	• Stay in the Loop
• When to Seek Help	• Remove Unneeded or Distracting Items	• Use the Correct Medium
• Being Proactive, not Reactive	• When Technology Fails?	• Be Clear and To the Point
• Establish Priorities and Attainable Goals	• Develop a Normal Working Day	• Virtual Communication Can Be Impersonal
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Ten: Communication (II)	Module Eleven: Additional Challenges	Module Twelve: Wrapping Up
• Open and Frequent Communication	• Building Trust and Rapport	• Words from the Wise
• Share Your Information	• Feeling Isolated	• Review of Parking Lot
• Have a Collaborative Attitude	• Always in the Office	• Lessons Learned
• Setting Expectations with Family and Friends	• Lack of or Less Feedback	• Completion of Action Plans and Evaluations
• Case Study and Review Questions	• Case Study and Review Questions	



## The Cloud and Business

The cloud has become a vital component for business as technology becomes embedded in modern life. Every leader needs to understand the cloud and how it operates as well as the potential dangers and pitfalls associated with cloud computing. Knowledgeable monitoring and maintenance can be the difference between the success and failure of the technology's use.

With our The Cloud and Business workshop, your participants will discover the specifics of how the cloud can be a useful business tool. With a clear understanding of the cloud, your participants will be able to make the best decisions for their customers and business.

### The Cloud and Business - Course Outline:

Module One: Getting Started	Module Two: The Cloud	Module Three: Models for Business
• Icebreaker	• Definition	• Software as a Service
• Housekeeping Items	• History	• Platform as a Service
• The Parking Lot	• History Current Uses	• Infrastructure as a Service
• Workshop Objectives	• Trends	• Other Options
	• Case Study and Review Questions	• Case Study and Review Questions
Module Four: Advantages	Module Five: Address Risks	Module Six: Security
• Data Centre Finances	• Assessment	• Understand Weaknesses
• Labour Finances	• Prioritize Concerns	• Breaches
• Productivity	• Address Risks	• Identity Management
• Ease of Use	• Focus on Success	• Strategies
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Seven: Device Management	Module Eight: Service Oriented Architecture	Module Nine: Business Processes
• Devices that Can Connect	• Definition	• Scale Applications
• Desktops	• With the Cloud	• Web-based
• Benefits	• Services	• Examples
• Monitoring	• Benefits to the Business	• Predictions
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Ten: Standards	Module Eleven: Monitoring	Module Twelve: Wrapping Up
• Best Practices	• Governance	• Words from the Wise
• Organizational Standards	• Measure Performance	• Review of Parking Lot
• Standards in the Cloud	• Methods of Measurement	• Lessons Learned
• Interoperability and Integration	• Monitor Services	• Completion of Action Plans and Evaluations
• Case Study	• Case Study	
• Module Ten: Review Questions	• Module Eleven: Review Questions	

## Time Management

Personal time management skills are essential for professional success in any workplace. Those able to successfully implement time management strategies are able to control their workload rather than spend each day in a frenzy of activity reacting to crisis after crisis - stress declines and personal productivity soars! These highly effective individuals are able to focus on the tasks with the greatest impact to them and their organization.

The Time Management workshop will cover strategies to help participants learn these crucial strategies. Your participants will be given a skill set that includes personal motivation, delegation skills, organization tools, and crisis management. We'll cover all this and more during this workshop.

