ORGANIZATIONAL DEVELOPMENT & LEADERSHIP TRAINING CATALOGUE

ALTIUM
LEADERSHIP

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4 hours (1/2 day)

COMMUNICATE WITH IMPACT

Effective communication is one of the most important factors in the success of any organization or relationship. It is vital to understand how to communicate with members of your team or customers who communicate differently than you. Diversity of behavior and perspective can be a great strength to the team when managed well. When it is not understood or appreciated it can cause dysfunction and reduce productivity and engagement.

Our ProScan leadership and communication survey is an efficient way to teach your staff about themselves, their peers, increasing teamwork, and building communication skills.

Our tools offer a variety of resources such as, understanding personal strengths, developing effective communication skills, attracting and hiring the best, strengthening leadership performance, building high performance teams, and understanding what makes people TICK –their Traits, Interest, Communication Styles & Key.

Course benefits

- Identify your personal communication preferences
- Understand other types of personal communication preferences.
- How to most effectively communicate between differing preferences.
- Identify blocks to effective leadership and communication and what to do about them.
- Gain tools for managing conflict.

THE "I" IN TEAM (LEADERSHIP ALL LEVELS)

Team performance starts when you ask, 'how can I take more responsibility for my team's troubles instead of pointing at others?" "How can I match my good intentions to my impact so I can be the leader and team member my team deserves?" Only 10% of teams are high performing. Sustainable high performance is possible. The "I" is your impact! There is often a gap between your good intentions and your impact. We will discuss why that happens and how you can close this gap and create the conditions of psychological safety needed to help your team members engage and perform at a higher level. You will improve your ability to solve challenges you face every day and achieve your goals more successfully. The "I" in Team will help your ability to think clearly under pressure, manage and motivate people effectively, and to change your approach as necessary. It will help you improve your emotional intelligence and your impact!

This topic provides you with the skills to recognize how emotions drive behaviors, the difficulty in managing your emotions, and the emotions of those around you. Gain tools to manage interpretation of information and review appropriate levels of reaction. As a leader, you will become more aware of your unconscious behaviors and learn to effectively manage your emotions to make conscious decisions for better outcomes.

Keynote Benefits

- Learn how Emotional Intelligence impacts your team's performance.
- Recognize the cycle of how emotions drive behaviors and build habits.
- Gain tools to build awareness of how you behave in moments of tension and the impact of that behavior on team performance.
- Learn techniques to interrupt those behavior patterns to be a better "I" in the team.

THE Ownership FACTOR™

OWN YOUR OUTCOMES!

LEARN HOW TAKING 100% RESPONSIBILITY FOR THE RESULTS IN YOUR BUSINESS AND LIFE GIVES YOU POWER AND IMPROVES ACHIEVEMENT

Learn how taking 100% ownership for your current results gives you the power to improve future results. Discover the conditions and behaviors that keep you stuck. Identify and implement the steps to achieve the results you desire in your work and life.

Spencer uses personal experiences and inspiring stories that help motivate you to take action. Hardships, like many are experiencing right now, can be a catalyst for positive change. You will learn about how to unleash the power to achieve desired change and goals. You will commit to take ownership for the outcomes in your life and decide if you want a job, a career, or calling in your chosen vocation.

Participant Benefits

- This is a "wake-up call" to seasoned leaders to get off "auto pilot" and stop settling for good enough!
- Learn some ways we prevent ourselves from making desired changes in our roles and how to eliminate them.
- Attendees will learn to stop blaming. They will create ownership of results and choose if they want a job, career, or a calling!
- They will come away with tangible vision and purpose about what is important to them through creative exercises.
- Participants will get committed to a plan of action, which will help them have more power over the outcomes in their lives.

IF CHAIRS COULD TALK

Most organizations struggle with communication. It is often listed as the number one problem executives have in leading their businesses. They struggle will silos, lack of clarity, disengagement, incomplete information, bottlenecks and more. These break downs cost organization millions of lost revenues each year. Managers are unable to get buy-in for change initiative, so they are delayed. Customer feedback does not get to the people who can take action. Vision, mission, values and goals or poorly communicated often-leaving team members in the dark with little direction and motivation. New employees are quickly indoctrinated to the corporate communication practices and become disengaged.

We will provide a highly interactive process, which reveals your KCI's (key communication indicators). This process allows people to experience the realities of organizational communication and connect their different roles to situations and flows of communication. Each person will learn what choices and opportunities for improvement they have based on the different roles and situations (which chair am I in?) they find themselves in. Participants will learn how they can immediately improve their own communication flow and improve productivity and engagement.

Course Benefits

- Learn different communication responsibilities based on changing roles
- Understand how different behaviors hurt or help communication flow
- Learn to ask questions which will give you the information you need to improve productivity
- Avoid finger pointing and blame and take personal responsibility for effective communication in your organization
- Identify what you will do differently to take your team's communication to the next level

4 hours (1/2 day)

DELEGATE WITH IMPACT!

Gain understanding and experience of how to coach and manage direct reports around challenging behavioral issues. Learn the art of giving and receiving feedback for improvement. Participants will learn the responsibility of delegation. Help increase engagement in team members through empowering them to learn and grow in their positions. Avoid taking on the responsibilities of your team and learn why this is a challenge for many leaders. You will have the opportunity to practice these skills in response to common behavioral situations in a safe environment, which will give you the confidence to increase your effectiveness immediately.

Course benefits

- Learn how to take charge of your busy day.

- Understand how our own emotions and the emotions of others affect our decision-making.

- Develop the listening skills necessary to make better decisions.

- Learn effective delegation versus abdication or control.

- Learn conflict management techniques.

- Begin to learn and practice proven coaching techniques.

- Understand how your conditioned behavior impacts delegation and what to do about it.

