Dekon

RTL
REPRODUCIBLE TRAINING LIBRARY

Delivering high quality, customized training has never been simpler.

CUSTOMIZE

REPRODUCE

TRAIN

FOREWORD

The average payroll investment in most companies is decreasing. The pressure to reduce costs has compelled companies to find more economical approaches to employee development while continuing to improve profits and productivity.

Large training budgets are a thing of the past. While cost pressures contribute to the problem, understaffed training departments are increasingly the result of a growing talent shortage of training professionals. The demand for instructional designers and training content developers continues to outpace supply.

An increasingly competitive global economy and the realization that human capital is the key to organizational performance requires Human Resources to run training like a business; demonstrate the value of training and drive organizational performance.

Dear Colleagues,

We are introducing now in Romania the very best reproducible, customizable, and affordable training library on the planet. HRDQ's Reproducible Training Library (RTL), a full suite of unlimited- use classroom workshops and e-learning programs is truly a great resource for every training team.

With the RTL, you'll save considerable development time and expense; yet the flexible format allows you to tailor the content to make it your own. Downloadable in a few clicks, the files are packaged in Microsoft Word and PowerPoint. That means they're eminently customizable, reproducible in unlimited quantities, and to top it off—affordable. The more you use the RTL, the more you save...

Visit us online and get free samples of all titles in the Reproducible Training Library at www.resursedetraining.ro

Consider us your partner in developing great people skills!

DEKON - HRDQ Authorized Distributor

HRDQ is a trusted developer of soft-skills learning solutions that help to improve the performance of individuals, teams, and organizations. HRDQ offers a wide range of resources and services, from ready-to-train assessments and hands-on games, to facilitator certification, custom development, and more.

Our primary audience includes corporate trainers, human resource professionals, educational institutions, and independent consultants who look to us for research-based solutions to develop key skills such as leadership, communication, coaching, and team building.

We believe an experiential approach is the best catalyst for adult learning. Our unique Experiential Learning Model has been the core of what we do for more than 30 years. Combining the best of organizational learning theory and proven facilitation methods with an appreciation for adult learning styles, our philosophy initiates and inspires lasting change.

WHY SPEND THE TIME WHEN WE'VE DONE THE WORK FOR YOU?

Say goodbye to the countless hours and money you put into program development each year. **The Reproducible Training Library (RTL) is the solution.** Downloadable, customizable, reproducible, and affordable, the RTL is your resource for unlimited-use classroom training and e-learning programs on every topic from communication and leadership to team building, negotiating, and more.

The RTL offers a full suite of training solutions in two formats. Look for these symbols following the program descriptions to find the format you want:

Instructor-led **classroom** programs with reproducible instructor and participant guides in Word format

Freely distributable self-study **e-learning** programs in PowerPoint format

RTL classroom training programs are available in different lengths. Choose one that fits your training needs:

HALF-DAY Half-day programs are structured to last 3–4 hours, including a break. Use a half-day program on its own for a training experience that fits into your workday, or pair two half-day programs for a well-rounded day of learning. You'll find our suggestions for RTL titles that pair well together throughout this catalog.

FULL-DAY Full-day programs are structured to fit perfectly into an eight-hour day, including two 15-minute breaks and a lunch hour.

2-DAY Two-day programs offer the most intensive RTL training experience. These in-depth learning courses, structured to last for two eight-hour days (including lunch and rest breaks), will give participants the space they need to learn new skills and ideas and begin putting them into practice.

ALL FORMATS CAN BE EASILY CUSTOMIZED, SO IT'S YOUR TRAINING, YOUR WAY.

Whether you use the materials right out of the box or tailor the content to your needs, it takes just a few clicks to go from download to delivery.

TRY OUT THE RTL TODAY!

FREE no-obligation previews are available for every title in the Reproducible Training Library. Sign up to get yours today!

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WELCOME!

WELCOME!

WELCOME!

DELIVERING HIGH-QUALITY, CUSTOMIZED TRAINING HAS NEVER BEEN SIMPLER.

Whether you are looking for instructor-led programs or self-study learning resources, the RTL offers high-quality, customizable content in easy-to-use formats such as Microsoft Word and PowerPoint.

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WELCOME!

HOW TO HANDLE CHANGE & UPHEAVAL

Change is a certainty in today's environment. The key to surviving and thriving is to take a proactive approach to change. This program provides the tools to assess typical attitudes toward change, intervene in the change cycle with positive strategies, and combat change-related stress.

HALF-DAY   **CLASSROOM**

LEADING THROUGH CHANGE

Change management is the art and science of guiding an organization and its people through the predictable transitions from current reality to a preferred future position. Change manifests in various forms with diverse results and emotions, but there are two things that you can count on: change won't go away, it will only increase; and you and the people around you need to learn to embrace change. In this program you will be taught to identify different reactions to change so that you will be better prepared to help employees through it. You will design a plan to help others through change and apply that plan by aligning systems and structures within your organization to better meet the needs of employees experiencing change.

FULL-DAY   **CLASSROOM**   **E-LEARNING**

Dekon

THE ART OF SUCCESSFUL COACHING

Most managers are aware that the old-school "command and control" method of supervising simply isn't as effective as involving employees in their own development. From identifying an appropriate coaching approach and implementing a comprehensive development plan to conducting an effective coaching session and setting meaningful goals, this program provides coaches with the tools and techniques they need to improve their employees' performance.

FULL-DAY   CLASSROOM

COACHING CONVERSATIONS

A good coach has the ability to ask the right questions at the right time and then respond according to the needs of the individual. This half-day program addresses coaching for immediate performance improvement, as well as large-scope career development. Coaches will learn how to lead effective conversations with their employees, help them to become accountable, assist in the development of action plans, and more.

HALF-DAY   CLASSROOM

EFFECTIVE COACHING SKILLS

What makes a great coach? Find out with a self-study e-learning course that will walk you through five approaches to coaching and help you understand what approach to take in different situations. You'll learn how to conduct a one-on-one coaching session and how to create an effective performance improvement plan. You'll finish with a concrete plan for improving your coaching sessions.

FULL-DAY   E-LEARNING

TOPIC

COACHING

COACHING

TOPIC

COMMUNICATION

THE ART & SCIENCE OF COMMUNICATION

Good communication skills are essential for employees at all levels. The ability to convey ideas, give or receive feedback, resolve differences, and persuade others is just as important as technical competence. This program gives individuals an easy-to-use model of communication, helps them to overcome common communication problems, and shows them how to tailor their communication styles to work in any situation.

