



Virtual Training Catalog 2021

Talent Development Services



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MISSION

The College of Lake County is a comprehensive community college committed to equitable high-quality education, cultural enrichment and partnerships to advance the diverse communities it serves.

VISION

The College of Lake County is a leader in providing innovative education and workforce solutions.

WORKFORCE & PROFESSIONAL DEVELOPMENT INSTITUTE (WPDI)

Provides training, consulting, and cutting-edge courses for businesses, professionals and the community through the following areas:

- Talent Development Services
- IL Small Business Development & International Trade Center
- Professional Development



TALENT DEVELOPMENT SERVICES

We want to be your talent development partner. With the continually changing work environment, preparing your organization with proficiencies is a smart strategy. Whether you want to improve skills, or you need to develop a specific group, we have the expertise to provide a solution.

Eric Kurtz

Executive Director, Workforce & Professional Development Institute (WPDI)

Contact Information

847.543.2747
ekurtz@clcillinois.edu

Kellen Reeves

Talent Development Consultant

Contact Information

847.543.2590
kreeves1@clcillinois.edu

Schedule 1:1 time

<https://calendly.com/kreeves1>

Eric Pfligler

Manager, Talent Development Services

Contact Information

847.543.2027
epfligler@clcillinois.edu

Schedule 1:1 time

<https://calendly.com/tadmeeting/tad-employer-demo>

Maureen Kotek

Learning and Development Coordinator,

Contact Information

847.543.2869
mkotek@clcillinois.edu

15-minute Demo <https://clc.hosted.panopto.com/Panopto/Pages/Viewer.aspx?id=c4faad0a-16e3-4c3c-a494-ac290028bd48>
Register for TAD <https://tadclc.bdifocus.com/Login.aspx>

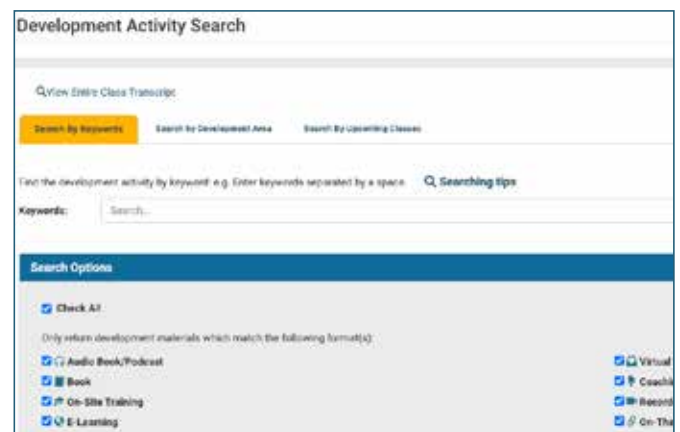
TAD (Training, Assessment and Development) is your training and development partner that does the work to set-up, manage, and maintain an integrated employee development system providing a robust training library, coaching, assessments, development plans and reports. With TAD, plans become actions. With the individual development planning tool, organizations can create a development goal based on specific skills or a recent assessment identifying critical skill gaps.

FAQ's from Employers that TAD answers:

- What are the skill gaps and training needs of my employees?
- Where should we concentrate our limited time and resources for training?
- Where can we find vetted training resources to close skill gaps?
- How can we upskill our workers efficiently and effectively?

About the TAD Training Library

- All trainings featured in the library can be privately purchased and delivered on-site or virtually
- TAD subscribers (Employers) can enroll their individual employees into various open enrollment workshops that are available
- 3,000+ Microlearning courses available for training on the go
- Easily searchable by skill, upcoming open-enrollment workshops, and desired delivery
- FREE resources to take advantage of throughout the year
- Additional discounts may be available for pre-payments of future trainings and workshops



360° Assessments

- 20+ Pre-Built job assessments based off over 20 years of compiled data
- Training/Workshop Assessments to measure competence before and after training
- Unlimited assessments on all job and training models
- Receive detailed skills reports providing you with TAD library integrated tools to plan future training

Reporting

TAD offers reporting on a variety of subjects monthly (*Standard*) or On-Demand (*Plus*):

- Individual Skills Reporting
- Organization Skill Gap Priority Report
- Employee Training Requests
- Individual Development Plans

Top Skills (5 Highest Rated Skills)										
Rank	Skill	N	Assessor	Rating	0	1	2	3	4	5
1	Business Acumen Understanding of key business drivers and application to business tasks or challenges.	1	Self	3.0	0	1	2	3	4	5
2	Following Safe Practices Is aware of safety risks and follows safety rules and best safety practices.	1	Self	4.0	0	1	2	3	4	5
3	Lifelong Learner Ongoing learning of new knowledge and/or skills and how to respond better to situations or needs.	1	Self	4.0	0	1	2	3	4	5
4	Quality Orientation Produces and maintains high quality work and encourages others to do the same.	1	Self	4.0	0	1	2	3	4	5
5	Product Knowledge Understanding of the organization's products and services, including features and benefits, performance capabilities, and competitive advantages.	1	Self	4.0	0	1	2	3	4	5

TAD Subscriptions

Onboarding and Support

Our continuous training offers various ways to ensure that you are taking advantage of all of the benefits TAD has to offer.

- Print and Video User Guides
- Bi-Monthly Subscriber/User Zoom networking calls to share best practices
- Access to the Talent Development Services team for any questions you may have



Benefit	STANDARD	PLUS
Training Library	X	X
Microlearning	X	X
Individual Development Planning	X	X
Unlimited 360 Assessments (job profile & workshops)	X	X
Individual Skills Report	X	X
Employee Training Request Report	X	X
Organization Skill Gap Priority Report	-	X
Individual Development Plans Report	-	X
On-Demand Reporting	-	X

Average Savings
(on trainings for Clients
w/ a Subscription)
10-20%

Company Size	STANDARD	PLUS
1-19	\$150	\$250
20-49	\$240	\$360
50-99	\$500	\$750
100-249	\$1,000	\$1,500
250-499	\$2,500	\$3,750
500-999	\$5,000	\$7,500
1,000-4,999	\$10,000	\$15,000
> 5,000	\$20,000	\$30,000

Private System

Some organizations may benefit from our Private System, available to Plus Subscribers. This system implements a complete talent management system with hiring, performance reviews, succession planning, and other tools.

Microlearning with TAD is quickly becoming an eLearning Industry Standard. It allows users to consume short-form videos that are easy to stream and available on the go.

TAD users have access* to over 2,000 courses in over 20 areas, including:

- Leadership
- Project Management
- Safety
- Communication and Relationship Building
- Cyber Security
- Sales and Marketing

Compared to traditional courses
Microlearning videos can be
produced in **300% less time**
and at **50% less cost**

Benefits of Microlearning

- Personalized content makes learning fast, simple, and convenient
- Serves as a reinforcement for TAD virtual and live training through repetition, quizzing, and feedback
- Higher completion rates
- Decrease in fatigue and stress due to “cognitive overload”
- Users consume knowledge quickly and can apply it faster

Pricing

- Available to TAD Subscribers*
- No Setup or Implementation Fees
- Monthly: \$20/user
- Annually: \$200/user (**\$40 Savings/user**)

College of Lake County

Welcome to College of Lake County.

Suggested

- Returning to Work After Quarantine (6:04)
- PRODUCT KNOWLEDGE (3:24)
- Key Account Selling Overview (3:44)
- How to Wash Your Hands (0:54)
- How to Sanitize Your Workspace (1:14)

Favorites

- C4. Gathering Data: Costs and Benefits (6:00)
- Excel: Data Analysis with Pivot Tables (7:12)

Coaching

We offers coaching programs that can boost your organization's leadership team, no matter what stage of their management career they are in. It's the approach to talent development and coaching that differentiates us from other programs. Our coaching services are adaptive to every individual's changing needs, from positioning a new hire for success at onboarding to accelerating development at a key promotion. Our coaching services keep employees engaged and growing with clarity, purpose, and passion.



Overview

- Classroom or Virtual program
- Customize scheduling to fit your needs

Coaching Areas

The Coaching Programs can be customized to include some or all of the below.

- Presentation Skills
- Accent Reduction
- Writing
- Facilitation
- Executive Coaching
- Leadership Development
- New Leadership Role
- Management Development
- High Potential Employees
- Performance Management
- Career Development
- Transition Coaching
- Partnership Coaching
- Start-ups
- Talent Management
- Succession Planning
- Competency-Based Assessments
- 360° Feedback
- Project Management

Certifications Available

- Associate Certified Coach (ACC), International Coach Federations
- Hogan High Potential Talent, Hogan Assessment Systems
- Hogan Leadership Series, Hogan Assessment Systems
- Hogan 360° Assessment, Hogan Assessment Systems
- Change Quotient (CQ) Assessment, Change Catalysts
- Myers-Briggs Type Indicator, Step II
- Kolbe Index

*For the most up to date certifications, please call
847.543.2027*



Dr. Sean Bailey — A highly-respected senior researcher, trainer, leadership coach, author, and keynote speaker with a certification through the Association for Talent Development. He has diverse experience consulting with local municipalities, nonprofits, women, and minority-owned businesses. For the past 20 years, he has specialized in process improvement, professional development, and evidence-based learning, supporting company leaders and their staff to improve training effectiveness and operational efficiency. Dr. Bailey holds a doctorate in Educational Leadership and Organizational Effectiveness from Creighton University. He completed his Executive MBA from the University of Maryland, College Park, and Masters in Public Administration with an emphasis in Public Service from Strayer University in Washington, DC. He also holds a Bachelor of Science in Marketing Management with a minor in Psychology from Virginia Tech in Blacksburg, VA.



Randee Flynn — With over fifteen years of experience as a facilitator, instructional designer, consultant, and development coach, Randee Flynn's focus and passion are partnering with organizations and individuals on their development journey. Randee focuses on leadership development, talent management, coaching, and identifying emerging leaders' talents and needs. She describes her approach to program delivery as a partnership where she will immerse herself in learning the business then execute the intended objectives and outcomes of a program.



Steven Garrett — As Principal of Garrett Consulting for over 25 years, he has helped organizations and their leaders overcome many challenging employee and leadership development challenges with his expertise in project leadership, instructional design, assessment, and business development. He serves a broad array of large, medium-sized, small corporate, not-for-profit, and professional service firms. In addition to his consulting and training activities, Steve Garrett is Program Co-Chair for the Chicago Organization Development Practitioners Network and serves on the Talent & Organizational Effectiveness Committee of the Human Resource Management Association of Chicago. He is a Board-Certified Coach through the Center for Credentialing & Education and a Career Management Practitioner through the Institute for Career Certification.



Jim Graber — Jim is an Organizational Psychologist with over 25 years of experience working with private and public sector organizations interested in improving their Talent and Performance Management. Jim's expertise is in Organizational Psychology, particularly competency modeling, career development, workforce and succession planning, performance management, employee assessments, and employee certification. He has spearheaded the development of focus software, a comprehensive talent and performance management solution used worldwide.



Cathy Horowitz — Since 1989, Cathy has been a Microsoft Office instructor, with over 30 years of classroom and virtual training. Cathy is proficient in all levels of Excel, Word, PowerPoint, Outlook, and Access. Cathy holds a degree in Psychology and a Master in Business Administration degree with an emphasis in Human Resources.



Andy Kaufman — A recognized expert on leadership and project management. Andy is the President of the Institute for Leadership Excellence & Development Inc., which helps organizations worldwide improve their ability to lead and deliver. In addition to running the Institute, Andy works with leaders at the United Nations to improve their ability to deliver on their initiatives. Before becoming an internationally sought-after speaker, Andy started as a software developer and was promoted into management for all the wrong reasons! As he grew from frontline manager to senior leader, Andy developed approaches for leading and delivering that he now shares with audiences and coaching clients around the world. He is the author of three books and host of the acclaimed People and Projects Podcast, which provides interviews and insights for his global listeners on how to lead and deliver.



Brad Kolar — The founder of Avail Advisors, spending the last 20 years focused on one thing – bringing clarity, simplicity, and resolution to complex issues. He combines expertise in business, psychology, process improvement, and technology to help his clients find unique solutions to their problems while fundamentally changing the way they approach their work. Brad holds a BA in Economics and a MA in Communication from the University of Illinois at Urbana-Champaign. He served as the Director of Learning and Performance Strategy for Accenture and held the Chief Learning Officer position for the University of Chicago Medical Center. Currently, he serves on the Advisory Board for the Department of Communication at the University of Illinois. Brad’s consulting experience spans various industries, including healthcare, financial services, government, consumer products, and professional services. His clients are leaders ranging from front-line managers to C-Suite Executives.



Mike McMahon — A thought leading Marketing and Ecommerce executive with a track record of delivering strong business results through strategic planning and efficient resource deployment. Previously, at Medline Industries, Mike held top leadership roles in Ecommerce, Corporate Marketing, Product Strategy and Development, and Strategic Pricing. Mike earned his MBA at the University of Notre Dame.



Audrey Minkalis — With over 22 years of experience teaching Microsoft Office training courses to her clients, Audrey focuses on Microsoft Word, Excel, PowerPoint, Access, Outlook, Publisher, Visio, OneNote, and SharePoint. She also has over 20 years of experience in creating custom Access Database programs. Her degree from the University of Wisconsin-Whitewater specialized in teaching computer skills to adults in the business world.



Francisco Pulgar-Vidal — Currently, Francisco is the president of fkiQuality, a consultancy focused on improving the operational performance of its clients, and the director of the Chicago Deming Association. Francisco specializes in how to improve and sustain high-performing organizations. He works with executives and frontline associates in functions such as design, production, distribution, sales, and customer support, as well as IT, HR, and finance. Francisco has consulted with companies in sectors such as manufacturing, pharmaceuticals, food, and energy. Francisco has taught and certified thousands of black, green, and yellow belts in Six Sigma and Lean, partnering with universities and community colleges. Francisco holds master degrees in Industrial Engineering and Business Administration.



Michael Sugarman — An energetic, compassionate and motivating facilitator and coach, Michael builds great rapport with his audiences and is focused on achieving maximum learning. He has designed and developed over 40 workshops in employee development and has personally delivered over 3,000 days of training. He has conducted training for companies throughout the United States, Canada, the United Kingdom, New Zealand and Australia.



Gilbert Velez — With over 24 years of experience, Gilbert has served the needs, and demands for OSHA required training programs for the private sector. Gilbert provides bilingual consulting and training services at an affordable cost. His training sessions are delivered in a flexible, effective, and inexpensive manner at your facility or your customer's facility. His experience includes being an OSHA outreach trainer for Northern Illinois University and having a MBA in Business Administration.

