Supervisory Skills Level 1

- Peer Today, Boss Tomorrow
  About the Program:
  Help newly promoted supervisors navigate their changing roles and have immediate impact! Climb in the proverbial camper for an enlightening road trip with five friends who share experience and insights about making successful transitions from peer to boss. Key strategies, hands-on workshop activities and practical suggestions make this program is an excellent choice for organizations that promote from within or train new supervisors regularly.

  Learning Point Highlights:
  o Reflects honestly the mixed feelings involved in moving from peer to boss
  o Outlines four strategies to help new managers make successful transitions
  o Helps new managers address their evolving relationships with colleagues

- Managing Your Own Productivity
  About the Program:
  Today’s jobs rarely include detailed instructions, relying instead on the initiative of individual employees to figure out how to get their work accomplished. The modules of this program empower your employees to create effective plans, involve others, ask for help and prioritize their many competing tasks in order to deliver the results your organization needs to be successful.

  This program features modules:
  o Have a Plan. Work the Plan. Planning & Organizing for Results
  o What Should I Do First? Effectively Managing Priorities
  o It Takes a Team! Working with Others to Achieve Results

  Learning Point Highlights:
  o Helps employees plan and organize for results
  o Addresses how to respond to and manage constantly changing priorities
  o Demonstrates various ways of working effectively with others to produce results

- I wish My Manager Would Just ...
  About the Program:
  Twenty-five thousand employees can’t be wrong when it comes to knowing what managers and supervisors can do to make their workplaces more productive, efficient and rewarding. Based on candid responses gathered in a large-scale, five-year survey, this program helps managers and supervisors consider the impact … positive and negative … that their management styles have on employees. It’s a refreshing and honest look at the relationship between employees and managers.

- Glad I Could Help
  About the Program:
  There is no tougher business situation than dealing with an angry customer, whether external or internal to your organization. Now, you can equip employees to handle those calls and confrontations without getting rattled. What’s more, they’ll become experts at working through misunderstandings, misinformation and frustration over policies and practices, while helping angry customers feel heard and valued in the process.
Supervisory Skills
On-Line Courses

Learning Point Highlights:

- Provides techniques for staying calm when dealing with angry customers
- Shows a variety of ways to defuse anger and respond to complaints
- Trains employees in resolving issues with unhappy customers

- **It’s The Law: the Legal Side of Management**

  **About the Program:**

  In the effort to prevent employee lawsuits, are your managers assets or liabilities? By providing them knowledge and tools to handle workplace issues effectively, this program turns managers into a front-line defense against costly litigation. Armed with an understanding of the critical legal issues facing them today, your managers will take a wealth of practical knowledge back to their departments.

  **Learning Point Highlights:**

  - Explores critical issues …hiring/firing, discipline, harassment, the ADA and more
  - Details managers' responsibilities concerning employment law
  - Provides practical examples managers can apply in their departments

**Supervisory Skills Level 2**

- **Let’s T.A.L.K.: Handling the Difficult Performance Appraisal**

  **About the Program:**

  How do your managers feel about giving performance appraisals? If the answers range from “pointless exercise” to “worst nightmare,” Let’s T.A.L.K. will change their minds. The T.A.L.K. approach (Tell it like you see it; Ask for feedback; Lead toward a solution; Keep at it) makes appraisals easier and more effective, keeping the focus on work-related issues, not on personalities. Dramatic examples demonstrate techniques that help managers communicate expectations effectively and encourage top performers to do even better.

  **This program features the T.A.L.K. model:**

  T - Learn how to **Tell** employees exactly how you see it
  A - Know to **Ask** for feedback from difficult direct reports
  L - **Discover** ways to **Lead** toward a solution
  K - **Keep** at it until needed changes stick

  **Learning Point Highlights:**

  - Positions appraisals as a positive, practical tool for improving employee performance
  - Presents a four-step communication model for more effective appraisals
  - Helps managers make the case for the benefits of 360° feedback

- **The Courage to Coach**

  **About the Program:**

  Effective coaching is the single most important factor in employee development today. This program turns common sense into common practice with a four-step process that can be applied to any employee performance situation. An award-winning video and a realistic range of tough employee performance situations make this program ideal for anyone committed to supervisory success.
Learning Point Highlights:

- Trains supervisors in how to start effective coaching conversations
- Provides a four-step coaching method applicable to any situation
- Equips supervisors to address employee attitudes as well as performance

**ACE it! How to Solve Tough Workplace Problems**

*About the Program:*

Equip your workforce with a problem-solving model to tackle poor quality, inefficiency, uneven performance and more. Individuals or teams can solve any problem once they learn to A.C.E. it!

