

Service Category

- Leadership Development
- Human Resource Management
- Management Services

Program Title

Understanding the Impact of Shift Work: On Your Health, Mind, and Family

Program Description

This course provides the participants with an introduction to the biological, physical, family, and social impacts of working shifts.

Program Duration

~2 Hours

Concepts Presented in the Program

- The Biological Adjustments of Shift Work
- Sleep Cycles
- Physical Fitness and Shift Work
- Impacts on Family and Social Life from Shift Work

Recommended Participants

This course is recommended for all employees (and their families) working shifts, especially rotating shifts.

Maximum number of Participants: 30

Program Notes

The impacts of shift work are presented and discussed. This program is most effective when the family members are also invited to attend the training.

Service Category

- Leadership Development
- Human Resource Management
- Management Services

Program Title

Active Listening

Program Description

This course provides the participant with the ability and skills to improve communications with others. In active listening, the participants learn to listen for the feelings and content being expressed by the speaker. The program is designed to encourage active listening techniques to be used during team meetings, employee counseling, and other workplace communication situations.

Program Duration

~ 4 Hours

Concepts Presented in the Program

- Effective Communications
- Verbal Content
- Verbal Feelings/Intent
- Application of Active Listening
- Analyze Interpersonal Relations

Recommended Participants

First-line supervisors, planners, coordinators, managers, and executives.
Maximum number of Participants: 25

Program Notes

This course is recommended to support team-building and improve communications between superiors and subordinates. This program works well in conjunction with the labor relations program.

Service Category

- Leadership Development
- Human Resource Management
- Management Services

Program Title

The After Action Review (AAR): A Tool for Continuous Improvement

Program Description

The workshop and follow-on mentoring sessions provide an organization with one of the most powerful and widely recognized tools for continuous improvement: the After Action Review. The AAR is a tool that can be readily used at all levels of the organization and is most effective at the crew/team/unit/shift/department levels.

The program is divided into two parts: a formal train-the-trainer session followed by several one-on-one mentoring sessions with the participants when they conduct their first AAR with their employees.

Program Duration

- ~ 4 Hours to review the program with senior management and determine process implementation.
- ~ 4 Hours for the Initial Introduction Training Session
- ~ 1 Hour with each participant when they conduct their first AAR to mentor them through the application of the technique.

Concepts Presented in the Program

- o Continuous Improvement
- o How to Ask the Right Questions
- o AAR Steps
- o Conducting an AAR
- o Using the AAR for Continued Success
- o Mentoring
- o Quality Management

Recommended Participants

All employees, particularly supervisors, coordinators, and managers
Maximum number of Participants: 30

Program Notes

This program works best when conducted in three phases. Phase I is to determine how the process will be implemented within the Company. Phase II is the 4-hour training session. Phase III is one-on-one mentoring with each participant when they conduct their first AAR with the employees.

Service Category

- Leadership Development
- Human Resource Management
- Management Services

Program Title

Attendance Management

Program Description

This course will provide participants with the essential elements and the needed commitment to implement a formal attendance program. The program shows participants how to address absenteeism and tardiness.

Program Duration

~ 2 Hours

Concepts Presented in the Program

- Reasons for Absenteeism
- Impact of Absenteeism on Business Operations
- Attendance Management
- Resolving Absenteeism Problems
- Perfect Attendance
- FMLA
- Measuring the Impact of Attendance

Recommended Participants

First-line supervisors, planners, coordinators, and managers
Maximum number of Participants: 25

Program Notes

Company policies regarding absenteeism are incorporated into the course.

Service Category

- Leadership Development
- Human Resource Management
- Management Services

Program Title

Business Ethics and Stakeholder Management

Program Description

This course reviews several important tools that will assist individuals and organizations with evaluating ethical problems and providing key input into the decision-making process with regard to business ethics. Participants will become familiar with how to use ethical decision-making techniques with an emphasis on their practical application in the workplace.

Program Duration

1 Days (~8 Hours)

Concepts Presented in the Program

- Leadership
- Business Ethics
- Values
- Ethical Models
- Decision-Making
- Identifying Stakeholders
- Managing Stakeholders

Recommended Participants

All exempt employees including supervisors, planners, coordinators, managers, and executives.

Maximum Number of Participants: 20

Program Notes

This course works particularly well to re-familiarize the participants with the established values of the organization. The emphasis is on the application of the company's values in day-to-day decisions and operations. The program is especially effective when used in conjunction with a corporate code of conduct. The workshop includes discussions on identifying and managing stakeholders.

Service Category

- Leadership Development
- Human Resource Management
- Management Services

Program Title

Business Writing Essentials

Program Description

The workshop will improve the writing clarity and communication's effectiveness of the participants. Training includes tips and techniques to write more clearly, understandably, and effectively towards conveying the essential points of the writer's intent. We focus on the correct use of grammar, language, punctuation, and style to create more professional documents, memos, and reports.