FULL-DAY   CLASSROOM E-LEARNING

THE ART OF EFFECTIVE COMMUNICATION

People communicate in many ways, including words, tone, and body language. That's why it's not unusual to hear people say, "We have a communication problem, here." This two-day program makes sense of it all. It enables individuals to analyze their ability to communicate, understand hidden meanings, devise strategies to communicate more effectively, and avoid unnecessary conflict.

2-DAY   CLASSROOM

THE ART OF INFLUENCING OTHERS

This workshop builds the foundation for more effective communication. Individuals will learn new ways to establish rapport and build relationships using the power of nonverbal communication. They'll also learn how to avoid common communication barriers, develop the ability to diffuse difficult situations, and resolve conflict effectively.

2-DAY   CLASSROOM E-LEARNING

ASSERTIVENESS SKILLS

Assertiveness skills are crucial to professional development, as well as other aspects of life. Not only do these skills improve teamwork, focus discussions, and build relationships, but they also help individuals to become competent, constructive, and confident, and to perform at their best. *Assertiveness Skills* is a half-day program that provides the skill development, practice, and understanding individuals need to learn how to be truly assertive.

HALF-DAY   CLASSROOM E-LEARNING

THE COMMUNICATION MYSTERY: SOLVED

This is an accelerated learning program in which learners complete a series of activities to uncover a murder mystery, all while learning how to improve their communication skills! *The Communication Mystery: Solved* transports participants through assertive speaking skills, active listening skills, and appropriate conflict resolution techniques in a "whodunit" theme.

FULL-DAY   CLASSROOM

Dekon

COMMUNICATION SKILLS FOR EMERGING LEADERS

Employees who are new to leadership positions often feel inundated with new demands and over- whelmed by the number of people they need to communicate with. They need to be direct without being rude, to hold others accountable while creating equitable compromises, and to manage conflicts to achieve productive outcomes. This program will give them the confidence and skills to accomplish that.

FULL-DAY   CLASSROOM

TOPIC

COMMUNICATION

EFFECTIVE LISTENING SKILLS

Being a good listener has many benefits, especially in the workplace. People with well-developed listening skills are more productive, are better problem solvers, and have healthier interpersonal rela- tionships. *Effective Listening Skills* can help anyone become a better listener. Using a five-step process, individuals learn how to eliminate barriers to good listening, improve communication skills, maximize productivity, and build interpersonal relationships.

HALF-DAY   CLASSROOM   E-LEARNING

FUNDAMENTALS OF EFFECTIVE FACILITATION

Many people find themselves asked to lead training because they are experts on the training topic. But knowing something and teaching others are two very different things. This program will give you the skills to facilitate a training session effectively. You'll understand how adults learn and how different styles of learning appeal to different predispositions (preferences) for learning. You'll also come away with tips and strategies for making your presentations engaging and interactive.

FULL-DAY   CLASSROOM

GIVING & RECEIVING FEEDBACK

Would you like to give feedback that sticks? Do you ever hesitate to give feedback because you're not sure what to say? Do you get defensive when someone gives you feedback? This program will give you answers to these questions as well as ideas about making you and your employees more productive, while minimizing conflicts and misunderstandings that can disrupt work flow.

HALF-DAY   CLASSROOM   E-LEARNING

SUPERVISOR COMMUNICATION SKILLS

Communication is a complex set of behaviors and interactions that involves both giving and receiv- ing a plethora of information. In this course you will learn the importance of assertive speaking: asking directly for what you need from others without being aggressive. You will discover techniques for hold- ing others accountable while also creating and practicing the art of equitable compromise.

FULL-DAY   CLASSROOM

T O P I C

**CONFLICT &
STRESS**

CONFLICT & STRESS

CHALLENGING NEGATIVE ATTITUDES AT WORK

This course explores how to challenge individual negativity as well as how to protect yourself from the negativity of others. It teaches behavioral models to use in coaching yourself and others in how to build optimistic responses to any given situation. Learn how negative norms become entrenched in an organization, department, or team and how to create a more positive working environment.

FULL-DAY   CLASSROOM

CIVILITY IN THE WORKPLACE

Being nice to others. It sounds so simple. But is it really? It is not always a given that you will like the people that you work with, but it is important to understand the value of being civil to one another. In this course, participants will identify different types of disruptive behavior and learn approaches to overcome conflict, bullying, and rudeness. They will create and implement organizational communication strategies to redefine their organizational culture into one of trust and teamwork. This course allows participants to practice techniques for running productive meetings and one-on-ones, as well as building effective incentive programs to enhance employee motivation.

FULL-DAY   CLASSROOM

CONFLICT MANAGEMENT

Conflict is inevitable, but if left unchecked it can be highly destructive within an organization. This program offers approaches that will help you identify and enhance the most important aspects of conflict resolution. Develop communication skills that support conflict prevention and practice tools that will end conflict in even the most difficult situations. When you feel that conflict has gone beyond your control, this program offers the benefits of using a third party, as well as procedures for finding an effective mediator.

FULL-DAY   CLASSROOM

DEALING WITH DIFFICULT CONVERSATIONS

A difficult conversation doesn't need to become an ugly confrontation. *Dealing with Difficult Conversations* can help you better prepare for communicating under tough circumstances to make your message more effective, help you better control the situation, and achieve a positive outcome.

HALF-DAY   CLASSROOM   E-LEARNING

Dekon

HOW TO MANAGE YOUR EMOTIONS

Have you ever been emotional at work? Just about everyone has at some point. And in a world full of budget cuts, layoffs, conflict, and stress, it's becoming more and more difficult for people to manage their emotions. After all, we're only human. While it's not always possible to check emotions at the door, it is possible to figure out what triggers emotional responses and then learn how to respond appropriately. From minimizing frustration to conquering negative self-talk, *How to Manage Your Emotions* gives individuals the tools they need to control physical responses, reframe thinking, handle accidental outbursts, and learn long-term strategies for channeling emotions productively.

HALF-DAY   CLASSROOM   E-LEARNING

MANAGING STRESS

Explore strategies for managing stress and minimizing its effects. This program provides a look at the stress cycle and discusses how to intervene at each step in the cycle. It looks at how to achieve balance and gain renewed energy and enthusiasm.