OFFICE MYTHOLOGY: MAKING SENSE OF THE AUTHENTICITY PARADOX

Most leaders want to be true to who they believe they are. This can be a challenge if who you are conflicts with your leadership role. Many leaders struggle with authenticity when there is change or a new role, or when they have to sell themselves or handle feedback for improvement. You will learn how to have the success you desire without selling out.

Participants become aware of the power of patterned emotional responses and learn how to retrain their brain in order to develop more productive habits. Developing the ability to master oneself in moments of tension and stress creates new habits as well as building a foundation for personal and professional success.

Participants develop their ability to focus on assertive communication skills and handle challenging behaviors, which are essential in achieving organizational objectives.

Course benefits

- Become aware of the power of patterned emotional responses and continue to look for ways to interrupt unproductive behaviors.
- Learn techniques to develop habits for improved results.
- Manage conflict and challenging behaviors of others.
- Enhance your ability to choose how you behave even in challenging or stressful situations.

Leadership Webinar or Keynote 45-90 minutes

GROW FROM PAINS TO GAINS

Right now, people are hurting because of uncertainty, change in working conditions, exhaustion, and anxiety. Many are looking to improve their work satisfaction, happiness, and their physical and mental health for themselves and their families. Professionals dissatisfied with their work are leaving employers in record numbers. This phenomenon has been called "The Great Resignation." Some people are waiting for things to change. Many feel powerless because they can't do what they normally do, so they do nothing.

We will discuss how to step into a more powerful persona to help you climb the mountains you may be facing and to help manage anxiety, stress, and grief. You will learn techniques that will help you easily put on your cape and increase your confidence to help you achieve better business results and breakthrough roadblocks to your success and happiness.

Session Benefits

- Identify self-sabotaging thoughts and actions so you can begin to recognize and minimize their impact.

- Learn strategies to "own the new normal" including the "Personal Power Model"

- Balance your responsibilities while working from home.

- Gain motivation to climb your personal mountains.

- Evidence of the power of these principles will be shared in stories.

4 hours (1/2 day)

SYNERGY & CHANGE

When we put personal interests and ourselves first it erodes the trust and willingness of families and team members within an organization to support one another and achieve goals. When challenges occur, we are less prepared to face them effectively. When working together and put each other's interest first, cooperation, love, understanding and trust grows. When there is a culture of service dealing with inevitable challenges and change is easier to handle. Better outcomes are produced, therefore, allowing the business and family life to thrive.

Is it reasonable to think that your family and business will never face serious challenges? When those challenges occur, how does each individual show up? Do they keep their eye on the potential opportunities? Do they remain open to each other's ideas and feedback? Are they allowing of other's behaviors and willing to embrace and offer support? Or, do they worry about their own needs and interests and how they are impacted?

In the constantly shifting global marketplace and home life, understanding the dynamics of change is essential. Through a series of interactive exercises, participants gain vital skills by learning to understand the challenges that arise when competition amongst each other overshadow teamwork within the organization and home, and how to effectively deal with varying levels of change readiness.

Course Benefits

- Understand and build awareness of who we are during times of change

- How we manage our behaviors and personal gain when making decisions

- Identify habits of the organization or team, both good and bad. Sorting through the concepts of how to make bad good and good better tools and resources to adapt to change and anticipate the change ahead.

4 hours (1/2 day)

STRENGTHEN YOUR BRAND WORKSHOP

Own your personal brand! Learn to communicate with power and influence. Understand the importance of managing your personal brand in your business and job. Successful People separate themselves from others through the experience of their interactions with bosses, peers, direct reports, customers and more. You have a brand; the question is, are you proactively creating your brand and is it helping or hurting your ability to achieve your goals?

Course Benefits

- Learn the value of a strong personal brand
- Magnify your reputation
- Improve your influence
- Make better presentations
- Improve your non-verbal awareness and communication
- Increase your credibility as a leader
- Become a better listener
- Improve how you gather information
- Develop an action plan for improvement
- Increase your value to your organization
- Increase your confidence

4 hours (1/2 day)

HIGH PERFORMANCE TEAMS: YOU DESERVE THIS!

Teamwork is one of the most commonly used terms to be successful in today's business world, yet if asked, most people have a slightly different definition of the term. Altium Leadership presents a powerful process to define the term as a group and then see what happens when asked to perform with the definition the group identifies.

Course benefits

- Identify expectations within the organizations & identify characteristic of a high-performance team.

- Explore how trust impacts communications within the organization.

- Understand the new paradigm of a progressive business culture.

- Understand the goals of the organization and how they affect each relationship within the organization.

4 hours (1/2 day)

ACCOUNTABILITY AND LIVING YOUR CORE VALUES

This class creates an opportunity to experience the difference between stating values, and actually living them. Participants will learn how it feels to be held accountable to different standards and enforcing different expectations of others. Participants will also gain knowledge and understanding regarding the impact of asking for, offering, and accepting help has on achieving desired results.

Course Benefits

- Identify team and company accountability gaps

- Exemplify behaviors that demonstrate core values

- Each leader holds themselves accountable for standards enforced with others

- Identify the impact of helping as it relates to organizational results

4 hours (1/2 day)

PRODUCTIVE CONFLICT

When you think of conflict, does your heart start to race and sweat roll down your back? Conflict is one of the core behaviors of a high performing team. It is also the behavior that has the lowest performance score among thousands of teams. When done correctly, conflict can lead to Innovation, Creativity, a more resilient culture, better decisions, profitability, retention of staff, productivity, inclusiveness, and greater safety.

