



HEART SOLUTIONS

ANewSpring

On-line Courses

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Administrative Skills

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Accountability in the Workplace

Accountability helps to ensure that every employee will take responsibility for their performance and behaviors, and continue to manage this responsibility. When we implement goals and communicate with one another, we can achieve powerful results. Building an accountable workplace requires strong teamwork and collaboration. Every team member must have a strong understanding of the values of the company and recognize the importance of their dedication, in order to attain success.

The Accountability in the Workplace course will provide you with informative tools and practical strategies that can be used to help empower the team to work towards achieving the benefits of accountability. Accountable employees will fuel performance and productivity, and generate an enhanced workplace.

COURSE OBJECTIVES

- Define accountability and personal accountability
- Differentiate between ownership and accountability
- Use feedback as a tool to enhance performance
- Understand the barriers of workplace accountability
- Focus on building accountability leadership
- Effectively set SMART goals
- Identify the components of the cycle of accountability
- Work towards achieving the benefits of accountability

COURSE OUTLINE

Module One: Getting Started

- Housekeeping Items
- Pre-Assignment Review
- Course Objectives
- The Parking Lot
- Action Plan

Module Two: What is Accountability?

- Defining Accountability
- Personal Accountability
- Being Held Accountable
- Accountability vs. Blame
- Understanding the Importance
- Case Study
- Module Two: Review Questions

Module Three: Creating an Accountable Workplace

- Modeling Accountability
- Valuing Accountability
- The Front-Loading Benefits
- Teamwork
- The Accountability Cycle
- Case Study
- Module Three: Review Questions

Module Four: The C's of Accountability

- Clarification
- Common Purpose
- Communication

- Collaboration
- Consequences
- Case Study
- Module Four: Review Questions

Module Five: Building Ownership

- Ownership vs Accountability
- The Ownership Mentality
- Why Does it Matter
- The Weight of Micromanaging
- Sharing Your Vision
- Case Study
- Module Five: Review Questions

Module Six: Accountability in Leadership

- What is Leadership?
- The Role of the Organization
- The Role of the Manager
- The Role of the Employee
- Strengthening Leadership Accountability
- Case Study
- Module Six: Review Questions

Module Seven: The Power of Goal-Setting

- Setting SMART Goals
- Who's Accountable
- Identifying Your "Why"
- Goal Lengths
- Remaining Loyal to Your Goals
- Case Study
- Module Seven: Review Questions

Module Eight: Feedback as a Tool

- Choosing Positivity
- Considering the Time Frame
- Giving Feedback
- Receiving Feedback
- Creating an Action Plan
- Case Study
- Module Eight: Review Questions

Module Nine: Effective Delegation

- What is Delegation
- How to Delegate
- When to Delegate
- Whom Should You Delegate
- Dismissing Delegation
- Case Study
- Module Nine: Review Questions

Module Ten: Barriers to Accountability

- Closed Communication
- Failure to Meet Expectations
- Lack of Self-Confidence
- Lacking Alignment
- Overcoming Obstacles
- Case Study
- Module Ten: Review Questions

Module Eleven: The Benefits of Accountability

- Improving Performance
- Building Trust and Integrity

- Employee Engagement
- Workplace Satisfaction
- Dedication to Your Role
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up

- Words From The Wise
- Review Of The Parking Lot
- Lessons Learned
- Recommended Reading
- Completion Of Action Plans And Evaluations

ADMINISTRATIVE SKILLS

US110003

Develop administrative procedures in a selected organisation

Level 8 | Credits 8

Administrative Office Procedures

Administrative office procedures may not be glamorous, but they are essential to the success of any enterprise. A well run office reduces miscommunications and helps to eliminate common errors. By making the administrative office a priority, you will establish clear policies and procedures with employee understanding and buy-in, which ensures that your work environment runs smoothly.

With our Administrative Office Procedures course, your participants will understand how an Administrative Office Procedure binder demonstrates professionalism and efficiency in an organization or office setting. It is also a marvelous instrument for quick reference and utilization. Strategies and procedures are a vital connection between the company's vision and its everyday operations.

COURSE OBJECTIVES

- Organize a binder
- Develop procedures
- Prepare checklists
- Understand succession planning
- Collect the correct tools

COURSE OUTLINE

Module One: Getting Started

- Housekeeping Items
- The Parking Lot
- Course Objectives

Module Two: Why Your Office Needs Administrative Procedures

- Business Continuity
- Succession Planning
- Internal and External Audit Requirements
- Recovery Planning
- Case Study
- Module Two: Review Questions

Module Three: Gathering the Right Tools

- Binder
- Section Divider
- Sheet Protectors
- Cover to Cover Binders
- Case Study
- Module Three: Review Questions

Module Four: Identifying Procedures to Include

- Tracking Tasks for Some Days
- Reach Out to Other Employees for Feedback/Ideas
- Write Down Daily Tasks
- Keep Track Using a Spreadsheet
- Case Study
- Module Four: Review Questions

Module Five: Top Five Procedures to Record

- Use a Template to Stay Consistent from Track to Track
- Be as Detailed as Possible

- Use Bullet Points Instead of Paragraphs
- Ask Someone to Execute the Procedure
- Case Study
- Module Five: Review Questions

Module Six: What to Include in Your Binder (I)

- Phone Etiquette
- Business Writing
- Effective Time Management
- Creating Meeting Arrangements
- Case Study
- Module Six: Review Questions

Module Seven: What to Include in Your Binder (II)

- Policy on Absences
- Breaks
- Salaries
- Benefits
- Case Study
- Module Seven: Review Questions

Module Eight: Organizing Your Binder

- Create a Table of Contents
- List Each Section (e.g. Accounting)
- List Procedures in that Section
- Keep Binder Updated with any New Changes
- Case Study
- Module Eight: Review Questions

Module Nine: What Not to Include in the Procedure Guide

- Passwords
- Identify Other Confidential Information Via Your Employer
- Store Information in a Separate Folder Outside of the Guide
- Find a Secure Location to Store
- Case Study
- Module Nine: Review Questions

Module Ten: Share Office Procedure Guide

- Give Guide to Boss/Executive to Review
- Inform Office Personnel of Procedure Guide
- Place Guide in a Visible Area
- Allow Office Personnel to Express Improvements/Updates if Needed
- Case Study
- Module Ten: Review Questions

Module Eleven: Successfully Executing the Guide

- Create a One Hour Meeting/Seminar for Employees
- Stay Consistent with Procedures
- Make Employees Aware of any Updated Changes
- Keep Open to Improvements
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Administrative Support

Administrative assistants are a key part of most office environments. They work quietly in the background, ensuring that the business runs smoothly and efficiently. This course will give new administrative assistants tools that will make them that person that the office can't live without. Experienced administrative assistants will learn new tools that will make them more efficient and valuable than ever.

In the Administrative Support course, participants will learn the core skills that will help them use their resources efficiently, manage your time wisely, communicate effectively, and collaborate with others skillfully. The practices presented in this course may take time to be a part of your daily work routine. However, making the commitment to consistently apply the concepts every day is the key to changing and adopting new behaviors in a short amount of time.

COURSE OBJECTIVES

- Getting Organized
- Manage their time more effectively
- Prioritize their time so they can get it all done.
- Complete Special Tasks
- Verbal Communication Skills
- Non-Verbal Communication Skills
- Empowering Yourself
- Deal better with their managers
- Taking Care of Yourself is a priority

COURSE OUTLINE

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Course Objectives

Module Two: Getting Organized, Part One

- Dealing with E-Mail
- Managing Electronic Files
- Keeping Track of the Paper Trail
- Making the Most of Voice Mail

Module Three: Getting Organized, Part Two

- Keeping Your Workspace Organized
- Using a To-Do Book
- The Extra Mile: Adding Project Management Techniques to Your Toolbox

Module Four: Managing Time

- Managing Your Time
- Keeping Others on Track
- Maintaining Schedules

Module Five: Getting It All Done On Time

- Prioritizing
- The Secret to Staying on Track
- Goal Setting

Module Six: Special Tasks

- Planning Small Meetings
- Planning Large Meetings
- Organizing Travel

Module Seven: Verbal Communication Skills

- Listening and Hearing: They Aren't the Same Thing
- Asking Questions
- Communicating with Power

Module Eight: Non-Verbal Communication Skills

- Body Language
- The Signals You Send to Others
- It's Not What You Say, it's How You Say It

Module Nine: Empowering Yourself

- Being Assertive
- Resolving Conflict
- Building Consensus
- Making Decisions

Module Ten: The Team of Two

- Working with Your Manager
- Influencing Skills
- What to Do in Sticky Situations

Module Eleven: Taking Care of Yourself

- Ergonomics
- Stress Management
- Dealing with a Heavy Workload

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Archiving & Records Management

Every organization is responsible for maintaining records. The ability to create, organize and maintain records and archives is essential to success. Correct records keeping will not only offer liability protection; it will also increase efficiency and productivity. To put it simply, maintaining records and archives will improve the bottom line.