Program Duration

~ 4 – 8 Hours Depending upon the Needs of the Client

Concepts Presented in the Program

- Determining the Message
- Writing to the Audience
- Memo Format
- Writing Press Releases
- Presenting Ideas and Suggestions
- Presenting Recommendations
- Grammar
- Punctuation
- Format
- Writing Style
- Writing Clarity

Recommended Participants

Any employee required to produce writing documents, memos, press releases, and letters

Maximum number of Participants: 30

Program Notes

This program can be specifically shaped to the unique needs of the company, agency, organization, or business. We can readily incorporate your specific writing requirements into the program so that workshop outcomes can be directly applied to your unique work environment.

Service Category

- Leadership Development
- Human Resource Management
- Management Services

Program Title

Compliance in the Workplace: The Legal Framework

Program Description

The program provides an introduction to the legal framework that governs the workplace. We will cover basic employment law. This will include overview of key laws that effect workplace equality, safety, and employee rights. Anyone who manages employees should be familiar with these laws, their background and basic implementation.

Program Duration

4 Hours

Concepts Presented in the Program

- Equal Employment Opportunity Laws
- Affirmative Action Plans
- Americans with Disabilities
- Workers Comp
- Family Medical Leave Act
- Sexual Harassment

Recommended Participants

This program is for managers, HR professionals, business owners and anyone who has influence over a group of employees.

Max number: 12

Program Notes

We offer more comprehensive training and services related to all of these areas. This program is an overview and is not intended to offer specific advice. In-depth resources and legal guidance are the only ways to assure your actions remain legal.

Service Category

- Leadership Development
- Human Resource Management
- Management Services

Program Title

Conducting Effective Meetings

Program Description

This program is an introduction shaped specifically for participants who lead organizational, department, committee meetings (ex. first-line supervisors, planners, coordinators, managers, and executives). This program describes the value of effective meetings and provides a frame of reference for conducting effective meetings.

Program Duration

~ 2 Hours

Concepts Presented in the Program

- o How to Conduct Meetings
- o The Team Meeting Format
- o Value of Consistency
- o Using Employee Feedback
- o Documentation of Meetings

Recommended Participants

Anyone coordinating meetings, such as, first-line supervisors, planners, coordinators, managers, and executives.

Maximum number of Participants: 12

Program Notes

This program provides consistency within departments and provides an avenue for employee feedback. The program is most effective when used in conjunction with a continuous improvement process, labor relations, and the active listening program.

Service Category

- Leadership Development
- Human Resource Management
- Management Services

Program Title

Conducting Effective Performance Appraisals

Program Description

This program is an introduction to the value of effective performance management through one critical tool: performance appraisals. The course is specifically shaped based upon the organizational level of the participants. The program provides a frame of reference for effectively developing, implementing, and managing the performance appraisal program.

Program Duration

~ 4 Hours

Concepts Presented in the Program

- Purpose of Performance Management
- Types of Performance Management
- The Impact of Performance Management
- Performance Counseling
- Evaluating Employee Performance
- Purpose of Performance Appraisals
- The Appraisal Process
- Dealing with Performance Issues/Problems
- Documentation of Performance Appraisals
- Legal Issues in Performance Appraisals

Recommended Participants

First-line supervisors, planners, coordinators, managers, and executives. Best if conducted by organizational level of the participants.

Maximum number of Participants: 25

Program Notes

This program works best for employers who have instituted a performance management system and employers who have an existing performance management program. Participants will gain an understanding and awareness of performance management and how to specifically conduct performance appraisals.

Service Category

- Leadership Development
- Human Resource Management
- Management Services

Program Title

Conducting Effective Team Meetings

Program Description

This program is an introduction shaped specifically for the organizational level of the participants (first-line supervisors, planners, coordinators, managers, and executives). This program describes the value of effective meetings and provides a frame of reference for conducting effective team meetings.

Program Duration

~ 2 Hours

Concepts Presented in the Program

- How to Conduct Meetings
- The Team Meeting Format
- Value of Consistency
- Using Employee Feedback
- Documentation of Team Meetings

Recommended Participants

First-line supervisors, planners, coordinators, managers, and executives.
Maximum number of Participants: 25

Program Notes

This program provides consistency within departments and provides an avenue for employee feedback. The program is most effective when used in conjunction with a continuous improvement process, labor relations, and the active listening program.

Service Category

- Leadership Development
- Human Resource Management
- Management Services

Program Title

Corrective Action

Program Description

This course provides the participants with the technical skills and knowledge needed to follow a formal corrective action program. The course emphasizes the role of performance counseling, follow-up, and supervision when addressing a corrective action problem. The program reviews different types of corrective action measures and teaches the participants who to conduct meaningful corrective action counseling.

Program Duration

~ 8 Hours

Concepts Presented in the Program

- Supervisor's Role in Corrective Action
- Type of Corrective Action Measures
- Documenting Corrective Action
- Performance Problems
- Counseling for Improvement
- Creative Accountability
- Consistency
- Tracking Corrective Actions

Recommended Participants

First-line supervisors, planners, coordinators, and managers
Maximum number of Participants: 20

Program Notes

Company policies regarding corrective action are incorporated into the course. If the company does not have a formal corrective action program, the workshop can be used to develop the program.