### Time Management - Course Outline:

Module One: Getting Started	Module Two: Goal Setting	Module Three: Prioritizing Your Time
• Icebreaker	• The Three P's	• The / Rule
• Housekeeping Items	• S.M.A.R.T. Goals	• The Urgent Versus Important Matrix
• The Parking Lot	• Prioritizing Your Goals	• Assertiveness
• Workshop Objectives	• Visualization	
Module Four: Planning Wisely	Module Five: Tackling Procrastination	Module Six: Crisis Management
• Creating Your Productivity Journal	• Why We Procrastinate	• When the Storm Hits
• Maximizing the Power of Your Productivity Journal	• Nine Ways to Overcome Procrastination	• Creating a Plan
• The Glass Jar: Rocks, Pebbles, Sand, and Water	• Eat That Frog!	• Executing the Plan
• Chunk, Block, and Tackle		• Lessons Learned
• Ready, Fire, Aim!		
Module Seven: Organizing Your Workspace	Module Eight: Delegating Made Easy	Module Nine: Setting a Ritual
• De-Clutter	• When to Delegate	• What is a Ritual?
• Managing Workflow	• To Whom Should You Delegate?	• Ritualizing Sleep, Meals, Exercise
• Dealing with E-mail	• How Should You Delegate	• Examples of Rituals
• Using Calendars	• Keeping Control	• Using Rituals to Maximize Time
	• The Importance of Full Acceptance	
Module Ten: Meeting Management	Module Eleven: Alternatives to Meetings	Module Twelve: Wrapping Up
• Deciding if a Meeting is Necessary	• Instant Messaging and Chat Rooms	• Words from the Wise
• Using the PAT Approach	• Teleconferencing	• Review of Parking Lot
• Building the Agenda	• E-mail Lists and Online Groups	• Lessons Learned
• Keeping Things on Track	• Collaborating Applications	• Completion of Action Plans and Evaluations
• Making Sure the Meeting Was Worthwhile		



## Top Sales Secrets

No one is born a sales person. No one has a special gift that makes customers buy products/services. Everyone can however, learn how to sell successfully. By learning to communicate with customers, build lead lists, and sell the company's services with authority, anyone can be a successful sales person.

With our Top Sales Secrets workshop, your participants will discover the specifics of how to develop the traits that will make them successful sales people and how to build positive, long lasting relationships with their customers!

### Top Sales Secrets - Course Outline:

Module One: Getting Started	Module Two: Effective Traits	Module Three: Know Clients
• Icebreaker	• Assertiveness	• Research
• Housekeeping Items	• Emotional Intelligence	• Customer Values
• The Parking Lot	• Solve Problems	• Customer Needs
• Workshop Objectives	• Close	• Anticipate Needs
	• Case Study	• Case Study
	• Module Two: Review Questions	• Module Three: Review Questions
Module Four: Product	Module Five: Leads	Module Six: Authority
• Know Your Product	• Sift Leads	• Develop Expertise
• Believe in the Company/Product	• Time vs. Cost of Pursuing Leads	• Know Your Competition
• Be Enthusiastic	• Let Go of Leads Going Nowhere	• Continue Education
• Link Product to Customer's Values	• Focus on Positive Leads	• Solve Customer Problems Using Authority
• Case Study	• Case Study	• Case Study
• Module Four: Review Questions	• Module Five: Review Questions	• Module Six: Review Questions
Module Seven: Build Trust	Module Eight: Relationships	Module Nine: Communication
• Testimonials	• Listen Actively	• Be Prepared, Not Scripted
• Be Transparent	• Communicate Often	• Use Humor
• Be Genuine	• Rewards	• Be Yourself
• Take on Customers' Point of View	• Build New Relationships	• Thank and Reward
• Case Study	• Case Study	• Case Study
• Module Seven: Review Questions	• Module Eight: Review Questions	• Module Nine: Review Questions
Module Ten: Self-Motivation	Module Eleven: Goals	Module Twelve: Wrapping Up
• Value Your Work	• SMART Goals	• Words from the Wise
• Reward Achievements	• Long-Term Goals	• Review of Parking Lot
• Focus on Success	• Short-Term Goals	• Lessons Learned
• Do Not Procrastinate	• Track and Modify	• Completion of Action Plans and Evaluations
• Case Study	• Case Study	
• Module Ten: Review Questions	• Module Eleven: Review Questions	

## Train-The-Trainer

Whether you are preparing to be a professional trainer, or you are someone who does a bit of training as a part of their job, you always want to be prepared. Your participants will understand that training is a process where skills, knowledge, and attitudes are applied in a unique way.