With our Archiving and Records Management course your participants will know how to classify records, define and maintain different systems, and develop a keen understanding of the importance of records management.

COURSE OBJECTIVES

- Define records and archives
- Analyze records in context
- Classify records
- Understand different systems
- Maintain and convert records

COURSE OUTLINE

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Course Objectives

Module Two: Understanding Records

- What is Records Management?
- Defining Records
- Archives vs. Records
- Life Cycle
- Case Study
- Module Two: Review Questions

Module Three: Management of Records

- What Is and Is Not a Record?
- Record Programs
- Management of Systems
- Developing Standards
- Case Study
- Module Three: Review Questions

Module Four: Context (I)

- Techniques for Analyzing Records
- Collecting Information
- Organizational Needs
- Legal Demands
- Case Study
- Module Four: Review Questions

Module Five: Context (II)

- Routine Process
- Creative Process
- System Analysis

- Records Survey
- Case Study
- Module Five: Review Questions

Module Six: Classification

- Functionality
- Prioritize
- Assess and Review
- Develop a Tool
- Case Study
- Module Six: Review Questions

Module Seven: Paper-Based Systems

- Arranging and Grouping
- Building Files
- Elementary & Intermediate
- Metadata
- Case Study
- Module Seven: Review Questions

Module Eight: Electronic Records

- Classifying
- Folders and Directories
- Groupings
- Metadata
- Case Study
- Module Eight: Review Questions

Module Nine: Hybrid Systems

- Routine Processes
- Creative Processes
- Design
- Limitations
- Case Study
- Module Nine: Review Questions

Module Ten: Appraisals & Systems

- Taxonomy of Values
- Macro Appraisal
- Strategy & Criteria
- Document & Review Decisions
- Case Study
- Module Ten: Review Questions

Module Eleven: Record Maintenance

- Paper
- Electronic
- Create Archives
- Conversion
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Basic Bookkeeping

Numbers! Numbers! Numbers! Wherever you go, you are bound to see them. On addresses, license plates, phones, prices, and of course, money! Numbers connect us all to each other in many more ways than we might imagine. Essentially, our world revolves around numbers.

Some of us enjoy dealing with numbers while others may have a fear of them, or even a phobia. For those of you who have already recognized and appreciate the impact that numbers actually have on just about everything, you deserve a cookie. Welcome to Basic Bookkeeping!

COURSE OBJECTIVES

- Understand basic accounting terminology.
- Identify the differences between the cash and accrual accounting methods.
- Keep track of your business by becoming familiar with accounts payable and accounts receivable.
- Use a journal and general ledger to document business financials.
- Utilize the balance sheet.
- Identify different types of financial statements.
- Uncover the reasons for and actually create a budget.
- Be familiar with internal and external auditing.

COURSE OUTLINE

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Course Objectives

Module Two: Basic Terminology (I)

- Balance Sheet
- Assets
- Liabilities
- Equity
- Income Statement
- Revenue
- Cost of Goods Sold
- Expenses
- Accounting Period
- Review

Module Three: Basic Terminology (II)

- Accounts Receivable
- Accounts Payable
- Depreciation
- General Ledger
- Interest
- Inventory
- Journals
- Payroll
- Trial Balance
- Review

Module Four: Accounting Methods

- Cash Method
- Accrual Method
- Differences between Cash and Accrual
- Module Four: Review Questions

Module Five: Keeping Track of Your Business

- Accounts Payable
- Accounts Receivable
- The Journal
- The General Ledger
- Cash Management
- Module Five: Review Questions

Module Six: Understanding the Balance Sheet

- The Accounting Equation
- Double-Entry Accounting
- Types of Assets
- Types of Liabilities
- Equity
- Module Six: Review Questions

Module Seven: Other Financial Statements

- Income Statement
- Cash Flow Statement
- Capital Statement
- Budget vs. Actual
- Module Seven: Review Questions

Module Eight: Payroll Accounting / Terminology

- Gross Wages
- Net Wages
- Employee Tax Withholding's
- Employer Tax Expenses
- Salary Deferrals
- Employee Payroll
- Employee Benefits
- Tracking Accrued Leave
- Government Payroll Returns/Reports
- Review

Module Nine: End of Period Procedures

- Depreciating Your Assets
- Reconciling Cash
- Reconciling Investments
- Working with the Trial Balance
- Bad Debt
- Posting Adjustments and Corrections
- Module Nine: Review Questions

Module Ten: Financial Planning, Budgeting and Control

- Reasons for Budgeting
- Creating a Budget
- Comparing Budget to Actual Expenses
- Module Ten: Review Questions

Module Eleven: Auditing

- What is an Audit?
- When and Why Would You Audit?
- Internal
- External
- Module Eleven: Review Questions

Module Twelve: Wrapping Up

- Words from the Wise
- Parking Lot
- Action Plans and Evaluations

ADMINISTRATIVE SKILLS

US 12153

Use the writing process to compose texts required in the business environment

Level 4 | Credits 5

Business Writing

Welcome to the Business Writing workshop. Writing is a key method of communication for most people, and it's one that many people struggle with. This workshop will give participants a refresher on basic writing concepts such as spelling, grammar, and punctuation. It will also provide an overview of the most common business documents such as proposals, reports, and agendas. All of this will provide that extra edge in the workplace.

COURSE OBJECTIVES

- Gain better awareness of common spelling and grammar issues in business writing.
- Review basic concepts in sentence and paragraph construction.
- Know the basic structure of agendas, email messages, business letters, business proposals, and business reports.
- Know tips and techniques to use when deciding the most appropriate format to use for agendas, email messages, business letters, business proposals, and business reports.
- Know tips and techniques in writing agendas, email messages, business letters, business proposals, and business reports.
- Gain an overview of Request for Proposals, Projections, Executive Summaries, and Business Cases.
- Define proofreading and understand techniques in improving proofreading skills.
- Define peer review and list ways peer review can help improve business writing skills.
- List guidelines in printing and publishing business writing.

COURSE OUTLINE

Module One: Getting Started

- Course Objectives
- Pre-assignment Review

Module Two: Working with Words

- Spelling
- Grammar
- Creating a Cheat Sheet

Module Three: Constructing Sentences

- Parts of a Sentence
- Punctuation
- Types of Sentences

Module Four: Creating Paragraphs

- The Basic Parts
- Organization Methods

Module Five: Writing Meeting Agendas

- The Basic Structure
- Choosing a Format
- Writing the Agenda

Module Six: Writing E-mails

- Addressing Your Message
- Grammar and Acronyms

Module Seven: Writing Business Letters

- The Basic Structure
- Choosing a Format
- Writing the Letter

Module Eight: Writing Proposals

- The Basic Structure
- Choosing a Format
- Writing the Proposal

Module Nine: Writing Reports

- The Basic Structure
- Choosing a Format
- Writing the Report

Module Ten: Other Types of Documents

- Requests for Proposals
- Projections
- Executive Summaries
- Business Cases

Module Eleven: Proofreading and Finishing

- A Proofreading Primer
- How Peer Review Can Help
- Printing and Publishing

Module Twelve: Wrapping Up

- Words from the Wise

Meeting Management

This course is designed to give your participants the basic tools you need to initiate and manage their meetings. They will learn planning and leading techniques that will give them the confidence to run a meeting that will engage the attendees and leave a positive and lasting impression. Through this course your participants will learn the needed skills in planning and implementing a successful meeting.

The Meeting Management course will explore how to reduce waste and make meetings more efficient. This is a hands-on course and your participation will help make it a valuable experience. Use this time to begin the process of developing your skills along with other participants who share the same desire to improve their meeting management skills.

COURSE OBJECTIVES

- Planning and Preparing
- Identifying the Participants
- How to choose the time and place
- How to create the agenda
- How to set up the meeting space
- How to incorporate your electronic options
- Meeting Roles and Responsibilities
- Use an agenda
- Chairing a Meeting
- How to deal with disruptions
- How to professionally deal with personality conflicts
- How to take minutes
- How to make the most of your meeting using games, activities and prizes

COURSE OUTLINE

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Course Objectives

Module Two: Planning and Preparing (I)

- Identifying the Participants
- Choosing the Time and Place
- Creating the Agenda

Module Three: Planning and Preparing (II)

- Gathering Materials
- Sending Invitations
- Making Logistical Arrangements

Module Four: Setting up the Meeting Space

- The Basic Essentials
- The Extra Touches
- Choosing a Physical Arrangement

Module Five: Electronic Options

- Overview of Choices Available
- Things to Consider
- Making a Final Decision

Module Six: Meeting Roles and Responsibilities

- The Chairperson
- The Minute Taker
- The Attendees
- Variations for Large and Small Meetings

Module Seven: Chairing a Meeting (I)

- Getting Off on the Right Foot
- The Role of the Agenda
- Using a Parking Lot

Module Eight: Chairing a Meeting (II)

- Keeping the Meeting on Track
- Dealing with Overtime
- Holding Participants Accountable

Module Nine: Dealing with Disruptions

- Running in and Out
- Cell Phone and PDA's Ringing
- Off on a Tangent
- Personality Conflict

Module Ten: Taking Minutes

- What are Minutes?
- What do I Record?
- A Take-Home Template

Module Eleven: Making the Most of Your Meeting

- The 50 Minute Meeting
- Using Games
- Giving Prizes
- Stuffed Magic

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

ADMINISTRATIVE SKILLS

US110021

Achieving personal effectiveness in a business environment

Level 4 | Credits 6

Organizational Skills

Developing good Organizational Skill is an investment that will provide benefits for years. To be successful means to be organized. These skills will filter through all aspects of your participants professional and personal lives. Throughout this course your participants will be given the tools necessary in developing better Organizational Skills.