Service Category

- Leadership Development
- Human Resource Management
- Management Services

Program Title

Creating and Sustaining Continuous Improvement Project Teams

Program Description

Participants in this training session will understand team dynamics, team roles, team logistical requirements (conduct, location, timing, notes, etc.), the operating principles for the team, and the essentials for team communications. Participants will also gain an appreciation for the need for a return on the investment (ROI) associated with the continuous improvement process. We will also show participants the basics of decision-making and review the problem solving process (e. g. Root Cause Analysis).

Program Duration

~ 4 Hours

Concepts Presented in the Program

- The Purpose of Continuous Improvement
- Forming the Team
- Cost/Benefit Analysis
- Return on Investment
- Prioritization and Problem-Solving
- Teams Tools
- Presentation Skills and Techniques
- The 7 Basic Tools of Quality
- The After Action Review Process

Recommended Participants

Team leaders, team participants, supervisors, managers
Maximum number of Participants: 25

Program Notes

This program works very well when new CI teams are formed. The program is designed to lay a solid foundation from which the participants can more effectively move forward with the problem analyses and continuous improvement efforts. We also have a participant's workbook for the team.

Service Category

- Leadership Development
- Human Resource Management
- Management Services

Program Title

Creating Effective Project and Business Teams

Program Description

The initial forming process of a team is absolutely critical if the team is to perform as needed to produce the desired outcomes for the company. This workshop covers the essentials and provides the needed skills to build powerful and influential teams. Whether you are creating a special project team or establishing a standing operational team, this workshop will give you the tools you need to form, lead, and participate within the team environment.

Program Duration

~ 4 Hours

Concepts Presented in the Program

- Determining if a Team Approach is Needed
- Forming the Team
- Planning for the Team
- Leading the Team
- Participating within a Team
- Contributions of Team Members
- Managing Team Conflict
- Virtual Teams

Recommended Participants

Team leaders, team participants, supervisors, managers
Maximum number of Participants: 25

Program Notes

This program can be specifically shaped to the audience (team leaders or team members) and the current status of the team (newly formed or existing). The program can be particularly beneficial if the team needs to be revitalized in their work or if current conflicts are preventing team goal achievement.

Service Category

- Leadership Development
- Human Resource Management
- Management Services

Program Title

Creative Ways to Motivate and Reward Employees

Program Description

The program will address why recognition and rewards are important to motivating your employees. Maintaining moral becomes difficult as budget cuts are made and belts are tightened. We will look at suggestions for great ways to reward and recognize with minimal costs.

Program Duration

4 Hours

Concepts Presented in the Program

- Why are recognition and rewards important?
- Types and examples of Motivators
- Types and examples of Recognition
- Types and examples of Rewards
- How to organize and implement your ideas

Recommended Participants

This program is for managers, HR professionals, business owners and anyone who has influence over a group of employees.

Max number: 12

Program Notes

Participants will leave class with handouts and specific examples that can be used in the workplace.

Service Category

- Leadership Development
- Human Resource Management
- Management Services

Program Title

Cross Cultural Communication

Program Description

This course teaches participants how to conduct effective communication between one or more cultures. The general workforce is made up of individuals with cultural diversity. Cultural diversity can contribute to the way emails are read, gestures are interpreted, and business messages are received. Participants in the course will learn how to overcome the cultural barriers relative to business communications. You will learn to understand what you said and what the others heard.

Program Duration

~ 2 Hours

Concepts Presented in the Program

- Understanding Different Cultures
- Language Barriers
- Communicating with Different Cultures
- Understanding what was Communicated

Recommended Participants

Supervisors, coordinators, planners, managers, executives
Maximum number of Participants: 12

Program Notes

Participants will learn to communication better, with different cultures.

Service Category

- Leadership Development
- Human Resource Management
- Management Services

Program Title

Dealing with Conflict in the Workplace

Program Description

This program is an introduction to effectively and legally dealing with conflict in the workplace. The program is shaped specifically for the organizational level of the participants. The program provides a frame of reference to facilitate conflict resolution and the benefits of effectively addressing conflict in the workplace.

Program Duration

~ 4 Hours

Concepts Presented in the Program

- Types of Conflict
- Tools for Conflict Resolution
- The Impact of Conflict
- The Impact of Conflict Avoidance
- Addressing Conflict in the Workplace

Recommended Participants

First-line supervisors, planners, coordinators, managers, and executives.
Maximum number of Participants: 45

Program Notes

This program is designed to assist any employee in a leadership position in understanding conflict, resolving issues, and dealing with the impacts of conflict in the workplace. This program is most effective when used in conjunction with the active listening program.

Service Category

- Leadership Development
- Human Resource Management
- Management Services

Management Service

Designing and Implementing a Substance Abuse Testing Program

Service Description

The particular service includes both helping you develop/revise a substance abuse policy and testing program along with helping you communicate the program requirements to your employees. First, we will help you design and write a substance abuse program for your company. Next, we will help with the training needed to best communicate the program to all employees.

Estimated Duration

We can usually help you design and write the substance abuse policy and develop the program within 1-3 days. The training session for your employees normally takes about 1 to 2 hours. We also recommend conducting the workshop on substance abuse awareness with your employees.

Concepts Incorporated in the Service

- Legal Compliance
- Substance Abuse Awareness
- Local Resources to Assist You with Substance Abuse Issues
- Local Substance Abuse Concerns
- Employee Training

Service Notes

The service works best when either developing a new substance abuse program or reviewing the existing program to ensure that it is current, relevant, and legally sound.