Our Train-The-Trainer workshop will provide your participants the skills to help them deliver engaging and compelling workshops. Skills such as facilitating, needs analyses, and managing tough topics will give your trainees what they require to become a trainer themselves.

### Train-The-Trainers Course Outline:

Module One: Getting Started	Module Two: Understanding Training and Facilitation	Module Three: Gathering Materials
• Icebreaker	• What is Training?	• Identifying Participants' Needs
• Housekeeping Items	• What is Facilitation?	• Reviewing the Materials
• The Parking Lot	• Identifying Appropriate Situations for Each	• Identifying and Resolving Gaps
• Workshop Objectives		
Module Four: Creating a Lesson Plan	Module Five: Choosing Activities	Module Six: Preparing for the Workshop
• Planning for the Basics	• Types of Activities	• Creating a Materials List
• Adding Slack Time	• Creating a Tickle Trunk	• Gathering Participant Information
• Creating a Plan B	• What to Do When Games Go Wrong	• Setting up the Physical Location
• A Take-Home Template		
Module Seven: Getting off on the Right Foot	Module Eight: Delivery Tips and Tricks	Module Nine: Keeping it Interactive
• Greeting Participants	• Using Visual Aids	• Encouraging Discussion
• Being Prepared	• Creating Supporting Materials	• Using Group Work
• Using Icebreakers	• Gauging When It's Time for a Break	• The Power of Post-It Notes
Module Ten: Dealing with Difficult Participants	Module Eleven: Tackling Tough Topics	Module Twelve: Wrapping Up
• The Ground Rules	• Tough Stuff to Watch Out For	• Words from the Wise
• Challenges and Solutions	• Adjusting Your Material for a Sensitive Issue	• Review of Parking Lot
• Handling Interruptions	• Dealing with Sensitive Issues in the Workshop	• Lessons Learned
		• Completion of Action Plans and Evaluations

## Universal Safety Practices

The importance of safety cannot be overstated. Every organization is responsible for the safety of employees while they are working. It is estimated that safety problems cost companies \$ billion a week. Understanding universal safety practices and how to implement them will help keep everyone protected while ensuring the company's financial security.

With our Universal Safety Practices workshop, your participants will discover how safety affects employee engagement and the bottom line. Safety may seem like a boring topic, but an unsafe work environment cannot be ignored.

### Universal Safety Practices - Course Outline:

Module One: Getting Started	Module Two: The Importance of Safety	Module Three: Fire Risk
• Icebreaker	• Legal Responsibilities	• Causes and Types
• Housekeeping Items	• Risks	• Assessment
• The Parking Lot	• Benefits	• Prevention
• Workshop Objectives	• Setting the Example	• Communication
	• Case Study	• Case Study
	• Module Two: Review Questions	• Module Three: Review Questions
Module Four: Sound	Module Five: Chemical and Electrical Hazards	Module Six: Ergonomics
• Levels of Noise	• Assess Chemicals Used	• Common Ergonomic Related Injuries
• Assessment	• Inform	• Assess Risks
• Risks	• Control Exposure	• Equipment Changes
• PPE or Environmental Changes	• Electrical Dangers	• Training
• Case Study	• Policies and Controls	• Case Study
• Module Four: Review Questions	• Case Study	
	• Module Five: Review Questions	
Module Seven: Workplace Violence	Module Eight: Transportation	Module Nine: Machinery
• Identify Stressors and Triggers	• Assess Transportation	• Identify Machines and Their Risks
• Substance Abuse	• Onsite	• Establish Safeguards
• Report Policies	• Off-site	• Limit Use
• Training and Emergency Plans	• Policies to Prevent Injury	• Care and Maintenance
• Case Study	• Case Study	• Case Study
• Module Seven: Review Questions	• Module Eight: Review Questions	• Module Nine: Review Questions
Module Ten: Safety Program	Module Eleven: Monitoring	Module Twelve: Wrapping Up
• Risk Assessment	• Establish Target KPIs	• Words from the Wise
• Establish Goals and Objectives	• Audits and Inspections	• Review of Parking Lot
• Develop Policies and Procedures	• Reports of Incidents	• Lessons Learned
• Training	• Assess Data	• Completion of Action Plans and Evaluations
• Case Study	• Case Study	
• Module Ten: Review Questions	• Module Eleven: Review Questions	