Through Organizational Skills your participants will encounter improved productivity, better management, and an overall increase in professional growth. Every day people waste numerous amounts of time looking for items. So stop looking for those important items, and start knowing where they are by getting organized.

COURSE OBJECTIVES

- Examine current habits and routines that are not organized
- Learn to prioritize your time schedule and daily tasks
- Determine ways of storing information and supplies
- Learn to organize personal and workspace
- Learn to resist procrastination
- Make plans to stay organized in the future

COURSE OUTLINE

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Course Objectives

Module Two: Remove the Clutter

- Just Do It
- You Don't Have to Keep Everything
- Three Boxes: Keep, Donate, and Trash
- A Place for Everything and Everything in Its Place
- Case Study
- Module Two: Review Questions

Module Three: Prioritize

- Write It Down
- Urgent/Important Matrix
- Divide Tasks
- 80/20 Rule
- Case Study
- Module Three: Review Questions

Module Four: Scheduling Your Time

- Have a Master Calendar
- Setting Deadlines
- Remove or Limit the Time Wasters
- Coping With Things Outside of Our Control
- Case Study
- Module Four: Review Questions

Module Five: To Do Lists

- Use a Day Planner

- Finish What You Start
- Focus on the Important
- Do Quick Tasks Immediately
- Case Study
- Module Four: Review Questions

Module Six: Paper and Paperless Storage

- Find a System that Works for You
- Make it Consistent
- Make it Time Sensitive
- Setting up Archives
- Case Study
- Module Six: Review Questions

Module Seven: Organization Your Work Area

- Keeping Items within Arm's Reach
- Only Have Current Projects on Your Desk
- Arranging Your Drawers
- Organize to Match Your Workflow
- Case Study
- Module Seven: Review Questions

Module Eight: Tools to Fight Procrastination

- Eat That Frog!
- Remove Distractions
- Give Yourself a Reward
- Break Up Large Tasks
- Case Study
- Module Eight: Review Questions

Module Nine: Organizing your Inbox

- Setting up Delivery Rules
- Folder and Message Hierarchy
- Deal with Email Right Away
- Flag and Highlight Important Items
- Case Study
- Module Nine: Review Questions

Module Ten: Avoid the Causes of Disorganization

- Keeping Everything
- Not Being Consistent
- Not Following a Schedule
- Bad Habits
- Case Study
- Module Ten: Review Questions

Module Eleven: Discipline is the Key to Stay Organized

- Stay Within Your Systems
- Learn to Say No
- Have Organization Be Part of Your Life
- Plan for Tomorrow, Today
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Social Media in the Workplace

We are being flooded with Social Media invitations and updates. Web-based communication icons like Twitter, Facebook, YouTube, and LinkedIn are dominating the way we interact with each other. People are feeling the need to be updated at all times. It has become a time eater, and businesses are quickly becoming aware of the drain it can have on productivity. People love to share, but they need to know what is alright to share and what should not be sent out.

Understanding Social Media is about communicating the right way. We are beginning to communicate more through electronic means than face to face. Talking on a phone has been replaced more and more with SMS (texting.) Social media channels are becoming the main form of communication and your participants will realize how Social media and the Workplace can work together.

COURSE OBJECTIVES

- Learn the meaning of social media
- Learn different ways social media is used and altered
- Build and maintain a social media policy
- Keeping your social media secure
- Establishing rules for the social media the company posts
- Discover the benefits and pitfalls of using social media

COURSE OUTLINE

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Course Objectives

Module Two: What is Social Media?

- Online Communities
- User Created Content
- Information Sharing
- Communication Tools
- Case Study
- Module Two: Review Questions

Module Three: Defining Your Social Media Policy (I)

- It Should be a Living Document
- Choosing an Information Officer
- What Can and Cannot Be Shared
- Legal and Ethic Specifications
- Case Study
- Module Three: Review Questions

Module Four: Defining Your Social Media Policy (II)

- New Hire Orientation
- Let Common Sense Guide You
- Nothing Offensive
- Rules on Soliciting and Personal Posts
- Case Study
- Module Four: Review Questions

Module Five: Creating a Living Document

- What is a Living Document?

- How often is it revised?
- Who Will be in Charge
- Change Management
- Case Study
- Module Five: Review Questions

Module Six: Keeping an Eye on Security

- Password Rules Needs Constant Monitoring
- Keeping Information Confidential
- Protecting Intellectual Property
- Case Study
- Module Six: Review Questions

Module Seven: Rules to Follow When Posting (I)

- Always Show Respect
- Stop and Think Before You Post
- Always be Honest
- Never Discredit or Talk Ill of Competitors
- Case Study
- Module Seven: Review Questions

Module Eight: Rules to Follow When Posting (II)

- Be Transparent
- Act Like You Would in Real Life
- Grammar and Spelling Still Counts
- Never Post When You Are Angry
- Case Study
- Module Eight: Review Questions

Module Nine: Benefits of Social media

- From Audience to Author
- Builds Customer Loyalty
- Speed and Flexibility in Communication
- Two Way Communications
- Case Study
- Module Nine: Review Questions

Module Ten: The Pitfalls of Social Media

- Bullying
- Group Think
- Trolling
- Remember, It Is Out There Forever
- Case Study
- Module Ten: Review Questions

Module Eleven: Listen to Your Customers

- They Provide Great Feedback
- It Makes Them Happy
- Improves Your Brand
- Improves Product Development
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations



Career Development

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Assertiveness & Self Confidence

Self-confident and assertiveness are two skills that are crucial for success in life. If you don't feel worthy, and/or you don't know how to express your self-worth when communicating with others, life can be very painful. These skills will provide opportunities and benefits to your participants in their professional and personal lives.

The Assertiveness and Self-Confidence course will give participants an understanding of what assertiveness and self-confidence each mean (in general and to them personally) and how to develop those feelings in their day-to-day lives. These skills will encompass many aspects of your participant's lives and have a positive effect on all of them.

COURSE OBJECTIVES

- Define assertiveness and self-confidence, and list the four styles of communication
- Describe the types of negative thinking, and how one can overcome negative thoughts
- Explain the difference between listening and hearing, and understand the importance of body language and questioning skills in communication
- Define the importance of goal setting, and practice setting SMART goals for assertive behavior
- Utilize methodologies for understanding your worth -- and the use of positive self-talk
- List reasons why a pleasing appearance and body language are critical for creating a strong first impression
- Practice sending positive communications phrased as "I-Messages"
- Use the STAR model to make your case during a presentation challenge
- Display rapport-building skills through assertive methods of expressing disagreement and consensus-building techniques
- Practice strategies for gaining positive outcomes in difficult interpersonal situations.

COURSE OUTLINE

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Course Objectives

Module Two: What Does Self-Confidence Mean To You?

- What is Assertiveness?
- What is Self-Confidence?
- The Four Styles

Module Three: Obstacles to Our Goals

- Types of Negative Thinking
- Case Study
- Personal Application

Module Four: Communication Skills

- Listening and Hearing: They Aren't the Same Thing
- Asking Questions
- Body Language

Module Five: The Importance of Goal Setting

- Why Goal Setting is Important
- Setting SMART Goals
- Our Challenge to You

Module Six: Feeling the Part

- Identifying Your Worth
- Creating Positive Self-Talk
- Identifying and Addressing Strengths and Weaknesses

Module Seven: Looking the Part

- The Importance of Appearance
- The Role of Body Language
- First Impressions Count!

Module Eight: Sounding the Part

- It's How You Say It
- Sounding Confident
- Using "I" Messages

Module Nine: Powerful Presentations

- What to Do When You're on the Spot
- Using STAR to Make Your Case

Module Ten: Coping Techniques

- Building Rapport
- Expressing Disagreement
- Coming to Consensus

Module Eleven: Dealing with Difficult Behavior

- Dealing with Difficult Situations
- Key Tactics

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Communication Strategies

Welcome to the Communication Strategies workshop. For the better part of every day, we are communicating to and with others. Whether it's the speech you deliver in the boardroom, the level of attention you give your spouse when they are talking to you, or the look that you give to the cat, it all means something. This workshop will help participants understand the different methods of communication and how to make the most of each of them.