Service Category

- Leadership Development
- Human Resource Management
- Management Services

Program Title

Developing Effective Working Relationships

Program Description

This program will help the participant to learn and understand that effective working relationships contribute to a safe and productive work environment. The course focuses on effective communications, active listening, working more effectively with co-workers, resolving conflict, and dealing with change. The course uses scenario-based examples to facilitate discussions and provide a frame of reference for the participants.

Program Duration

~ 8 Hours

Concepts Presented in the Program

- The Communications Process
- Active Listening
- Conflict Resolution
- Adult-to-Adult Relationships
- Change Management
- Stress Reduction

Recommended Participants

Suitable for all employees, but particularly first-line supervisors, planners, coordinators, and managers

Maximum number of Participants: 15

Program Notes

This course is designed to promote and reinforce company policies and programs concerning the workplace environment, communications flow, and problem resolution.

Service Category

- Leadership Development
- Human Resource Management
- Management Services

Program Title

From Diploma to Degree: College Prep Class

Program Description

Many students enter college with little advice on what to do and what not to do. College is considered a “Lessons Learned” atmosphere, where survival advice is a two hour talk the day before classes start. This course will introduce college bound students to the business aspects of college. College is an investment and therefore a self-owned business. Participants will learn what they need for financial coverage. The course will cover a section on time management and discuss how much each class is costing the student per hour. Student leadership is also covered in each course, as what you do in and with college can determine what you do after.

Program Duration

2 Hours

Concepts Presented in the Program

- Financial Management
- Organizational Planning
- Second Year Secrets “If I only Knew Then”
- Campus Involvement
- Becoming a Leader

Recommended Participants

Senior and Junior High school students are advised to participate. Parents of future college students are also encouraged to attend the class.

Program Notes

Many college students enter into college nervous, scared, uncertain of what to expect, and overall un-prepared for what is to come. This course is taught with the students in mind. Much of the Second Year Secrets, come from former college students. Parents, who participate in this course with the students, will also be more prepared to assist their child in the future.

Service Category

- Leadership Development
- Human Resource Management
- Management Services

Program Title

Diversity in the Workplace: Seeking a Higher Standard

Program Description

This program is an introduction to understanding and appreciating diversity in the workplace. The program teaches what is and what is not acceptable behavior. The program also discusses how to recognize and prevent sexual harassment. The program is designed for all employees, particularly those in leadership positions.

Program Duration

~ 4 Hours

Concepts Presented in the Program

- Harassment
- Discrimination
- Expectations
- Legal Issues
- The Impact of Harassment and Discrimination in the Workplace
- Addressing Diversity Issues in the Workplace

Recommended Participants

All employees, first-line supervisors, planners, coordinators, managers, and executives.
Maximum number of Participants: 45

Program Notes

This program works best when coupled with the program, *Romance in the Workplace* and *EEO/Affirmation Action*. Participants will understand the value of diversity and the need to set a higher standard.

Service Category

- Leadership Development
- Human Resource Management
- Management Services

Management Service

Equal Employment Opportunity (EEO) and Affirmative Action Plan (AAP) Compliance

Service Description

This service is aimed at helping any size company evaluate their EEO and AAP programs. For small, local companies, we can help create the EEO and AAP plan. For larger companies, we can assist with the annual plan review process.

Estimated Duration

Depending upon where the client is currently at with their existing EEO and AAP programs, we can usually conduct the compliance review within 3-5 days. We can also assist with the annual supervisor review of the plan, which usually takes 2-4 hours.

Concepts Incorporated in the Service

- o Understand EEO
- o Understand AAP and its Goals
- o Federal Compliance Reviews
- o Employee Handbook, Company Policies, Practice, and Procedures
- o Implement the AAP
- o EEO Compliance

Service Notes

This service is particularly well suited for smaller companies and businesses that do not have a full-time HR person. We can help ensure that you are meeting the intent of the federal employment laws and regulations. This service is recommended in conjunction with the *Development of the Employee Handbook* service. This program is especially effective when held in conjunction with the diversity program.

Service Category

- Leadership Development
- Human Resource Management
- Management Services

Program Title

Effective Business Communications and Time Management

Program Description

With today's highly technological, intense, and frequently hectic nature, business leaders are often confronted with how best to manage their time and energies considering the impacts of cell-phones, e-mail, voice-mail, and other business communications tools. This course will help the participants better organize and manage their time and prioritize their work. The course also includes instruction on ways to improve written correspondence.

Program Duration

1 Day (~8 Hours)

Concepts Presented in the Program

- Time Management
- Prioritization
- Writing Effectively and Clearly
- Technology Management

Recommended Participants

Any employee confronted with competing demands for time, priorities, and technologies.

Maximum Number of Participants: 20

Program Notes

The emphasis of the course is on the practical application of the techniques for time management, work prioritization, and the use of technology to improve business communications.