*This program features the A.C.E. model:*

A - Ask fact and feeling questions  
C - Clarify goals and identify concerns  
E - Evaluate options and select workable solutions

Learning Point Highlights:

- Helps organizations acknowledge ineffective attempts to solve problems  
- Delivers a concise, three-step method for confronting and solving problems  
- Empowers work teams to make lasting improvements

**Fearless Facilitation: How to Lead Effective Meetings**

*About the Program:*

Turn your meeting leaders into experts who can bring a laser-like focus to every agenda, manage discussions with ease and condense a week’s worth of meetings into a single session. "Fearless Facilitators” skillfully engage participants and make any group engagement more productive.

Learning Point Highlights:

- Covers all the fundamental techniques of effective facilitation  
- Delivers an effective method for planning and managing meetings  
- Takes current trainers and facilitators to a new level of effectiveness

**Generations: MEET for Respect in the Workplace**

*About the Program:*

With workers from four generations now active in the workforce, the potential for misunderstanding, frustration and conflict puts increasing pressure on productivity. To turn that challenge into a competitive advantage, this program applies the M.E.E.T. approach to the complexities of effectively working in and managing a multigenerational workforce. Employees and managers gain insights, strategies and skills that help minimize generational conflict and strengthen collaboration.

*This program features the M.E.E.T. model:*

M - Make time to discuss  
E - Explore differences  
E - Encourage respect  
T - Take personal responsibility
Supervisory Skills
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Learning Point Highlights:

- Defines key characteristics of the four generations in the workplace
- Spotlights issues and situations influenced by generational differences
- Demonstrates applying the M.E.E.T. model in working effectively across generations

Leadership Effectiveness Level 3

- **The Extraordinary Leader: Going from Good to Great**

  About the Program:

  What separates an average leader from an extraordinary leader? Internationally acclaimed leadership authority Jack Zenger provides some compelling answers. Drawing from his extensive research and best-selling book, Jack helps demystify the journey from good to great, exploring five key characteristics of extraordinary leaders. Video learning, facilitated training session activities and industry-specific case studies make this program ideal for mid-manager and executive-level leadership initiatives.

  Learning Point Highlights:

  - Articulates the significant difference between average and extraordinary leaders
  - Defines 16 competencies of high performing leaders
  - Helps leaders assess their strengths and avoid fatal flaws

- **Ready. Set. CHANGE!**

  About the Program:

  As organizations change with increasing speed, so does the pace in which employees must respond. Employees need the skills to react smarter, adapt faster and engage together in the face of change. **Ready. Set. CHANGE!™** powerfully equips employees with the ability to positively and productively respond to any change—big or small. This must-have training program features classroom materials with multiple agenda options, video behavior modeling and a Change Response Assessment.

  Learning Point Highlights:

  - Explain how their reactions to change impact those around them
  - Identify feelings, concerns or issues that might inhibit their effectiveness or decision making around a change
  - Apply The Change Response Strategy™ to proactively analyze and navigate any change
  - Communicate effectively and appropriately to get the information they need to engage in change.

- **Preventing Retaliation in the Workplace: Recognize. Respond. Resolve.**

  About the Program:

  Ninety million dollars per year and rising . . . that is the direct cost of judgments levied annually by the EEOC for unlawful retaliation. **Preventing Retaliation in the Workplace** addresses the increased exposure employers face as claims surge. Employees learn to recognize potential problem situations and to deal with them in ways that reduce the risk to the organization. In addition, the use of this training can help your organization defend itself by making the case that it took reasonable steps to prevent retaliation.

  Learning Point Highlights:

  - Conveys the serious legal consequences and workplace impacts of retaliation
  - Presents a practical model for recognizing, responding to and resolving retaliatory behavior
  - Demonstrates how a culture of integrity is most effective in preventing retaliation

About the Program:

Employees who learn how to make their P.O.I.N.T. (Prepare, Outline, Involve audience, Narrow objectives, Tailor) can really make a difference! This simple but powerful five-step process empowers your workforce to communicate with impact anytime, anywhere. By voicemail or email, in meetings or hallway conversations, employees will be presenting themselves clearly, concisely and confidently. It’s the power to turn blank stares into smiles of understanding and support.

This program features the P.O.I.N.T. model:

P - Prepare
O - Outline intent
I - Involve audience
N - Narrow objective and focus
T - Tailor presentation throughout

Learning Point Highlights:

- Encourages employees to approach communication in a whole new way
- Outlines a five-step method that increases individual impact
- Increases confidence and skills in all areas of communication

Whale Done!

About the Program:

Transform your organization with the power of positive relationships! Best-selling author Ken Blanchard shows how to improve workplace relationships and productivity by using the Whale Done!™ approach. Filmed on location at SeaWorld®, Whale Done!™ offers majestic sea creatures, a compelling message and memorable training sessions activities that will have an immediate and positive impact on your workplace.

This program features the Whale Done!™ approach:

- Build trust
- Accentuate the positive
- Redirect the energy

Learning Point Highlights:

- Demonstrates how positive relationships can transform the workplace
- Presents practical approaches for building trust and respect
- Focuses on "what's right" as a strategy for continuous improvement