BUSINESS GRAMMAR & PUNCTUATION

The workshop focuses on two processes: Learning the rules and developing an “eagle-eye” to catch errors! Studies have shown that most adults rate their grammar and punctuation skills much higher than they are! Unlike other aspects of writing, grammar and punctuation are strictly rule-based. In this workshop, you’ll learn those rules and apply them in intensive but fun activities.

What you will learn

- Identify the most common mistakes in punctuation, grammar, capitalization, spelling, and word usage
- Apply numerous techniques to improve proofreading skills
- Identify and use passive and active voice correctly
- Recognize misplaced modifiers and learn not to use them
- Understand how British English and American English vary in punctuation
- Use correct verb tense and avoid verb agreement errors
- Eliminate “apostrophe abuse” and “comma sprinklers”
- Understand the most typically confused adjective-adverb pairs
- Use pronouns correctly (It is never “Between you and I...”!)
- Eliminate run-on sentences by understanding when to use a semi-colon

Facilitator: Sugarman
Duration: (2) 3-hour sessions
Max. Participants: 30

BUSINESS WRITING ESSENTIALS

Professionals who can write well are far more valuable to an organization than those whose business writing is confusing and filled with errors. This intensive workshop uses proven techniques to improve writing clarity and brevity.

What you will learn

- Identify the reader's needs and expectations to establish focus
- Organize thoughts by purpose and audience
- Get over writer's block
- Write with greater clarity, brevity, and directness
- Use words to persuade the reader to take immediate action
- Identify and use parallelism and active voice
- Understand the components of effective email
- Identify common errors in word usage
- Establish a standard company writing format and style
- Craft letters to effectively communicate complaints, bad news, and compliments
- Improve overall readability

Facilitator: Sugarman
Duration: (4) 3-hour sessions
Max. Participants: 50

IMPROVE YOUR WRITING

This session will teach some techniques you can use to get others to read, understand, enjoy, and agree with your written messages.

What you will learn

- Make your documents more concise
- Make your documents more audience-centered
- Make your documents more complete
- Make your documents more correct
- Make your documents more clear

Facilitator: Sugarman
Duration: 1 hour
Max. Participants: 275

TOP TEN GRAMMAR AND PUNCTUATION ERRORS SEEN IN BUSINESS WRITING

This one-hour session will review the top 20 grammar and punctuation errors made in business writing and how to avoid them.

What you will learn

- Identify common punctuation mistakes that business writers make
- Identify common grammar mistakes that business writers make
- Increase your awareness of the punctuation and grammar mistakes in your writing
- Use tips to remember how to avoid these common mistakes

Facilitator: Sugarman
Duration: 1 hour
Max. Participants: 275

USING EMAIL EFFECTIVELY

This program teaches you how to enhance email communication within the business workplace. Communication via email controls most, if not all, of the communication efforts between business clients. All emails must be created professionally. You never know who is reading them!

What you will learn

- The four necessary C's of Writing
- Sentences & Punctuation
- Formatting
- Rules that should never be broken

Facilitator: Sugarman
Duration: (2) 3-hour sessions
Max. Participants: 50



MANAGING CHANGE

New procedures, new organizations, new management. Growth means change. With this workshop, Business Professionals of any level, can learn to lead your team (and themselves!) through change.

What you will learn

- Understand the change process
- Help employees adapt to change
- Handle resistance to change
- Respond to “we've never done it that way” and other attitudes
- Describe the importance of resiliency and flexibility in the context of change

Facilitator: Sugarman
Duration: (1) 3 hour session
Max. Participants: 50

ACTIVE LISTENING

Active listening helps in gaining a better understanding, giving better responses, and building rapport. Poor listening leads to wasted time, lost revenue, and impaired relationships. The Active Listening Workshop is a program for people who want to learn how to become better listeners and those who need others to listen better. Workshop participants not only learn to be perceived as “great listeners” but learn to fully understand the messages they hear, give better responses, increase rapport and persuade others.

What you will learn

- Understand the purpose of listening
- Increase awareness of current listening skills
- Explain the importance of body language in the listening process
- Use empathy, paraphrasing, encouragers, and other techniques
- Use special techniques for listening better to challenging speakers such as know-it-alls, confusing and vague speakers, condescending speakers, and boring presenters
- Transform “problem” speakers to “problem-solving” speakers
- Listen as a way to motivate and persuade others

Facilitator: Sugarman
Duration: (2) 3-hour sessions
Max. Participants: 25

ASSERTIVENESS

Gain more confidence, decisiveness, and respect with assertiveness training! Assertiveness allows you to find the balance between not speaking up and speaking up too aggressively. It is important to ask customers, colleagues, subordinates, and superiors to meet your needs and adhere to policies and requirements. However, this must be done with tact and diplomacy and while remaining calm and professional.

What you will learn

- Distinguish the difference between assertive, aggressive, and passive behavior
- Make a positive first impression
- Identify and adopt the attitudes that lead to assertiveness versus passivity or aggressiveness
- Learn to say “no” without feeling guilty and without negatively impacting relationships
- Make requests for needs to be met without others feeling imposed upon or offended
- Practice assertive behaviors through verbal, vocal, and visual techniques
- Apply newly learned assertiveness skills to relevant on-the-job situations
- Develop an assertive bill of rights
- Accept negative feedback and provide negative feedback constructively
- Express rights, feelings, and thoughts and not blame others for being insensitive and inconsiderate
- Learn the techniques for assertiveness

Facilitator: Sugarman
Duration: (2) 3-hour sessions
Max. Participants: 40

EFFECTIVE PRESENTATION SKILLS

Effective presentation skills are among the most critical skills for a leader, both for their ability to influence and career advancement. Every presentation you give is a precious opportunity to mobilize your organization behind your goals and vision and inspire people to take action towards them. Leaders shape others' perceptions through their presentations, and if leadership is largely about working through others, then presentation skills are perhaps your most valuable tool.

What you will learn

- Overcoming fear of presentations
- Structuring an effective presentation
- Effective communication principles
- Effective body language, maintaining proper eye contact and utilizing vocal inflection
- The power of pauses

Defined Outcome: Participants will be able to deliver effective presentations by assessing their audience's needs, designing effective presentation structure and content, and delivering with conviction and confidence. Participants will feel vastly more confident as well as a sense of pride in their improvement.

Customization Options: This program is a full day or can be extended to 1.5 days if videotaping and feedback are included.

Facilitator: Flynn

Duration: Recommended to begin with a 2-hour program, customizations available

Max. Participants: Varies

POWERFUL PRESENTATION SKILLS

This workshop is designed to give you the skills needed to deliver impactful presentations that influence people to take action. In this workshop, you will learn to develop great presentations and present both in-person and online. Effective public speaking can distinguish a successful professional from everyone else. Public speaking skills are critical to individual and corporate images. Like any other behaviors, effective presentation skills can be learned and mastered with practice.

What you will learn

- Improve public speaking skills and confidence
- Overcome stage fright
- Deliver more effective, dynamic, and confidence-driven presentations
- Create and present the most impactful PowerPoint presentations
- Eliminate poor delivery habits that detract from your message
- Handle challenging questions from your audience
- Connect to your audience to influence and leave a positive, lasting impression
- Command a room with a professional presence
- Be a great impromptu speaker
- Present dynamically in both person or virtually

Facilitator: Sugarman

Duration: (4) 3-hour sessions plus (1) 1-hour coaching session for each participant

Max. Participants: 10

RETHINKING DATA

Closing the gap between analysis and action! Organizations are facing a big problem when it comes to Data. It used to be that we didn't have enough. Now, it's the opposite; we have more than we need. As a result, too many organizations are focusing on the wrong place. Rethinking Data is an eight-hour workshop that improves leaders' efficiency and effectiveness at making data-driven decisions. This workshop is not a number-crunching course. Rethinking Data takes the next step, addressing the common pitfalls that prevent leaders from using data to drive decisions. The workshop is based upon Avail Advisors' Eight Rules for Rethinking Data and is facilitated by the founder, Brad Kolar for Business Professionals in any industry or at any level.

What you will learn

- Four techniques to drive simple, clear, and actionable decisions:
 1. Decision breakdown tree – quickly identifies the exact data needed to drive a decision.
 2. What, why, but, and – Report status in under 3 minutes
 3. Six-slide recommendation – Deliver a full recommendation in under ten minutes using just six slides (or paragraphs)
 4. Decision-based reporting – Organize reports around answers rather than numbers.
- Understanding and managing the three key biases that inhibit data-driven decision making
- Quickly defining the data needed to make a decision so that you spend more time thinking about what the Data is telling you and less time searching for it
- Turning data into actions that drive decision making
- Creating reports that provide answers rather than numbers and significantly decrease decision making time
- Creating simple, logical, fact-driven recommendations and presentations that speed up and drive audience decision-making

Why Rethinking Data is Crucial

Presentations are littered with tables, charts, graphs, and visualizations. That is not where the value lies. The value in Data is not the numbers – its action. The more time you spend looking at numbers, the less time you have to act upon them. The problem is that people don't know what to include and what to exclude when making and communicating data-driven decisions:

- They gather more data than they need or the wrong Data
- They build recommendations using incorrect or faulty logic
- They confuse “simple“ with “superficial.”
- They leave out critical context while driving into needless detail
- They focus on numbers rather than decisions and actions

Components

Rethinking how we think – Provides an overview of how our brains process data and information. Introduces common thinking and decision making errors/biases and shows how traditional reviewing and presenting data contribute to those errors.

Aligning data and decisions – Focuses on honing in on the data relevant to making a decision. Improves leader efficiency by providing a structured approach to exploring data.

(continued next page)

RETHINKING DATA *(continued)*



Components *(continued)*

Turning information into action – Introduces the “Value through Information” model, which moves leaders from simply summarizing facts and figures to telling a comprehensive data-driven story. Focuses on building an evidence-based arguments that drive decisions and actions.

Telling a data-driven story – Provides a simple template for creating a data-driven, logical, and concise recommendation or story.

Rethinking reporting – Introduces Avail Advisor’s “decision-based” reporting approach. Decision-based reporting organizes information around answers and decisions rather than merely providing a data dump.

Client Success Stories

Problem: *Every six months, the marketing team needed to develop its plan. They’d receive over a hundred ideas for marketing initiatives. Meetings were long, cumbersome, and often didn’t result in a unified list. As a result, they would have to meet several more times until they culled their list.*

Solution: The team used our Decision Breakdown technique to clarify, document, and agree upon the criteria that would be used to prioritize and select marketing initiatives. The tree ensured that every initiative was being presented and assessed using the same criteria.

Results: The meeting prep time was reduced, the meeting itself took half the time. Going forward, Decisions and consensus typically were reached during the first meeting and the decision making process was much quicker.

Problem: *The client was considering whether to move a currently out-sourced process back into the organization. The process involved about \$20 million in resources. She was asked to make a recommendation to the company’s COO and two Senior Vice Presidents. She was given 30 minutes.*

Solution: The manager used the business-driven story template to develop and structure her presentation. The presentation itself took five minutes (with less than ten slides). There was a five-minute Q&A, and the leaders made their decision.

Results: Executives made a \$20 million decision in under 15 minutes (total, from the start of the presentation). The client said she never had an executive team make a decision so quickly. One of the Senior Vice Presidents commented that it was the best presentation he had seen in years. In particular, he noted that “She provided more clarity and insight in five minutes than we normally get in 45 minutes to an hour.”

Facilitator: Kolar

Duration: 2.5-hour blocks, multiple sessions

Max. Participants: 25

SHARPENING YOUR POINT

“What are you talking about?”

How often do you think that when listening to a presentation or reading an email? How often do people think that when trying to understand you? Organizations are awash in complexity. Often our communication contributes to that. Complicated communication hurts decision-making and reduces organizational agility.

Sharpening your point provides tools and techniques to simplify your communication. The workshop is based on our “Five-Second Rule.” If a person can’t get your point within five seconds or less, it’s likely to be lost. The workshop will help your team communicate simply, clearly, and directly. Our techniques can be applied across all forms of communication (spoken, written, and presented).

What you will learn

To sharpen your point helping individuals create simple, clear, and direct communication by:

- Breaking information into understandable and manageable pieces
- Simplifying ideas and messages
- Separating key points and supporting evidence
- Creating simple, easy-to-follow stories and arguments

Workshop Outline

Introduction – What are you talking about?

Simplicity drives understanding
The Five-Second Rule

Module 2 – Simplifying your message

Activity: 6 Word Challenge
Synthesizing multiple data sets into simple messages

Module 1 – Breaking up your message

The 1:1:1 Rule
Flesch-Kinkaid Reading Level
Activity: Simplify the paragraph
Activity: Simplify the slide

Module 3 –Simplifying your story

Using context to create understanding
Activity: 4 minute (six-slide) recommendation
Activity: 90-second status update (What, why, but, and)

Facilitator: Kolar
Duration: Session 1: 2 hours
Session 2: 2.5 hours
Max. Participants: 35

“Brad’s ability to cut through the noise and deliver a compelling data-driven story (without information overload) is outstanding. His ‘Rethinking Data’ course is a refreshing take on how we present data and highly engaging. This course has equipped me with several practical techniques to help me really focus on the ‘action and decisions’ component of data analysis. Brad has delivered one of the best training sessions I’ve had. His enthusiasm for telling a great story with tangible insights from the data is inspiring.”

— National Account Manager, Fortune 100 Consumer Packaged Goods Company

HOW TO GIVE GREAT PRESENTATIONS

This one-hour session will teach you a “4-3-2” technique to help you create and present a great speech on the spot.

What you will learn

- Create well-organized, impressive five minute or less speeches using the “4-3-2” method
- Identify the components of a great speech opening and closing
- Use the basics of delivering a great speech and reduce speech anxiety

Facilitator: Sugarman
Duration: 1 hour
Max. Participants: 275

THAT’S NOT WHAT I MEANT!

How to Improve Your Ability to Understand and Be Understood

Project managers and leaders know that communication is vital to our success in business. You can improve (or aggravate) almost every situation in business and life by how you communicate. The well-crafted message can make the difference between getting sign-off or creating more resistance. It can help us influence despite limited authority or create more obstacles to delivery.