Service Category

- Leadership Development
- Human Resource Management
- Management Services

Program Title

Effective Business Writing

Program Description

Effective communication between management and employees can increase company productivity, decrease misunderstanding between employees, and decrease misinterpretation of information. This program is designed to teach individuals how to write effective email's, memos, letters, and communicate effectively between fellow employees, managers, and outside agencies, and customers.

Program Duration

~ 2 Hours

Concepts Presented in the Program

- Effective Communication
- Communication Barriers
- Using the Power of Technology
- Internal Communications

Recommended Participants

Supervisors, coordinators, planners, managers, executives
Maximum number of Participants: 12

Program Notes

This course will help you communicate effectively to mean what you say and write without the need for follow-up explanation. So much time is lost in the workplace because of ineffective communications. This course will help participants be more productive and efficient in their communications.

Service Category

- Leadership Development
- Human Resource Management
- Management Services

Program Title

Effective Employment Interviewing

Program Description

This course provides participants with the knowledge and skills necessary to conduct effective interviews. The course emphasizes how to ask the right questions to identify the candidates technical and performance competencies along with their potential for contributing to the company's mission. The course also reviews the legal requirements associated with the interviewing process.

Program Duration

~ 4 Hours

Concepts Presented in the Program

- Qualifications Review
- Interview Questions
- Documenting Responses
- Evaluating Candidates for Employment
- Legal Issues Associated with Interviewing
- Types of Interviews

Recommended Participants

The course should be conducted for anyone participating in the interview process along with first-line supervisors, planners, coordinators, and managers

Maximum number of Participants: 12

Program Notes

This course emphasizes going beyond simply interviewing for job or technical skill competency by including techniques to assess attitude and contribution potential.

Service Category

- Leadership Development
- Human Resource Management
- Management Services

Program Title

Effective Interviewing

Program Description

This course provides participants with the knowledge and skills necessary to conduct effective interviews. The course emphasizes how to ask the right questions to identify the candidates technical and performance competencies along with their potential for contributing to the company's mission. The course also reviews the legal requirements associated with the interviewing process.

Program Duration

~ 4 Hours

Concepts Presented in the Program

- Qualifications Review
- Interview Questions
- Documenting Responses
- Evaluating Candidates for Employment
- Legal Issues Associated with Interviewing
- Types of Interviews

Recommended Participants

The course should be conducted for anyone participating in the interview process along with first-line supervisors, planners, coordinators, and managers

Maximum number of Participants: 20

Program Notes

This course emphasizes going beyond simply interviewing for job or technical skill competency by including techniques to assess attitude and contribution potential.

Service Category

- Leadership Development
- Human Resource Management
- Management Services

Program Title

Effective Use of the Internet for Knowledge Development

Program Description

There are literally millions of pages of information available on the Internet. As usage grows, traditional publications become less and less timely and available for ready access by those seeking to acquire new information and knowledge. This short course is designed to teach you how to conduct more effective Internet searches for information and provide a list of search engine resources so that information can be more readily obtained from the Internet.

Program Duration

~ 4 hours

Concepts Presented in the Service

- o Boolean Search Strings
- o Internet Search Engines
- o Searches within Searches
- o Evaluating Documents and Search Reliability
- o Copy Write Requirements

Recommended Participants

Any employees, executive assistants, office managers, supervisors, or managers who need to develop better Internet use capabilities

Maximum Number of Participants: 20

Program Notes

This program works best in a setting where we can actually apply course concepts directly to business or company via a direct hook-up to the internet. Handouts will be provided that cover all of the topics including examples of effective search strings and a listing of Internet search engines.

Service Category

- Leadership Development
- Human Resource Management
- Management Services

Program Title

How to Recognize and Prevent Sexual Harassment

Program Description

The purpose of this workshop is to develop a culture within the workplace that understands acceptable behaviors relating to other people, whether an individual or a group of people. We review the basic legal definitions of sexual harassment and focus on practices that prevent harassment from occurring in the workplace.

Program Duration

~ 2 Hours

Concepts Presented in the Program

- Adult-to-Adult Communications
- Sexual Harassment
- Harassment in General
- Accountability/Consistency
- Space/Relationship/Trust
- Organizational Culture
- Discrimination
- Hostile Work Environment

Recommended Participants

This training session is recommended for all employees.
Maximum number of Participants: 45

Program Notes

This program works best when coupled with romance in the workplace, EEO, affirmative action, and diversity training. The focus of the workshop is to clearly define what is and what is not acceptable behaviors and actions within the workplace.

Service Category

- Leadership Development
- Human Resource Management
- Management Services

Program Title

Labor Relations for Supervisors

Program Description

The course emphasizes the role of leadership and management towards creating a work environment that is open, productive, and free of any labor relations issues. The program includes several case examples and problem solving techniques for how to more effectively deal with labor relations issues. The fundamentals of labor relations law are also included with this course.

Program Duration

1 Day (~8 Hours)

Concepts Presented in the Program

- Leadership
- Effective Supervision
- Concerted Activity
- Labor Law
- Leadership by Example
- Identifying Labor Relations Issues
- Labor Organization, Strategies, and Organizations
- Organizing Attempts
- Preventative Measures and Labor Relations Tools
- Non-Union Status

Recommended Participants

All exempt employees along with supervisors, coordinators, planners, managers, and executives.