If there are so many benefits from conflict, why is it avoided and managed so poorly in teams and organizations? There is a wide range of productive and destructive conflict. Destructive conflict leads to reduced innovation, wasted & lost time, wasted & lost opportunities, absenteeism, high employee turnover, legal costs, bad press, and more. Learn what you and your organization can do to manage and harvest the benefits of productive conflict.

Course benefits

- Learn tools for effective conflict and build your muscles for conflict.

- Understand the various kinds of conflict.

- Identify your preference for conflict and where your interests and concerns may be incompatible with others.

- Identify your conflict hooks or personal triggers which can lead to unproductive conflict.

- Learn to manage your hooks for more productive conflict.

STAYING RELEVANT IN THE AGE OF BIG DATA & AI

Technology and computing power is advancing at mind boggling speed. In 1965, Gordon Moore predicted that the number of transistors in an integrated circuit would double every two years. In 2020, Cerebras unveiled a circuit with 2.6 trillion transistors! As the size of transistors has reached the limit of the atomic scale, Moore's law is now giving way to Huang's law which predicts transistor performance will more than double every two years. Technology is improving exponentially. How fast are you improving your skills? It is impossible for us to keep up with our technology. What are the implications of this phenomenon on your future employment?

Companies are investing in technology at an ever-greater rate, to fill their skills gaps and labor shortage. With unemployment at current levels, many employers are struggling to find the talent they need.

Technology advances up until 2015 meant an increase in employment and the standard of living. That is no longer true. The current economic data suggests that evolution of technology is contributing to slower labor and wage growth. For the first time in history, people are starting to lose jobs to machines. This is a trend that is expected to accelerate.

Technology is replacing left brain functions like accounting, research, analysis, hiring, dangerous work, and highly cognitive brain work. As computing power expands, there is no job that is safe from technology replacing humans. What will happen to many of the high paying jobs of the past in science, technology, engineering, and math?

The high cognitive careers will still be important, there will just be fewer of them. Those who will succeed at the highest level in these and other careers will need to learn additional skill such as building relationships, brainstorming, collaborating, and leading. In the future, technology will be capable of doing most jobs. However, some qualities, skills, and abilities will never be replaced. You can increase your value to current and future employers by improving these.

Course Benefits

- Develop the skills you need to stay relevant

    - Empathy is the foundation of everything you will need to be successful in the future. It is the basis of relationship and trust. It is what will separate the good from the great.

    - Communication: How you deliver a message is as, or sometimes more important than the message itself.

    - Harness the power of story. The right kind of narrative is more powerful than logic. Learn to use story in persuasion, AAR, and in learning and development.

    - Learn the elements of high team performance. More important and complex work and innovation is being done through team collaboration.

    - Enhance your leadership skills and take greater accountability

    - Understand how you can be a more effective negotiator.

- Improve how you lead or manage projects

- Understand the benefits to your organization and projects of harvesting knowledge to bring clarity and meaning to your data (Lessons from the International Olympic Committee):

    - The benefits and challenges of written reports

    - Using images, videos and story to capture and convey what really happened and the context behind it

    - How to get people to tell the truth

- Learn why many of the skills we need to succeed in the future are shrinking when the demand is rising and what you can do about it.

4 hours (1/2 day)

ELEVATE YOUR CUSTOMER SERVICE

Poor customer service can crush your business. The impact of social media today is that word spreads very quickly about customer experiences. Forbes reports that poor customer service costs $62 billion per year in the US alone. 78% of customers ended a business relationship for bad service and 9 out of ten customers say they would pay more to ensure a good customer experience. Learn how to create value and loyalty so you are not just competing on price.

Course Benefits

- Define customer service

- Understand the impact of customer service

- Self-assess how you are doing with customer service

- Improve your business development

- Increase customer buy-in with difficult situations

ELEVATE YOUR GOALS

In this workshop you will focus on four strategic questions: Where are we now? Where do we want to be? What will it take for us to get there and how do we measure our success? You will begin to identify barriers to effective goal setting and how to overcome them. You will be challenged to get out of your comfort zone in order to get the results you desire in your business and your personal life.

Course Benefits

- Learn what stops you from achieving your goals

- Learn processes to help you achieve new behaviors

- Identify traits of highly successful people

- Create strong goal clarity

- Engage your achievement drive

- Understand how behavioral tendencies affect goal setting

- Learn how to set goals

- Focus on the process not the outcome

ELEVATE YOUR PERSONAL & PROFESSIONAL PRODUCTIVITY

How is time management affecting your productivity? Learn to rule your technology rather than letting it rule you. Prioritize the most important projects in a systematic fashion. Eliminate unproductive behaviors to improve workflow. Increase your energy and enthusiasm to accomplish what is most important to you.

Course Benefits

- Understand the dynamics of how our technology, which is designed to help us be more productive, is making it more difficult to achieve what is most important to us.

- Identify workday behaviors which are critical to improving productivity

- Discover how well you are using your unconscious thinking to be productive

- Learn to effectively prioritize daily activities

- Increase your energy and enthusiasm to achieve what is most important to you.

4 hours (1/2 day)

CRITICAL SUPERVISOR & MANAGMENT SKILLS

The challenges of transitioning to a leader are addressed in this engaging, self-evaluating class. Participants understand the difference between leading and managing as well as identify areas they may want to focus on. Getting Organized, Assessing Self and Team, Managing Change, Leadership, Developing Your Staff, Creating a Motivational Environment, Communication Skills and the Power of a Positive Attitude are all addressed as core competencies of managers and supervisors.

Course benefits

- Establish courses of action for self and others to ensure that work is completed efficiently.

- Identifies the areas of transition when taking on a leadership role.

- Conducting effective meetings.

- Provides activities and self-evaluation in the following areas; organization, assessing yourself and your team, managing change, developing your staff, leadership and management, creating a motivational environment and communication skills.