In this highly interactive webinar, Andy Kaufman starts with the standard *Sender-Receiver* model and shows the breakdowns that often happen as we try to communicate with others. Andy will help you understand the biases that cause misunderstanding and works directly with the audience to walk through real-world scenarios to apply the learning. This is a fun, insightful, motivating webinar that will arm your participants with practical tools to improve their communication. If you’ve ever wondered, “How in the world could they think that?” you’ll benefit from this webinar.

What you will learn

- Identify key areas where breakdowns often occur with communication so they can be avoided
- Describe biases that make it more difficult for people to understand each other
- Summarize a 5-part model from neuroscience that can help communication be more effective
- Apply a 5-step process to improve their ability to be understood

Facilitator: Kaufman
Duration: 1 hour
Max. Participants: 275

TOP TEN TIPS TO COMMUNICATE ASSERTIVELY NOT AGGRESSIVELY

This session will teach some of the verbal, visual, and vocal communication behaviors to express your wants assertively.

What you will learn

- Identify the differences between assertive, passive, and aggressive communication behaviors
- Practice using assertive verbal, visual, and vocal communication behaviors to express your wants
- Identify aggressive words, voice, and visual behaviors that negatively impact relationships

Facilitator: Sugarman
Duration: 1 hour
Max. Participants: 275

TOP TEN WAYS TO IMPROVE YOUR LISTENING

This one-hour session will teach you behaviors that will increase your ability to listen actively.

What you will learn

- Understand the purpose of listening
- Use empathy, paraphrasing, encouragers, and other techniques
- Transform “problem” speakers to “problem-solving” speakers

Facilitator: Sugarman
Duration: 1 hour
Max. Participants: 275

EXCEL: LEVEL 1 — BEGINNER

What you will learn

Getting Started with Microsoft Excel

- The Microsoft Excel Interface
- Worksheet Size
- Navigating a Worksheet
- Go to Cells Quickly
- Selecting Cells

Entering Text and Numbers

- Entering Data
- Deleting Data
- Editing a Cell
- Working with Long Text
- Saving a File
- Customizing Excel
- Customizing the Quick Access Toolbar
- Hiding and Displaying the Ribbons

Modifying Worksheets

- Changing Column Width and Row Height
- Inserting and Deleting Rows and Columns
- Exploring Vertical Alignment
- Using Cut, Copy and Paste

Basic Formatting

- Changing the Font, Font Size, and Font Color
- Using Bold, Italicize, and Underline
- Aligning Cell Entries
- Formatting Numbers
- Using Borders and Shading
- Merging and Centering Headings

Entering Excel Formulas

- Rules for Entering Formulas
- Understanding the Order of Operations
- Creating Basic Calculations
- Entering Functions
- Using Auto Sum
- Understanding Relative and Absolute Cell References
- Using Autofill to Copy Formulas

Facilitator: Varies
Duration: 4 or 8 hours
Max. Participants: 14

EXCEL: LEVEL 2 — INTERMEDIATE

What you will learn

Printing Worksheets

- Exploring Page Setup Options
- Working with Page Breaks
- Using Page Layout View
- Creating Headers and Footers
- Setting Print Options and Areas

Using Templates

- Creating Custom Templates
- Use a template to create a new workbook

Improving Workbook Functionality

- Freezing Panes
- Applying Conditional Formatting

Working with Multiple Worksheets

- Changing the Default Number of Worksheets
- Inserting and Deleting Worksheets
- Formatting Worksheet Tabs
- Selecting Worksheets
- Move and Copy Worksheets

Creating Charts

- Creating a Chart
- Changing the Size and Position of a Chart
- Changing the Chart Type
- Switching Data
- Changing the Chart Layout and Style
- Adding Labels
- Moving a Chart to a Chart Sheet

Facilitator: Varies
Duration: 4 or 8 hours
Max. Participants: 14

EXCEL: LEVEL 3 — ADVANCED

What you will learn

Sorting and Filtering Data

- Sorting a Single/Multiple Columns
- Filtering for Specific Data
- Sorting/Filtering Data with Conditional Formatting

Using Tables

- Creating and Modifying Tables
- Formatting Tables
- Sorting/Filtering Table Data
- Calculating Data in a Table
- Removing Duplicates

Using Subtotals

- Adding Subtotals
- Adjusting Views with Subtotals
- Removing Subtotals

Summarizing Data with PivotTables

- Creating a PivotTable
- Analyzing Data Using PivotTables
- Adding Styles Report Layouts to PivotTables
- Creating and Formatting a PivotChart

Working with Multiple Workbooks

- Linking to Cells in Different Workbooks
- Editing Links

Facilitator: Varies
Duration: 4 or 8 hours
Max. Participants: 14

EXCEL: FORMULAS & FUNCTIONS

What you will learn

Rules for Entering Formulas

Cell Referencing

Order of Operations

Basic Functions

- Function AutoComplete
- Using AutoSum

AutoCalculate

Copying Formulas

- Using AutoFill
- Relative and Absolute Cell References

3D Formula

- Selecting Worksheets

Text to Columns

Assigning Names to Cells

- Rules to Follow when Naming Cells
- Methods of Naming Cells
- The Name Box
- Create from Selection
- The Name Manager

Entering Additional Functions

- Using the Insert Function Dialog Box
- Using the Formula Ribbon

Statistical Functions

- Median Function
- Mode Function

Lookup and Reference Functions

- VLookup Function

Financial Functions

- PMT Function
- FV Function

Date and Time Functions

- Entering Dates
- Serial Value
- Today and Now Functions

Text Functions

- Proper Function
- Left and Right Function

Logical Functions

- IF Function

Facilitator: Varies
Duration: 4 hours
Max. Participants: 14

EXCEL: PIVOTTABLES

What you will learn

Subtotals

- Creating Subtotals
- Adjusting Views with Subtotals

PivotTables

- Creating a PivotTable Report

Analyzing Data Using PivotTables

- Rearranging the PivotTable
- Sorting/Filtering a PivotTable

Formatting a PivotTable

- Changing a PivotTable Calculation

Summarizing Fields by Different Functions

Refreshing Data in PivotTable

- Refresh PivotTable Data Automatically when Workbook Opens

Modify PivotTable Field List

- PivotTables Field List Search

Adding Records to the Source Data Grouping Options

- Group/Ungroup Numeric or Selected Items
- Group Dates or Times
- Rename a Default Group Name
- Timelines

PivotTable Drilldown

- Exploding the Data from a Single Cell
- Create a Separate PivotTable Reports for Multiple Sets of Data

Conditional Formatting

Field Settings

Using Slicers

Using PivotTable Styles

- PivotTable Style Options

Custom Calculations

- PivotTable Formula Elements
- Add/Edit or Remove a Calculated Field
- Add a Calculated Item to a Field

Additional Tools: Subtotals, Grand Totals, Report Layouts - Compact, Tabular and Outline Analyze Ribbon

- PivotTable Group
- Show/Hide Group
- Actions Group

Creating a PivotChart

- Creating a PivotChart or a Standalone PivotChart
- Chart Drilldown

Facilitator: Varies
Duration: 4 or 8 hours
Max. Participants: 14

EXCEL: POWERPIVOT

Upon successful completion of this course, you will be able to use PowerPivot along with Excel to analyze data from a variety of sources.

Prerequisites

To ensure your success in this course, you should have experience working with Excel 2016 and PivotTables. You should already understand spreadsheet concepts and be comfortable creating and analyzing basic PivotTables.

What you will learn

- Get started with PowerPivot
- Visualize PowerPivot data
- Work with advanced functionality in PowerPivot

Workshop Outline

Getting Started with PowerPivot

- Enable and Navigate PowerPivot
- Manage Data Relationships

Visualizing Data

- Create PowerPivot Report
- Create Calculations in PowerPivot

Working with Advanced Functionality

- Create a Key Performance Indicator
- Work with Dates and Time in PowerPivot

Facilitator: Varies
Duration: 4 hours
Max. Participants: 14

EXCEL: PROGRAMMING WITH VBA

Visual Basic for Applications or VBA refers to the development environment that is built into the Microsoft Office suite of products. By using the Visual Basic programming language, VBA allows you to create custom functionality and automate task in Office applications like Word and Excel. In this course participants will learn how to use the Visual Basic programming language and various Excel objects to write code that can control Excel.

Requirements

Each participant should provide their own computer with a minimum of Microsoft Office 2016 installed.

What you will learn

- Record and edit macros
- Use the Visual Basic Editor
- Create sub and function procedures
- Understand objects, properties, methods and events
- Explore the Excel object hierarchy and use the Object Browser
- Work with variables and understand data types
- Use intrinsic functions
- Work with control-of-flow structures
- Design UserForms and work with controls
- Control PivotTables programmatically
- Use debugging tools
- Add error handling to code

Facilitator: Minkalis
Duration: (2) 8-hour days, 16 hours total
Max. Participants: 14

EXCEL: TIPS & TRICKS — BASIC

What you will learn

- Customizing Excel
- Navigating a Large Workbook
- Selecting with Shift and CTRL
- Freezing Rows and Columns
- Splitting a Worksheet
- Using Page Layout View for Headers & Footers
- Sorting and Filtering
- Subtotaling
- Using Table Functionality
- Perfecting Basic Formulas

Facilitator: Varies
Duration: 2 or 4 hours
Max. Participants: 14

EXCEL: TIPS & TRICKS — ADVANCED

What you will learn

- Perfecting Formulas: Function Library/Autocomplete
- Using 3D Formulas
- Calculating with Dates and Times
- Naming Cells
- IF Statements
- VLookup Formulas
- Charting Data
- Analyzing Data with PivotTables
- Apply Enhanced Conditional Formatting

Facilitator: Varies
Duration: 2 or 4 hours
Max. Participants: 14

ONENOTE

OneNote provides a way for you to create and collect your notes in an electronic notebook efficiently. This course will introduce you to using OneNote notebooks to store a wide variety of content in an organized structure, access the content from anywhere, and share it with others. Additionally, learning how OneNote and the other suite applications are integrated increases your productivity with Microsoft Office.

What you will learn

- Navigate and customize the OneNote interface and environment
- Add and format text, images, audio, links, and drawing objects to a notebook
- Embed Excel spreadsheets and attach other files to a notebook
- Categorize, organize, and search notebook content
- Check spelling in, print, and password-protect notebooks
- Use Outlook and OneDrive to send and share notebook content
- Export notebook content and manage notebook history and backups

Prerequisites

Previous experience with OneNote is not required

Workshop Outline

Lesson 1: Getting Started with OneNote

- Navigate the OneNote Environment
- Use Templates
- Customize the OneNote User Interface

Lesson 2: Adding and Formatting Notebook Content

- Apply Formatting to Notebook Content
- Insert Images and Audio into a Notebook
- Add Quick Notes and Links
- Use Drawing Tools

Lesson 3: Embedding and Attaching Files

- Embed Excel Spreadsheets
- Attach Other File Types

Lesson 4: Organizing and Searching Notebooks

- Use Tags
- Organize and Search Notebooks

Lesson 5: Finalizing a Notebook

- Proof and Print a Notebook
- Configure Password Protection and Notebook Properties

Lesson 6: Managing Notebook Files

- Export Content from OneNote Notebooks
- Back Up and Restore Notebook Content

Lesson 7: Sending and Sharing OneNote Content

- Send OneNote Content in Other Formats
- Share OneNote Content by Using OneDrive

Facilitator: Minkalis
Duration: 8 hours
Max. Participants: 14

OUTLOOK: TIPS & TRICKS

What you will learn

- Outlook 2016 Tips and Tricks
- Use Quick Steps to Automate Repetitive Actions
- Assign Categories to Emails
- Use the Favorites Folder
- Create Search Folders to Provide a View of All Email Items Matching Specific Criteria
- Automate Signatures
- Use and Create Outlook Templates
- Create an Autotext Entry for Quick Replies
- Increase the Font Size while Reading Mail in Outlook
- Display Emails as Conversations
- Schedule Delivery of an Email and Other Email Options
- Managing Incoming Mail Alerts
- Automatically File Incoming Mail
- Save and Email as a PDF file
- Drag and Drop an Email to Create a Contact
- Rely on Natural Phrases to Create a Calendar Event
- Go to a Specific Date Quickly
- Save Important Emails, Calendar Events and Notes as Files on your Desktop
- Rely on Sticky Notes for Quick Reminders
- Keyboard Shortcuts

Combine this workshop with Word: Tips and Tricks for additional value

Facilitator: Varies
Duration: 2 hours
Max. Participants: 14

POWER BI

As a business intelligence tool, Power BI offers the team excellent visual analytics capabilities. With the right data and platform, it can be an excellent fit for in your efforts to use data to boost efficiency and productivity within an organization. However, we always encourage how essential it is to experiment with different tools before committing (i.e., purchasing) licenses or long-term contracts.