COURSE OBJECTIVES

- Understand what communication is
- Identify ways that communication can happen
- Identify barriers to communication and how to overcome them
- Develop their non-verbal and paraverbal communication skills
- Use the STAR method to speak on the spot
- Listen actively and effectively
- Ask good questions
- Use appreciative inquiry as a communication tool
- Adeptly converse and network with others
- Identify and mitigate precipitating factors
- Establish common ground with others
- Use "I" messages

COURSE OUTLINE

Module One: Getting Started

- Workshop Objectives
- Pre-Assignment Review

Module Two: The Big Picture

- What is Communication?
- How Do We Communicate?
- Other Factors in Communication
- Case Study
- Module Two: Review Questions

Module Three: Understanding Communication Barriers

- An Overview of Common Barriers
- Language Barriers
- Cultural Barriers
- Differences in Time and Place
- Case Study
- Module Three: Review Questions

Module Four: Paraverbal Communication Skills

- The Power of Pitch
- The Truth about Tone
- The Strength of Speed
- Case Study
- Module Four: Review Questions

Module Five: Non-Verbal Communication

- Understanding the Mehrabian Study
- All About Body Language
- Interpreting Gestures
- Case Study
- Module Five: Review Questions

Module Six: Speaking Like a STAR

- S = Situation
- T = Task
- A = Action
- R = Result
- Summary
- Case Study
- Module Six: Review Questions

Module Seven: Listening Skills

- Seven Ways to Listen Better Today
- Understanding Active Listening
- Sending Good Signals to Others
- Case Study
- Module Seven: Review Questions

Module Eight: Asking Good Questions

- Open Questions
- Closed Questions
- Probing Questions
- Case Study
- Module Eight: Review Questions

Module Nine: Appreciative Inquiry

- The Purpose of AI
- The Four Stages
- Examples and Case Studies
- Case Study
- Module Nine: Review Questions

Module Ten: Mastering the Art of Conversation

- Level One: Discussing General Topics
- Level Two: Sharing Ideas and Perspectives
- Level Three: Sharing Personal Experiences
- Our Top Networking Tips
- Case Study
- Module Ten: Review Questions

Module Eleven: Advanced Communication Skills

- Understanding Precipitating Factors
- Establishing Common Ground
- Using “I” Messages
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up

- Words from the Wise

Creative Problem Solving

In the past few decades, psychologists and business people alike have discovered that successful problem solvers tend to use the same type of process to identify and implement the solutions to their problems. This process works for any kind of problem, large or small.

The Creative Problem Solving course will give participants an overview of the entire creative problem solving process, as well as key problem solving tools that they can use every day. Skills such as brainstorming, information gathering, analyzing data, and identifying resources will be covered throughout the course.

COURSE OBJECTIVES

- Understand problems and the creative problem-solving process
- Identify types of information to gather and key questions to ask in problem solving
- Identify the importance of defining a problem correctly
- Identify and use four different problem definition tools
- Write concrete problem statements
- Use basic brainstorming tools to generate ideas for solutions
- Use idea generating tools, such as affinity diagrams, word chaining, the box method, the six thinking hats, and the blink method
- Evaluate potential solutions against criteria, including cost/benefit analysis and group voting
- Perform a final analysis to select a solution
- Understand the roles that fact and intuition play in selecting a solution
- Understand the need to refine the shortlist and re-refine it
- Understand how to identify the tasks and resources necessary to implement solutions
- Evaluate and adapt solutions to reality
- Follow up with solution implementation to celebrate successes and identify improvements

COURSE OUTLINE

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Course Objectives

Module Two: The Problem-Solving Method

- What is a Problem?
- What is Creative Problem Solving?
- What are the Steps in the Creative Solving Process?

Module Three: Information Gathering

- Understanding Types of Information
- Identifying Key Questions
- Methods of Gathering Information

Module Four: Problem Definition

- Defining the Problem
- Determining Where the Problem Originated
- Defining the Present State and the Desired State
- Stating and Restating the Problem Analyzing the Problem
- Writing the Problem Statement

Module Five: Preparing for Brainstorming

- Identifying Mental Blocks
- Removing Mental Blocks
- Stimulating Creativity

Module Six: Generating Solutions (I)

- Brainstorming Basics
- Brainwriting and Mind Mapping
- Duncker Diagrams

Module Seven: Generating Solutions (II)

- The Morphological Matrix
- The Six Thinking Hats
- The Blink Method

Module Eight: Analyzing Solutions

- Developing Criteria
- Analyzing Wants and Needs
- Using Cost/Benefit Analysis

Module Nine: Selecting a Solution

- Doing a Final Analysis
- Paired Comparison Analysis
- Analyzing Potential Problems

Module Ten: Planning Your Next Steps

- Identifying Tasks
- Identifying Resources
- Implementing, Evaluating, and Adapting

Module Eleven: Recording Lessons Learned

- Planning the Follow-Up Meeting
- Celebrating Successes
- Identifying Improvements

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Entrepreneurship

Would you like to be your own boss? Have you ever dreamed of starting your own business? Don't know what to do about your great business idea? If you have ever thought about these situations then you need our entrepreneurship course. Let our Entrepreneurship course help you achieve your dreams.

Being an entrepreneur can be full of risks. These risks are minimized through drafting a business plan, knowing your competition, and successful marketing. All these and more can be found in our Entrepreneurship course.

COURSE OBJECTIVES

- Understand how to start a business
- Develop a business plan
- Get financing for your business
- Hire and train employees
- Run your business
- Grow your business

COURSE OUTLINE

Module One: Getting Started

- Housekeeping Items
- Pre-Assignment Review
- Course Objectives
- The Parking Lot
- Action Plan

Module Two: Decide On the Type of Business

- Is It Feasible?
- What Are Your Interests?
- Do You Have The Experience?
- Are You An Expert In The Field?
- Case Study
- Module Two: Review Questions

Module Three: What Is The Market/Competition Like?

- Is The Venture Lucrative?
- Is There Competition?
- How Can You Set Yourself Apart From The Competition?
- How Is The Customer Prospect?
- Case Study
- Module Three: Review Questions

Module Four: Basics of Starting a Business

- Decide On a Name
- Legal Structure of Business
- Register the Business
- Choose a Location
- Hire an Accountant
- Case Study
- Module Four: Review Questions

Module Five: Create a Business Plan

- What Should Be Included In The Business Plan?
- Gather Documentation
- Develop Business Plan Outline
- Draft Business Plan
- Case Study
- Module Five: Review Questions

Module Six: Get Financing

- Contact Organizations for Guidance
- Decide the Type of Financing
- Shop Around
- What to Do Once Approved
- Case Study
- Module Six: Review Questions

Module Seven: Hire Employees

- Develop Job Description(S)
- Advertise Positions
- Interview Candidates
- Select Candidates
- Case Study
- Module Seven: Review Questions

Module Eight: Training Employees

- Teach Company Culture
- Implement Actual Training For The Position
- Provide Feedback
- Offer Additional Training, If Necessary
- Case Study
- Module Eight: Review Questions

Module Nine: Market the Business

- Traditional Marketing
- Create a Website
- Social Media
- Networking Groups
- Case Study
- Module Nine: Review Questions

Module Ten: Run the Business

- Procurement
- Sell! Sell! Sell!
- How to Manage Cash Flow
- Budgeting
- Case Study
- Module Ten: Review Questions

Module Eleven: Grow the Business

- Offer More Products / Services
- Open another Location
- Franchise Opportunities
- Scoring Large Contracts
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up

- Words from the Wise
- Review of the Parking Lot
- Lessons Learned
- Recommended Reading
- Completion of Action Plans and Evaluations

Interpersonal Skills

We've all met that dynamic, charismatic person that just has a way with others, and has a way of being remembered. Your participants will identify ways of creating a powerful introduction, remembering names, and managing situations when you've forgotten someone's name.

The Interpersonal Skills course will help participants work towards being that unforgettable person by providing communication skills, negotiation techniques, tips on making an impact, and advice on networking and starting conversations. They will also identify the skills needed in starting a conversation, moving a conversation along, and progressing to higher levels of conversation.

COURSE OBJECTIVES

- Understand the difference between hearing and listening
- Know some ways to improve the verbal skills of asking questions and communicating with power.
- Understand what non-verbal communication is and how it can enhance interpersonal relationships.
- Identify the skills needed in starting a conversation, moving a conversation along, and progressing to higher levels of conversation.
- Identify ways of creating a powerful introduction, remembering names, and managing situations when you've forgotten someone's name.
- Understand how seeing the other side, building bridges and giving in without giving up can improve skills in influencing other people.
- Understand how the use of facts and emotions can help bring people to your side.
- Identify ways of sharing one's opinions constructively.
- Learn tips in preparing for a negotiation, opening a negotiation, bargaining, and closing a negotiation.
- Learn tips in making an impact through powerful first impressions, situation assessment, and being zealous without being offensive.