FULL-DAY   CLASSROOM

RESOLVING CONFLICT AT WORK: IMPROVING WORKPLACE RELATIONSHIPS

Conflict is an inevitable part of work. Whether between individuals or teams, at some point, conflict will arise and need to be addressed. But resolving conflict doesn't need to be a negative experience—in fact, managing conflict can be a catalyst for positive change. This half-day program explores various work relationships and their impact on employees, how business relationships can be managed to avoid unnecessary conflict, how to use effective resolution steps when conflict occurs, and how to deal with difficult people when managing conflict.

HALF-DAY   CLASSROOM

T O P I C

CONFLICT & STRESS

CONFLICT & STRESS

Dekon

T O P I C

CUSTOMER SERVICE

CUSTOMER SERVICE

CULTIVATING CUSTOMER LOYALTY

Why do customers feel loyal to certain products, services, or brands? What makes customers change their loyalties? How can you inspire loyalty in your customers? Cultivating Customer Loyalty, a self-study e-learning course, takes you through the secrets of brand loyalty. You'll learn how to calculate the lifetime value of a customer, build rapport, say no without sacrificing goodwill, and turn a customer's negative experience into a positive one. Building customer loyalty today will benefit your business for years to come.

FULL-DAY   E-LEARNING

CUSTOMER SERVICE OVER THE PHONE

In today's competitive environment, customer service is often the key that sets a successful company apart from others. This program ensures that your customer interactions will result in satisfied, happy customers by providing skills to manage all types of customer calls and situations.

HALF-DAY   CLASSROOM

WHAT CUSTOMERS REALLY WANT

What is extraordinary customer service? We have all experienced it and, most likely, remembered it. In this course, participants will explore the concepts and benefits of superb customer service. Individuals will learn ways of building positive rapport with various types of customers and then apply those skills in activities and exercises throughout the course. They will dive deeper into workplace communication by examining the do's and don'ts of technology, and learn how to use these advances to further their customer alliances. Furthermore, groups will practice learned skills in dealing with difficult situations and making every interaction a positive experience.

FULL-DAY   CLASSROOM

Dekon

CULTURAL COMPETENCY

Awareness and acceptance of differences within an organization creates an environment of cohesion and collaboration. In this course, participants will identify the components of cultural competencies in the workplace. They will work together to create a cultural competency profile, including personal goals, to empower individuals to practice acceptance within their environment. Participants will leave this course with more understanding of others' cultures and traditions, while also learning positive techniques to generate awareness within their organizations.

FULL-DAY   CLASSROOM

DIVERSITY AWARENESS TRAINING

This instructor-led course explores diversity in the workplace. It begins by examining the various aspects of diversity, defining diversity, and guiding students through a look at the components of diversity that they personally bring with them. The impact of perception is also examined. Stereotypes are identified and defused through an experiential exercise. Techniques to manage conflict successfully, communicate with respect, confront others who do not appreciate a diverse workplace, and handle sensitive situations, are examined.

HALF-DAY   CLASSROOM

PREVENTING WORKPLACE HARASSMENT

In this program, you'll learn the answers to all of your questions about dealing with harassment in the workplace. You'll read about real cases, learn some tips and tools for dealing with situations that may come up, and implement steps to prevent the occurrence of harassment.

HALF-DAY   CLASSROOM

SEXUAL HARASSMENT

More than half of all workers have experienced sexual harassment on the job. The resulting cost to companies can be thousands—or even millions—of dollars. This program provides practical guidelines to help organizations understand what sexual harassment is, how to handle it when it occurs, and how to avoid it in the first place.

HALF-DAY   CLASSROOM

T O P I C

DIVERSITY & HARASSMENT

DIVERSITY & HARASSMENT

INCREASING YOUR EMOTIONAL INTELLIGENCE

People with high emotional intelligence are poised, outgoing, and cheerful, have empathy for others, express their feelings directly but appropriately, and have a capacity for developing meaningful relationships. All of these traits are very important aspects of a collaborative, high-achieving workplace. This program offers you techniques to increase and develop your emotional intelligence. It guides you through proven methods to apply emotional intelligence in the workplace to enhance employee relationships and increase productivity.

FULL-DAY   CLASSROOM   E-LEARNING

RESILIENCE: HOW TO KEEP GOING WHEN THE GOING GETS TOUGH

Conflict, change, and stress are a regular part of everyday organizational life. The key to employee survival is *resilience,* the ability to bounce back after adversity. Being resilient doesn't prevent tough challenges from happening, but it does provide individuals with the strength and wherewithal to recover and move on—time and time again. Surviving the everyday challenges of organizational life requires resilience. *Resilience: How to Keep Going When the Going Gets Tough* helps individuals to develop the self-confidence, support networks, and stress management skills they need to become resilient employees.

FULL-DAY   CLASSROOM   E-LEARNING

"I WAS ABLE TO GO FROM UNZIPPING THE RTL FILES TO DELIVERY IN LESS THAN TWO HOURS, MAKING THE PREPARATION TIME TO DELIVERY EASY AND MUCH LESS STRESSFUL. THE INSTRUCTOR GUIDES ARE WRITTEN IN A WAY THAT IS LOGICAL AND MAKES THE PRE-WORKSHOP STUDY TIME SIMPLE AND LESS FRUSTRATING. NO HUNTING FOR THE RIGHT SLIDES, NO GUESSING WHAT THE INSTRUCTIONAL DESIGNER INTENDED FOR EACH MODULE!"

— James T. Puett

Manager, Leadership and Organizational Development

Healthways Human Resources

Dekon

BUSINESS ETIQUETTE

Do manners matter in an organizational setting? You bet. A company without common courtesies experiences more employee turnover, more costly EEOC expenses, and more time spent on employee complaints. And on an individual level, poor manners show a lack of consideration and professionalism. This program provides guidelines for common business etiquette, how to show respect for yourself and others, how to establish positive connections with anyone, and how to choose polite and positive responses to rude behavior.

FULL-DAY　　　CLASSROOM

EMPLOYEE INITIATIVE: HOW TO MAKE IT HAPPEN

Many managers complain that their employees' work is incomplete and lacks professionalism. On the other hand, many employees complain that their managers don't let them do interesting projects. The solution to both situations is accomplished by empowering employees and requiring accountability in return. In this program you will learn how to create a shared vision with your employees and how to identify and overcome obstacles to empowerment. You will establish meaningful accountability measures and evaluate the most effective way to "make it happen."