Requirements

- Each participant should provide their own computer with a minimum 2-cores and 4GB RAM running one of the following versions of Windows: Windows 8 / Windows Server 2008 R2, or later.
- Participants must signup for Power BI and download Microsoft Power BI Desktop
- Participants must have an internet connection (WiFi or wired)

What you will learn

Power BI Desktop

- Accessing Data
- Adding additional data
- Data Preparation
- Renaming tables
- Filling empty values
- Renaming columns
- Using Column from Examples to split columns
- Removing unwanted rows
- Transposing data
- Appending queries
- Data Modeling and Exploration

- Layout
- Data Exploration - Slicers, Charts, Cards
- Data Visualization

Power BI Service

- Publishing Report
- Building Dashboard
- Collaboration and Distribution

Facilitator: Minkalis
Duration: 8 hours
Max. Participants: 15

POWERPOINT: BASICS

What you will learn

Getting Started with Microsoft PowerPoint

- The PowerPoint 2016 Interface
- Customizing the Quick Access Toolbar

PowerPoint Views

- PowerPoint Terminology
- Slide Navigation

Creating Effective Presentations

- Creating and Starting New Presentations
- Entering Text
- Inserting and Deleting Slides
- Rearranging Slides
- Saving Files
- Changing Layouts

Working with Design Themes

- Applying a Theme

Working with Presentation Elements

- Inserting Pictures and Online Pictures
- Sizing and Moving Objects
- Enhancing Pictures
- Drawing Shapes
- Selecting Multiple Objects
- Formatting Shapes
- Ordering, Aligning and Grouping Images

Formatting Text

- Methods for Selecting Text and Placeholders
- Working with Font and Paragraph Attributes

Preparing to Deliver a Presentation

- Adding Transitions and Animations

Running the Slideshow

- Options to Begin the Slideshow
- Navigating through Slides

Printing and Layout Options

Facilitator: Various
Duration: 4-hour live webinar
Max. Participants: 14

POWERPOINT: ADVANCED

What you will learn

Adding Tables

- Creating and Formatting a Table
- Modifying the Table Structure
- Adjusting Column Width and Row Height
- Merge and Split Cells

Adding Charts

- Creating a Chart
- Modifying Chart Data
- Customizing a Chart
- Inserting a Chart from Excel 2010-2016

Customizing a Presentation

- Setting up a Slide Show
- Setting up a Custom Show

Reusing Slides from Other Presentations and Working with the Slide Master

- Modifying the Slide Master
- Adding and Deleting Layouts
- Modifying the Placement/Format of the Date, Footer, and Slide Numbers
- Inserting Headers and Footers
- Saving a Custom Theme and Template
- Examining the Handout and Notes Masters

Running the Slideshow

- Presenter View
- Pen and Highlighter Tools
- Slideshow Tools

Hyperlinks

- Adding a Link to a File or Website
- Linking to Other Slides in the Presentation
- Modifying a Hyperlink

Creating SmartArt Diagrams

- Inserting Diagrams
- Modifying Illustrations
- Formatting SmartArt
- Convert Bulleted Text into SmartArt

Using Animation

Adding Sound and Movies

Facilitator: Varies
Duration: 4-hour live webinar
Max. Participants: 14



POWERPOINT: TIPS & TRICKS

What you will learn

- Learning New Slide Shortcuts
- Re-using Slides from Other Presentations
- Arranging Slides in Slide Sorter view
- Using Built-in Templates
- Modifying Themes
- Inserting Pictures and Screenshots
- Cropping Pictures
- Creating SmartArt Diagrams
- Inserting Hyperlinks
- Linking Charts from Excel
- Using the Animation Painter
- Reordering Animation
- Using Speaker Notes
- Annotating a Presentation
- Creating Custom Shows
- Setting up a Slide Show

Facilitator: Varies
Duration: 2 or 4 hours
Max. Participants: 14

SHAREPOINT SITE USER

Information technology and applications facilitate this by allowing people to share, access, edit easily, and save information. Microsoft SharePoint is a platform specifically designed to facilitate collaboration, allowing people to use familiar applications and Web-based tools to create, access, store, and track documents and data in a central location. In this course, you will learn about and use a SharePoint Team Site to access, store, and share information and documents.

SharePoint is a complex platform with many features and capabilities. A strong understanding of those features and capabilities will allow you to work more efficiently and effectively with SharePoint and the documents and data stored in SharePoint. Furthermore, the effective use of new social networking capabilities will allow you to identify, track, and advance issues and topics most important to you and collaborate with colleagues more effectively.

This course is designed for Users who are transitioning to a SharePoint environment and who need to access information from and collaborate with team members on a Microsoft SharePoint Team Site.

Workshop Outline

Lesson 1: Interacting with SharePoint Team Sites

- Access SharePoint Sites
- Navigate SharePoint Sites

Lesson 2: Working with Documents, Content, and Libraries

- Upload Documents
- Search for Documents and Content

Lesson 3: Interacting in SharePoint

- Update and Share Your Profile
- Follow and Share Content

Lesson 4: Working with Lists

- Add and Modify List Items
- Configure List Views
- Filter and Group Data with List Views

Lesson 5: Integrating with Microsoft Office

- Access and Save Microsoft Office Documents with SharePoint
- Manage Document Versions
- Work with SharePoint Data from Outlook

Facilitator: Minkalis
Duration: 8-hour
Max. Participants: 12

SHAREPOINT SITE OWNER

Microsoft SharePoint is a platform designed to facilitate collaboration and allow people to use familiar applications and web-based tools to create access, store, and track documents and data in a central location. SharePoint has many distinct features that must be enabled and configured, and many content structures can be selected, added, and configured. In this course, you will learn how to create, configure, and manage a SharePoint team site so that your team or organization can share information and collaborate effectively.

SharePoint content structures and configuration options are complex. Site owners must understand what features, options, and content structures are available in SharePoint and properly configure them. With SharePoint sites, features, and content structures properly implemented, users will share files securely, collaborate on documents, and access information they need to work with their colleagues more effectively.

This course is designed for existing Microsoft SharePoint site users who need to create and manage a SharePoint team site.

Workshop Outline

Lesson 1: Creating and Configuring a New Site

- Topic A: Create a New Site
- Topic B: Configure the Look and Feel of Your Site

Lesson 2: Adding and Configuring Libraries

- Topic A: Configure a Document Library
- Topic B: Configure Document Versioning and Check Out
- Topic C: Configure a Content Approval Process

Lesson 3: Adding and Configuring Lists

- Topic A: Add and Configure an Announcements List
- Topic B: Add and Configure a Tasks List
- Topic C: Create, Configure, and Integrate Contacts and Calendars

Lesson 4: Creating Custom Lists and Forms

- Topic A: Create and Configure Custom Lists
- Topic B: Create Custom List Forms

Lesson 5: Assigning Permissions and Access Rights

- Topic A: Share Sites and Set Site Permissions
- Topic B: Secure Lists, Libraries, and Documents

Lesson 6: Extending SharePoint Functionality with Web Parts

- Topic A: Add and Configure Included Web Parts
- Topic B: Add and Configure External Web Parts

Facilitator: Minkalis
Duration: 8-hour
Max. Participants: 12



VIRTUAL POWER COURSES (60-180 MINUTES)

Enjoy efficient workshops in a live webinar format ranging in timelengths.

Course Title	Length
Excel: Conditional Formatting and Data Validation	60 minutes
Excel: Consolidating and Linking Data	60 minutes
Excel: Macros with an Introduction to VBA	60 minutes
Excel: Manage Data Sorting, Filtering and Subtotaling	60 minutes
Excel: Mastering Charts	60 minutes
Excel: Top Ten Essential Functions	60 minutes
Excel: Understanding Basic Formulas	60 minutes
Excel: Using VLOOKUP, MATCH, and INDEX	60 minutes
Excel: Visualizing Data with SmartArt and Charts	60 minutes
Outlook: Ten Really Cool Features to Boost Efficiency	60 minutes
Powerpoint: Delivering Successful Presentations	60 minutes
Excel Boot Camp: PivotTables	75 minutes
Excel: Using PivotTables to Easily Summarize and Analyze Data	75 minutes
Integrating Word, Excel, and PPT	75 minutes
Word: Working with Large Documents	75 minutes
Create Smart Presentations: Integrating Word, Excel and PPT	90 minutes
Excel: Making Spreadsheets easier to use with tables	90 minutes
Excel: Tips and Tricks for Real Estate Agents and Appraisers	90 minutes
Excel Boot Camp: Using PivotTables, Excel's Top Ten Functions and Macros with an Introduction to VBA	180 minutes
Excel: PivotTables for Real Estate Agents and Appraisers — Part 1	240 minutes
Excel: PivotTables for Real Estate Agents and Appraisers — Part 2	240 minutes

Facilitator: Varies
Duration: Varies
Max. Participants: 275

VISIO: LEVEL 1

In today's workplace, visual diagrams are an essential part of communication, from road maps to sales flows to process charts. Microsoft Visio provides you with an intuitive, customizable tool to easily create a professional-looking visual product using its extensive gallery of shapes. By following the exercises in this course, you will create visually engaging diagrams, maps, and drawings, using graphical elements to make information easier to comprehend.

What you will learn

Lesson 1: Getting Started with Visio 2016

- Perform Basic Tasks in the Visio Environment
- Use Backstage Commands
- Save a File

Lesson 2: Working with Workflow Diagram Tools

- Use Drawing Components
- Modify a Drawing
- Insert Callouts and Groups

Lesson 3: Building Organization Charts

- Create an Organization Chart Manually
- Create Organization Charts by Using Starter Diagrams and the Organization Chart Wizard
- Modify an Organization Chart

Lesson 4: Designing a Floor Plan

- Make a Basic Floor Plan
- Model a Room Layout

Lesson 5: Building a Cross-Functional Flowchart

- Create a Cross-Functional Flowchart
- Format a Cross-Functional Flowchart

Lesson 6: Designing a Network Diagram

- Create Network Diagrams
- Use Shape Data
- Use Layers

Lesson 7: Styling a Diagram

- Modify Shape and Connector Styles
- Apply Themes and Variants
- Use Containers

Facilitator: Bajt/Minkalis

Duration: 8 hours

Max. Participants: 14



VISIO: LEVEL 2

In Visio: Level 1, you learned the basic skills needed to create and modify various Visio drawings. In Microsoft Visio: Level 2, you will learn about more advanced features — making you a more efficient and effective Visio user.

Prerequisites

Visio: Level 1

What you will learn

Lesson 1: Designing Advanced Plans and Diagrams

- Create a Microsoft Account and Log in to Visio
- Build Advanced Plans
- Build Advanced Diagrams

Lesson 2: Enhancing the Look of Drawings

- Use 3-D Shapes
- Work with Shape Styles
- Define Shape Styles
- Apply Backgrounds, Borders, and Titles

Lesson 3: Working with Custom Shapes, Stencils, and Templates

- Create Simple Custom Shapes
- Create Custom Stencils
- Create Custom Templates

Lesson 4: Connecting Drawings to External Data

- Make an Organization Chart from an Excel Spreadsheet
- Generate a Pivot Diagram from an Excel Spreadsheet
- Create a Gantt Chart from a Project File
- Create a Timeline from a Project File
- Connect a Map to an Access Database

Lesson 5: Leveraging Development Tools

- Create Macros
- Modify Shape Sheets
- Build Advanced Shapes

Lesson 6: Sharing Drawings

- Save and Share Drawings with OneDrive
- Review Drawings
- Insert Drawings into Other Office Files
- Export Drawings
- Print Drawings

Facilitator: Bajt/Minkalis

Duration: 8 hours

Max. Participants: 14

WORD: BASICS

What you will learn

Getting Started with Microsoft Word

- The Word 2016 Interface
- Default Settings
- Changing Default Settings
- Add Tools to the Quick Access Toolbar

Reviewing a Document

- Spelling and Grammar Checker
- Setting Spelling and Grammar Options
- Using Autocorrect
- Using the Thesaurus
- Using Find and Replace

Formatting Text

- Working with Fonts
- Using Format Painter
- Using Line Spacing, Indents, and Alignment

Working with Text

- Typing Text with Wrap
- Show/Hide Formatting Marks
- Saving a File
- File Types
- Navigating a Document
- Selecting Text
- Inserting and Deleting Text
- Using Undo and Redo
- Using Cut, Copy and Paste
- Copy and Paste with Keyboard Shortcuts
- Hiding White Space

Adding Items to a Word Document

- Using Bullets and Numbering
- Adding Symbols
- Inserting the Date and Time
- Creating Labels and Envelopes

Printing Documents

- Using Print Preview
- Exploring Page Setup Options
- Inserting Page Breaks
- Printing a Document

Facilitator: Horowitz
Duration: 4-hour live webinar
Max. Participants: 14

WORD: INTERMEDIATE

What you will learn

Creating Basic Tables

- Inserting a Table
- Add/Delete Columns and Rows
- Change Column Width and Row Height
- Merge Cells

Adding Graphic Objects

- Adding Clipart and Photographs
- Moving and Resizing Objects
- Wrapping Text Around Objects
- Inserting Page Borders

Creating Newspaper Columns

- Sections
- Add and Balance Columns in a document
- Control Column and Gutter width
- Inserting Column Breaks

Managing Lists

- Sorting a List
- Re-Number a list
- Multilevel Lists
- Creating AutoText

Styles

- Using Built-In Styles
- Creating Custom Styles
- Using Custom Styles
- Modifying Styles
- Using the Navigation Pane

Facilitator: Varies
Duration: 4 hours
Max. Participants: 14

WORD: TIPS & TRICKS

What you will learn

- Use the Quick Access Toolbar
- Hide the Ribbons
- Show Hidden Characters
- Zoom in with Ctrl/Mouse Wheel
- Change the Default Font and Size
- Use “Tell Me What You Want to Do”
- Navigate a Long Document
- Select Data Quickly
- Double Click to Type Anywhere
- Delete Words with One Key Press
- Use Find and the Navigation Pane
- Search for Edited Words
- Clear All Formatting
- Replace Invisible Characters and Formatting
- Find Word’s Hidden Calculator
- Create Hyperlinks
- Lookup a Word
- Create your Own AutoCorrect Settings
- Copy Multiple Items at the same time
- Drag and Drop
- Wrap Text around Graphics
- Highlight a Square Area of Text
- Sort a List
- Insert Symbols
- Insert the Time and Date
- Work with Page Breaks
- Know your Keyboard Shortcuts

Combine this workshop with Outlook: Tips and Tricks for additional value

Facilitator: Varies
Duration: 2 hours
Max. Participants: 14

5 APPROACHES TO MANAGING CONFLICT

Whenever two or more people come together, there is bound to be conflict. Each of us learned early in life how to handle conflict. Some face conflict as a collaborative problem-solving opportunity. For some of us, it may be that we learned to handle conflict by being aggressive, and by protecting our egos. This Conflict Resolution Workshop offers conflict resolution skills and techniques to build stronger organizations and more rewarding relationships.



What you will learn

- Understand what conflict is and what conflict resolution is
- Understand the five approaches to conflict resolution: collaborating, competing, compromising, accommodating, avoiding
- Neutralize emotions and set ground rules
- Choose the best time and place
- Create mutual understanding
- Recognize the underlying causes of conflict
- Practice applying models, techniques and strategies to manage communication behaviors in conflict situations
- Explore barriers to conflict management and resolution
- Identify your own feelings and actions in response to conflict
- Distinguish between listening for thoughts and listening for feelings
- Learn how relationship conflict and content conflict are handled differently
- Develop a strategy for handling passive or aggressive behavior
- Decrease defensiveness in self and others
- Apply win-win negotiating methods
- Promote cooperation with co-workers
- Identify how your perception of situations impacts your reactions

Facilitator: Sugarman
Duration: (2) 3-hour sessions
Max. Participants: 50

BLS INSTRUCTOR-LED TRAINING

The BLS Course trains participants to promptly recognize several life-threatening emergencies, give high-quality chest compressions, deliver appropriate ventilations and provide early use of an AED. In the instructor-led course, students participate in simulated clinical scenarios and learning stations. Students work with an AHA BLS Instructor to complete BLS skills practice and skills testing. Students also complete a written exam.