- Time management.

- Customer service.

- Understanding role/From friend/ co-worker to supervisor.

- Recognition.

- Workplace ethics.

- Customer service.

- Motivating staff.

4 hours (1/2 day)

TEAM DIAGNOSTIC™ MODEL WORKSHOP AND DIAGNOSTIC REPORT

Years ago, management guru Peter Drucker said, "Effective leadership is not about making speeches or being liked; leadership is defined by results not attributes."

This report is a stepping-stone in the development of leadership through impact on team performance. The report is based on the Team Diagnostic™ model and diagnostic report, used by thousands of teams worldwide. The report provides you, the leader, with a way to measure your view of the strengths of the team based on 14 factors in the model; these are common sense, research-verified qualities necessary for effective leadership and effective team results.

Teams of course, come in a variety of forms and structures; they are dynamic systems of individuals, interacting to achieve a common mission. The more aware you are of the strengths and challenges of your team the more effective you can be in your role as leader.

It's been said many times, "What gets measured gets done." This Team Leader View™ provides a baseline and map for team development and in the process, your leadership development. It gives you a point in time reference, insight, and direction for improving team results and your practice of leadership.

The Goal

Strong teams through strong team leadership

From the organization's point of view, teams exist to produce results. That is the measure that makes a difference. It is this goal that drives every aspect of the team's life from inception onward. Teams are constantly monitored against results delivered. But a focus on output alone tells only half of the story for high performing. The most successful and most effective teams in producing results are teams that have developed the ability to be sustainable as well. There are times in the life of any team when 100% of the focus must be on the task, the deadline and the deliverables. But the intensity of the heat of that focus is not sustainable. Burn out is the predictable result and teams that are burned out eventually disappoint when it comes to achieving results.

The question to ask then is, "What are the essential factors that go into creating a high-performing sustainable team?"

Course Benefits

- Identify characteristics of effective teams: Identity, Mission/purpose, Goals, Roles, Agreements, Commitment

- Identify the conditions necessary for a team to be productive

- Understand the conditions necessary for engaged, collaborative team performance. The word "Positivity" is borrowed from Daniel Goleman's work with Emotional Intelligence. It means the ground conditions support team interaction; it does not mean everyone is happy.

- The team will come away with an action plan on how to move forward.

- The process includes a follow-up survey and report to measure the change in team dynamics and strengths.

I would highly recommend Spencer to anyone...

"Being in sales for over 20 years, I've done several training classes, but nothing reached out to me as much as spending the time working with Spencer. I've always felt my personality wasn't quite the typical salespersons but have since learned to use my strengths and focus on adapting my weaker traits to improve my overall results. Self-awareness has generated improved sales and a promotion! I would highly recommend Spencer to anyone looking to become more aware of their ability and how to use that awareness to their best advantage. Spencer is fantastic!!!"

Marissa-Business Rental Sr. Sales Executive - Transportation Solutions

The value you have brought me is priceless...

"The value you have brought me personally as well as my professional success is priceless. I am recognized as one of the top 10 sales managers and trainers in my industry. This is something I am very proud of and you should be too. My core skills in communication and sales training are directly related to your service. My company and its employees continue to benefit from your valuable information. Thank you for all you have done."

James-Owner, Regional Retail Home Furnishing Chain

You have provided me with key insights to team members and delivered extraordinary sales techniques....

"You have guided me through my existing medical sales career both as a Territory Manager and now as a Regional Sales Director. You have provided me with key insights to team members and delivered extraordinary sales techniques. Consequently, through your guidance, I have implemented strategic sales directions for my personal utilization as a Territory Manager and have had equal success using your team building components as a Regional Sales Director. The results have been terrific!"

Bill-National Sales Director, International Medical Device Sales Company

This is team development that gets results...

"The Team Diagnostic and coaching dramatically accelerated a critical change management process and instilled a new culture in our IT organization during a mission critical period. This is team development that gets long-term, measurable results."

Karin Catton, CIO Global VP, Information Technology, Norgren

A focused, aligned, committed, & high-performing team...

"The Team Diagnostic system-based approach to working with teams is breaking new ground in that it creates a mindset and skill set that takes the focus off the individual team members' relationship and creates a new perspective on the team as its own entity.

The business case speaks for itself: 'a focused aligned committed and high-performing team' for a very critical project which I am leading for Johnson & Johnson."

Marc Hooyberg, Project Manager, Johnson & Johnson

Without this training, my project team would have failed...

"Without trying to sound too dramatic - I'd credit the team coaching sessions as the turning point on this project. Without this training, my project team would have failed because we could not get out of the starting blocks."

Matt McGoff, Program Manager, P&G

Valuable in getting management on the same page...

"This was great! Really started the process of defining our team. The workshop was most valuable in getting management together collectively in one group and on the same page in defining our culture."

Rob Howell, Senior Vice President, Bank of America

The workshop increased my comfort being candid...

"The workshop was well worth the time/effort. The Team Coaches were very well prepared, and they did a great job facilitating a candid discussion amongst the team. The workshop increased my comfort being candid with other team members."

Tim Geraghty, Senior Vice President, Bank of America

ATTRACT AND RETAIN THE BEST TALENT

Hire the right person—the first time.

Create accurate Job Models for attracting, interviewing, and hiring the best candidate

Course Benefits

- Prioritize and weigh key skills and strengths for the position being filled
- Analyze individual perceptions of the job requirements
- Prepare effective advertising for attracting the best applicants
- Provide Job Matching questions for interviewing
- Strengthen hiring managers' knowledge and skills for making the right hiring decision

The Job Modeling Process:

Step 1:

Spencer Horn Solutions will provide PDP ProScan personal communication surveys to a sampling of top performers currently in the position job model to be determined.