HALF-DAY　　　CLASSROOM

ETHICS IN THE WORKPLACE

Workplace ethics go beyond "doing the right thing." An ethical workplace establishes a solid foundation for organizational behavior, cultivates better teamwork and productivity, creates consistent standards for company offerings, ensures the legality and enforcement of corporate policies, and supports company growth and reputation. This half-day program explores why workplace ethics should be developed, how to create the standards and policies that support strong ethics, how to train and manage employees to follow and support these standards—and how to deal with problems where ethics are concerned.

HALF-DAY　　　CLASSROOM

GOAL SETTING FOR SUCCESS

Attainable goals are what will keep you and your organization moving forward in the right direction. This goal-setting program will help you understand what makes a goal attainable by discovering your strengths, weaknesses, opportunities, and threats when setting goals. Goals are often identified correctly but accomplished poorly because of a lack of planning and strategy regarding how the goal will be achieved. This program will dig deep into the goal-setting process to practice writing measurable goals and strategize the best approach to making that goal a reality.

HALF-DAY　　　CLASSROOM

TOPIC

**EMPLOYEE &
PROFESSIONAL
DEVELOPMENT**

EMPLOYEE & PROFESSIONAL DEVELOPMENT

THE GREAT BALANCING ACT: MAINTAINING A WORK/LIFE BALANCE

Fulfilling the demands of the workplace creates consequences at home. Meeting your personal and family needs can have an impact at work. Creating a balance between the two is not always easy. The "right" balance is a very personal thing and will change for each person at different times of his or her life. For some people, the issue is being able to find more work, rather than having too much work. There is no "one size fits all" solution. One thing is for certain: balanced professionals make happier employees, and happier employees make stronger, more productive professionals. This program helps you identify your current state of work/life balance, assesses what you need to create more balance, and assists in developing an action plan that will generate positive outcomes for both you and your organization.

FULL-DAY

CLASSROOM

HOW TO DEVELOP & DELIVER DYNAMIC PRESENTATIONS

How many of you have ever viewed a presentation where it was clear the presenter was ill prepared? "Clicker culture" refers to the vast majority of people in our culture—and in the audience to whom you present—who have been conditioned by media (TV, movies, video, the Web, social networking). The average "sound bite" is 15–20 seconds long, and getting shorter. If your presentation doesn't get and keep the audience's attention, they'll "click and change channels." They may be physically present but mentally elsewhere. In this program you will learn how to make your presentations meaningful, memorable, and motivating: a "must-watch" presenter prepared for prime time.

FULL-DAY + HALF-DAY

CLASSROOM

SOLID BUSINESS WRITING

So much of today's business interactions are not in person, but in writing via e-mail, chat, or text messaging. This makes writing skills more crucial than ever before. Business colleagues and customers will judge competency and professionalism based on your writing ability. Get back to the basics with this course and make sure your t's are crossed and your i's are dotted before sending out vital correspondence.

HALF-DAY

CLASSROOM

BUDGETING BASICS

This course demonstrates how to design and present a professional budget—a task most managers consider one of their most onerous responsibilities. Participants will see the value of budgeting and how to perform the process correctly. The budget process is broken down into eight simple steps and offers helpful tools to design a budget from scratch. After completing this course, you will be able to turn your departmental and personal goals into numbers and build, negotiate, and manage your budget—even if you aren't a numbers person.

HALF-DAY　　　　　**CLASSROOM**

FINANCE FOR THE NON-FINANCIAL PROFESSIONAL

This program gives you the tools to develop financial literacy that will enhance your professional credibility and boost your decision-making skills. You will develop a working knowledge of the standard practices, language, and fundamentals of finance and accounting that will enable you to control costs, measure results, plan for growth, and recognize and avoid problems that can affect the bottom line.

2-DAY　　　　　**CLASSROOM**

TOPIC
FINANCE

FINANCE

"THE MATERIAL IS EXCELLENT, AND JUST WHAT I WAS LOOKING FOR."

— F. Jean McInroy
Director, Human Resources
Olean General Hospital

Dekon

TOPIC

GENERATIONAL

GENERATIONAL

HOW TO MANAGE GENERATION X EMPLOYEES

Examine Generation X, who they are, and what makes them that way, as well as the challenges and benefits they have brought to the forefront of today's workplace. Learn proven strategies on how to get along with others at work who have different views of and approaches to work and life. Techniques on managing and motivating Generation X-ers are included.

HALF-DAY   CLASSROOM

THE MULTI-GENERATIONAL WORKPLACE

Today's generationally diverse workforce brings a variety of skills, knowledge, and experience to the organization. However, finding ways to connect effectively with the various generations within the workplace can be challenging. Through this half-day program, gain a better understanding of the four generations that make up the current workforce—Veterans, Baby Boomers, and Generations X and Y—and how their unique experiences and expectations impact their views and performance in the workplace. Learn techniques that foster respectful communication with all groups.

HALF-DAY   CLASSROOM

BEHAVIORAL INTERVIEWING

This behavioral interviewing program is a dynamic course that gives you the skills to make the best hiring decisions—and avoid costly blunders. You will learn competency-based behavioral interviewing, using the accepted opinion that past and present behavior are the best forecasters of future performance. Whether you've conducted a hundred interviews or you are new to the interviewing world, this program will give you knowledge and tools to use immediately in your next interview. The outcome? You'll have better interviewing skills, which will lead to better hires and a competitive edge for your organization.

HALF-DAY   CLASSROOM

CAREER PLANNING & DEVELOPMENT

Today's work environment puts a high priority on bright, talented, enthusiastic employees. However, these are the very employees who are frequently recruited away by headhunters and other organizations. So how do you keep your best employees? By working with them to create a meaningful career development plan—and following through on it. *Career Planning and Development* is geared for supervisors and managers who seek to assist employees in their development. And one of the best ways for supervisors to understand how the process works is to experience it for themselves. This program asks supervisors to complete all of the activities and assessments firsthand, giving them the skills and tools they need to administer the same to their employees.

