Selected Training Programs

Presented by:

Leadership Training Systems, Inc.

Uncovering the Leader in You™

Customized interactive workshops to help managers maximize their leadership potential and improve their efficiency in managing others. This is an opportunity for managers to discover how to motivate others with one simple formula and learn ways to make managing people and projects easier.

Empowering Others and Taking Ownership™

This course was designed to teach the value of empowering others to take responsibility and to be accountable for their own success in the organization. Focus is placed on delegating and coaching as related to people skills, interpersonal skills, and performance issues.

Effective Team Integration: Foundations for Change™

This program is designed to assist managers, supervisors, and other employees in learning how to build and maintain successful workgroups, while maximizing individual potential. The program is centered on the key factors associated with building momentum through 'team efforts', and the dynamics associated with human interaction.

Leadership in Action: Taking a 20,000 ft. Perspective™

This intensive, highly interactive program was designed to provide a framework for driving organizational results and transforming vision into action, by gaining proper perspective. Making effective decisions based on organizational goals and objectives is paramount in ensuring that maximum financial performance is achieved.

Turning Productivity into Profitability™

Your staff is the key to the success of your business...and profit! Motivate them and watch your company prosper. This seminar will teach you how to motivate your staff beyond their utmost capabilities, encourage their creativity, and utilize their talents- while creating a work environment they will never want to leave! You will attain the necessary tools to fine-tune the daily routines of the workplace, gaining ultimate effectiveness while working less, and enjoying your job more!

How To Hire And Keep Your Best People™

Are you tired of staff turnover? Do you know 'type' of person it takes to perform the jobs in your organization? In this seminar, you will learn how to fine-tune any advertised position in order to draw only the best candidates for your interviews. You will learn the most innovative interviewing and hiring techniques to ensure success in matching talents to jobs, and discover the most effective techniques for keeping them committed to your organization.

Coaching Strategies @ Work™

Motivating and inspiring must be measured through growth and development of people, just as deliverables are measured by goals and objectives. Developing as a 'coach' and utilizing various coaching strategies enhances interpersonal skills and develops the same in others. This course provides the values and steps to becoming an effective 'coach' and learning how to guide others into 'best practices' to reach their optimal potential.

Creating a Shared Vision™

This program is designed to assist leaders in collectively creating a purpose, or unified focus, to propel the organization into a 'future state'. It begins with a journey of uncovering best practices and challenges to date with driving a 'shared vision'. Using the core values of the organization as the guiding principles, this course will provide the steps necessary for to co-create a plan for driving the organization with intention.

Techniques for Facilitating Meetings™

Attending meetings can be frustrating and time consuming. Running meetings can be even more challenging! Evaluating the organizational culture and communication skills of attendees prior to the meeting can eliminate time wasters and maximize contributions. This course is designed to provide every aspect of meeting facilitation from preparing the agenda to handling difficult situations and difficult people. Learn how to run effective meetings that will accomplish objectives, create a stimulating environment, and have people wanting to attend every meeting you facilitate in the future!

TRAIN-THE-TRAINER PROGRAM

Techniques for Training: Maximizing the Learning Experience

This 4-day, Train –the –Trainer Program, is a dynamic, interactive, and practical application-based experience, designed to encompass all aspects of teaching and learning. Focus begins with the basic principles behind individual learning, and moves into the actual facilitation process and presentation skills. Highlights include exercises that impact the learning experience, techniques for defining and evaluating the lesson objectives, and methods for measuring the transfer of knowledge from trainer to trainee. This program is truly a learning experience for even the seasoned trainer!
   *Is also available in a 3-day delivery depending upon the needs of the group.