COURSE OUTLINE

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Course Objectives

Module Two: Verbal Communication Skills

- Listening and Hearing: They Aren't the Same Thing
- Asking Questions
- Communicating with Power

Module Three: Non-Verbal Communication Skills

- Body Language
- The Signals You Send to Others
- It's Not What You Say, it's How You Say It

Module Four: Making Small Talk and Moving Beyond

- The Four Levels of Conversation

Module Five: Moving the Conversation Along

- Asking for Examples
- Using Repetition Using Summary Questions
- Asking for Clarity and Completeness

Module Six: Remembering Names

- Creating a Powerful Introduction
- Using Mnemonics
- Uh-Oh - I've Forgotten Your Name

Module Seven: Influencing Skills

- Seeing the Other Side
- Building a Bridge
- Giving In Without Giving Up

Module Eight: Bringing People to Your Side

- A Dash of Emotion
- Plenty of Facts
- Bringing It All Together

Module Nine: Sharing Your Opinion

- Using I-Messages
- Disagreeing Constructively
- Building Consensus

Module Ten: Negotiation Basics

- Preparation
- Opening
- Bargaining
- Closing

Module Eleven: Making an Impact

- Creating a Powerful First Impression
- Assessing a Situation
- Being Zealous without Being Offensive

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Personal Branding

Personal Branding is identifying your assets, characteristics, strengths, and skills as an individual. Understanding Personal Branding will provide advantages in your participant's personal and professional lives. Branding is a mix of how you present yourself and how others see you. It is important to be aware of how you are viewed.

With our Personal Branding course your participants will be able to share their vision and passions with others in your company. Utilize this knowledge through Social Media to define and influence how others see you. You are your brand so protect it. Live it.

COURSE OBJECTIVES

- Define your image.
- Control your image.
- Understand how to sharpen your brand.
- Use social media appropriately.
- Manage your brand in a crisis.
- Develop a professional appearance.

COURSE OUTLINE

Module One: Getting Started

- Housekeeping items
- Pre-Assignment Review
- Parking Lot
- Course Objectives
- Action Plans

Module Two: Defining Yourself (I)

- If You Don't, They Will
- Brand Mantra
- Be Real
- SWOT Analysis
- Case Study
- Module Two: Review Questions

Module Three: Defining Yourself (II)

- Pillars
- Passions
- Define Your Strengths
- The Three C's
- Case Study
- Module Three: Review Questions

Module Four: Controlling and Developing Your Image

- Clear and Defined
- Consistent Image
- It Takes a Commitment
- Live It Every Day
- Case Study
- Module Four: Review Questions

Module Five: Personal and Professional Influences

- Corporate and Personal Integration
- They Will Influence Each Other
- Be a Professional
- Build Rapport
- Module Five: Review Questions

Module Six: Sharpening Your Brand

- Blogging Authenticity is Key (always be authentic)
- Transparency
- Networking
- Case Study
- Module Six: Review Questions

Module Seven: Appearance Matters

- First Impressions
- Rise Out of the Crowd
- True Reflection
- Dress for Success
- Case Study
- Module Seven: Review Questions

Module Eight: Social Media (I)

- Needs Constant Monitoring
- Security
- Have an Objective
- Promote
- Case Study
- Module Eight: Review Questions

Module Nine: Social Media (II)

- It's a Tool
- Content is King
- Have a Gimmick
- Don't Ignore Any Mentions
- Case Study
- Module Nine: Review Questions

Module Ten: Brand Management during a Crisis

- Caught In a Bad Spot?
- Never Burn a Bridge
- Information
- Monitor and Respond
- Case Study
- Module Ten: Review Questions

Module Eleven: Branding Personality Traits

- Identify Your Unique Values
- Be Bold
- Think Outside the Box
- Fail. Learn. Repeat
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Project Management

In the past few decades, organizations have discovered something incredible: the principles that have been used to create enormous successes in large projects can be applied to projects of any size to create amazing success. As a result, many employees are expected to understand project management techniques and how to apply them to projects of any size.

The Project Management course will give participants an overview of the entire project management process, as well as key project management tools that they can use every day. Working with project planning documents, such as needs assessments, risk management plan, and a communication plan will provide benefits throughout your organization.

COURSE OBJECTIVES

- Project Integration Management
- Project Scope Management
- Project Schedule Management
- Project Cost Management
- Project Quality Management
- Project Resource Management
- Project Communications Management
- Project Risk Management
- Project Procurement Management
- Project Stakeholder Management

COURSE OUTLINE

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Course Objectives

Module Two: Key Concepts (I)

- What is a Project?
- What is Project Management?
- What is a Project Manager?

Module Three: Key Concepts (II)

- About the Project Management Institute (PMI)
- About the Project Management Body Of Knowledge (PMBOK)
- The Five Process Groups
- The Nine Knowledge Areas
- The Triple Constraint

Module Four: Initiation (I)

- Identifying Your Stakeholders
- Assessing Needs and Wants
- Setting a SMART Project Goal
- Creating Requirements and Deliverables

Module Five: Initiation (II)

- Creating a Statement of Work
- Completing the Project Planning Worksheet
- Completing the Project Charter

Module Six: Planning (I)

- Managing Expectations
- Creating a Task List
- Estimating Time
- Estimating Resources
- Estimating Costs

Module Seven: Planning (II)

- Building the Work Breakdown Structure
- Creating the Schedule
- Creating a Risk Management Plan
- Creating a Communication Plan

Module Eight: Planning Tools

- The Gantt Chart
- The Network Diagram
- Using a RACI Chart
- Going the Extra Mile: Microsoft Project

Module Nine: Executing the Project

- Establishing Baselines
- Monitoring Project Progress
- Triple Constraint Reduction Methods

Module Ten: Maintaining and Controlling the Project

- Making the Most of Status Updates
- Managing Change
- Monitoring Risks

Module Eleven: Closing Out

- Preparing for Closeout
- Celebrating Successes
- Learning from Project Challenges
- Scope Verification
- A Final To-Do List

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Time Management

Personal time management skills are essential for professional success in any workplace. Those able to successfully implement time management strategies are able to control their workload rather than spend each day in a frenzy of activity reacting to crisis after crisis - stress declines and personal productivity soars! These highly effective individuals are able to focus on the tasks with the greatest impact to them and their organization.

The Time Management course will cover strategies to help participants learn these crucial strategies. Your participants will be given a skill set that includes personal motivation, delegation skills, organization tools, and crisis management. We'll cover all this and more during this course.

COURSE OBJECTIVES

- Plan and prioritize each day's activities in a more efficient, productive manner
- Overcome procrastination quickly and easily
- Handle crises effectively and quickly
- Organize your workspace and workflow to make better use of time
- Delegate more efficiently
- Use rituals to make your life run smoother
- Plan meetings more appropriately and effectively

COURSE OUTLINE

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Course Objectives

Module Two: Goal Setting

- The Three P's
- S.M.A.R.T. Goals
- Prioritizing Your Goals
- Visualization

Module Three: Prioritizing Your Time

- The 80/20 Rule
- The Urgent Versus Important Matrix
- Assertiveness

Module Four: Planning Wisely

- Creating Your Productivity Journal
- Maximizing the Power of Your Productivity Journal
- The Glass Jar: Rocks, Pebbles, Sand, and Water
- Chunk, Block, and Tackle
- Ready, Fire, Aim!

Module Five: Tackling Procrastination

- Why We Procrastinate
- Nine Ways to Overcome Procrastination
- Eat That Frog!

Module Six: Crisis Management

- When the Storm Hits
- Creating a Plan
- Executing the Plan
- Lessons Learned

Module Seven: Organizing Your Workspace

- De-Clutter
- Managing Workflow
- Dealing with E-mail
- Using Calendars

Module Eight: Delegating Made Easy

- When to Delegate
- To Whom Should You Delegate?
- How Should You Delegate
- Keeping Control
- The Importance of Full Acceptance

Module Nine: Setting a Ritual

- What is a Ritual?
- Ritualizing Sleep, Meals, Exercise
- Examples of Rituals
- Using Rituals to Maximize Time

Module Ten: Meeting Management

- Deciding if a Meeting is Necessary
- Using the PAT Approach
- Building the Agenda
- Keeping Things on Track
- Making Sure the Meeting Was Worthwhile

Module Eleven: Alternatives to Meetings

- Instant Messaging and Chat Rooms
- Teleconferencing
- E-mail Lists and Online Groups
- Collaborating Applications

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations



Human Resources

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Generation Gaps

While having various cultures in one workplace can present communication problems and conflicts, the benefits of such a variety in the workplace outweigh it. The workplace can present challenges to management in terms of handling the different generations present. As older workers delay retiring and younger workers are entering the workforce, the work environment has become a patchwork of varying perspectives and experiences, all valuable to say the least.

The Generation Gaps course will help participants understand the various generations present at work. Both the young and older worker will have ideas and suggestions to offer, which will help the organization thrive in the marketplace. Learning how to deal with the Generation Gaps at work will help you become a better manager or co-worker.