Maximum Number of Participants: 25

Program Notes

The key to preventing labor relations issues from occurring in the workplace is to first know and understand the requirements and then to enforce the standards through effective leadership. This course is particularly relevant for non-organized companies who wish to maintain their union free status. This course is especially effective when coupled with the *Conducting Effective Team Meetings* course.

Service Category

- Leadership Development
- Human Resource Management
- Management Services

Program Title

Managing for Productivity

Program Description

This course provides the participants with the opportunity to examine three areas that have a direct impact to bottom-line productivity: learning style, managerial/leadership style, and organizational climate. The course is designed to take a particular work unit or team through a process to identify any problem areas, correct the barriers to communications, and discover the ways to improve unit productivity and performance. The course includes how to seek and use employee feedback, how to assess the organizational climate, and how to better plan/organize the work.

Program Duration

2 Days (~16 Hours)

Concepts Presented in the Program

- Organizational Climate
- Active Listening
- Feedback
- Leadership Styles
- Managerial Techniques
- Continuous Improvement
- Quality Management
- Learning Styles

Recommended Participants

Work teams, work units, managerial teams, department teams, executive teams
Maximum number of Participants: 10

Program Notes

This program is not a “how-to” course. Instead, the program is designed to examine the team unit, assess current operations, and plan for future improvement in terms of productivity and performance. This program works particularly well as a team building event and for work teams that are struggling with their role and productivity. It is best suited for distinct work groups, units, departments, or divisions.

Service Category

- Leadership Development
- Human Resource Management
- Management Services

Program Title

Myers-Briggs Assessment

Program Description

The Peregrine Leadership Institute is a certified administer for the Myers-Briggs testing program.

The *Myers-Briggs Type Indicator*® (MBTI®) instrument offers a practical yet powerful set of tools for lifelong growth and development. After more than 50 years, the MBTI instrument continues to be the most trusted and widely used assessment in the world for understanding individual differences and uncovering new ways to work and interact with others. More than 2 million assessments are administered to individuals—including employees of many Fortune 500 companies—annually in the United States alone.

We can administer the MBTI instrument, help interpret the results, and provide instruction on how to effectively use the MBTI results for individual and organizational improvement. There are several different types of MBTI instruments that you can readily employ depending upon your desired outcomes from the results.

Workshop participants will first take the MBTI® assessment, score the results, and then review the essentials of employing this powerful tool in the workplace to create better supervisory and leadership effectiveness.

Program Duration

4 hours

Concepts Presented in the Service

- Personality Types
- Leadership
- Situational Leadership
- Personality Trends

Recommended Participants

Any employee, team, department, or organization

Maximum number of Participants: 12

Program Notes

This service is particularly beneficial when incorporated into a comprehensive leadership development program for team members, new supervisors, experienced supervisors, managers, and executives. The service compliments our Leadership Foundations and Supervisory Leadership program.

Service Category

- Leadership Development
- Human Resource Management
- Management Services

Program Title

Owning Your Own Business: Understanding Business Finance

Program Description

This program covers relevant financial information about owning a business and assists all exempt employees with understanding the importance of revenue.

Program Duration

~4 Hours

Concepts Presented in the Program

- Understanding Capital
- Shareholder Expectations
- Budgets and Forecasts
- Importance of Revenue
- Inventory Management
- Stewardship
- Creating a Business Awareness in the Workplace

Recommended Participants

Lead-people and all exempt employees
Maximum Number of Participants: 20

Program Notes

This program is designed to create stewardship, the importance of proper budgeting, creating revenue, shareholder expectation, and job security. The program also gives participants information to share with hourly employees regarding company financial operations in order to create a broader sense of ownership within the company and reinforce the continuous improvement concept.

Service Category

- Leadership Development
- Human Resource Management
- Management Services

Program Title

Presentation Skills

Program Description

This course helps the participants develop the skills and competencies needed for preparing, delivering, and assessing presentations and leading group meetings. This course will show participants how to communicate in front of a group in a professional, performance-focused style. The course includes the basics of preparing formal presentations along with the essentials for leading group meetings and discussions.

Program Duration

~ 8 Hours

Concepts Presented in the Program

- Presentation Strategies
- Bottom-line Up Front
- Use of Media Tools for a Presentation
- Delivery
- Nonverbal Communications
- Visual Aids
- Learning Styles

Recommended Participants

Anyone who is required to give presentations inside or outside of the company, conducts training sessions/seminars, and leads team meetings.

Maximum number of Participants: 10

Program Notes

Participants will be given opportunities to practice new skills during the program. Media relations can also be included in the program if needed.

Service Category

- Leadership Development
- Human Resource Management
- Management Services

Program Title

Problem Solving

Program Description

In this training session, participants will learn the fundamentals in solving problems. Participants will learn about communications, the barriers to effective communications, how to define a problem, how to conduct problem analysis, how to develop solutions to problems, and how to make a problem-solving decision. The focus of the training is on the application of the problem-solving process in the current work environment. Participants will also learn how to present their findings to the management team.