From this sampling, one job model will be created:

Job model from the communication surveys of team members with the highest success rates in each position. If there is no successful role model, we will use a Job Dynamic Modeling system referenced in step 2.

Step 2:

From the job model of successful performing team members, Altium Leadership will work with the Women's Business Group, executive team to complete a Job Dynamics Analysis (JDA) of actual work criteria. These additional insights will create a combined picture of the successful performer's actual traits as well as their specific perceptions of what is required to be successful in their position. See JDA questionnaire attached with this proposal.

Step 3:

Altium Leadership will present a final draft version of the Job Model to make final adjustments. From this final draft, we will create a list of recommended key words and phrases to be used in advertising to attract ideal candidates and will work with you to create the final ad copy.

Step 4:

Altium Leadership will create final job model for your business. This will allow you to generate candidate interview guides and automatically generated behavior-based interview questions for each candidate surveyed anytime in the future. See final job model example and a sample of the candidate Interview Guide attached with this proposal. We recommend 2-3 executives become PDP certified. We will teach you how to create your own reports and hiring tools

8 hours (1 day)

MENTORSHIP CERTIFICATION

This one-day session will build the mentoring skills to confidently move people to higher levels of performance and goal achievement - all done in a way that benefits the individual, rewards the mentor and creates a stronger, talented organization.

Rewards to Expect:

- Improved performance and motivation

- Clear communications

- Less conflict

- Increased productivity and individual satisfaction

Mentor Working Definition

Individuals within the organization who can teach based on their own experiences, and who have an interest in developing and guiding others.

Mentoring is not a one-time event, but a process of periodically connecting with an individual and supporting them in becoming more productive and successful.

One-on-one mentoring involves reviewing an individual's ProScan report, then setting Action Plans for reaching personal and professional goals.

Forms Needed:

Mentor Form

- For you, the *Mentor Form* provides a way to track the conversation and write action plans to best support the individual.

Action Plan

- For the individual being mentored, the *Action Plan* provides a way to capture key items to work on and goals to accomplish.

Tools Provided

The ProScan Mentoring Manual and eCertification online access are designed to provide you with a road map to follow for your mentoring activities. You can feel confident in creating the kind of mentoring environment that will lead to reaching your goals as a mentor, along with enabling the individual you are mentoring to reach their goals. You will also be granted access to our ProScan Mentor eCertification which will enable you to reinforce classroom work.

Course Benefits:

- Identify your Mentoring Style

- Recognize Your Important Responsibilities as a Mentor

- Anticipate Rewards of Successful Mentoring

16 hours (2 days)

CERTIFIED PDP PROFESSIONAL

The **Certified PDP Professional** course is designed for individuals of client organizations to participate in a **rich learning environment** of people dynamics and management systems. The focus is on building a foundation of PDP knowledge and equipping you to **apply processes in-house** when you return to your organization.

Certification Breakdown

What is Covered?

Conducted by experienced experts, certification includes a variety of instructional methods: real-world scenarios, strategic action planning, and interactive participation. PDP certification follows EEOC policy.

Agenda Overview

- Interpreting and discussing ProScan reports, and using the information to develop improvements and solutions

- Developing job model profiles for any position in the organization, and interviewing and selecting the best people to fit positions

- Practicing skills in team planning, defining roles and responsibilities, learning what to expect from team members, enhancing communication.

Course Benefits

- Learn PDP's guiding principles and philosophies

- Understand the metrics and meaning of behavior

- Administer the various survey tools

- Interpret report results

- Apply the management concepts and processes

RESULTS IN SALES AND BUSINESS DEVELOPMENT: HOW WE GET IN OUR OWN WAY... AND WHAT TO DO ABOUT IT.

How Much are Your Team's Blind Spots and Blocks to Communication Costing You? Are you tired of stories and excuses from your team members, as they continue to lose high stakes sales and business development opportunities?

We offer a powerful workshop, *Results in Sales and Business Development: How We Get In Our Own Way…And What To Do About It.*

Course Benefits

- Specifically, why you miss opportunities with people who are your behavioral opposites and how to keep them engaged to become clients/customers.

- How you are consciously and unconsciously telegraphing your biases and conditioned ways of thinking to your existing and prospective clients.

- Learn what to do when difficult people trigger you, causing self-sabotaging responses.

- Develop better client relationships and to close more sales.

- How to instantly recognize and reframe predictable negative or non-resourceful thinking to keep yourself engaged and on track toward your goals.

- Call reluctance: Why you may procrastinate instead of filling your pipeline with new prospective clients.

- Where some individuals fall short in the sales cycle, why this happens and specific breakthrough strategies for results.

Our Approach To Executive Coaching

Our approach is tailored to executives and high - performance professionals who seek to amplify the impact of their presence and their ability to influence the attitudes and behaviors of others through verbal and visual communication.

The individual and small-group coaching is based on a relationship of mutual respect, trust and freedom of expression. We focus on sharing practical formulas, winning tools and best practices that can be used and reused throughout your career. Our professional observations and techniques are offered, and balanced performance feedback is provided according to the needs of the individual client.

Our work together is geared to life - long learning and development.

- *Long term Performance Excellence.* Meet mutually agreed - upon standards of performance, presence, strategic- effective communication across cultures, with a wide variety and audiences.

- *Personal Self* – Awareness. Re-assess your professional competencies and potential blind -sides in light of current and future professional responsibilities. See yourself as others see you. Examine your assumptions and patterns of thinking, planning, self - monitoring, and self - evaluation.

- *Self – Correction*. Increase your personal motivation to adapt your style as the result of self – confidence and self-efficacy. Prepare in advance to adjust mentally and physically in–the-moment and in accordance with emerging and unexpected circumstances.