Overview

- Reflects science and education from the 2015 AHA Guidelines Update for CPR and ECC
- Instructor-led, hands-on class format reinforces skills proficiency
- Emphasis on high-quality CPR including a team dynamic classroom activity
- Video-based course with real world scenarios

What you will learn

- High-quality CPR for adult, children, and infant
- The AHA Chain of Survival, specifically the BLS components
- Use of an AED
- Effective ventilations using a barrier device
- Importance of team in multirescuer resuscitation and performance as an effective team member during multirescuer CPR
- Relief of foreign-body airway obstruction (choking) for adults and infants

Facilitator: Varies
Duration: Varies
Max. Participants: Varies

HEARTSAVER CPR AED

Heartsaver CPR AED is a video-based, instructor-led course that teaches adult and child CPR and AED use, infant CPR, and how to relieve choking in adults, children, and infants. This course teaches skills with the AHA's research-proven practice-while-watching technique, which allows instructors to observe the students, provide feedback, and guide the students' learning of skills. This course is for anyone with limited or no medical training who needs a course completion card in CPR and AED use to meet job, regulatory, or other requirements.

Overview

- Video-based course ensures consistency
- Instructor-led, hands-on class format reinforces skills proficiency
- Course is updated with the science from the 2015 AHA Guidelines Update for Cardiopulmonary Resuscitation and Emergency Cardiovascular Care Course

What you will learn

- Adult CPR and AED use
 - Opioid-associated life-threatening emergencies
 - Child CPR and AED use
 - Infant CPR
 - Adult, child, and infant choking
 - Optional modules in child CPR and AED use and infant
- CPR, including child and infant choking
 - Optional exam

Facilitator: Varies
Duration: Varies
Max. Participants: Varies

HEARTSAVER FIRST AID CPR AED

Heartsaver® First Aid CPR AED is a video-based, instructor-led course that teaches students critical skills needed to respond to and manage an emergency until emergency medical services arrives. Skills covered in this course include first aid; choking relief in adults, children, and infants; and what to do for sudden cardiac arrest in adults, children, and infants.

Overview

- Video-based course ensures consistency
- Instructor-led, hands-on class format reinforces skills proficiency
- Course is updated with the science from the 2015 AHA Guidelines Update for Cardiopulmonary Resuscitation and Emergency Cardiovascular Care Course

What you will learn

- First aid basics
 - Medical emergencies
 - Injury emergencies
 - Environmental emergencies
 - Preventing illness and injury
 - Adult CPR and AED use
 - Opioid-associated life-threatening emergencies
- Child CPR and AED use
 - Infant CPR
 - Optional modules in child CPR and AED use and infant CPR
 - Optional exam

Facilitator: Varies
Duration: Varies
Max. Participants: Varies

BUILDING CUSTOMER RELATIONSHIPS AND HANDLING CUSTOMER EMOTIONS

Providing customer service excellence is what will keep your customers coming back. Customer service excellence will give you the competitive advantage you need to survive in a tough and increasingly uncertain business climate. In today's customer-oriented business environment, people skills are critical for personal and organizational success. How you handle your customers can directly affect your individual goals and your team's and company's performance.

What you will learn

- Build customer respect through active listening
- Understand the components of listening in person and on the phone
- Identify the barriers to building rapport with customers
- Identify the barriers to understanding the customer
- Respond to customers to show you are listening
- Adhere to the Platinum Rule of Relationships
- Gain customer trust
- Increase rapport and prevent breakdowns in rapport
- Calm customer emotions as you focus on what you want
- Decrease defensiveness in self and others
- Understand how customers express what they feel, believe and want
- Turn problem makers into problem solvers

Facilitator: Sugarman
Duration: (2) 3-hour sessions
Max. Participants: 50

DEALING WITH ANGRY CUSTOMERS

This one-hour session will teach you the communication skills needed to improve the relationship and get angry, frustrated, or disappointed customers.

What you will learn

- Diffuse extreme negative emotion in others
- Avoid communication behaviors that aggravate the situation
- Increase customer cooperation
- Improve customer loyalty and trust

Facilitator: Sugarman
Duration: 1 hour
Max. Participants: 275

ENGLISH AS A SECOND LANGUAGE (ESL)

Based on recent studies, 90% of organizations face communication problems due to language barriers. Language barriers can hinder productivity, collaboration, customer retention, market expansion, and even pose safety issues. Increase your organization's confidence and ability to communicate with English as a Second Language (ESL) courses. Our professional, industry-leading trainers are experienced in working with adult learners in the area of language development.



Overview

- Participant assessments determine the required level of instruction
- Instructors utilize the best and latest ESL and foreign language training materials combined with your company's documents to create a customized curriculum for your workers' needs
- Instructors perform a thorough needs analysis and round table discussion with your company's managers and supervisors prior to launching any language program. All potential students' skills will need to be evaluated before recommendations can be given
- Can be scheduled Virtually or On-Site in a Classroom setting depending on your schedule

What you will Learn / Course Options

- Five Instruction Levels ranging from pre-literate up to advanced focusing on workplace and daily life topics and grammatical structure
- Customized Advanced ESL programs for verbal communication, pronunciation, business writing, presentation, and cross-cultural skills for non-native business professionals
- Basic Skills classes including mathematics, literacy, basic computer skills, GED, test-taking, etc.
- Command Spanish, designed for those who supervise Spanish-speakers in the workplace
- Foreign Language courses in any language with emphasis on workforce and business travel applications (Japanese, Italian, German, French, Chinese, etc.)

"Language learning, like all training programs, is a way to keep employees engaged and motivated. Not only do the companies benefit by aligning learning with their mission, employees benefit as well. It is a win-win situation."

— Fatine Mamouni, Sr. Coordinator for ATD Global

Facilitator: Varies
Duration: Varies
Recommended 2-hour sessions, twice a week
Max. Participants: Varies

HARASSMENT PREVENTION TRAINING

College of Lake County and Traliant have partnered to bring you engaging and effective Harassment Prevention Training. Traliant's award-winning Preventing Discrimination and Harassment training features modern, bite-sized, interactive episodes served in a news-style format.



What you will learn

- Handle difficult, real-world situations with interactive videos that allow alternate ending selections
- Employees learn to act ethically, speak up and prevent harassment by influencing behavior and culture
- Promote a positive and respectful workplace



Features and Options

- English and Spanish
- Mobile and Desktop accessible
- Industry Specific sessions
- Employee and Manager specific sessions for those who have additional responsibilities to prevent and report workplace misconduct
- A live harassment prevention training option is available for organizations looking for instructor-led training

Facilitator: Varies

Duration: Determined based on discussion

Max. Participants: Varies

CONDUCTING EMPLOYEE INTERVIEWS

"I know how to ask questions."

Everyone knows how to ask questions, but not everyone knows how to conduct a successful job interview. Making poor hiring decisions (and keeping bad hires) based on deficient interviewing skills costs companies millions of dollars every year. This workshop helps hiring managers acquire the skills to hire the best candidates.

What you will learn

- Understand the impact of interviewing and hiring the best applicants
- Identify the knowledge, competency, experience, and personal traits of a job
- Prepare the best questions — both behavioral and traditional
- Avoid the pitfalls of poor interviewers
- Manage time during the interview
- Identify applicant motivational factors
- Analyze resumes and cover letters for important clues
- Respond to non-answers from interviewees
- Respond to applicant's questions
- Conduct second and third interviews

Facilitator: Sugarman
Duration: (2) 3-hour sessions
Max. Participants: 25

TOP TEN TECHNIQUES TO SUCCESSFULLY INTERVIEW JOB CANDIDATES

This session will teach you the necessary techniques to choose the best job candidates.

What you will learn

- Identify the knowledge, competency, experience, and personal traits of a job
- Prepare the best behavioral and traditional interview questions
- Identify the applicant motivational factors
- Compare all candidates objectively

Facilitator: Sugarman
Duration: 1 hour
Max. Participants: 275

HARMONIZED TARIFF SCHEDULE OF THE UNITED STATES

The Harmonized System, published by the World Customs Organization in Brussels, Belgium, is the basis for the harmonized tariff schedules used worldwide, including the Harmonized Tariff Schedule of the US (HTSUS). Additionally, the WCO published six rules for applying the HS to allow accurate determination of the classification of anything imported into or exported from any country using the HS. These six General Rules of Interpretation are also used by every country whose HTS is based on the HS.

What you will learn

- This class will address, in-depth, the HS and the HTSUS, including the six GRIs and their application in determining the correct classification used for both imports and exports
- The last 25% of the class will consist of both individual and team exercises in classifying many items from many different chapters, emphasizing real-world application and skill-building, allowing the attendee to bring with them confidence and skill in working with the ~4,000-page HTSUS for their job

Facilitator: O'Meara
Duration: Varies
Max. Participants: Varies

INCOTERMS 2020 RULES

The Incoterms rules are the world's essential terms of trade for the sale of goods. Whether you are filing a purchase order, packaging and labeling a shipment for freight transport, or preparing a certificate of origin at a port, the Incoterms rules are there to guide you. The newest edition of the Incoterms rules will help prepare business for the next century of global trade.

What you will learn

- Join our ICC-Certified Incoterms instructor to learn what changes are coming with the new 2020 International Commercial Terms. He will address the types of Incoterms Rules, under which circumstances they are to be used, and their use in both domestic and international purchases and sales. Each attendee will receive, by mail, a copy of the official Incoterms 2020 Rules book published by the International Chamber of Commerce, Paris, France

Facilitator: O'Meara
Duration: Varies
Max. Participants: Varies

USMCA

Whether it is called the USMCA (in the US), the T-MEC (in Mexico), the CUSMA (in Canada), or NAFTA 2.0, the free trade agreement between the three countries in North America brings about changes to the NAFTA that producers, exporters, and importers need to address if they are to participate in this agreement.

What you will learn

- This class will address the rules of origin, certification procedures claims for origination by producers, exporters, importers, special sectors such as textiles, automotive, and chemicals. The NAFTA will also be compared with and contrasted with the new agreement's provisions and requirements

Facilitator: O'Meara
Duration: Varies
Max. Participants: Varies

BUILDING HIGH-PERFORMANCE TEAMS

The success of your organization is largely dependent upon your ability to work together. As a people leader, you have an incredible influence over your immediate team. Enhancing their commitment and collaboration is one of your fastest options for improving their results and performance.

We will review the gap between your team's "current" state and the "desired" state of a High-Performance Team. Participants will have a clear understanding of why and how to build a high-performance team and will work together to define their ideal Team Competency Model. They will then build an implementation plan for achieving key team goals and behaviors.

This program is delivered as a full-day program with individual and team workshops.

What you will learn

- Why teams are so critical to the success of an organization
- Uncover the major barriers to building a team
- Examine leading research on team dynamics, pitfalls, and successes
- Determine key measurements for team effectiveness
- Establish an Action Plan for implementing specific team goals and behaviors

Facilitator: Flynn
Duration: Varies, 2-hour minimum
Max. Participants: Varies

COACHING SKILLS

Effective coaching is among the most vital skills of successful people leaders. The long-term impact of coaching is both broad and deep and is a critical capability for numerous drivers of bottom-line results, including prevention of performance problems, boosts employee productivity, improved retention and build a culture of performance.

This session will introduce participants to the GROW coaching model. If you have a coaching model for your organization, we can custom build a coaching skills program to practice your existing model's skills. Program participants will leave with a full understanding of the importance of coaching and conduct an effective coaching conversation. Additionally, each participant will develop an action plan for developing their coaching skills and a plan for coaching each of their direct reports on a real-life issue.

This program is typically a one-day program. Depending on the depth you would like, the program can be reduced to a half-day or extended to 2-days. As a recommended add-on, participants can sign up for 1:1 coaching sessions following their program's attendance.

What you will learn

- Understanding the core components of an effective coaching conversation
- The difference between coaching and feedback
- Self-assessments
- Coaching practice using real-life scenarios of the participants' direct reports

Facilitator: Flynn
Duration: Varies, 2-hour minimum
Max. Participants: Varies

CREATING A POSITIVE, MOTIVATING ENVIRONMENT

Loyal, engaged employees produce better business results. Studies show that organizations with highly engaged employees have higher profit margins, greater customer loyalty, and better shareholder value than those whose engagement scores are low. In an employee engagement study conducted in low-turnover organizations in 2012, Gallup found that turnover was 65% lower in highly engaged groups versus groups with low engagement.

What you will learn

- Understand morale versus motivation
- Improve productivity for you and your direct reports
- Increase trust, openness, and approachability
- Increase employee commitment, engagement, and energy
- Identify employee motivators and strategize ways to build upon them
- Identify de-motivators and consider strategies to eliminate or minimize them
- Understand why people do what they do
- Appreciate what a manager can do to improve motivation and morale
- Learn the importance of extrinsic versus intrinsic motivations
- Become better team players by collaborating more effectively
- Understand how employee values impact motivation and resistance
- Give feedback in a way that motivates behavior
- Motivate the motivated
- Generate an action plan to implement new behaviors immediately

Facilitator: Sugarman
Duration: (4) 3-hour sessions
Max. Participants: 50

DEVELOPMENT CONVERSATIONS

Developing others is a skill that gives leaders the ability to promote continuous improvement in their organization, leading team members to increase innovation, productivity, and effectiveness. These conversations should occur throughout the year; when an employee demonstrates readiness for new challenges, opportunities, or responsibilities or when an employee begins to demonstrate difficulties in performing job duties.

Program participants will leave with a full understanding of the importance of having ongoing development conversations and the ability to conduct an effective conversation. Additionally, each participant will practice having a conversation while receiving feedback for improvement. They will also spend time creating and committing to their development plan.

This program is typically a one-day program and can be reduced to a half-day program by eliminating leadership styles. As a recommended add-on, participants can sign up for 1:1 coaching sessions following their program's attendance.

What you will learn

- Differences between performance & development conversations
- Important components of an effective conversation
- Role-Play scenarios and peer feedback
- Review your development journey

Facilitator: Flynn
Duration: Varies, 2-hour minimum
Max. Participants: Varies

LEADERSHIP FAST TRACK PROGRAM

Every organization has them. People who are high potentials — those that show the promise of having an even greater influence on the job. Or people in leadership roles need someone to partner with to help them be even more effective. The Leadership Fast Track Program is designed for business professionals who want to accelerate their ability to lead their teams, influence others, and deliver results. We will turbocharge your ability to lead with confidence, take focused action, and achieve the results you desire.