HALF-DAY   CLASSROOM

HIRING & INTERVIEWING

Hiring quality employees is one of the most critical tasks in any organization. The basis of effective interviewing is asking the right questions. Let's face it. If you ask candidates hypothetical questions, you will get hypothetical answers. In this program, you will learn the art of interviewing systematically so that you are getting the information that is most critical for job performance. Identify competencies associated with the job, conduct interviews, and practice evaluating and recruiting candidates in this highly interactive curriculum.

FULL-DAY   CLASSROOM   E-LEARNING

RETENTION: ATTRACTING & KEEPING YOUR BEST

Managing people can be one of the hardest jobs in the world. Trying to meet the needs of a group of people and make them feel comfortable and at ease, all while maintaining a productive environment, may seem impossible. But it's not! Taking retention seriously can, in the end, be the best management tactic that you have ever tackled. This program will offer you methods and procedures that will attract and keep the best employees and also allow you to measure and communicate the benefits and costs of a retention strategy for your organization.

FULL-DAY   CLASSROOM

TOPIC

HUMAN RESOURCES

HUMAN RESOURCES

ADAPTING YOUR STYLE

As most experienced leaders know, people come in all shapes and sizes. Communication styles do, too. Developing the ability to understand and "speak" to different styles can help leaders to become more effective. This half-day program assesses personal leadership style and shows leaders how to apply their style to build better connections with employees, run productive meetings, and enhance employee motivation.

HALF-DAY   CLASSROOM

DELEGATING FOR GROWTH

Delegation is one of the most valuable professional skills you can master, and when done well, it can be instrumental in the advancement of individuals—and the organization overall. *Delegating for Growth* is an interactive skills training course that will help any manager to better understand the purpose of delegation, prepare for and apply the steps to delegating effectively, and learn to recover from inevitable mistakes or disappointments. This half-day program will help to increase company-wide productivity, foster employee confidence at all levels, and develop a team-driven culture.

HALF-DAY   CLASSROOM   E-LEARNING

DEVELOPING DIRECT REPORTS

There's no doubt that supervisors and managers are busy people. And when it comes to employee development, some might even admit that the only time they discuss employee performance is during the annual review process. But once-a-year performance appraisals aren't enough to give employees a solid foundation for success. It takes *development coaching*, a strengths-based development plan that's aimed at future performance and long-term goals. *Developing Your Direct Reports* shows managers how to establish this framework, set milestones, measure outcomes, and foster growth.

HALF-DAY   CLASSROOM   E-LEARNING

FIRST-TIME MANAGER

Being promoted is great news! However, it presents major challenges to people being recognized for their expertise and technical know-how. Management is a completely different skill set than any job leading up to the position of manager. Learn the necessary skills to thrive in your new role. This course covers effective delegation, coaching employees, strategic planning, developing trust, and why personal development is critical to success.

FULL-DAY   CLASSROOM

Dekon

LEADERSHIP 101

Great leaders aren't just born that way—they must *learn* how to lead and influence others through experience, mentoring, and training. *Leadership 101* is a half-day program that gives both newly emerging and experienced leaders and managers the tools and techniques for developing and refining their skills by addressing everything from trust to perception to attitude. The bottom line? This learning resource will help your organization retain employees and clients, make better decisions, and improve performance.

HALF-DAY **CLASSROOM** **E-LEARNING**

LEADING TODAY'S WORKFORCE: A STEP-BY-STEP GUIDE TO BUILDING LEADERSHIP SKILLS

Being a manager and being an effective "leader" are very different skill sets. This course will help you learn what the biggest differences are between managers and leaders, how to put the building blocks of leadership into place, and how to adopt the language of influence. Some of the areas covered will be: the ideal leader, support systems, risk-taking, vision, relationship-building, and listening effectively. This course is a must for those managers who really want to make a difference!

FULL-DAY **CLASSROOM** **E-LEARNING**

MANAGING MANAGERS

Why a program about managing managers? What is it that's difficult? #1: Balancing daily tasks with long-term strategic thinking. If you have managers reporting to you, their problems end up being "fires" for you to put out. #2: Your direct reports may manage a wide variety of functions, and it's difficult for you to create a sense of unity and cohesiveness for your entire group. #3: If you're typical of most mid-level managers (and of most people!), you would just as soon ignore sticky situations such as dealing with difficult people. In fact, you may even back away. Managing managers takes courage, and in this course we give you a simple but effective two-pronged approach—focusing on developing your business strategy while also improving your leadership skills.

FULL-DAY **CLASSROOM**

MOTIVATING EMPLOYEES TO BE THEIR BEST

The basic premise of this program is that motivation is not something you do to others; people motivate themselves. This program is not about traditional extrinsic motivation techniques such as rewards, incentives, salary, etc. Those use a carrot-and-stick approach that tries to get employees to change their behavior based on external factors. This program is about helping managers and supervisors create a climate that fosters positive feelings and eliminates obstacles, so that employees will be intrinsically motivated. The three elements of this type of climate are community, influence, and openness. The program focuses on providing the skills and techniques you will need to help groups develop a sense of community, to acquire influence over their work-related actions, and to enjoy the openness of shared information and feelings.

FULL-DAY **CLASSROOM**

TOPIC

LEADERSHIP & MANAGEMENT

LEADERSHIP & MANAGEMENT

T O P I C

**LEADERSHIP &
MANAGEMENT**

LEADERSHIP & MANAGEMENT

SECRETS TO MANAGEMENT SUCCESS

The big secret to management success: treat employees as responsible adults. The really big secret: this is not unlike the process of raising children to be responsible adults—set them up for success by giving them small tasks/problems they have a good chance of handling well. Don't jump in and rescue them when trouble arises; instead, let them learn from their mistakes. This program offers skills and tools to help managers develop responsible employees, decrease struggles and conflict, encourage "account-able moments" as learning opportunities, and provide appropriate workplace counseling when needed. All the secrets will be revealed!

FULL-DAY   CLASSROOM

SUPERVISING IN AN AUTOMATED ENVIRONMENT

Today's work environment often includes high-tech oversight with traditional supervision skills. This course provides strategies for balancing computer-based documentation and reporting with the face-to-face coaching and encouragement your employees need to do their best work. You will learn how to establish a regular schedule that combines both "open door" hours for your employees and colleagues and "closed door" hours for concentrating on your computer work. As a result, you will maintain visibility and relationships while ensuring the highest quality of your technical oversight work.