COURSE OBJECTIVES

- Understand the history behind generation gaps
- Know what traditionalists are
- Know what baby boomers are
- Know what Generation Xers are
- Know what Generation Yers are
- Know what Generation Zers are
- Understand the differences between each type of generation
- Find common ground among the generations
- Understand conflict management

COURSE OUTLINE

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Course Objectives

Module Two: History

- What Generations Exist in the Workplace
- What Defines a Generation?
- What This Means in Our Workplace?

Module Three: Traditionalist

- Their Background
- Their Characters
- Their Working Style

Module Four: Baby Boomers

- Their Background
- Their Characters
- Their Working Style

Module Five: Generation X's

- Their Background
- Their Characters
- Their Working Style

Module Six: Generation Y's (Millennial)

- Their Background
- Their Characters
- Their Working Style

Module Seven: Differentiations between Generations

- Background
- Attitude
- Working Style
- Life Experience

Module Eight: Finding Common Ground

- Adopting a Communication Style
- Creating an Affinity Group
- Sharing Knowledge

Module Nine: Conflict Management (I)

- Younger Bosses Managing Older Workers
- Avoid Turnover with a Retention Plan
- Breaking down the Stereotypes

Module Ten: Conflict Management (II)

- Embrace the Hot Zone
- Treat Each Other As A Peer
- Create a Succession Plan

Module Eleven: The Power of 4

- Benefits of Generation Gaps
- How to Learn From Each Other
- Embracing the Unfamiliar

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Millennial On-Boarding

Onboarding new employees is a secure investment that will assist newly hired employees in developing their skills, knowledge, and value within the company. It will help match the technically skilled Millennial workforce with new and emerging needs of your company, which gives your company an advantage within the market.

Millennial Onboarding is a specialized type of employee onboarding. With Millennials we are seeing a need to tweak the onboarding process to better suit the needs of the company and new hires. It will increase productivity and produce a happier and more skilled workforce. The new hire phase is a critical time for the employee and company and having a structured set of procedures will make this time run smoother and produce a greater chance of success.

COURSE OBJECTIVES

- Define onboarding
- Discuss the characteristics of Millennials
- Create an onboarding process for Millennials
- Develop action plans for working with Millennials
- Learn from introspection

COURSE OUTLINE

Module One: Getting Started

- Housekeeping Items
- Pre-Assignment Review
- Course Objectives
- The Parking Lot
- Action Plan

Module Two: Purpose of Onboarding

- Start-Up Costs
- Employee Anxiety
- Employee Turnover
- Realistic Expectations
- Case Study
- Module Two: Review Questions

Module Three: Introduction

- Why Onboarding?
- Importance of Onboarding
- Making Employees Feel Welcome
- First Day Checklist
- Case Study
- Module Three: Review Questions

Module Four: Millennials And Onboarding

- Who Are Millennials?
- How Do Millennials Differ From Other Employees?
- Investiture Socialization – Let Them Be Themselves
- Informal Rather Than Formal Onboarding Processes
- Case Study
- Module Four: Review Questions

Module Five: Onboarding Checklist

- Pre-Arrival
- Arrival
- First Day
- First Week
- First Month
- Case Study
- Module Five: Review Questions

Module Six: Engaging the Millennial Employee

- Create an Informal Program Rather Than A Formal One Engage Employees One On One
- Role of Human Resources
- Role of Managers
- Case Study
- Module Six: Review Questions

Module Seven: Following Up with the Millennial Employee

- Initial Check in – One on One
- Following up – Regular, Informal Follow Ups
- Setting Schedules – Millennials and Work/Life
- Mentoring the Millennial
- Case Study
- Module Seven: Review Questions

Module Eight: Setting Expectations with the Millennial Employee

- Define Requirements – Provide Specific Instructions
- Identify Opportunities for Improvement and Growth
- Set Verbal Expectations – Specific, Clear, Systematic
- Put It in Writing – Specific, Clear, Systematic
- Case Study
- Module Eight: Review Questions

Module Nine: Mentoring the Millennial Employee

- Be Hands-On and Involved
- Serial Mentoring
- Be a Mentor, Not an Authority Figure
- Focus Millennials" Exploratory Drive on Work
- Case Study
- Module Nine: Review Questions

Module Ten: Assigning Work to the Millennial Employee

- Provide Clear Structure and Guidelines
- Provide Specific Benchmarks
- Set Boundaries and Provide Reality Checks
- Guide, Don't Dictate
- Case Study
- Module Ten: Review Questions

Module Eleven: Providing Feedback

- Millennials Thrive on Feedback
- Characteristics of Good Feedback
- Informal Feedback
- Formal Feedback
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up

- Words from the Wise
- Review of the Parking Lot
- Lessons Learned
- Recommended Reading
- Completion of Action Plans and Evaluations

Office Health & Safety

Productivity of a company begins with the health of its employees. While it is not always possible to eliminate sickness, with the proper tools, reducing the illness and its effects can be within your reach. With this course, you will obtain what it takes to keep yourself and co-workers healthy.

COURSE OBJECTIVES

- Identify common illnesses
- Understand how they spread
- Recognize symptoms
- Apply treatment and prevention techniques
- Establish an Emergency Response Plan

COURSE OUTLINE

Module One: Getting Started

- Course Objectives

Module Two: Common Winter Illnesses I

- Cold
- Cold Sores
- Influenza
- Pneumonia
- Case Study
- Module Two: Review Questions

Module Three: Common Winter Illnesses II

- Conjunctivitis
- Sore Throat
- Strep Throat
- Norovirus / Viral Gastroenteritis
- Case Study
- Module Three: Review Questions

Module Four: Cold / Cold Sores

- How It Spreads
- Symptoms
- Treatment
- Prevention
- Case Study
- Module Four: Review Questions

Module Five: Influenza

- How It Spreads
- Symptoms
- Treatment
- Prevention
- Case Study
- Module Five: Review Questions

Module Six: Pneumonia

- How It Spreads
- Symptoms
- Treatment
- Case Study
- Module Six: Review Questions

Module Seven: Sore Throat / Strep Throat

- How It Spreads
- Symptoms
- Treatment
- Prevention
- Case Study
- Module Seven: Review Questions

Module Eight: Norovirus / Viral Gastroenteritis

- How It Spreads
- Symptoms
- Treatment
- Prevention
- Case Study
- Module Eight: Review Questions

Module Nine: Keeping Your Office Clean

- Dusting
- HEPA Filters
- Disinfecting Surfaces
- Daily Trash Disposal
- Case Study
- Module Nine: Review Questions

Module Ten: Stay/Go Home

- Offer Paid Sick Days
- Early Release with Pay
- Alternative Work Days
- Work from Home
- Case Study
- Module Ten: Review Questions

Module Eleven: Emergency Response Plan (ERP)

- Develop An ERP
- Communicate ERP
- Evaluate ERP
- Revise ERP
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up

- Words from the Wise

Train-the-Trainer

Whether you are preparing to be a professional trainer, or you are someone who does a bit of training as a part of their job, you always want to be prepared. Your participants will understand that training is a process where skills, knowledge, and attitudes are applied in a unique way.

Our Train-The-Trainer course will provide your participants the skills to help them deliver engaging and compelling courses. Skills such as facilitating, needs analyses, and managing tough topics will give your trainees what they require to become a trainer themselves.

COURSE OBJECTIVES

- Define training, facilitating, and presenting
- Understand how to identify participants' training needs
- Create a lesson plan that incorporates the range of learning preferences
- Create an active, engaging learning environment
- Develop visual aids and supporting materials
- Manage difficult participants and tough topics

COURSE OUTLINE

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Course Objectives

Module Two: Understanding Training and Facilitation

- What is Training?
- What is Facilitation?
- Identifying Appropriate Situations for Each

Module Three: Gathering Materials

- Identifying Participants' Needs
- Reviewing the Materials
- Identifying and Resolving Gaps

Module Four: Creating a Lesson Plan

- Planning for the Basics
- Adding Slack Time
- Creating a Plan B
- A Take-Home Template

Module Five: Choosing Activities

- Types of Activities
- Creating a Tickle Trunk
- What to Do When Games Go Wrong

Module Six: Preparing for the Course

- Creating a Materials List
- Gathering Participant Information
- Setting up the Physical Location

Module Seven: Getting off on the Right Foot

- Greeting Participants
- Being Prepared
- Using Icebreakers

Module Eight: Delivery Tips and Tricks

- Using Visual Aids
- Creating Supporting Materials
- Gauging When It's Time for a Break

Module Nine: Keeping it Interactive

- Encouraging Discussion
- Using Group Work
- The Power of Post-It Notes

Module Ten: Dealing with Difficult Participants

- The Ground Rules
- Challenges and Solutions
- Handling Interruptions

Module Eleven: Tackling Tough Topics

- Tough Stuff to Watch Out For
- Adjusting Your Material for a Sensitive Issue
- Dealing with Sensitive Issues in the Course

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations



Personal Development

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Adult Learning: Mental Skills

Bloom's Taxonomy is not just for elementary school teachers. The three domains of the taxonomy apply to adult education as well. In this manual, we will pay attention to the cognitive domain. This is the domain of knowledge and intellect, and it is the main focus of most educators. Although, it is important to remember that it works together with the other domains.