- **Continuous Personal Growth**. Set goals to speak and network in settings which engage your values and personal enthusiasms and provide challenging opportunities for learning.

Spencer Horn

Businesses internationally look to Spencer as an enthusiastic, insightful source for counsel and advice on developing productive and focused corporate cultures. Spencer is able to draw upon his 29 years of executive experience to re-energize seasoned and emerging professionals and increase organizational effectiveness. He inspires change, to develop: a powerful culture, effective communication, high performing teams and engagement.

Spencer is currently the President of Altium Leadership. He has previously been the CEO of a leadership development company and Vice President of a NASDAQ company which developed IMAX theaters in tourist destinations. There he worked with major organizations such as IMAX Corp., National Geographic Television, Radio City Productions, Disney Films and more. His experience is valuable to business leaders and their teams as he shares insight and knowledge that can be immediately applied. His engaging and interactive style contributes to him being in high demand as a speaker, trainer, and coach.

He is a co-author of the "Speakers on Life" anthology "The Power of the Platform" along with Jack Canfield, Les Brown, Brian Tracy and more.

He holds a bachelor's degree in political science and a master's degree in economics from the University of Utah. He is a certified team coaching facilitator through Team Coaching International and a certified Professional Dynametric Programs trainer and administrator through PDP Global. Spencer has been married to his amazing wife, Jana, for more than 34 years. She is a partner and COO of Altium Leadership. Together they have five beautiful children and five grandchildren.

Certified PDP Trainer & Administrator

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ANGER MANAGEMENT

Holding on to anger is like grasping a hot coal with the intent of throwing it at someone else; you are the one who gets burned. – Buddha

Benjamin Franklin once said, 'In this world nothing can be said to be certain, except death and taxes.' We would add a third item to his list: anger. Controlling and limiting anger is important in every aspect of one's life. Without control you are putting limits on what you can accomplish in your personal and professional life.

Anger can be an incredibly damaging force, costing people their jobs, personal relationships, and even their lives when it gets out of hand. However, since everyone experiences anger, it is important to have constructive approaches to manage it effectively. The **Anger Management** workshop will help teach participants how to identify their anger triggers and what to do when they get angry.

Workshop Objectives

- Understand anger dynamics in terms of the anger cycle and the fight or flight theory.

- Know common anger myths and their factual refutations.

- Know the helpful and unhelpful ways of dealing with anger.

- Know techniques in controlling anger, particular reading anger warning signs, using coping thoughts, exercising relaxation techniques and blowing off steam.

- Understand the difference between objective and subjective language.

- Know tips in identifying the problem.

- Express a feeling or position using I-messages.

- Know skills and techniques in making a disagreement constructive, including effective negotiation and solution-building.

ASSERTIVENESS AND SELF-CONFIDENCE

Learning is not a spectator sport. – D. Blocher

Self-confidence 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.

Workshop Objectives

- Define assertiveness and self-confidence, and list the four styles of communication

- Describe the types of negative thinking, and how one can overcome negative thoughts

- Explain the difference between listening and hearing, and understand the importance of body language and questioning skills in communication

- Define the importance of goal setting, and practice setting SMART goals for assertive behavior

- Utilize methodologies for understanding your worth -- and the use of positive self-talk

- List reasons why a pleasing appearance and body language are critical for creating a strong first impression

- Practice sending positive communications phrased as "I-Messages"

- Use the STAR model to make your case during a presentation challenge

- Display rapport-building skills through assertive methods of expressing disagreement and consensus-building techniques

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BECOME A MORE LIKABLE BOSS

A good leader takes a little more than his share of blame, al little less than his share of the credit. – Arnold H. Glasgow

Becoming a more likeable boss can sometimes be a difficult process to describe. It can be one characteristic that facilitates great communication and great employee relationships. It can be the special way that you show confidence in among your team. These and other events can become more easily managed with this great workshop.

With our **Become a More Likeable Boss** workshop, your participants will begin to see how important it is to develop better managerial 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.

Workshop Objectives

- Understand how to develop leadership qualities
- Know how to delegate effectively
- Choose inspirational and engaging tasks for yourself and others
- Use wisdom and understanding to lead others
- Identify the roles of your team
- Learn how to trust others and earn their trust.

4 hours (1/2 day)

BODY LANGUAGE BASIC SKILLS

The human body is the best picture of the human soul. – Ludwig Wittgenstein

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 than 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.

Workshop Objectives

- Define body language.

- Understand the benefits and purpose of interpreting body language.

- Learn to interpret basic body language movements.

- Recognize common mistakes when interpreting body language.

- Understand your own body language and what you are communicating.

- Practice your body language skills.

CHANGE MANAGEMENT

Every new beginning comes from some other beginning's end. – Seneca

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.

Workshop Objectives

- List the steps necessary for preparing a change strategy and building support for the change

- Describe the WIFM – the individual motivators for change

- Use needed components to develop a change management and communications plans, and to list implementation strategies

- Employ strategies for gathering data, addressing concerns and issues, evaluating options and adapting a change direction

- Utilize methods for leading change project status meetings, celebrating a successful change implementation, and sharing the results and benefits

- Describe the four states of Appreciative Inquiry, its purposes, and sample uses in case studies

- Use strategies for aligning people with a change, appealing to emotions and facts

- Describe the importance of resiliency in the context of change, and employ strategies the change leader and individual change participant can use to foster resiliency

- Explain the importance of flexibility in the context of change, and demonstrate methods the change leader and individual change participant can use to promote flexibility

CIVILITY IN THE WORKPLACE

Civility is not simply a question of minding your manners, it is also a critical component of professional success. – P.M. Forni

While a training program on workplace manners and courtesy may seem like overkill, the reality is: rudeness is an epidemic costing industry millions 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 behavior, 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.