HALF-DAY   CLASSROOM

THE TOUGHEST SUPERVISOR CHALLENGES & HOW TO OVERCOME THEM

When dealing with issues such as employee performance, personality clashes, and conflict, the truth is that there are no quick fixes. Successful supervisors know it takes time to do what's best for the long-term success of the organization, its employees, and even themselves. They also know that they can overcome just about any challenge by exercising the "three keys": *realism, restraint,* and *resolve. The Toughest Supervisor Challenges* gives both new and experienced managers the supervisory skills, tools, and techniques they need to evaluate the situation at hand and choose the appropriate response.

HALF-DAY   CLASSROOM   E-LEARNING

EFFECTIVE NEGOTIATION SKILLS

Most inexperienced negotiators remain so focused on their positions that they ignore creative solutions that would meet their underlying interests. This program helps you identify and analyze your needs and expectations in negotiation. It teaches you how to successfully get from where you are to where you want to be with negotiable proposals and mutually beneficial counterproposals.

FULL-DAY   CLASSROOM

GETTING TO YES: SUCCESSFUL SALES NEGOTIATION

The difference between selling and negotiating can be the difference between winning or losing the sale. While selling requires persuasiveness, negotiation is principally about problem solving and developing creative solutions to challenges. Learn to identify negotiation styles in yourself and others and how to use negotiation during the sales process to get to "yes." Through skill-building exercises and role play, you will learn how to plan and conduct effective negotiations, to respond to diffcult questions and obstacles, and finally, to close the deal.

HALF-DAY   CLASSROOM

SALES OVER THE PHONE

What makes a sales superstar? You might think it is all about the perfect opening line or closing pitch. However, becoming a sales superstar is much more about nuts and bolts. This program gives you a helpful structure for each day that allows you to set goals, get organized, and stay motivated. You'll also learn how to gain trust over the phone, find more and better leads and follow up on them more effectively, use a script that doesn't sound scripted, and use your voice to enhance each and every call.

HALF-DAY   CLASSROOM

SALES PRESENTATION SKILLS

What makes one sales presentation stand out over another? How can you distinguish yourself from your competition? With confidence, credibility, and composure. This program will teach you all three skills, along with many others. You'll learn how to gain information and insights about a prospective buyer in order to develop a presentation that addresses his/her specific needs, buying criteria, and motivators; heighten the interest, attention, and retention of prospects by injecting creativity into your sales presentations; and increase the impact of your presentations by being ready to overcome objections and gaining buy-in more easily. The result: you'll shine with professionalism and proficiency.

FULL-DAY   CLASSROOM

T O P I C

NEGOTIATING & SALES

NEGOTIATING & SALES

NEGOTIATING
& SALES

NEGOTIATING & SALES

SUCCESSFUL SELLING SKILLS & STRATEGIES

Successful salespeople know that sales don't just "happen." They require a combination of technical and people skills that allow you to understand your customer's true expectations and position your products and services to meet them. This results-oriented program reveals how an integration of customer focus throughout the sales process—the consultative system of selling—can help you close more sales and create stronger customer relationships. Learn how specific customer needs shape the entire sales process, and discover how crafting a well-tailored solution and sharpening your communication skills to present concepts and identify opportunities will help you overcome objections and successfully close the sale.

HALF-DAY

CLASSROOM

BUILDING ORGANIZATIONAL TRUST

In the workplace, there are two levels of trust in play: organizational trust and personal trust. Many times these two levels are intertwined and hard to tell apart. Leaders have an incredible amount of influence over the culture of trust in an organization. This program will teach you the benefits and behaviors that will inspire a trusting culture, help you recognize and practice the Five Pillars of Trust, and show you how to regain trust that has been lost. Trust is the key to a cohesive and collaborative organizational culture.

FULL-DAY   CLASSROOM

FUNDAMENTALS OF STRATEGIC PLANNING

What ensures the long-term success of an organization? Nothing! However, it has been proven that companies that partake in serious strategic planning have a significant edge over those that don't. This program identifies the elements of an effective strategic planning model, gives you the tools to discover your strengths, weaknesses, opportunities, and threats when setting a strategic vision, and helps you avoid common pitfalls that derail strategic plans.

FULL-DAY   CLASSROOM   E-LEARNING

IDEAS INTO ACTION: FROM CREATIVITY TO INNOVATION

Innovation is a term that tends to make people uncomfortable. That's because it's surrounded by common myths and misconceptions, such as "only creative people can be innovative," and "I don't know how to be innovative." The goal of innovation is to introduce something new or to make something better. But that doesn't mean it has to be complex or difficult. Whether it's improving customer return policies or developing high-tech products, innovation can happen anywhere in an organization—and by anyone. *Ideas Into Action: From Creativity to Innovation* dispels the myths and misconceptions surrounding innovation and guides people and teams through the innovation process, from generating good ideas and encouraging creativity to developing a plan and implementing new concepts.

HALF-DAY   CLASSROOM   E-LEARNING

OFFICE POLITICS

The term "office politics" often stirs up negative images and memories of bad experiences. Learn about both negative tactics and the positive side of office politics. Discover how to use office politics to your advantage while being true to yourself.

HALF-DAY   CLASSROOM

SUCCESSION PLANNING

Succession planning is necessary to maintain company culture and institutional knowledge, and to plan for the future with some assurance that key posts will be filled with capable people who can carry out the organization's vision. This program shows you how to conduct a gap analysis to identify current and future needs, how to create a pipeline of potential top leadership, and how to bring selection systems, reward systems, and management development into alignment with the process of leadership renewal.

FULL-DAY   CLASSROOM

TOPIC

ORGANIZATIONAL DEVELOPMENT

ASSESSING & MANAGING PERFORMANCE

Dealing with performance issues is one of the biggest challenges managers face. Inconsistent or disappointing performance can be a serious problem that affects the whole team, and many managers lack the confidence they need to handle performance issues effectively. In this self-study e-learning course, you'll learn how to develop and enforce standards for performance, measure and assess performance, and support employees to help them achieve performance goals—and you'll gain the tools and confidence you need to conduct positive performance discussions with your team.

FULL-DAY   E-LEARNING

PERFORMANCE MANAGEMENT

This program teaches you the basic concepts of a performance management system and the means needed to build and implement a performance strategy within your organization. This understanding empowers you to translate your strategy into actions that can be measured and monitored throughout your organization.