Overview

- Leadership program designed for high-performers and high-potentials
- Classroom or Virtual program
- Customize scheduling to fit your needs

What you will learn

- Develop and prepare leaders for even greater levels of influence
- Implement practical tips & tools to lead, build relationships, and influence others in all generations
- Develop leadership capabilities that deliver results
- Apply techniques to manage time, commitments, and engagement
- Learn how to effectively handle conflicts

Workshops

The Leadership Fast Track Program can be customized to include some or all of the below.

- Essentials of Leadership
- Developing Relationships
- Developing your Influence
- Managing Your Time and Commitments
- Dealing with Conflict
- Leading Successful Projects
- Improving Your Ability to Understand and be Understood
- Developing Your Team
- Developing Leaders
- Making Better Decisions for you, your team, and your projects
- Program Wrap-Up

Facilitator: Kaufman
Duration: Varies
Max. Participants: Varies

SELF-AWARENESS JOURNEY FOR LEADERS

It is impossible to understand the needs and perspectives of others if you don't first understand yourself. An essential aspect of being a great leader is being aware of your strengths and opportunities for growth. The development of self-identity is a continuous learning process — a big part of the leadership journey. An aspect of self-awareness is about developing an understanding of where you have been, where you want to be, and how you will get there. Where have you had successes and failures throughout your career, and how have you identified ways to recognize them and improve.

Participants will go on a journey of self-discovery in understanding the values that motivate them, what opportunities they have to stretch themselves, what their role as a leader looks like and how to build trust within their team.

This is typically a one-day program and is also available in a half-day format by eliminating the assessments or adding the assessments as pre-work. As a recommended add-on, participants can sign up for 1:1 coaching sessions following their program's attendance.

What you will learn

- Personal Value Inventory
- Your role as a leader
- How to build trust
- Individual Strength and Opportunity Analysis
- Emotional Intelligence

Facilitator: Flynn
Duration: Varies, 2-hour minimum
Max. Participants: Varies

DEVELOPING A CULTURE OF ENGAGEMENT

Employee engagement is the fuel for your performance engine. Most forward-thinking organizations strive to innovate, attract, retain top talent, reduce turnover, and meet their performance objectives. But we all know that we can't attain our goals if we can't engage our employees. Regardless of what business you are in, you are in the people business. Your employees are your greatest asset. When they do well, so do you. How do you create a workplace culture where employees and teams excel? In this highly interactive workshop, Andy Kaufman discusses practical strategies to foster the culture of engagement you desire.

What you will learn

- Describe the elements of culture as defined by MIT Fellow Dr. Ed Schein
- Identify some of the written and unwritten rules about how their organizations engage team members
- Describe why engagement is not just enjoyment
- Explain some specific strategies that can improve employee engagement on their teams

Facilitator: Kaufman
Duration: 60 - 90 minutes
Max. Participants: 275

DEVELOPING A CULTURE OF WINNING HEARTS

Your success as a leader often comes down to winning the hearts of your clients and other stakeholders. Engaged and bought-in colleagues and customers can make all the difference to our ability to deliver initiatives successfully.

The idea is straightforward — and so easily missed. We get focused on the customer or stakeholder, and that's a good thing. But does it make sense that if you win the hearts of your team, they'll do a better job of taking care of your clients? In this fast-paced, highly interactive keynote, Andy Kaufman shares insightful lessons on developing a culture of winning our team members' hearts. Andy explains organizational culture based on his interview with Dr. Edgar Schein, the MIT Fellow credited with coining the term "corporate culture." This is a fun, insightful, motivating keynote that will spur your leaders to win the hearts of their team members.

What you will learn

- Explain why winning the minds of our team members is not enough--we must win their hearts
- Describe why a shocking number of people are effectively quitting and staying--settling for a paycheck, abandoning hope of finding fulfillment in their jobs
- Explain how we can empower (or disempower) the people around us by how we interact and show up.
- Apply an easy-to-remember model to win the hearts of those they lead.

Facilitator: Kaufman
Duration: 1 hour
Max. Participants: 275

INFLUENCING OTHERS

People, in many cases, try to get things done without understanding the other individuals involved in the process, their motivations and needs, and how they make decisions. This workshop is designed to help participants influence others and the decisions they make.

What you will learn

- Understand what influencing is and is not
- Understand resistance
- Have the right attitude
- Increase credibility and trust
- Use powerful listening techniques
- Communicate clearly and assertively
- Appeal to logic and emotion
- Handle resistance
- Build acceptance and collaboration
- Establish rapport, common goals and common values

Facilitator: Sugarman
Duration: 1 hour
Max. Participants: 275

TOP TEN CHARACTERISTICS OF SUCCESSFUL LEADERS

This one-hour session will teach the essential characteristics that a business leader must develop to create followers.

What you will learn

- Engage others with behaviors that increase trust and credibility
- Inspire and motivate others
- Avoid behaviors that lose followers

Facilitator: Sugarman
Duration: 1 hour
Max. Participants: 275



YELLOW BELT

Yellow Belt certification with a master coach

A Yellow Belt is an effective associate who brings problem-solving skills to any team. Work at all levels is challenged daily by problems that make it slow, inflexible, defective, hard to supervise.

At the same time, associates at all levels want to and must do a good job. This course gives your associates the best concepts and tools to solve problems and sustain excellence every day.

Our instructor-coaches have worked in Lean Six Sigma programs with IBM, Pepsico, Johnson & Johnson, Shell, and many medium-sized companies.

Overview

- Experience a one-of-a-kind learning method
- Case-based teaching brings the most realistic experience possible for the classroom
- Custom courses include on-site activities with participants' current challenges
- Participants MUST supply their own laptop PC with MS Excel 2010 or newer

What you will learn

- The Yellow Belt body of knowledge in a form that is immediately useful at work
- How to spot and solve problems in teams and individually
- Daily meeting facilitation and presentation skills

Workshop Outline

Understanding the Operation (Day 1)

- Basics of Lean
- Cost of Poor Quality
- Operational Problems
- Voice of the Customer
- Voice of the Process – data collection
- Quality Tools
- Understanding Data
- Basics of Six Sigma
- Understanding Variation

Stabilizing the Operation (Day 2)

- Learning from the Gemba
- Seeing the Waste in the Work
- 5S
- Poka-Yoke
- Visual Management
- Cellular Work
- Guided Innovation – SCAMPER, Kata
- Standard Operating Procedures
- Monitoring and Responding to Variation

Facilitator: Pulgar-Vidal
Duration: (4) 3-hour sessions
Two Sessions per week for two weeks
Max. Participants: Varies

GREEN BELT

Why do you need Green Belts?

A Green Belt knows how to fix slow, inflexible, defective, obscure, costly, and risky operations. Our graduates learn not only Six Sigma but also Lean and Deming principles for excellence. Together, these methods teach how to solve problems and stay on top of change.

Our instructor-coaches have worked in Lean Six Sigma programs with IBM, PepsiCo, Johnson & Johnson, Shell, and many medium-sized companies.

This program is designed for anyone who must solve problems at work or past participants of Lean Six Sigma workshops.

Overview

- Certification in as short as one week – you don't have time to waste
- No-nonsense statistics that work where you work – the real world
- Freedom from exam retake fees – we're with you if you need a couple of tries
- 97% certification success rate
- 900 certified Lean Six Sigma Green Belts through 2017
- 9.7/10 participant satisfaction rating since 2009
- Participants MUST supply their own laptop PC with MS Excel 2010 or newer

Prerequisites

- Excel cut/paste formulas, using multiple sheets (basic to intermediate)
- Workplace experience – More than 1-year of professional work experience

What you will learn

- The Green Belt body of knowledge in a form that is immediately useful at work
- How to spot and solve problems in teams and individually
- Project management, meeting facilitation, and oral communication skills

Workshop Outline

- Study the Lean Six Sigma body of knowledge at the Green Belt level (LSSGB)
- Get certified – participants may earn the LSSGB certificate granted by the Six Sigma Masters program
- Earn your “belt” by completing a standard project report in class, not just by passing an exam
- Highly experiential – blend of lecture with hands-on work 40/60
- Each participant solves a unique problem in the company case (sales, finance, production, field service)
- Instructors and coaches are certified Lean Six Sigma experts who enjoy teaching

Facilitator: Pulgar-Vidal
Duration: Varies
Max. Participants: Varies



Lean Six Sigma Short Certificate Courses

The new short certificate courses were created to reduce a significant commitment of time or money. Any of these courses and tracks will equip the participants with a new vision of their work, roadmap for improvement, and tools immediately useful in their workplaces. As an extra benefit, completing any of these tracks counts towards earning a Green Belt certification.

Getting Smart with Numbers

BEYOND ZERO DEFECTS

This half-day session focuses on the questions: Is there anything wrong with seeking to have zero defects? What is the impact of producing to meet specifications?

What you will learn

- Define defect, defective, and the cost of being in-spec
- Target setting and variation reduction to reduce costs

MANAGING VARIATION

This full-day session focuses on the questions: What does it mean when a metric is higher or lower than last week? Can you tell whether a change is significant?

What you will learn

- Differentiate between random variation and a signal to action
- Control charts 2

NUMBERS THAT MATTER

This full-day session focuses on the questions: How do you know what to measure? By what method? How frequently, precisely?

What you will learn

- Identify KPIs
- Define data collection plans
- Learn to see the data and interpret the meaning of any changes

Managing Daily Work Easier

LETTING THE WORK FLOW

This full-day session focuses on the questions: What gets in the way of smooth, fast, defect-free work? How many of our efforts are wasteful?

What you will learn

- Identify non-value-adding tasks
- Surface wasteful practices: the Hidden Factory or Hidden Office
- Challenge “the way it’s always been done”

PRODUCTIVE WORKSPACES

This full-day session focuses on the questions: Are you enabled or hampered by your workspace? Can you find what you need to work on? Quickly? How much walking is productive? Are any work areas less safe than they should be?

What you will learn

- Conduct Gemba walks
- Chart motion with Spaghetti diagrams
- Analyze value-added, non-value-added work
- Redesign your workspace: 5S, cellular work

VISUAL WORKSPACES

This half-day session focuses on the questions: Can you immediately see and understand your operation? Are issues on the surface or buried deep down? How to accelerate feedback? Are you able to show desired behaviors and performance?

What you will learn

- Display daily performance to support improvement
- Jidoka
- Feedback flows and action
- Reduce the number of meetings

Working as a Team

MAPPING WORK FLOW

This full-day session focuses on the questions: Do you know how the work is done? When is the last time you walked along with a document or part? Which procedures are cumbersome, frustrating?

What you will learn

- Create a common picture of the work
- SIPOC
- Map processes and uncover challenges (bottlenecks, handoffs, delays)

OUR WORK END-TO-END

This half-day session focuses on the questions: How efficient are our processes? Really? How much rework is needed to meet expectations? What is the real cost of producing one unit of product?

What you will learn

- Calculate first-time productivity
- Learn the five hidden costs of poor quality
- Process efficiency

WINNING AS A TEAM

This half-day session focuses on the questions: What happens when we let bad products go by? May the customer suffer? May our teams suffer too?

What you will learn

- The operation as an integrated system
- Define accountability in a systemic way
- Learn the “3 Nevers” of teambuilding and quality.
- RACI

Working Better and Faster

IMPROVING THE WORK EVERYDAY

This full-day session focuses on the questions: Where to start improving when everything seems urgent? How to improve operations and personnel performance? Will small changes make a difference?

What you will learn

- Ask ‘why’ not ‘who’
- Ask ‘why’ 5 times
- Learn how to get started by making small changes: Kaizen, Kata
- Error prevention: Poka-yoke
- Standard work

MEASURING WORK RESULTS

This full-day session focuses on the questions: Who do we work for, and which results are important? What is the relationship between results, processes, and inputs?

What you will learn

- Voice of the customer
- Key performance indicators
- Input, process, and output variables
- Data collection planning and execution
- Data visualization and Pareto charts
- Run charts and trends

SOLVING PROBLEMS IN OPERATIONS

This full-day session focuses on the questions: What should we do when we spot a problem? Escalate or take action? How do we learn more about our operations every day?

What you will learn

- Managing feedback loops
- Match responsibility with the information
- Jidoka
- Win in small increments: PDSA

Facilitator: Pulgar-Vidal
Duration: Varies
Max. Participants: 10

EFFECTIVE MEETINGS

Meetings fill an increasing number of hours in the workday, yet most employees consider them a waste of time. According to a survey of U.S. professionals by Salary.com, meetings ranked as the number one office productivity killer. There are ways to run effective, efficient meetings that leave your employees feeling energized and excited about their work. Meetings truly can be valuable and productive. How can you take steps to make them that way?

Participants will leave feeling empowered and focused on cutting down on unnecessary meetings and gaining time back on their calendar. Learn an effective way of identifying meeting participants and how to keep the meeting on task and productive. This program is typically a half-day program. Depending on the depth you'd like, the program can be designed as a 1-day program.

What you will learn

- How to plan for and run an effective meeting
- Whom to invite and why
- Effectively manage the meeting and participants

Facilitator: Flynn
Duration: Varies, 2-hour minimum
Max. Participants: Varies

GIVING EFFECTIVE FEEDBACK

Regular conversations that provide feedback about employee behavior are integral to successful performance management. Whether they're positive, about progress, or constructive, all feedback conversations are essential to maintaining an employee's level of engagement and productivity. Did you know that 39% of employees don't feel appreciated at work, and 43% of highly engaged employees receive feedback at least once a week? Employees continuously want to improve themselves and are always looking for timely, specific, and helpful feedback. There is no such thing as too much communication.

Program participants will learn a model on how to approach giving feedback and how to have successful conversations. Additionally, each participant will practice giving specific feedback and working through the resistance that may occur. They'll also spend time reviewing and committing to a cadence of feedback with their peers, direct reports, or manager.

This program is typically a one-day program. Depending on the depth you would like, the program can be reduced to a half-day or extended to 2-days. As a recommended add-on, participants can sign up for 1:1 coaching sessions following their program's attendance.

What you will learn

- Difference between Feedback & Coaching
- Introduction and implementation of Feedback Model
- How to manage and respond to resistance
- Self-Assessments & Peer Feedback

Facilitator: Flynn
Duration: Varies, 2-hour minimum
Max. Participants: Varies

MANAGING VIRTUAL TEAMS

Virtual teams can outperform groups that are co-located! To succeed, however, virtual collaboration must be managed in specific ways.