## Women in Leadership

Often, people who have never had a leadership role will stand up and take the lead when a situation they care about requires it. Your participants will be able recognize these events and grab the reins with more confidence. This workshop touches on understanding the leadership gap, vital leadership traits, and how to overcome various barriers. With our Women in Leadership workshop your participants will learn how women are changing the workforce. Through this workshop, your participants will gain a new perspective on the workforce, and what benefits can come from hiring and promoting women to higher positions.

### Women in Leadership - Course Outline:

Module One: Getting Started	Module Two: Women & the Workforce	Module Three: The Leadership Gap
• Housekeeping Items	• % of the Population	• Underrepresented in Leadership
• Pre-Assignment Review	• % of College Degrees	• Executive Positions
• Workshop Objectives	• % of the US Workforce	• Finance, Health Care, and Law
• The Parking Lot	• % of Professional-level Jobs	• Historical Trends
• Action Plan	• Case Study and Review Questions	• Case Study and Review Questions
Module Four: Barriers to Women's Leadership	Module Five: Traits of Women's Leadership	Module Six: Benefits of Women's Leadership
• Gender Differences are Over-emphasized	• Lead by Uniting Diverse Groups	• Greater Collaboration
• Gender Differences are Under-valued	• Value Work-life Balance	• Culture of Work-life Balance
• Women Lack Professional Networks	• Value Interpersonal Relationships	• Culture of Accountability
• Work and Family Conflict	• Value Accountability	• Assists in Recruiting Millennials
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Seven: Nurturing Women's Leadership	Module Eight: Actively Recruit Women	Module Nine: Create Women's Networking Opportunities
• Actively Recruit Women	• Discover your Barriers to Hiring	• Create a Women's Networking Group
• Create/Encourage Networking Opportunities	• Discover your Barriers to Retention	• Encourage Joining Organizations
• Pair Women with Mentors in Leadership	• Recruit via Women's Organizations	• Networking Builds Confidence
• Create/Encourage Training Opportunities	• Women-friendly Culture	• Networking and Recruiting
• Case Study and Review Questions	• Case Study and Review Questions	• Case Study and Review Questions
Module Ten: Pair Women with Mentors	Module Eleven: Create & Encourage Educational Opportunities	Module Twelve: Wrapping Up
• Benefits of Mentoring	• Encourage Learning of Leadership Skills	• Words from the Wise
• Think Creatively	• Internal Programs and Trainings	• Review of the Parking Lot
• Incorporate at Every Stage	• Outside Programs and Trainings	• Lessons Learned
• Encourage Women to Mentor	• Encourage Training at Every Career Stage	• Recommended Reading
• Case Study and Review Questions	• Case Study and Review Questions	• Completion of Action Plans and Evaluations

## Work-Life Balance

Having a balance between work and home life can be a challenge. With this challenge come great rewards when it is done successfully. By balancing a career with home life, it will provide benefits in each environment. You will become healthier, mentally and physically, and you will be able to produce more career wise.

With a Work-Life Balance you will be managing your time better. Better time management will benefit all aspects of life; you will be working less and producing more. This workshop will show how to focus on the important things, set accurate and achievable goals, and communicate better with your peers at work and your family at home.