FULL-DAY   CLASSROOM

POSITIVE APPROACHES TO RESOLVING PERFORMANCE & CONDUCT PROBLEMS

Countless organizations have some sort of goal-setting plan, and many managers do some sort of coaching. However, when the situation gets sticky, with employees not performing up to established goals, many managers become uncertain how to handle the situation effectively. In this program you will learn how to define and identify problem employees or non-performers and then create a plan that will encourage employee buy-in and carry out a disciplinary session that will work for both you and your employees.

HALF-DAY   CLASSROOM

Dekon

CREATIVE PROBLEM SOLVING

Course participants will learn how to integrate creativity with analytical thinking to develop effective problem solving and critical thinking skills. Creative problem solving is a valuable skill for today's fast-changing world. The concept of "innovation" and how it relates to the bottom line will also be empha-sized. An innovative mindset not only identifies and evaluates great ideas for the marketplace; it also focuses on solving customer problems.

FULL-DAY   CLASSROOM

CRITICAL THINKING SKILLS

What's the #1 skill executives look for in their employees? Critical thinking. It's what enables individuals to understand problems, evaluate evidence, and make logical, thoughtful decisions. It's a skill that can help organizations find smart solutions to tricky problems, avoid emotional thinking and mistakes, and work together more efficiently. *Critical Thinking Skills* is a half-day program that provides individuals with tips, techniques, and thought exercises that help to develop critical thinking skills.

HALF-DAY   CLASSROOM   E-LEARNING

DYNAMIC DECISION MAKING

Using a case study approach, this course offers a straightforward, easy-to-follow process designed to improve the way you make business decisions or any decision that can help you reach your goal. Our decisions and choices shape our professional and personal lives. Sadly, decision making is seldom taught as a skill in its own right. This course will present a clear process and user-friendly techniques for making smart choices.

FULL-DAY   CLASSROOM

MENTAL MODELS: THE KEY TO MAKING REALITY-BASED DECISIONS

Each one of us has a perception of reality and how the world works—mental models. Like an internal hard drive, they provide understanding, guide thinking, and direct decision making. Built from every-day experiences, outside influences, and rewards such as money and success, mental models can be both beneficial and detrimental to success. This program shows the people in your organization how to examine their mental models, separate fact from opinion, clarify assumptions, and reveal hidden beliefs. Using interactive exercises and activities, this learning experience illustrates the need to tune into one's surroundings, look for opportunities, and approach work with an open mind.

HALF-DAY   CLASSROOM   E-LEARNING

SOLVING BUSINESS PROBLEMS

Successful managers know how to spot problems and solve them before they get worse. Problem solving in the business world takes creativity and confidence—both of which can be learned. Solving Business Problems, a self-study e-learning course, will help you gather and analyze information, gener-ate ideas, and evaluate potential solutions so that you can get to the root of the problem.

FULL-DAY   E-LEARNING

T O P I C

PROBLEM SOLVING & DECISION MAKING

PROBLEM SOLVING & DECISION MAKING

PROJECT MANAGEMENT

This one-day program is the most practical and comprehensive introduction to the many facets of project management. From planning to scheduling, budgeting to risk management, it's all right here. Learn what it takes to stay on top of deadlines and expenses and ways to rebound quickly from surprises and setbacks; but most importantly, gain advanced communications skills to get ideas, instructions, and requests across quickly and accurately.

FULL-DAY

CLASSROOM

REAL-WORLD PROJECT MANAGEMENT

Project management is getting more complex; organizations are keeping a close eye on schedules and budgets in order to maintain productivity and profitability. This two-day course covers the steps of project management from definition and planning to implementation, monitoring, completion, and evaluation. You will be able to complete a thorough and accurate project plan including task identification, scheduling, and budgeting; monitor the key project issues of schedule, budget, and performance deliverables; and develop appropriate responses to potential problems. After the project is completed, you will deliver clear and effective reports that include a formal evaluation of the project.

2-DAY

CLASSROOM

Dekon

SELLING ESSENTIALS: UNDERSTANDING THE SALES CYCLE

Selling Essentials: Understanding the Sales Cycle is the first title in a series of in-depth learning experiences aimed at transforming your sales force into true professionals who are prepped and ready for any challenge. Both a classroom training program and e-learning workshop, this title starts with self-reflection and measurement and then shifts the focus to an exploration of customer-focused selling and decision-making patterns.

HALF-DAY   CLASSROOM   E-LEARNING

SELLING ESSENTIALS: PROSPECTING & TERRITORY MANAGEMENT

Title II of the Selling Essentials series, *Prospecting and Territory Management* gives salespeople the foundation and confidence they need to tackle prospecting and maintain a healthy pipeline. With a focus on territory management, business development, and making contacts, this customizable classroom program and e-learning workshop is packed with helpful tools, including worksheet templates, qualifying checklists, practice exercises, and more.

HALF-DAY   CLASSROOM   E-LEARNING

SELLING ESSENTIALS: OPENING THE SALES CALL

Before your salespeople schedule their next face-to-face sales call, equip them with the tools for success. The third installment of the Selling Essential series, *Opening the Sales Call* is a customizable, unlimited-use classroom training program and e-learning workshop that's all about learning how to make a great first impression, meet client expectations, and beat the competition.

HALF-DAY   CLASSROOM   E-LEARNING

SELLING ESSENTIALS: WHAT TO ASK & HOW TO LISTEN

Before your salespeople get in front of one more customer, give them the skills that will help them to advance the relationship toward closing the sale. The fourth module of the Selling Essentials series, *What to Ask & How to Listen* focuses specifically on how to improve communication skills, uncover client needs, and maximize business discussions through active listening and asking meaningful, open-ended questions.

HALF-DAY   CLASSROOM   E-LEARNING

TOPIC

SELLING ESSENTIALS

SALES ESSENTIALS

TOPIC

SELLING ESSENTIALS

SALES ESSENTIALS

SELLING ESSENTIALS: PRESENTING SOLUTIONS, OVERCOMING OBJECTIONS, & CLOSING THE SALE

With the fifth installment of the Selling Essentials series, your sales team will get an overview of the sales process – from presentation to close – with all the techniques they'll need to retain the interest of their prospects. They will learn how to tell the story of a product in a way that is compelling to their specific customer, how to tailor the amount and type of information given based on the customer's response to that story, and how to call their prospect to action by asking them to take the final step in the sales process.