Workshop Objectives

- Define civility, understand its causes, and enumerate at least three of its behavioral indicators.

- Understand the costs of incivility, as well as the rewards of civility, within the workplace.

- Learn practical ways of practicing workplace etiquette, including the proper use of greetings, respect, involvement, and political correctness.

- Learn the basic styles of conflict resolution and identify the style most appropriate for managing particular conflicts in the workplace.

- Learn skills in diagnosing the causes of uncivil behavior.

- Understand the role of forgiveness and conflict resolution in the creation of a civil working environment.

- Understand the different elements of effective communication, particularly effective paraverbal and non-verbal communication.

- Learn facilitative communication skills such as listening and appreciative inquiry.

- Learn specific interventions that can be utilized when there's conflict within the workplace.

- Learn a recommended procedure for systematizing civil behavior within the workplace.

COACHING AND MENTORING

What makes a good coach? Complete dedication. – George Halas

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.

Workshop Objectives

- Define coaching, mentoring and the GROW model.
- Identify and set appropriate goals using the SMART technique of goal setting.
- Identify the steps necessary in defining the current state or reality of your employee's situation.
- Identify the steps needed in defining options for your employee and turn them into a preliminary plan.
- Identify the steps in developing a finalized plan or wrapping it up and getting your employee motivated to accomplish those plans.

- Identify the benefits of building and fostering trust with your employee.
- Identify the steps in giving effective feedback while maintaining trust.
- Identify and overcoming common obstacles to the growth and development of your employee.
- Identify when the coaching is at an end and transitioning your employee to other growth opportunities.
- Identify the difference between mentoring and coaching, using both to enable long-term development through a positive relationship with your employee.

4 hours (1/2 day)

COMMUNICATION STRATEGIES

Wise men talk because they have something to say;
fools, because they have to say something. – Plato

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.

Workshop Objectives

- Understand what communication is
- Identify ways that communication can happen
- Identify barriers to communication and how to overcome them
- Develop their non-verbal and paraverbal communication skills
- Develop greater presence
- Learn effective presentation skills
- Learn how to use your voice effectively

- Listen actively and effectively
- Ask better questions
- Use appreciative inquiry as a communication tool
- Adeptly converse and network with others
- Identify and mitigate precipitating factors
- Establish common ground with others
- Utilize the law of association and an effective greeting strategies

4 hours (1/2 day)

CONFLICT RESOLUTION

Where all think alike, no one thinks very much. – Walter Lippmann

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 lawsuits.

Workshop Objectives

- Understand what conflict and conflict resolution mean
- Understand all six phases of the conflict resolution process
- Understand the five main styles of conflict resolution
- Be able to adapt the process for all types of conflicts
- Be able to break out parts of the process and use those tools to prevent conflict
- Be able to use basic communication tools, such as the agreement frame and open questions
- Be able to use basic anger and stress management techniques

4 hours (1/2 day)

CRITICAL THINKING

The way to get started is to quit talking and begin doing. – Walt Disney

We live in a knowledge based society, and the more critical you think the better your knowledge will be. Critical Thinking provides you with the skills to analyze and evaluate information so that you are able to obtain the greatest amount of knowledge from it. It provides the best chance of making the correct decision, and minimizes damages if a mistake does occur.

Critical Thinking will lead to being a more rational and disciplined thinker. It will reduce your prejudice and bias which will provide you a better understanding of your environment. This workshop will provide you the skills to evaluate, identify, and distinguish between relevant and irrelevant information. It will lead you to be more productive in your career, and provide a great skill in your everyday life.

Workshop Objectives

- Understand the components of critical thinking
- Utilize non-linear thinking
- Use logical thinking
- Recognize what it means to be a critical thinker
- Evaluate information using critical thinking skills
- Identify the benefits of critical thinking
- Revise perspective, when necessary
- Comprehend problem solving abilities

CUSTOMER SERVICE

The single most important thing to realize about any enterprise is that there are no results inside its walls. The result of a business is a satisfied customer. – Peter Drucker

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 paychecks 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 skill set including in-person and over the phone techniques, dealing with difficult customers, and generating return business.

Workshop Objectives

- State what customer service means in relation to all your customers, both internal and external
- Recognize how your attitude affects customer service
- Identify your customers' needs
- Use outstanding customer service to generate return business
- Build good will through in-person customer service
- Provide outstanding customer service over the phone
- Connect with customers through online tools
- Deal with difficult customers

4 hours (1/2 day)

DEVELOPING CREATIVITY

An essential aspect of creativity is not being afraid to fail. – Edwin Land

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.

Workshop Objectives

- Define creativity

- Act with confidence

- Engage in curiosity

- Stop acting out of fear

- Learn from introspection

- Take risks

BRIDGING THE GENERATION GAP

A single conversation with a wise man is better than ten years of study.
– Chinese Proverb

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 and understand what motivates them and dealing with them on a daily basis. Both the young and older worker will have many ideas 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.

Workshop Objectives

- History behind generation gaps
- What are traditionalists
- What are baby boomers
- What are Generation Xers
- What are Generation Yers
- Differences between each type of generation
- Finding common ground among the generations
- Conflict management
- Leveraging the benefits of generation gaps at work

GOAL SETTING AND GETTING THINGS DONE

Success is steady progress towards one's goals. – Jim Rohn

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

Our **Goal Setting and Getting Things Done** workshop will cover strategies to help your participants 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.

Workshop Objectives

- Overcome procrastination

- Manage time effectively

- Accomplish important tasks

- Self-motivate

- Create SMART goals

HIGH PERFORMANCE TEAM (REMOTE WORKFORCE)

Only by binding together as a single force will we remain strong and unconquerable. – Chris Bradford

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 challenging 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.