### Work-Life Balance - Course Outline:

Module One: Getting Started	Module Two: Benefits of a Healthy Balance	Module Three: Signs of an Imbalance
• Icebreaker	• Why It's Important	• Health Risks
• Housekeeping Items	• Increased Productivity	• Absenteeism
• The Parking Lot	• Improved Mental and Physical Health	• Burnout
• Workshop Objectives	• Increased Morale	• Stress
	• Case Study	• Case Study
	• Module Two: Review Questions	• Module Three: Review Questions
Module Four: Employer Resources	Module Five: Tips in Time Management	Module Six: Goal Setting
• Offer More Employee Control	• The Urgent/Important Matrix	• The Three Ps
• Ask Employees for Suggestions	• Learn to Say No	• SMART Goals
• Employee Assistance Program (EAP)	• Stay Flexible	• Visualization
• Reward Your Staff	• / Rule	• Prioritizing Your Goals
• Case Study	• Case Study	• Case Study
• Module Four: Review Questions	• Module Five: Review Questions	• Module Six: Review Questions
Module Seven: Optional Ways to Work	Module Eight: At Work	Module Nine: At Home
• Telecommuting	• Leave Home Stress at Home	• Leave Work Stress at Work
• Job Sharing	• Break Up Large Tasks	• Turn Your Phone Off
• Job Redesign	• Delegate	• Take Some Me• Time
• Flex Time	• Set Accurate Goals	• Maintain Your Boundaries
• Case Study	• Case Study	• Case Study
• Module Seven: Review Questions	• Module Eight: Review Questions	• Module Nine: Review Questions
Module Ten: Stress Management	Module Eleven: Working in a Home Office	Module Twelve: Wrapping Up
• Exercise	• Setting Up a Home Office	• Words from the Wise
• Eating Well	• Setting Boundaries	• Review of Parking Lot
• Getting Enough Sleep	• Dealing with Distractions	• Lessons Learned
• Self-Assessment	• Make a Schedule and Stick to It	• Completion of Action Plans and Evaluations
• Case Study	• Case Study	
• Module Ten: Review Questions	• Module Eleven: Review Questions	

## Workplace Diversity

Improving diversity knowledge is a required component of every company. With more and more businesses having global presence workplace diversity is a forgone conclusion. Your participants will be able to use strategies to be proactive and remove barriers. They will be shown how to build and encourage diversity in their workplace and community.

Our Workshop Diversity course will help participants understand what diversity is, and how they can create a more diverse environment. They will be instructed on how to use active listening and employ effective questioning techniques. By learning the right complaint resolution skills and choosing the right course of action communication throughout your business will be strengthened.

### Workplace Diversity - Course Outline:

Module One: Getting Started	Module Two: Understanding Diversity	Module Three: Understanding Stereotypes
• Icebreaker	• What is Diversity?	• Stereotypes vs. Biases
• Housekeeping Items	• Related Terms and Concepts	• Identifying Your Baggage
• The Parking Lot	• A Brief History	• Understanding What This Means
• Workshop Objectives	• A Legal Overview	
Module Four: Breaking Down the Barriers	Module Five: Verbal Communication Skills	Module Six: Non-Verbal Communication Skills
• Changing Your Personal Approach	• Listening and Hearing: They Aren't the Same Thing	• Body Language
• Encouraging Workplace Changes	• Asking Questions	• The Signals You Send to Others
• Encouraging Social Changes	• Communicating with Power	• It's Not What You Say, it's How You Say It
Module Seven: Being Proactive	Module Eight: Coping with Discrimination	Module Nine: Dealing with Diversity Complaints as a Person
• Encouraging Diversity in the Workplace	• Identifying if You Have Been Discriminated Against	• What to Do If You're Involved in a Complaint
• Preventing Discrimination	• Methods of Reprisal	• Understanding Your Role
• Ways to Discourage Discrimination	• Choosing a Course of Action	• Creating a Support System
Module Ten: Dealing with Diversity Complaints as a Manager	Module Eleven: Dealing with Diversity Complaints as an Organization	Module Twelve: Wrapping Up
• Recording the Complaint	• Receiving a Complaint	• Words from the Wise
• Identifying Appropriate Actions	• Choosing a Response	• Review of Parking Lot
• Choosing a Path	• Learning from the Complaint	• Lessons Learned
		• Completion of Action Plans and Evaluations



## Workplace Harassment

Harassment can be based on a variety of factors such as race, sex, and disability. Experiencing an uncomfortable situation in the workplace may be more than an unpleasant event; it may be against the law. This alone is what makes this topic very important for every organization.