Techniques for Supervisory Success:
Taking Action and Getting Results™

This extensive 4-Day, comprehensive program encompasses key components to establishing successful leadership roles, and building environments that capitalize on individual talents, while maximizing productivity. All components are interactive, and provide valuable learning experiences and opportunities for acquiring new skills. Participants attending the entire program will receive a *Certificate of Leadership Excellence* from Leadership Training Systems Inc.
> *CEU's are also available through Training Systems Network LLC.*

Component #1: Developing Effective Leadership Skills™

Excellent supervisory skills ensure success for you, and your organization. In this section, you will learn how to create an environment that is people-centered; placing human assets as the driving force behind the organization. Maximizing productivity, encouraging creativity and participation, is the key to effective leadership. You will learn how to develop your own style, work with your strengths, and lead by example so others are sure to follow!

Component #2: Effective Organizational Communication™

Communication is essential in every organization. It requires time and energy every day, to maintain strong working relationships, and drive results! This component will focus primarily on the various forms of communication: Verbal, Non-Verbal, Written, Electronic Communication, and the effects, advantages, and disadvantages of each. This seminar is interactive and participative, and will provide excellent opportunity for practical application to enhance communication skills.

Component #3: Managing Workplace Problems™

Conflict is inevitable, regardless of where you work. The size of the organization is definitely relative to the number of incidents. This section will involve case studies and exercises to enhance the learning experience. Gain the tools you will need to identify and address the critical issues that leaders encounter. Learn how to effectively handle conflict and confrontation, without the stress.

Component #4: Presentation Skills That Drive Your Points™

Your success as a leader, communicator, and problem-solver, are only as effective as your ability to present your expectations of others. The focus of this component is to provide you with the tools necessary to teach, coach, and mentor your employees. Captivating your audience can make the difference in your effectiveness to guide them through their jobs. This final component will add value to every aspect of your job!

Team Evolution: The Dynamics of Creating Successful Workgroups™

This dynamic, interactive presentation is designed to assist managers, supervisors, and other employees in learning how to build and maintain successful work teams, while maximizing their own individual potential. This seminar will provide insight into when and how to construct an effective team, and how to develop the positive characteristics and behaviors which comprise successful work teams. Participants will learn simple troubleshooting methods that put derailed teams back on track, and discover why using the 7 Rules to building teams is so effective.

Change Management: The Keys to Effective Coping™

Changing environments are the norm in the fast paced, technologically advanced world we live in. Every employee today must learn to operate with a conscious understanding that change is inevitable, and just about the time you learn your job well, the rules change. Successfully coping with change is a personal matter, and requires taking hold of one's own path during changing times. This program is designed to demonstrate ways in which individuals can take firm control of their own personal experiences when dealing with change. Participants will gain valuable tools for personal success.

Empowering Others and Taking Ownership™

Authorizing and giving power to others to complete the assignment of duties or tasks is critical to capitalizing on the abilities of our human assets. Empowering others, includes taking and assigning accountability, and is critically dependent upon the actual delegation process. While implied ownership of duties continues to rein over actual empowerment, the experience for both parties can be frustrating, producing minimal results. Developing an empowered workforce requires the ability to 'let go' and allow for innovative opportunities to unfold while incorporating accountability.

Formulas for Mastering Individual Effectiveness in Your Organization™

This workshop will provide you with new insights and skills to enhance your effectiveness in the workplace. Examine your role, both personally and professionally, to determine where you are today, and where you would like to be as your career develops. Explore the internal dynamics of your organization; expected roles and the ways in which communication and teamwork tremendously and positively affect your work environment. Learn how to become a valued asset instead of a dreaded liability regardless of where you work!

Effective Communication: Getting Your Message Across In Simple Terms™

Effective communication can make or break the workplace! Communication with co-workers can be frustrating, but the anticipation of what approach to take, and the possible repercussions can be worse. In most communication efforts, more time is often spent in the 'thinking stages' than in the delivery itself. Fear of conflict or confrontation can be debilitating and preoccupy the mind, while the issue to be addressed continues to grow. The inability to address issues and problems can ignite a small spark into a raging flame. Consequently, more time is spent *dealing* with the issue than is required to actually *resolve* the situation. *Getting Your Message Across* can be simple and easy when using the proper tools.