Workshop Objectives

- Define high performance teams.
- Define remote workforce.
- Understand the characteristics of a high-performance team.
- Understand how to create teamwork.
- Understand the importance of communication.
- Understand how to train your high-performance team of remote employees.
- Learn how to manage a high-performance team.
- Learn the techniques of an effective team meeting.

IMPROVING SELF-AWARENESS

The unexamined life is not worth living for a human being. – Socrates

Self-awareness is an important part of everyday life. It transfers over to your personal, social, physical and work life. It can help one gain a better understanding of themselves, and how to live a better, more fulfilling life. When working to deepen one's own self-awareness, it is important to fully engage yourself. One should take the time and proper steps, to fully become self-aware.

With the **Deepening Self-Awareness** workshop, your participants will learn how beneficial becoming more self-aware can be. A highly self-aware person will become more equipped to deal with daily life and its challenges. Through this workshop, your participants will gain a new perspective on themselves and their emotions and become a valuable member to society.

Workshop Objectives

- Define the self and different aspects of the self

- Learn from introspection

- Understand the nature and value of emotions

- Appreciate themselves

- Appreciate others

- Improve effectiveness

INTERPERSONAL SKILLS WORKSHOP

Interdependence is and ought to be as much an ideal of man as self-sufficiency.
Man is a social being. – Mohandes Gandhi

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.

Workshop Objectives

- Understand the difference between hearing and listening
- Know some ways to improve the verbal skills of asking questions and communicating with power.
- Understand what non-verbal communication is and how it can enhance interpersonal relationships.
- Identify the skills needed in starting a conversation, moving a conversation along, and progressing to higher levels of conversation.
- Identify ways of creating a powerful introduction, remembering names, and managing situations when you've forgotten someone's name.

- Understand how seeing the other side, building bridges and giving in without giving up can improve skills in influencing other people.
- Understand how the use of facts and emotions can help bring people to your side.
- Identify ways of sharing one's opinions constructively.
- Learn tips in preparing for a negotiation, opening a negotiation, bargaining, and closing a negotiation.
- Learn tips in making an impact through powerful first impressions, situation assessment, and being zealous without being offensive.

PERSONAL PRODUCTIVITY

This is the stuff that life is made of. – Benjamin Franklin

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-honored 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 their life on something or someone else, but through this workshop your participants will take ownership and begin to lead a more productive life.

Workshop Objectives

- Set and evaluate SMART goals

- Use routines to maximize their productivity

- Use scheduling tools to make the most of their time

- Stay on top of their to-do list

- Start new tasks and projects on the right foot

- Use basic project management techniques

- Organize their physical and virtual workspaces for maximum efficiency

- Take back time from e-mail and handheld devices

- Beat procrastination

4 hours (1/2 day)

STRESS MANAGEMENT

When stress is at its highest, just know it can only go down. – Tom Rataj

Positive and negative stress is a constant influence on all of our lives. The trick is to maximize the positive stress and to minimize the negative stress. Your participants will be shown how stress can be positive and negative, and we'll look at the Triple A approach that will form the basis of this workshop.

The Stress Management workshop will give participants a three-option method for addressing any stressful situation, as well as a toolbox of personal skills, including using routines, relaxation techniques, and a stress log system. They will also understand what lifestyle elements they can change to reduce stress.

Workshop Objectives

- Identify the best approach to a stressful situation (Alter, Avoid, or Accept)
- Understand what lifestyle elements you can change to reduce stress
- Use routines to reduce stress
- Use environmental and physical relaxation techniques
- Better cope with major events
- Use a stress log to identify stressors and create a plan to reduce or eliminate them

4 hours (1/2 day)

TAKING INITIATIVE

The best way to predict the future is to create it. – Abraham Lincoln

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 "Seeing and **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!

Workshop Objectives

- Identify what initiative looks like

- Recognize when you can take steps outside the normal

- Build confidence in themselves

- Learn to find opportunities

- Learn good and bad aspects of initiative

- Balance initiative and restraint

VIRTUAL TEAM BUILDING AND MANAGEMENT

Management by objectives works if you first think through your objectives.
– Peter Drucker

There are an estimated one billion virtual workers in 2012, and the number is expected to continue climbing well into the future. With a global workforce you are provided with a cost effective and talented pool of employees to draw from. With a virtual team you are given a Follow the Sun production environment.

With a virtual team you have the normal issues of a localized team, with the additional challenges of distance and cultural differences. Virtual Team Building and Management will give you participants the knowledge to work with these challenges and succeed in a growing global workforce.

Workshop Objectives

- Know the keys to establishing a virtual team
- Learn how to hold effective meetings and group sessions
- Learn effective ways to communicate with team members
- Use tools to build trust and confidence among employees
- Know how to handle poor performing employees
- Know how to manage a virtual team during any project

4 hours (1/2 day)

NETWORKING NOW

BEST PRACTICES FOR MODERN NETWORKING USING LINKEDIN

The goal of networking is to build relationships. Today, a great deal of networking is done virtually. Most of the principles which apply to live networking apply to virtual networking. Talking to strangers requires small talk which leads to deeper conversations. Eventually, you want to move the conversation to a face to face live or virtual conversation. The purpose of our conversations is to build a relationship where we give and receive. The giving and receiving can be referring contacts to others in your network or getting introductions to contacts in their network. These introductions can lead to new business or employment opportunities. We will share best practices using LinkedIn on how to attract the opportunities that are most suitable to your strengths and how to build the relationships necessary to help you achieve your goals.

Course Objectives

- Effective remote networking
- Develop international business opportunities
- Develop national and international business opportunities
- Find international job opportunities
- Connect with thought leaders and mentors
- Build your brand