COURSE OBJECTIVES

- Understand Bloom's Taxonomy
- Explain the cognitive domain
- Explore the two cognitive domains
- Explain types of knowledge
- Identify training in the cognitive domain

COURSE OUTLINE

Module One: Getting Started

- Course Objectives

Module Two: Bloom's Taxonomy

- Bloom's Theory
- History
- New Understanding
- Definition
- Case Study
- Module Two: Review Questions

Module Three: Knowledge

- Behavior
- Actions
- Examples
- Implementation
- Case Study
- Module Three: Review Questions

Module Four: Comprehension

- Behavior
- Actions
- Examples
- Implementation
- Case Study
- Module Four: Review Questions

Module Five: Application

- Behavior
- Actions
- Examples
- Implementation
- Case Study
- Module Five: Review Questions

Module Six: Analysis

- Behavior
- Actions
- Examples
- Implementation
- Case Study
- Module Six: Review Questions

Module Seven: Synthesis

- Behavior
- Actions
- Examples
- Implementation
- Case Study
- Module Seven: Review Questions

Module Eight: Evaluation

- Behavior
- Actions
- Examples
- Implementation
- Case Study
- Module Eight: Review Questions

Module Nine: Updated Version

- Remembering and Understanding
- Applying and Analyzing
- Evaluating
- Creating
- Case Study
- Module Nine: Review Questions

Module Ten: Types of Knowledge

- Factual
- Conceptual
- Procedural
- Metacognitive
- Case Study
- Module Ten: Review Questions

Module Eleven: Training

- Examples
- Problem Solving
- Qualitative Assessments
- Create Plans
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up

- Words from the Wise
- Lessons Learned

Anger Management

Controlling and limiting anger is important in every aspect of one's life. Without control you are putting limits on what you can accomplish. Anger can be an incredibly damaging force, costing people their jobs, and personal relationships. However, since everyone experiences anger, having a constructive approach to manage it effectively can turn it into a valuable asset.

Our Anger Management course will give your participants that constructive approach. Participants will learn how to identify their anger triggers and what to do when they get angry. Through specific coping and planning techniques, anger can become a positive tool.

COURSE OBJECTIVES

- Understand anger dynamics in terms of the anger cycle and the fight or flight theory.
- Know common anger myths and their factual refutations.
- Know the helpful and unhelpful ways of dealing with anger.
- Know techniques in controlling anger, particular reading anger warning signs, using coping thoughts, exercising relaxation techniques and blowing off steam.
- Understand the difference between objective and subjective language.
- Know tips in identifying the problem.
- Express a feeling or position using I-messages.
- Know skills and techniques in making a disagreement constructive, including effective negotiation and solution-building.
- Reflect on one's hot buttons and personal anger dynamics.
- Know alter, avoid and, accept ways of responding to an anger-provoking situation.
- Understand the energy curve and how it can help in responding to someone else's anger.
- Learn and practice de-escalation techniques.
- Gain an integrated view of anger management and how it can be best practiced.

COURSE OUTLINE

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Course Objectives

Module Two: Understanding Anger

- The Cycle of Anger
- Understanding Fight or Flight
- Common Myths about Anger

Module Three: Do's and Don'ts

- Unhelpful Ways of Dealing with Anger
- Helpful Ways of Dealing with Anger

Module Four: Gaining Control

- A Word of Warning
- Using Coping Thoughts
- Using Relaxation Techniques
- Blowing off Some Steam

Module Five: Separate the People from the Problem

- Objective vs. Subjective Language
- Identifying the Problem
- Using "I" Messages

Module Six: Working on the Problem

- Using Constructive Disagreement
- Negotiation Tips
- Building Consensus
- Identifying Solutions

Module Seven: Solving the Problem

- Choosing a Solution
- Making a Plan
- Getting it Done

Module Eight: A Personal Plan

- Understanding Hot Buttons
- Identifying Your Hot Buttons
- A Personal Anger Log

Module Nine: The Triple A Approach

- Alter
- Avoid
- Accept

Module Ten: Dealing with Angry People

- Understanding the Energy Curve
- De-Escalation Techniques
- When to Back Away and What To Do Next

Module Eleven: Pulling it All Together

- Process Overview
- Putting it Into Action

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Attention Management

A distracted employee is a less effective employee. Employees who do not pay attention can waste valuable time and make careless mistakes. Your participants will be more efficient at their job, make fewer mistakes, and be more productive overall.

Attention Management is a useful skill that allows managers to connect with their employees on an emotional level and motivate them to focus on their work. Our course will help your participants reach their personal and in turn company goals. They will gain valuable insight and strategies into what it takes to be more attentive and vigilant.

COURSE OBJECTIVES

- Define and understand attention management.
- Identify different types of attention.
- Create strategies for goals and SMART goals.
- Be familiar with methods that focus attention.
- Put an end to procrastination.
- Learn how to prioritize time.

COURSE OUTLINE

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Course Objectives

Module Two: Introduction to Attention Management

- What Is Attention Management?
- Stop Thinking and Pay Attention!
- What Is Mushin?
- What is Xin Yi (Heart Minded)?

Module Three: Types of Attention

- Focused Attention
- Sustained Attention
- Selective Attention
- Alternating Attention
- Attention CEO
- Attentional Blink

Module Four: Strategies for Goal Setting

- Listening to Your Emotions
- Prioritizing
- Re-Gating

Module Five: Meditation

- Beta
- Alpha
- Theta
- Delta
- Gamma

Module Six: Training Your Attention

- Mushin
- Meditation
- Focus Execute
- Visualization
- Case Study

Module Seven: Attention Zones Model

- Reactive Zone
- Proactive Zone
- Distracted Zone
- Wasteful Zone
- Case Study

Module Eight: SMART Goals

- The Three P"s
- The SMART Way
- Prioritizing
- Evaluating and Adapting

Module Nine: Keeping Yourself Focused

- The One Minute Rule
- The Five Minute Rule
- What to Do When You Feel Overwhelmed

Module Ten: Procrastination

- Why We Procrastinate
- Nine Ways to Overcome Procrastination
- Eat That Frog

Module Eleven: Prioritizing Your Time

- The 80/20 Rule
- The Urgent / Important Matrix
- Being Assertive
- Creating a Productivity Journal
- The Glass Jar: Rocks, Pebbles, Sand and Water

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Critical Thinking

Critical Thinking provides you with the skills to analyze and evaluate information. With these skills you are able to obtain the greatest amount of knowledge from a piece of data. It provides the best chance of making the correct decision, and minimizes damages if a mistake does occur.

Our Critical Thinking course will lead your participants to be a more rational and disciplined thinker. It will reduce their bias which will provide a greater understanding of their environment. This course will provide your participants the skills to evaluate, identify, and distinguish between relevant and irrelevant information which will provide an incredible boost in performance.

COURSE OBJECTIVES

- Understand the components of critical thinking
- Utilize non-linear thinking
- Use logical thinking
- Recognize what it means to be a critical thinker
- Evaluate information using critical thinking skills
- Identify the benefits of critical thinking
- Revise perspective, when necessary
- Comprehend problem solving abilities

COURSE OUTLINE

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Course Objectives

Module Two: Components of Critical Thinking

- Applying Reason
- Open Mindedness
- Analysis
- Logic
- Case Study
- Module Two: Review Questions

Module Three: Non-Linear Thinking

- Step Out of Your Comfort Zone
- Don't Jump to Conclusions
- Expect and Initiate Change
- Being Ready to Adapt
- Case Study
- Module Three: Review Questions

Module Four: Logical Thinking

- Ask the Right Questions
- Organize the Data
- Evaluate the Information
- Draw Conclusions
- Case Study
- Module Four: Review Questions

Module Five: Critical Thinkers (I)

- Active Listening
- Be Curious
- Be Disciplined
- Be Humble
- Case Study
- Module Five: Review Questions

Module Six: Critical Thinkers (II)

- Seeing the Big Picture
- Objectivity
- Using Your Emotions
- Being Self-Aware
- Case Study
- Module Six: Review Questions

Module Seven: Evaluate Information

- Making Assumptions
- Watch out for Bias
- Ask Clarifying Questions
- SWOT Analysis
- Case Study
- Module Seven: Review Questions

Module Eight: Benefits of Critical thinking

- Being More Persuasive
- Better Communication
- Better Problem Solving
- Increased Emotional Intelligence
- Case Study
- Module Eight: Review Questions

Module Nine: Changing Your Perspective

- Limitations of Your Point of View
- Considering Others Viewpoint
- Influences on Bias
- When New Information Arrives
- Case Study
- Module Nine: Review Questions

Module Ten: Problem Solving

- Identify Inconsistencies
- Trust Your Instincts
- Asking Why?
- Evaluate the Solution(s)
- Case Study
- Module Ten: Review Questions

Module Eleven: Putting It All Together

- Retaining Your New Skills
- Reflect and Learn From Mistakes
- Always Ask Questions
- Practicing Critical Thinking
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Emotional Intelligence

Emotional intelligence describes the ability to understand one's own feelings. It also provides great insight on how emotion influences motivation and behavior. The concepts of Emotional Intelligence have been around since the early 20th century, but the term was first introduced by Wayne Payne in 1985.