Workshop Outline

- Identify the unique competencies needed of virtual leaders
- Understand the challenges and advantages of virtual teams
- Apply best practices to build and maintain relationships and rapport within virtual teams
- Manage performance and relationship challenges from a distance
- Communicate effectively across time zones
- Develop trust in virtual teams
- Choose the best technology to support virtual relationships
- Develop effective skills for facilitating team meetings in a virtual environment

Facilitator: Sugarman
Duration: (2) 3-hour sessions
Max. Participants: 30

MEETING MANAGEMENT

Managing a meeting requires sound planning, effective organizing, making preparations for disruptions, minute-taking, preparing the meeting place, and managing the attendees. The meeting facilitator is a catalyst, coach, coordinator, and more. Like a conductor, the meeting facilitator must bring out the best in individual players and orchestrate successful group efforts. When meetings are effectively run, people are engaged and can generate collaboration, trust, deliverables, commitment, and actions that lead to the desired outcome.

What you will learn

- Understand the benefits and costs of meetings—know when to have a meeting and when not to
- Identify components of effective and ineffective meetings
- Focus on efficiency and results, keeping the purpose in mind throughout the meeting
- Organize both the content and process
- Make phone and webinar meetings more effective
- Gain insight into choosing the right time & place based on meeting type, attendees & necessary outcomes
- Understand the importance of using all five steps of effective meetings: Planning, starting, focusing, facilitating, and concluding
- Plan and adhere to an agenda
- Chair meetings effectively by dealing with disruptions and professionally handling personality differences
- Start the meeting with the right tone and make ground rules work
- Identify roles in the meeting to increase efficiency
- Keep the meeting focused and on track and get closure on each agenda item
- Facilitate discussions to get participant involvement, show support, resolve conflict, manage differences and make decisions
- Conclude by identifying unfinished business and completing next step action plans
- Ensure informal, and ad hoc meetings are effective and efficient

Facilitator: Sugarman
Duration: (2) 3-hour sessions
Max. Participants: 50

20 REASONS PEOPLE DON'T DO WHAT YOU WANT THEM TO DO

This one-hour session will review 20 reasons why your employees, co-workers, and managers don't do what you want them to do. Cooperation is an essential tool.

Facilitator: Sugarman
Duration: 1 hour
Max. Participants: 275

32 (NON-FINANCIAL) WAYS TO REWARD EMPLOYEES

This two-part class focuses on non-financial ways to reward employees and how to determine if they were effective.

Workshop Outline

Day 1

- Use environment focused ways to reward employees
- Use job-focused ways to reward employees
- Use growth-focused ways to reward employees
- Use relationship-focused ways to reward employees

Day 2

- Review strategies discussed in "Part 1"
- Identify which strategies were attempted in the past weeks
- Identify the success of any strategy
- Identify the obstacles to getting success from any strategy

Facilitator: Sugarman
Duration: 2 hours
Max. Participants: 275

GIVING FEEDBACK THAT GETS POSITIVE RESULTS

This one-hour session will teach how to give employees feedback so they listen, understand, and change behavior.

What you will learn

- Get employees to listen to corrective feedback
- Communicate behaviors that are necessary to get employees' comprehension and commitment
- Ensure that positive employee behavior occurs and is maintained

Facilitator: Sugarman
Duration: 1 hour
Max. Participants: 275

THE DIRTY LITTLE SECRET OF BUSINESS: IT'S ALL ABOUT RELATIONSHIPS

In this webinar, Andy Kaufman shares “The Dirty Little Secret of Business.” You won’t learn this secret in school, yet it is critical to your success. The secret is simple—it’s all about relationships. Andy describes the key relationships you must develop to advance your projects and career. Discover how understanding different personality types will improve your ability to build rapport, influence people, and control situations. Learn what networking is—and isn’t—and how to increase your networks’ effectiveness with less effort.

Participants of this webinar will know how to answer the questions: How can you deal with difficult people who are obstacles to your ability to deliver? How can you influence someone to align with your priorities even when you don’t have the organizational authority? How can you find time to network when you’re overwhelmed with day-to-day work?

What you will learn

- Explain how relationship-building is critical to our careers, regardless of personality type
- Describe the difference between an “inner circle” and a “got to group”, and why both groups are necessary for your success
- Implement practical skills to develop relationships in their company, industry, and beyond
- Describe ways to leverage social media as part of an overall relationship-building strategy

Facilitator: Kaufman
Duration: 90 minutes
Max. Participants: 275

TOP TEN ERRORS THAT MANAGERS MAKE

This one-hour session teaches the ten pitfalls that managers need to avoid so that they can be successful.

What you will learn

- Identify common mistakes people managers make
- Create the steps to take to overcome these mistakes

Facilitator: Sugarman
Duration: 1 hour
Max. Participants: 275

TOP TEN SKILLS THAT ALL MANAGERS NEED

This one-hour session will review the eight skills categories that all managers should develop and the specific skills in each category.

What you will learn

- Identify leadership skills that you need to develop
- Identify interpersonal skills that you need to develop
- Identify oral and written communication skills that you need to develop
- Identify technical and organizational knowledge that you need to develop
- Identify personal development skills you need to develop
- Identify administrative skills you need to develop

Facilitator: Sugarman
Duration: 1 hour
Max. Participants: 275

TOP TEN TIPS TO CONDUCT EFFECTIVE MEETINGS

This one-hour session will teach the essential rules to have a virtual and in-person meeting, which are productive and positive.

What you will learn

- Plan great meetings
- Begin a meeting correctly
- Facilitate meeting to stay on time, to manage discussions, and to get results
- Receive feedback of “That meeting was a good use of my time”

Facilitator: Sugarman
Duration: 1 hour
Max. Participants: 275

TOP TEN TIPS TO HANDLE DIFFICULT PEOPLE

This session will teach actions to take to handle “difficult people.”

What you will learn

- Use the options of changing, accepting, or avoiding the difficult behavior
- Build relationships through empathy and listening
- Develop the other person to consider your wants and point of view

Facilitator: Sugarman
Duration: 1 hour
Max. Participants: 275

TOP TEN WAYS TO KEEP YOURSELF AND YOUR STAFF POSITIVE

This session will teach the components to keep ourselves and our team positive—especially during tough times.

What you will learn

- Identify the ways individuals differ in terms of staying positive
- Recognize the importance of listening to both the content and emotion
- Increase feelings of control and security in self and others
- Assess value differences and adapt to differences in others

Facilitator: Sugarman
Duration: 1 hour
Max. Participants: 275

TOP TEN WAYS TO MANAGE PEOPLE EFFECTIVELY

Business owners and managers need to manage people effectively. Often they get bogged down by the daily needs of their business. This workshop provides you with tips to get the most out of your employees.

What you will learn

- Overcome procrastination
- Decrease distractions and interruptions
- Say “no” diplomatically
- Make meeting more efficient and productive

Facilitator: Sugarman
Duration: 1 hour
Max. Participants: 275

MARKETING ESSENTIALS FOR SMALL BUSINESS

Are you striving to enhance the marketing of your business? Wondering how to spend your precious resources to truly drive growth? In this interactive workshop, participants will learn key marketing fundamentals that they will integrate into their business, including an effective, actionable marketing plan.

Participants in the program will have a broad range of backgrounds in both business experience and specifically in terms of marketing knowledge. This five-week program consists of three 2-hour workshops. Each workshop will have a key theme, with supporting material presented and discussed that is core to the marketing success of any business, small or large. Modules will be schedule two weeks apart to ensure participants apply what has been learned.

Overview

- Understand and define Your value proposition and structure product/service offering to meet the true needs of customers
- Conduct basic marketing research to identify market segments and choosing the ideal segments to target
- Create a simple yet effective marketing plan to guide your efforts to promote your business while minimizing waste.
- The curriculum will be very interactive. Topics will be presented, and discussions will be strongly encouraged to tailor the learning to the needs of the class participants.
- Upon signing up and prior to the first workshop, you will fill out a marketing Background Assessment to measure their competency. This will help me learn more about you and deliver a more effective training program.
- Workshops will take place in a virtual classroom via Zoom
- You will be given an in-workshop project that will need to be completed and then voluntarily share with the other participants.
- Participants will follow along with an accompanying workbook that highlights key content presented via the workshop slides presented by the facilitator.
- Between modules I and II and also between modules II and III, you will be given a “homework assignment” that you are expected to complete in-between the modules. This will be reviewed as a group activity at the start of modules II and III.

What you will learn

Topics covered apply to both B to B and B to C companies and include:

- Developing a customer-centric marketing approach
- Conducting marketing research
- Identifying segments and target markets
- Differentiating your product/service offering
- Establishing marketing goals and objectives
- Building a workable marketing plan

Facilitator: McMahon

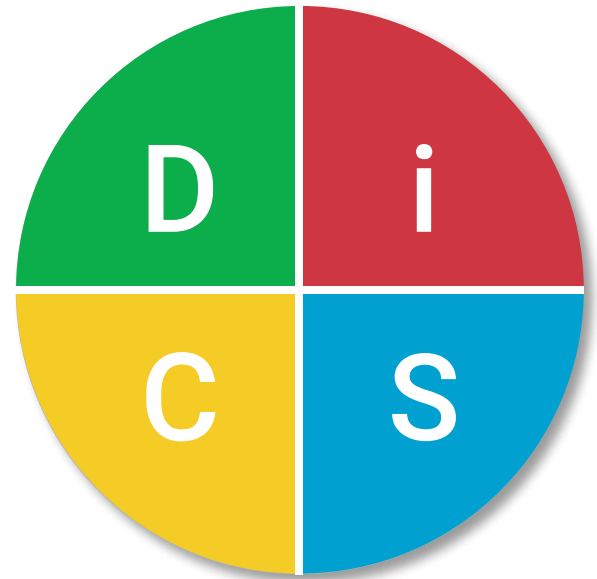
Duration: 5 Weeks, 3 sessions that take place every other week, total of 3 sessions over a 5 week period. 2 off weeks

Max. Participants: 15

Everything DiSC

Everything DiSC is a personal development learning experience that measures preferences and tendencies based on the DiSC model. This simple yet powerful model describes four basic styles: D, i, S, and C, and serves as the foundation for the *Everything DiSC* Application Suite. Participants receive personalized insights that deepen their understanding of self and others, making workplace interactions more enjoyable and effective.

The result is a more engaged, collaborative workforce that can spark meaningful culture improvement in your organization — whether your workforce is remote, in the office, or somewhere in between.



How it Works

- Research-validated, online assessment asks participants to respond to behavioral statements on a five-point scale
- Participants receive a personalized profile
- The profile comes to life with the *Everything DiSC* Facilitation Kit, offering a virtual or physical classroom experience that engages and educates
- The team is provided Follow-Up Tools to begin implementing the results into the team

“Our Everything DiSC culture is something that brings a lot of positivity to our team, and I think it’s because we can understand each other and communicate with each other well because of Everything DiSC.”

— Training Design and Development Manager, Financial Services Company

Personality Assessment

EVERYTHING DiSC WORKPLACE LEARNING EXPERIENCE

A virtual or classroom training and personalized learning experience that can benefit every person in the organization — regardless of title or position, department or function — in building more productive and effective relationships at work. It teaches participants to understand themselves and others, while learning to appreciate different priorities, preferences, and values each individual brings to the workplace. With personalized insights and actionable strategies, participants learn how to adapt to the style of others, ultimately improving engagement, collaboration, and the overall quality of the organization. Everything DiSC Workplace is DNV-GL certified as an occupational test tool. It is EFPA compliant and to be used for development purposes.



EVERYTHING DiSC WORK OF LEADERS LEARNING EXPERIENCE

A classroom training and personalized learning experience that connects unique leadership styles to real world demands. It brings together best practices from 300 experts in over 150 organizations, the important work of the most prominent scholars, and over four years of additional research and development to provide participants with an actionable path toward more effective leadership. With one unified model of leadership — Vision, Alignment, and Execution — it helps leaders understand their own leadership styles and how their tendencies influence their effectiveness in specific leadership situations.

EVERYTHING DiSC PRODUCTIVE CONFLICT LEARNING EXPERIENCE

A classroom training and personalized learning experience that increases self-awareness around conflict behaviors and helps participants effectively respond to the uncomfortable and unavoidable challenges of workplace conflict. Rather than focus on a step-by-step process for conflict resolution, this training program combines the personalized insights of DiSC with the proven science of cognitive behavioral theory to help participants recognize and transform their destructive habits into more productive responses. The result is improved workplace relationships that drive results.

Facilitator: Everything DiSC
Duration: Varies
Max. Participants: Varies

HOGAN INDEX

Currently, one of the most popular assessments on the market due to its research-based validity and unique measuring of career risk factors. The Hogan Assessment is used in development planning for identifying one's strengths and development needs at a point in time.

How it works

- Motives, Values & Preferences Inventory - internal Personality factors that describe core goals, drivers, and interests determine what we desire and strive to attain
- Hogan Personality Inventory - the "Light Side" of Personality; shows personality factors that we use every day in our normal state of being
- Hogan Development Survey - the "Dark Side" of Personality; shows interpersonal behaviors that emerge as career risk factors when a person is under stress or is not actively managing how he/she comes across

KOLBE INDEX

Measures subconscious action instinct, called Conation, which predicts how you will take action on things that matter to you. Because it's very predictive of action, and very reliable over time (your profile does not change over the years) it is a good tool for use in hiring and staffing, along with identifying good-fit career roles.

How it Works

- Comparing one's own action instincts to one's own job and to a supervisor's view of one's own job, for job-fit and coaching purposes
- Profiling the range of instincts on a team (Kolbe Team Synergy Report) in order to identify success strategies for working across differences
- Identifying future career implications of one's action instincts
- Assessing the action instincts fit for candidates in hiring situations

MYERS-BRIGGS TYPE INDICATOR

The latest version of the classic MBTI was developed and released in 2001 (the original dates to the 1940s). The MBTI is frequently used for self-validation, career planning, and team development (relating to others with differences from our preferences)

How it works

- In addition to the four basic scales measuring Personality Preferences (personality types), the MBTI includes a Step II personality inventory. The Step II report breaks down each preference into facets, which allows for more in-depth analysis showing the diversity of behavior
- The Team Report profiles the team's collection of personalities and then identifies strengths and blind spots

Facilitator: Garrett

Duration: Varies

Max. Participants: Varies, can be completed 1:1 or as a team

EMOTIONAL INTELLIGENCE

People drive performance; emotions drive people. Emotional intelligence describes the ability to understand one's feelings. It also provides great insight into how emotion influences motivation and behavior. Developing emotional intelligence helps manage people, motivate them, and steer them towards greater productivity and fulfillment. With the emotional intelligence workshop, you will gain a better understanding of self-management and self-awareness. This, in turn, will give you better insight and control over their actions and emotions. Emotional intelligence is a skill. And like any other skill, you can get better at it with training and practice.