Our Workplace Harassment workshop will give participants the tools to recognize harassment when it occurs. It will help them understand their rights and responsibilities, and create a safe environment for all. Through this workshop your participants will recognize that it is necessary for everyone to identify harassment and exercise anti-harassment policies.

### Workplace Harassment - Course Outline:

Module One: Getting Started	Module Two: The Background	Module Three: Developing an Anti-Harassment Policy
• Icebreaker	• The Law	• Anti-Harassment Policy: What Should Be Covered
• Housekeeping Items	• Identifying Harassment	• What a Model Policies Work
• The Parking Lot	• Anti-Harassment Policies	• Steps to a Healthy Work Place
• Workshop Objectives		• Educating Employees
Module Four: Policies in the Workplace	Module Five: Proper Procedures in the Workplace	Module Six: False Allegations
• Anti-Harassment Policy Statements	• If You are Being Harassed	• How to Address the Situation
• Employee's Rights and Responsibilities	• If You are Accused of Harassing	• Confidentiality
• Employer's Rights and Responsibilities	• The Investigation	• Monitoring the Situation
	• Remedies	• Retaliation
		• Appeals
Module Seven: Other Options	Module Eight: Sexual Harassment	Module Nine: Mediation
• Union Grievance Procedures	• Defining Sexual Harassment	• What is Mediation?
• Mediation: Getting Help from Outside Organization	• Elements of Harassment	• Deciding if it is Right
	• Common Scenarios	• How to Implement
Module Ten: Conflict Resolution	Module Eleven: The Aftermath	Module Twelve: Wrapping Up
• How to Resolve the Situation	• How to Move On	• Words from the Wise
• Seeing Both Sides	• Monitoring the Situation	• Review of Parking Lot
• Deciding the Consequence	• Learning from Mistakes	• Lessons Learned
		• Completion of Action Plans and Evaluations

## Workplace Violence

Workplace harassment must be identified, discouraged, and prevented in order to keep a hostile work environment from developing. Left unchecked, harassment can escalate into violence. Workplace violence and harassment training is essential to the safety of all employees.

In order to prevent Workplace Violence, it is essential that everyone is able to identify individuals who may be prone to violence. Our workshop will help your participants recognize certain behaviours, and lower the risk of escalated situations. This workshop will help participants identify the warning signs, as well as give them coping and response tools.

### Workplace Violence – Course Outline:

Module One: Getting Started	Module Two: What is Workplace harassment?	Module Three: Identifying the Bully
• Icebreaker	• How to Identify	• Abusive Workplace Behaviours
• Housekeeping Items	• Costs to your business	• Bullying and Personality Disorders
• The Parking Lot		• Narcissism
• Workshop Objectives		
Module Four: How to Handle Workplace Violence	Module Five: Risk Assessment (I)	Module Six: Risk Assessment (II)
• Types of Behaviour	• Understanding Anger and Aggression	• Identifying the Hazard
• Target the Behaviour, Not the Person	• Defusing & De-escalating Strategies	• Assessing the Risk
• Implement an Action Plan	• Communication Skills	• Controlling the Risk
	• Tactical Options	• Evaluating & Review
Module Seven: Being the Victim	Module Eight: Checklist for Employers	Module Nine: Interview Process
• What Is Not Considered Bullying	• Step Process	• Identify a Bully in the Interview Process
• Steps to take	• Addressing all Employees	• Warning Signs
	• Code of Ethics	• Role Play
	• Policy and Procedures	• Case Study
Module Ten: Investigation Process	Module Eleven: Developing a Workplace Harassment Policy	Module Twelve: Wrapping Up
• Advising your Supervisor	• Scope	• Words from the Wise
• Lodging the Complaint	• Philosophy	• Review of Parking Lot
• Initial Response	• Principles	• Lessons Learned
• The Investigation	• Intent	• Completion of Action Plans and Evaluations
• The Findings	• Options	
• Review & Closure	• Informal Complaint Process	
	• Formal Investigation process	