Getting Your Life on Track: Engineering Your Future™

This seminar will make you look at YOU! Knowing your personal style and habitual practices will assist you in making the best choices in both your personal and professional life. Step-by-step, you will learn the most important tools for determining the most successful path to your future. Learn how to charter your own course.

Managing the Challenges of Life in the Fast Lane™

The lifestyle of 'eating a bagel, juggling your coffee, holding the cell phone in your ear, and trying to shift the car', is certainly characteristic of the typical morning for many professionals today. However, what happens when you slam into the car in front of you? Life changes without notice, and sometimes at the cost of your own health. Learn how to recognize the warning signs of speeding through the life, the downfalls of trying to wear too many hats, and the stress of trying to balance work and family.

Winning Recipes to Serve Your Customers™

Are you serving your customers what they REALLY want? This seminar will provide the ingredients necessary to provide your customers with the service they deserve and expect. Learn how to reduce customer complaints, win customer loyalty, and gain a competitive edge by providing customer service in its finest form!

Creating Agents of Change™

Changing environments are the norm in the fast paced, technologically advanced world we live in. Every employee today must learn to operate with a conscious understanding that change is inevitable, and just about the time you learn your job well, the rules change. Successfully coping with change is a personal matter, and requires taking hold of one's own path during changing times. This program will provide valuable tools for managing change with personal success.

PROJECT MANAGEMENT

Organizing Your Project Management Office:
Creating the Critical Linkage Between Strategy And Execution™

The alignment of an organization's strategic and tactical business strategies with the projects being implemented at the operational level is critical to achievement of senior management's business objectives. Not only must each project launched be implemented successfully, it must contribute to the organization's cash flow performance while returning an acceptable and predictable return-on-investment for the shareholders. Return-on-resources is also paramount in ensuring that the organization's human capital is utilized effectively in the achievement of each corporate objective. In short, the role of your Project Management Office is to shepherd and direct all corporate assets toward the achievement of senior management's three to five year vision for the organization.

WRITING COURSES

Writing in Business Plus™

Writing in Business is a unique, comprehensive 2-day workshop that will help you save time, eliminate frustration, and enhance your image.

This program incorporates the needs of your audience into your business documents and provides the tools necessary to drive effective communication at all levels.

Writing in Business is a course for any professional who wants or needs to improve their written communication skills. Managers, administrators, and employees from all areas within the organization will find this course practical and useful.

Interactive Technical Writing™

Interactive Technical Writing is an intensive 2-day workshop, a comprehensive approach to technical written communication that considers technical writing to be not just "words on a page" but a dynamic process of communication among responsive technical professionals.

Interactive Technical Writing implements and expands upon the writing processes used in Writing in Business Day 1 & Day 2, and applies those principles to technical documents.

DISC® TRAINING PROGRAMS

Improving Communication

Communication is more than talking and listening. Genuine communication requires a deep understanding of another person's perspective. However, when you take into consideration all of our biases, behavioral idiosyncrasies, unspoken emotions, personal agendas, and unshared assumptions, this can seem almost impossible. For years, however, DiSC has successfully helped people understand each other on a more fundamental level. This program shows participants how to read other people and see how others interpret their behaviors. It leaves them with a gut level appreciation for the needs of their co-workers. Ultimately, the program helps participants adapt their communication styles in a way that creates an enduring working alliance among group members.

Managing Conflict and Resistance

Working with so-called difficult employees can be a manager's biggest headache. People oftentimes come across as difficult because they handle conflict differently than we do. In fact, others' approaches to conflict can often seem counterproductive, confusing, or even bizarre. This course provides managers with a simple, direct way to understand the different fears that drive much of the conflict and resistance they see. Through DiSC, managers learn their style of handling conflict and understand how that style might differ from their employees' methods. They also take time to recognize how quickly employees' fears can disengage them from a team or project. Participants learn how and why different people become threatened and discover skills for relating more effectively with people of all styles.