Program Duration

~ 2 Hours

Concepts Presented in the Program

- Defining Problems
- Root Cause Analysis
- Developing Solutions
- Determine the Best Solution
- Implementation
- Follow-up
- Communications and Problem Solving
- The Barriers to Good Communications

Recommended Participants

This program works best with the entire team or work unit. The program can also be conducted collectively for the team leaders as a way to help them build and improve their own teams.

Maximum number of Participants: The entire work team or unit/Team Leaders

Program Notes

The program is designed to promote more efficient and effective teams and work units by exposing them to the problem solving process that can be readily used in their current workplace.

Service Category

- Leadership Development
- Human Resource Management
- Management Services

Program Title

Quality Management: An Overview of the Processes

Program Description

This program includes discussion of the most relevant quality management processes including: Total Quality Management (TQM), Six Sigma, the Deming Cycle, Juran's 10 Steps, Partnering, Benchmarking, ISO9000, ISO14000, Statistical Process Control (SPC), Just-in-Time, and Continuous Improvement. The course includes an overview of each topic along with examples for their practical application in the workplace.

Program Duration

1 Day (~ 8 Hours)

Concepts Presented in the Program

- o Continuous Improvement
- o Quality Management Systems
- o Work Teams
- o Employee Empowerment
- o Change Management
- o Problem Solving and Decision-Making
- o Education and Training

Recommended Participants

Coordinators, managers, and executives interested in possibly implementing a quality management program and require an overview of the processes available.

Maximum Number of Participants: 15

Program Notes

The program can also be shaped to more fully explore one or more of the quality management processes.

Service Category

- Leadership Development
- Human Resource Management
- Management Services

Program Title

Recruiting and Retention of Quality Employees

Program Description

This program provides individuals the skills needed to begin a recruiting and retention process for their company. Participants will learn how to recruit quality employees, how to conduct a legal and effective employment interview, and how to develop a long-term recruitment plan for their organization. They will then learn the skills needed to develop a retention plan that will help to keep quality employees and reduce turnover, thereby saving the company valuable resources in both time and dollars.

Program Duration

4 Hours

This program can also be developed into an 8-hour session for a specific client

Concepts Presented in the Program

- Recruiting Objectives
- Monitoring a Recruiting Campaign
- Interviewing for Quality
- Impact of Turnover
- Retention Data Collection
- Developing a Retention Plan
- Using Exit Interviews

Recommended Participants

Supervisors, Managers, Executives, and HR Personnel

Program Notes

This course is designed to improve the quality of new employees as well as develop a retention program that will help keep the high-quality employees in your company. Using the tools that will be given, a company should be able to design a program that will decrease their turnover rate and reduce their employment costs.

Service Category

- Leadership Development
- Human Resource Management
- Management Services

Program Title

Stress Management

Program Description

This program is an introduction to assist all employees, specifically supervisors, managers, and executives on how to effectively deal with stress. The program uses proven techniques to deal with stress and ways to improve performance through stress management.

Program Duration

~ 4 Hours

Concepts Presented in the Program

- Identifying Stress Causes
- Managing Stress
- Stress Management Tools
- Impact of Stress

Recommended Participants

First-line supervisors, planners, coordinators, managers, and executives.
Maximum number of Participants: 25

Program Notes

Job stress impacts not only production, but also employee retention. This course will help employers keep quality employees and improve job productivity and performance.

Service Category

- Leadership Development
- Human Resource Management
- Management Services

Program Title

Substance Abuse: Recognizing the Signs and Dealing with the Problems

Program Description

This program is an introduction to identifying and effectively dealing with substance abuse in the workplace and its impact on performance and productivity. The program incorporates local substance abuse information so that it is current, relevant, and applicable for the community of the participants. The program is shaped specifically to the organizational level of the participants.

Program Duration

~ 4 Hours

Concepts Presented in the Program

- Identifying Substance Abuse
- Dealing with Substance Abuse Issues
- Product Impact/Community Impact
- Recovery Resources
- Testing Procedures

Recommended Participants

All employees, first-line supervisors, planners, coordinators, managers, and executives
Maximum number of Participants: 45

Program Notes

This program works best for employers just introducing substance abuse programs. The program also complements existing substance abuse programs by providing refresher training and current situational awareness of the issues and problems.

Service Category

- Leadership Development
- Human Resource Management
- Management Services

Program Title

Task-Orientated Team Development

Program Description

Critical to staff and line-management units is the ability to function as a team to complete the required tasks. Role confusion often impedes work progress along with misunderstands and the lack of effective communications. This course is specially designed to help teams and work units clarify roles, understand responsibilities, plan their collective efforts, and how to make team decisions.

Program Duration

1 Day (~ 8 Hours)

Concepts Presented in the Program

- Team Member Roles
- Team Goal-setting
- Team Communications
- Team Performance
- Team Assessment
- Work Prioritization
- Team Building
- Stress Management

Recommended Participants

This program works best with the entire team or work unit.
Maximum number of Participants: The entire work team or unit

Program Notes

The program is designed to deal with current issues within the team in order to facilitate enhanced team performance. Although team building will be accomplished during the workshop, the focus of the program is on improving team performance and process.