HALF-DAY   CLASSROOM   E-LEARNING

SELLING ESSENTIALS: DEVELOPING CLIENTS FOR LIFE

Successful sales professionals know that it pays to invest time and energy in developing client relationships. They also know that it takes a lot of creativity, passion, patience, and dedication. Module six of the in-depth Selling Essentials training series, Developing Clients for Life focuses on building the key skills that lead to trust, loyalty, and productive relationships.

SELLING ESSENTIALS: COACHING FOR PERFORMANCE

Coaching is a fundamental skill that can help salespeople to reach their potential, retain your organization's top talent, and multiply sales. The seventh module of the in-depth Selling Essentials series, Coaching for Performance targets the skills sales managers need to be effective coaches throughout the selling process, from high-level planning in the early stages to tactical decision making later in the cycle.

Dekon

CROSS-FUNCTIONAL TEAMS

Working in teams is not new, but working effectively and in a timely fashion can be a challenge for even the most finely tuned teams. This course will make the exchange of information much easier. You will learn how to lay the groundwork, the best way to build and shape a team, how to get the work accom-plished, and ways to evaluate performance. Why not make the jobs of cross-functional teams more enjoy-able? Take this program and learn the necessary skills to thrive and succeed in a team environment.

HALF-DAY   CLASSROOM

DEFINING TEAM ROLES & RESPONSIBILITIES

When a team is working well together, the result is high productivity and satisfaction. However, when team roles and responsibilities are not clearly defined, the benefits of teamwork often vanish. This program helps ensure that every team operates at its highest potential by defining the team vision and mission, creating a mission-critical action plan, establishing clear roles and expectations for individuals, and obtaining unconditional commitment and accountability from every team member.

HALF-DAY   CLASSROOM

DEVELOPING POSITIVE RELATIONSHIPS AT WORK

It's no secret that the aim of every organization is to hire the best talent. But when it comes to success in the workplace, Ivy League degrees and decades of professional experience are of no use if individuals fail to develop and maintain healthy relationships. In other words, when the people in your organization can't work together and "play nice," business is bound to suffer. *Developing Positive Relationships* is the positive learning experience your organization needs to ensure that individuals unite around a common mission, value diversity, rise above personal slights, take responsibility, and cultivate an environment based on trust.

HALF-DAY   CLASSROOM   E-LEARNING

MANAGING REMOTE TEAMS

The "workplace" is being redefined. Over two-thirds of business professionals report being involved in virtual work, and new technologies and global markets ensure that the trend will continue. The results are increased flexibility and productivity and enhanced employee and customer satisfaction. This program addresses the special considerations of managing geographically dispersed teams, including establishing expectations for completing work and meeting deadlines, maintaining regular contact, legal and safety issues for employees working outside the office, and tips for long-distance coaching and motivation.

HALF-DAY   CLASSROOM

TOPIC

TEAM BUILDING

TEAM BUILDING

MANAGING TEAMS

Leading a team is a big responsibility. The effectiveness of your team depends in large part on the quality of your management skills. This program gives you the tools to ensure that your team runs efficiently while maintaining a high level of motivation and satisfaction among individual team members. Topics covered include developing and using a project plan, establishing accountability among team members, conducting meetings effciently, helping the team make good decisions, handling conflict productively, and rewarding team accomplishments appropriately.

FULL-DAY   CLASSROOM

TEAM BUILDING

Before you can build a cohesive team, individual team members must understand their own values and the ways they connect with others. In this program you will learn skills to communicate more effectively, minimize misunderstandings and conflict, and build your sense of value. The program takes you further, helping you take your individual strengths to build a group identity. You will create a team mission statement, ground rules, and a plan to foster trust and morale that will lead your team to success.

HALF-DAY   CLASSROOM

Dekon

GETTING THINGS DONE!

It's no longer enough to show up to work—you need to set goals and accomplish them. Today's professionals need to be able to rapidly, effectively, and effciently implement critical, time-bound work goals to a successful, measurable conclusion. This no-excuses full-day course will help you get there by showing you how to set a direction, establish priorities, build plans, motivate yourself and others, execute your tasks, and establish accountability. Get it done with *Getting Things Done!*

FULL-DAY   CLASSROOM

JUGGLING MULTIPLE PRIORITIES

Have you ever wondered, "How am I supposed to get all of this done? Reports, meetings, evaluations, proposals—and everything needs to be done NOW." In order to decide what work is most important, you must know the specific outcomes you and your organization desire and break those outcomes down into daily roles and responsibilities. This program examines many different approaches to time management and introduces new techniques to enhance your approach in different situations. Practice tools for prioritizing tasks, setting boundaries, eliminating tainted time, and much more are in this action-packed program.

FULL-DAY   CLASSROOM

MEETING MANAGEMENT

Successful completion of this program will increase your knowledge and ability to effectively prepare for meetings; identify clear and concise objectives; set realistic ground rules; problem-solve effectively with meeting participants; actively make decisions and create an action plan; understand the role of the meeting leader; practice techniques as a conflict mediator; create an accountability chart; and plan for follow-through.

FULL-DAY   CLASSROOM

PRODUCTIVE WORK HABITS

Productivity isn't about quantity. It's about doing the right task at the right time. In other words, it's about recognizing *what* to do *when.* But sometimes that's easier said than done. You can help employ-ees and managers improve their productivity with *Productive Work Habits.* This half-day program helps individuals begin to develop the positive habits they need to gain focus, learn how to prioritize tasks effciently, become better organized, manage their time effciently, work more effectively with colleagues—and even create better work-life balance.

HALF-DAY   CLASSROOM   E-LEARNING

T O P I C

TIME MANAGEMENT & MEETINGS

TIME MANAGEMENT & MEETINGS

TIME
MANAGEMENT
& MEETINGS

TIME MANAGEMENT

A simple glance at the desks of various workers reveals different organizational and time management practices that individuals adapt to their own personalities. Personality preferences have an impact on how individuals successfully manage their time. Different approaches to time management are equally effective and no approach is better than the rest. In this program you will learn how to increase your personal effectiveness by using management techniques that fit your personality. You will apply time-saving techniques, learn ways to overcome procrastination, and find out a variety of methods for living a balanced life.

FULL-DAY

CLASSROOM

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