Reducing Conflict

Few of us like conflict. So why is it so pervasive, so enduring, and so difficult to resolve? One of the primary reasons is that we all have a natural instinct to see just one side of an issue: *our own*. Can this instinct be reshaped? Twenty-five years of DiSC training shows that it can! This simple but powerful program helps individuals and groups develop the understanding and empathy to work through tough interpersonal conflicts. The course is designed to spark a lasting change that speaks to not only the individual, but also to the group. It builds fundamental skills that are crucial for effective teamwork and communication.

Improving Team Effectiveness

Think about the first work team you were on. You probably quickly discovered that each person had a unique way of doing things. Sometimes team differences are easily accepted and laughed about, and may even complement each other. Too frequently however, teams find that those differences can also cause confusion, stagnation, or frustration. Only when people have a framework to make sense of their differences can they learn what to expect from others and the best way to get what the team needs.

This program uses the DiSC framework to address three of the most common challenges that teams face: *motivation, conflict, and communication*. Participants learn simple, intuitive ways to make lasting improvements in a team's effectiveness.

Using Your Strengths to Your Advantage

It's no secret that some of us seem to have more natural social skill than others. The truth is that we all have our own interpersonal strengths. Truly effective people know their talents and find opportunities to maximize their skills. Each of us also has areas in which we struggle, and although we usually have access to interpersonal feedback, we rarely seek it out. This program helps participants pinpoint their unique strengths and learn them how to get the most out of their talents. The course also illustrates how these same strengths can be overused to the point that they become obstacles. Exercises provide a safe and constructive way for participants to gather interpersonal feedback from fellow participants. Armed with this feedback and a solid knowledge of their interpersonal strengths, participants are prepared to unearth their natural abilities and use them to their fullest.

Time Mastery

Setting priorities and managing time are basic to enhancing individual and organizational performance. The pressure to find innovative ways to achieve goals, stay ahead of the competition, respond quickly to customer needs, and enjoy life outside of work is increasingly intense in today's less structured, information-driven workplace. Meeting the daily challenges of managing professional and personal responsibilities requires a learning strategy that focuses on individual needs. The Time Mastery Profile® helps people assess their time-management effectiveness and create a personal plan for improving their skills in key areas.

Team Dimensions

Successful team members don't do the same thing at the same time. They do the right thing at the right time. And while team members work together toward a common goal, individuals still must play their separate parts in the process. As organizations rely more on teams to innovate, problem solve, produce, and compete at the speed of change, understanding and capitalizing on individual approaches to group processes is the bottom line on creating high-performance teams.

Building A Sales Relationship

The most effective salespeople don't use a one-size-fits-all approach to selling. They know how to read the unique needs of each customer and relate to those needs. It's a highly-developed skill, but it can be taught. In this course, DiSC® takes the dizzying diversity of client needs, goals, and preferences and puts them into a simple framework that makes sense to almost any salesperson. Participants learn how DiSC can help them adjust the sales process to acknowledge important preferences and values of their customers. The result is strong, lasting relationships with customers of all styles.

DISC® MANAGEMENT TRAINING PROGRAMS

Maximizing Your Strengths as a Manager

Managers have an influence over other people. Their strengths can be a terrific benefit for the people who work for them, and their limitations can trickle down to create frustration, confusion, or even paralysis for those they manage. Because they have this effect on others, managers have a responsibility to know themselves. This DiSC course provides managers with a safe, fun way to understand and organize the strengths and challenges that they bring to the table. Participants gain a greater appreciation for the impact that their behavior has on others, and they discover how their personal style is read and filtered by different co-workers. As a result, participants learn to maximize their strengths, making both themselves and the people they manage more effective in the process.

Recognizing and Removing Barriers to Performance

Great managers can read people. They know that employees have different skills, different concerns, and different levels of motivation. Furthermore, they know that if they ignore these diverse needs, there is a greater chance that their employees will waste energy moving in the wrong direction, get frustrated with a lack of success, or just disengage from a project or a team. Consequently, they have learned to adjust their management style to the employee's style and the needs of the situation. This course is designed to help managers recognize the employee needs and remove barriers to performance.