Service Category

- Leadership Development
- Human Resource Management
- Management Services

Program Title

Team Building

Program Description

This workshop will help all members of a team or work unit become more familiar with each other, clarify roles and responsibilities, and become more enthusiastic about their work. Specific program content is developed for the particular team or work unit. Typically, the session includes a number of exercises and vignettes designed to clarify goals and desired outcomes, solve problems, deal with stress, understand the human dynamics of the team, and how to communicate more effectively within the team.

Program Duration

1 Day (~ 8 Hours)

Concepts Presented in the Program

- Team Building
- Communications
- Stress Management
- Problem Solving
- Team Interactions
- Goal Setting
- The Human Dynamic of Teams

Recommended Participants

This program works best with the entire team or work unit. The program can also be conducted collectively for the team leaders as a way to help them build and improve their own teams.

Maximum number of Participants: The entire work team or unit/Team Leaders

Program Notes

The program is designed to promote more efficient and effective teams and work units.

Service Category

- Leadership Development
- Human Resource Management
- Management Services

Program Title

Time Management

Program Description

This course provides the participants with an insight into the demands of their time and the skills that can be used to more efficiently and effectively organize and control the demands.

Program Duration

~ 4 Hours

Concepts Presented in the Program

- Time Demands
- Task Prioritization
- Effective Use of Technology
- Action Planning
- Daily Activity Planning
- Multi-tasking

Recommended Participants

Any employee performing multiple functions, responding to inquiries, responding to deadlines, or dealing with other work-related constraints

Maximum number of Participants: 25

Program Notes

The program emphasizes work prioritization and the effective use of available technologies to assist with time management and work productivity.

Service Category

- Leadership Development
- Human Resource Management
- Management Services

Program Title

Train-the-Trainer

Program Description

This course teaches trainers how to organize and present materials using both written and verbal communication skills. The participants will learn how to develop a training program, how to write a lesson plan/training syllabus, and how to more effectively conduct a training session. Participants will also learn about how to set up training and plan for the logistical support for a training session.

Program Duration

~ 8 Hours

Concepts Presented in the Program

- Communications
- Lesson Plan Development
- Presenting Material
- Logistical Support for Training
- Evaluating the Effectiveness of Training
- Seeking and Using Feedback for Training Improving
- 4-Step Teaching Method
- Using Effective Technology for Teaching

Recommended Participants

Any employee conducting training
Maximum number of Participants: 10

Program Notes

The program will lead the participants through a typical training cycle. The program works best if the Company has a specific training requirement that can be used as the main example for the workshop.

Service Category

- Leadership Development
- Human Resource Management
- Management Services

Program Title

Understanding and Implementing FMLA and ADA

Program Description

This program reviews the current federal requirements of the Family and Medical Leave Act (FMLA) and the Americans with Disabilities Act (ADA). The course emphasizes how to correctly implement the Acts' provisions in the current work environment.

Program Duration

~ 4 Hours

Concepts Presented in the Program

- Family Medical Leave Act
- Americans with Disabilities Act
- Employee Handbook
- Federal Law Compliance

Recommended Participants

Supervisors, coordinators, planners, managers, executives
Maximum number of Participants: 20

Program Notes

The emphasis of the course is on the practical application of these two important federal acts.

Service Category

- Leadership Development
- Human Resource Management
- Management Services

Program Title

Understanding Human Behavior: The Key Element in Behavioral Change

Program Description

In this training session, participants will assess their primary behavioral style, identify their strengths and weaknesses, and learn to apply adaptive behavioral approaches for more effective employee relationships. The emphasis of the workshop is on understanding that there are a number of learning and behavioral styles present in the workplace and that through this diversity, organizational strength is achieved as the participants apply the lessons of this workshop.

Program Duration

~ 4 Hours

Concepts Presented in the Program

- Behavioral Styles
- Behavioral Definitions
- The Human Dimension
- Diversity
- Developing Creativity
- Organizational Learning
- Organizational Culture
- Personal and Organizational Effectiveness through Diversity

Recommended Participants

This program works best with the entire team or work unit. The program can also be conducted for team leaders as a way to help them build and improve their own teams. Maximum number of Participants: The entire work team or unit/Team Leaders

Program Notes

The program is designed to promote more efficient and effective individuals, teams, and work units by teaching them the differences in learning styles and human behaviors.

Service Category

- Leadership Development
- Human Resource Management
- Management Services

Program Title

Understanding Your Role on the Organizational Team

Program Description

In this training session, participants will learn how an employee team functions and the role of the team leader in making the team more productive, efficient, and effective. The emphasis of the workshop is on team roles and the responsibilities of the team leader. The session also includes the basic operational requirements inherent to every team along with the nature of team development.

Program Duration

~ 4 Hours

Concepts Presented in the Program

- o Coaching
- o Mentoring
- o Team Communications
- o Team Stages
- o Team Dynamics
- o Team Logistical Requirements
- o Problem Solving Processes
- o Team Facilitation

Recommended Participants

This program works best with the entire team or work unit. The program can also be conducted for team leaders as a way to help them build and improve their own teams. Maximum number of Participants: The entire work team or unit/Team Leaders

Program Notes

The program is designed to promote more efficient and effective individuals, teams, and work units by teaching the basics of team operations and leadership requirements. The program works best when conducted with Active Listening and/or Problem Solving.