What you will learn

- Understand the benefits and the core skills required to practice emotional intelligence: self-management, self-awareness, self-regulation, self-motivation, and empathy
- Master tools to regulate and gain control of one's own emotions
- Articulate emotions using the right language
- Balance optimism and pessimism
- Relate emotional intelligence to the workplace
- Find self-control and coping behaviors
- Learn to relax and focus
- Understand the barriers to empathy and techniques to be more empathic
- Accurately perceive emotions and use emotions to facilitate thinking
- Communicate with flexibility and authenticity
- Identify the emotional signals you send to others
- Learn to use healthy conflict management techniques

Facilitator: Sugarman
Duration: (4) 3-hour sessions
Max. Participants: 50

EMOTIONAL INTELLIGENCE AND LEADERSHIP STYLES

Understanding Emotional Intelligence and Leadership styles offer participants an opportunity to understand self-management and self-awareness better. This, in turn, will give them better insight and control over their actions and emotions. We will review the six leadership styles that stem from the four EQ domains and how they can lead successfully. With a greater understanding of emotions and their style, participants will positively impact their professional and personal lives.

Participants will know where they currently have strengths and opportunities related to emotional intelligence and leave with an action plan on how to improve and implement. They will also leave with peer feedback on addressing a current situation where they must flex their leadership style.

This program is typically a one-day program and is available in a half-day format by eliminating leadership styles. As a recommended add-on, participants can sign up for 1:1 coaching sessions following their program's attendance.

What you will learn

- What is EQ?
- Four domains of emotional intelligence
- Six distinct leadership styles and how they impact your employees
- Scenario Role-play and Feedback
- Self-Assessment

Facilitator: Flynn
Duration: Varies, 2-hour minimum
Max. Participants: Varies

KEEPING YOURSELF POSITIVE AND MOTIVATED

In this one-day workshop you will learn ways to be positive about the past, the present and the future and to be motivated and to be fully engaged and productive in the future. You will identify what you value the most in your personal life and professional life and learn to take actions so that you are living those values. In addition, you will learn techniques to manage your stress and respond to negative people.

What you will learn

- Understand the components of being positive, motivated, and productive
- Identify what you can control and change
- Obtain new insights into your work attitudes and values
- Set personal and professional goals based on these values
- Select actions to achieve your goals
- Explore the challenges and solutions of staying positive and goal-oriented
- Recognize the underlying causes of stress and demotivation
- Manage your negative stress levels
- Interact with others to create positive relationships
- Handle negative people and resist being dragged down
- Problem-solve to move forward

Facilitator: Sugarman
Duration: (2) 3-hour sessions
Max. Participants: 40

MAKE BETTER DECISIONS FOR YOU, YOUR TEAM AND YOUR PROJECTS

As leaders of teams and projects, we regularly face choices and decisions that have downstream consequences. Do you want to be able to make better decisions in your personal or professional life? Do you want to help your team members make better choices when it comes to decisions on their projects? Or are you merely curious about how and why people make certain choices?

In this highly interactive webinar, Andy Kaufman, PMP shares why the familiar pros-and-cons approach seems to make sense—but is profoundly flawed. He discusses how our biases influence the options we consider and the choices we make, and how we can fight those biases. Andy shares examples of how team leaders can influence team decisions in positive and negative ways. Is our problem with decisions that we are overconfident? Maybe— and maybe not! Andy will show how overconfidence is overrated as an explanation for poor decisions.

What you will learn

- Describe a phrase that helps identify when they are not evaluating enough options for their decisions
- Summarize how biases impact decisions we make
- Implement a 4-step process to help them make better decisions
- Describe strategies to help validate assumptions before making decisions
- Identify approaches to cut their losses on bad decisions

Facilitator: Kaufman
Duration: 2 hours
Max. Participants: 24



SIX STRATEGIES FOR DEALING WITH DIFFICULT STAKEHOLDERS

Have you ever lost sleep because of a difficult stakeholder? Maybe it was a boss, peer, or someone on the other side of the business. Perhaps it was worry about dealing with them in an upcoming meeting or ruminating about how they are an obstacle to progress on a project. In this session, Andy Kaufman shares six strategies for dealing with difficult stakeholders. There are no simple answers, but these are strategies that Andy has shared with clients worldwide, and you're invited to see which ones you can put into place. After all, you deserve a better night of sleep!

What you will learn

- Describe more broadly what a stakeholder is and how managing their expectations is so critical to project success.
- Explain the difference between “keeping stakeholders informed” and “keeping them satisfied.”
- Describe practical strategies to help deal with and influence difficult stakeholders.

Facilitator: Kaufman
Duration: 1 hour
Max. Participants: 24

TIME MANAGEMENT IS SELF-MANAGEMENT

Time management is self-management. Learn what you need to do to be more productive in less time and with less stress.

What you will learn

- Plan and prioritize each day's activities in a more efficient, productive manner
- Use technology to be more efficient
- Overcome procrastination
- Organize your workspace and workflow
- Delegate more efficiently
- Eliminate time wasters
- Learn to say “no” diplomatically
- Minimize the impact of distractions
- Ensure meetings are efficient

Facilitator: Sugarman
Duration: (3) 3-hour sessions
Max. Participants: 50

TOP TEN TIPS TO MANAGE YOUR TIME

This one hour session will teach techniques that are a foundation of superior time management.

What you will learn

- Prioritize tasks
- Overcome procrastination
- Decrease distractions and interruptions
- Say “no” diplomatically
- Make meeting more efficient and productive

Facilitator: Sugarman
Duration: 1 hour
Max. Participants: 275

TOP TEN WAYS TO IMPROVE YOUR CRITICAL THINKING SKILLS

This one-hour session will teach you what you need to focus on to increase your critical thinking.

What you will learn

- Recognize the importance of being curious and asking great questions
- Adopt a creative, problem-solving approach
- Distinguish between facts and opinion
- Use experts
- Use logic and avoid “logical fallacies”
- Challenge your perceptions

Facilitator: Sugarman
Duration: 1 hour
Max. Participants: 275

ESSENTIALS PROJECT MANAGEMENT

Delivering projects on time, on budget, with the desired scope is no small order. Today's business environment demands more to be done with less. The pressure to deliver without slipping schedules or over-spending continues to grow. This learning session provides participants the essentials they need to identify and practice standard project management skills and techniques. Based on the Project Management Institute's Project Management Body of Knowledge (PMBOK® Guide), this interactive session will use exercises and small group activities to ensure participants leave with a practical understanding of project management's essentials.

This workshop is designed for Project Managers & Leads, Business Analysts, Team Leaders, Project Team Members, and Stakeholders.

What you will learn

- Identify key factors that lead to project success (and failure)
- Describe the Project Management Institute's 5 Project Management Processes and the type of activities that occur within them
- Facilitate a work breakdown structure exercise on a real-world project
- Describe techniques to influence project stakeholders, even when they don't have authority over them
- Identify techniques to provide better estimates for projects
- Describe strategies for managing changes that inevitably occur with projects
- Describe the critical path and how to use it to manage a project successfully
- Apply the following structured approach for managing risks: risk identification, qualitative risk analysis, risk response planning
- Describe how to draw out lessons learned at the end of a project

Workshop Outline

Key Project Management Concepts

- What is a project?
- Why do projects fail?
- Rolling wave planning
- The triple constraint

People and Projects

- Key insights into leading teams and managing stakeholder relationships.

Initiating a Project

- Aligning projects to business needs
- Developing a project charter
- Understanding project stakeholders

Planning a Project

- The payback of planning (without going into analysis-paralysis)
- Developing a scope statement
- Defining success criteria

Work Breakdown Structure

- Why develop a WBS?
- Practical techniques for facilitating WBS sessions

Estimation Techniques

- Concepts to improve estimating
- Overview of estimation techniques

Critical Path

- What it is and why it matters
- Practical examples of how to use critical path to deliver

Risk Management

- Risks and projects
- Practical techniques to identify and plan for risks

Closing

- Practical tips for closing a project and drawing out lessons learned

Facilitator: Kaufman
Duration: 1 or 2 days (8 or 16 hours)
Max. Participants: 24

ADVANCED PROJECT MANAGEMENT

Delivering projects on time, on budget, with the desired scope is no small order. Statistically speaking, the odds are not in our favor. Yet, the margin for error has all but disappeared in most organizations. We have to deliver.

The Institute's Advanced Project Management Workshop is a combination of nuts-and-bolts theory and practical lessons learned, all packaged in a fast-paced, highly interactive session to get your organization on track to deliver successful projects consistently.

This workshop was designed for project managers & leads, Business Analysts, Team Leaders & Members, Stakeholders, and those aspiring to get their PMP Certification.

What you will learn

- Analyze which projects should be selected over others, helping to ensure the right projects are worked on
- Describe the importance of identifying & analyzing stakeholders to manage expectations
- Identify the standard practices for project cost management, including earned value analysis
- Describe the practices to build quality management into projects
- Identify the key practices involved in project procurement management
- Identify the appropriate conflict-handling style for the situation to manage project conflict better
- Describe methods to improve accountability and influence skills among project team members
- Apply negotiating skills to typical project situations

Workshop Outline

Project Selection Methods

- Project lifecycle vs. Product lifecycle
- Benefit measurements methods, such as Weighted Scoring Model, Benefit-Cost Ratio (BCR), and Cash Flow Analysis Techniques

Stakeholder Analysis

- The importance of thoroughly identifying stakeholders
- Approaches to analyzing stakeholders to manage their expectations better.
- Dealing with stakeholders who are obstacles

Cost Management

- Techniques to estimate project costs.
- Best practices for project cost budgeting
- Earned value management principles and formulas
- Hands-on exercises to develop skills with earned value principles

Quality Management

- The importance of prevention over the inspection and other key quality lessons
- Influential voices in quality management
- How to plan quality into projects
- Quality assurance and quality control

Procurement Management

- Best practices for project procurement management
- Applying those practices in your organization
- Contract types and concepts

Managing Conflict

- Sources of conflict on projects
- Conflict handling modes & techniques

Accountability & Influence

- Techniques to improve accountability and influence on teams

Negotiating Skills

- Stages of negotiating
- Hands-on negotiating exercise

Facilitator: Kaufman
Duration: 2 days (16 hours)
Max. Participants: 24

FOUNDATIONS OF AGILE PROJECT MANAGEMENT

Agile has quickly become the go-to project management approach for a wide range of industries. In this course, you will be introduced to agile project management, including the core values and principles outlined by the Agile Manifesto. This fast-paced, highly interactive course discusses common myths and misconceptions about agile approaches. It identifies factors to consider when deciding whether to adopt agile practices and explains the general agile practices that a company may want to adopt.

This workshop is designed for anyone who wants to efficiently lead or participate in projects that experience frequent project requirements changes.

What you will learn

- Identify the key factors helping and hindering your organization from more reliable project delivery
- Describe the values of the Agile Manifesto and why they are important to project success
- Describe the difference between “being agile” and “doing agile”, and why the distinction is critical
- Identify which projects are better suited for agile approaches
- Describe how servant leadership and self-organizing teams work on agile teams
- Identify the common practices that span the different agile approaches
- Identify the roles, events, and artifacts of Scrum
- Describe why transparency, inspection, and adaptation are critical pillars of Scrum
- Apply the learning to identify opportunities to start your transformation to agile practices

Workshop Outline

Your Current Project Culture

- What’s helping you deliver today?
- What’s hindering your projects?
- How agile can help you transform your project culture

Agile Manifesto and Principles

- What is the manifesto, and why are the values so important?
- How are you already following some of the principles, and which ones need more focus?

Creating an Agile Environment

- What is an agile mindset?
- How servant leadership helps agile teams succeed
- Roles in agile teams
- The difference between specialists and generalizing specialists
- Overcoming organizational silos

Delivering in an Agile Environment

- How to charter an agile project and team
- Agile practices that are common across most agile approaches
- Troubleshooting agile project challenges
- Measurements in agile projects

Scrum

- Introduction to Scrum
- Scrum theory and values
- How Scrum teams work, including the roles of Scrum teams
- Scrum events and artifacts

Simulation

- Learning Scrum using a LEGO based simulation

Next Steps

- Brainstorming on the next steps to implement the learning

Facilitator: Kaufman
Duration: 1 day (8 hours)
Max. Participants: 24

YOU ARE A PROJECT MANAGER: LESSONS TO HELP YOU DELIVER

The business has communicated its needs. You're excited to leap into the challenge of delivering the highest value possible and exceeding expectations. What's next? You have to deliver!

Regardless of the title, we are all project leaders. You've learned the ropes when it comes to leveraging technology to deliver value. But how do you juggle all the risks and competing demands to deliver successfully?

What you will learn

- Describe what project management is and how it relates to your role
- Identify key factors that cause projects to fail (and succeed)
- Summarize an easy-to-remember model to guide the next steps when changes occur
- Apply a 3-step process for managing risks (so they don't become issues)

Facilitator: Kaufman
Duration: 2 hours
Max. Participants: 24

SAFETY TRAINING

Hazard recognition emphasizes the importance of knowing your workplace equipment and machinery to avoid any accidents from occurring. It is the best way to prevent accidents.

Overview

- Bi-Lingual Training Offered
- Classroom or Virtual program
- Customize scheduling to fit your needs
- Can be delivered on-site at your facility

Workshops*

Safety Trainings can be customized to include some or all of the below.

- 10 & 30 Hour General Industry
- 10 & 30 Hour OSHA Construction
- 40-Hour Hazwoper Training
- 8-Hour Refresher Training
- Aerial Lifts
- Bilingual Safety Training
- Bloodborne Pathogens Training
- Develop Safety Policies and Programs
- Electrical Safety/NFPA 70E/Arc Flash
- Excavation & Trenching Safety
- Fall Protection Training
- Fire Protection, EAP's & FPP's
- First-Aid/CPR/AED
- Flagger Training
- Forklift Safety Training Programs
- Hazard Communications/GHS
- Jobsite Safety Audits
- Lead Awareness Training
- Lockout/Tagout Training
- Permit Required Confined Space
- Personal Protective Equipment
- Recordkeeping
- Respiratory Protection
- Safety Consultations
- Scaffolding Safety
- Silica Awareness Training
- Work-zone Safety
- Written Health & Safety Programs



***Some workshops are not available virtually.
Contact us for more information.**

Facilitator: Velez
Duration: Varies
Max. Participants: Varies