With our Emotional Intelligence course your participants will gain a better understanding of self-management and self-awareness. This in turn will give them better insight and control over their actions and emotions. With a greater understanding of emotions your participant's will experience a positive impact on their professional and personal lives.

COURSE OBJECTIVES

- Define and practice the areas of emotional intelligence in the workplace.
- Identify and control your emotions.
- Successfully communicate and maintain relationships with others.
- Identify nonverbal communication and consider this information when engaging.
- Successfully execute conflict resolution and overcome other obstacles in the workplace.
- Exhibit empathy and reverence for others.
- Identify anxious and stressful emotions and better control these negative emotions.

COURSE OUTLINE

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Course Objectives

Module Two: What is Emotional Intelligence

- Self Management
- Self Awareness
- Self Regulation
- Self Motivation
- Empathy

Module Three: Four Skills in Emotional Intelligence

- How to Accurately Perceive Emotions
- Use Emotions to Facilitate Thinking
- Understand Emotional Meanings
- Manage Emotions

Module Four: Verbal Communication Skills

- Focused Listening
- Asking Questions
- Communicating with Flexibility and Authenticity

Module Five: Non-Verbal Communication Skills

- Body Language
- The Signals You Send to Others
- It's Not What You Say, It's How You Say It

Module Six: Social Management and Responsibility

- Benefits of Emotional Intelligence
- Articulate your Emotions Using Language

Module Seven: Tools to Regulate Your Emotions

- Seeing the Other Side
- Self Management and Self Awareness
- Giving in Without Giving Up

Module Eight: Gaining Control

- Using Coping Thoughts
- Using Relaxation Techniques
- Bringing it All Together

Module Nine: Business Practices (I)

- Understand Emotions and How to Manage Them in the Workplace
- Role of Emotional Intelligence at Work
- Disagreeing Constructively

Module Ten: Business Practices (II)

- Optimism
- Pessimism
- The Balance Between Optimism & Pessimism

Module Eleven: Making an Impact

- Creating a Powerful First Impression
- Assessing a Situation
- Being Zealous without Being Offensive

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Goal Setting & Getting Things Done

Goal Setting is one of the most basic and essential skills someone can develop. We touch on goal characteristics, time management, and what to do when setbacks occur. This course will provide the knowledge and skills your participants need to complete more tasks, and get things done.

Our Goal Setting and Getting Things Done course will cover strategies to help your participants deal with distractions and overcome procrastination. These skills will translate into increased satisfaction in their professional and personal lives. Your participants will learn the Goal Setting characteristics of successful people and in turn will become happier and more productive individuals.

COURSE OBJECTIVES

- Overcome procrastination
- Manage time effectively
- Accomplish important tasks
- Self-motivate
- Create SMART goals

COURSE OUTLINE

Module One: Getting Started

- Housekeeping Items
- The Parking Lot
- Course Objectives
- Pre-Assignment
- Action Plans and Evaluations

Module Two: Overcoming Procrastination (I)

- Eat That Frog!
- Just Do It
- The 15 Minute Rule
- Chop it Up
- Case Study
- Module Two: Review Questions

Module Three Overcoming Procrastination (II)

- Remove Distractions
- Start Small and Build
- Reward Yourself
- Set Realistic Deadlines
- Case Study
- Module Three: Review Questions

Module Four: Four P's of Goals Setting

- They Need to be Positive
- They Need to be Personal
- They Need to be Possible
- They Need to be Prioritized
- Case Study
- Module Four: Review Questions

Module Five: Improving Motivation

- Remember Peak Moments

- Write Your Goals Down
- Use Gamification
- Track Your Progress
- Case Study
- Module Four: Review Questions

Module Six: Wise Time Management

- Urgent/Important Matrix
- The 80/20 Rule
- Utilize a Calendar
- Create a Ritual
- Case Study
- Module Six: Review Questions

Module Seven: Tips for Completing Tasks

- One Minute Rule
- Five Minute Rule
- Break Up Large Tasks
- Utilize Technology
- Case Study
- Module Seven: Review Questions

Module Eight: Increase Your Productivity

- Repeat What Works
- Get Faster
- Remove “Should” from Your Dictionary
- Build on Your Successes
- Case Study
- Module Eight: Review Questions

Module Nine: To Do List Characteristics

- Focus on the Important
- Chunk, Block, Tackle
- Make It a Habit
- Plan Ahead
- Case Study
- Module Nine: Review Questions

Module Ten: SMART Goals

- Specific
- Measurable
- Attainable
- Realistic
- Timely
- Case Study
- Module Ten: Review Questions

Module Eleven: Mistakes Will Happen

- Accept It
- Bouncing Back
- Adapt and Learn from Them
- If Needed, Ask for Help
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Improving Mindfulness

Improving mindfulness is about understanding yourself and being “in the moment”. Your participants will become more mindful of their actions and learn how to express and interpret their present environment. They will create positive connections and increase their self-regulation of attention and personal experiences.

Improving Mindfulness will provide benefits throughout their professional and personal lives. Improving mindfulness through gratitude, filtering, and active listening will give your participants the advantage of seeing things in a new light. This course has the ability to give your participants an increased recognition of mental events in the present moment which provides countless benefits.

COURSE OBJECTIVES

- Define mindfulness
- Develop techniques to make oneself more attuned to the present moment
- Understand the value and utility of one’s emotions
- Learn how to identify and counter distorted thinking
- Learn how to cultivate genuine positive emotions
- Become more fully present in social interactions

COURSE OUTLINE

Module One: Getting Started

- Housekeeping Items
- Pre-Assignment Review
- Course Objectives
- The Parking Lot
- Action Plan

Module Two: What is Mindfulness?

- Buddhist Concept
- Bare Attention
- Memory
- Psychological Concept
- Case Study
- Module Two: Review Questions

Module Three: Practicing Mindfulness

- Mindfulness Meditation
- Attention
- Acceptance
- Scanning
- Case Study
- Module Three: Review Questions

Module Four: Emotional IQ

- Purpose of Emotions
- Performance Emotions
- Swing Emotions
- Blue emotions
- Case Study
- Module Four: Review Questions

Module Five: Cognitive Distortion I

- Dichotomous Reasoning

- Magnification and Minimization
- Filtering (Including Disqualifying)
- Jumping to Conclusions
- Case Study
- Module Five: Review Questions

Module Six: Cognitive Distortion II

- Destructive Labelling
- Personalizing
- Blaming
- The Tyranny of the Should
- Case Study
- Module Six: Review Questions

Module Seven: Mindfulness Based Cognitive Therapy

- Mental Modes
- Doing Mode
- Being Mode
- Metacognitive Awareness
- Case Study
- Module Seven: Review Questions

Module Eight: Mindfulness and Gratitude

- What is Gratitude?
- Gratitude Journal
- Gratitude Exercise
- How to Form a Habit
- Case Study
- Module Eight: Review Questions

Module Nine: Cultivating High Performance Emotions

- Emotion-Cognition-Behavior Triangle
- Cultivating Enthusiasm
- Cultivating Confidence
- Cultivating Tenacity
- Case Study
- Module Nine: Review Questions

Module Ten: Mindfulness and Customer Service

- Individually Focused
- Active Listening
- Building a Rapport
- Timing
- Case Study
- Module Ten: Review Questions

Module Eleven: Mindfulness and Leadership

- Mental Resilience
- Focus
- Compassion
- Creativity
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up

- Words From The Wise
- Review Of The Parking Lot
- Lessons Learned
- Recommended Reading
- Completion Of Action Plans And Evaluations

Managing Personal Finances

For many people, finances are an unsolvable Rubik's cube filled with anxiety. We don't teach children when they are young the value of a good credit score. Many people have a hard time formatting and sticking to a budget. You can easily solve the finance puzzle with a little hard work, self-control, and the right tools. Today is a new day; you are taking the first steps to reclaiming your financial freedom.

Most people know that a map can tell them how to get from point A to point B. A well-developed budget is just like a map as it helps you reach your financial goals. You start at point A, and the budget helps you go the distance get to point B. And with our Managing Personal Finances course your participants will learn how to budget, and create a plan for their future.

COURSE OBJECTIVES

- Understand your personal expenses
- Know the benefits of making a budget
- Set financial goals
- Develop good spending habits
- Learn how to pay off debt
- Learn how to effectively make a budget

COURSE OUTLINE

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Course Objectives

Module Two: Module Two: The Benefits of Budgeting

- Getting Rid of Debt
- Generating Savings
- Reducing Stress and Anxiety
- Lessening Family Conflicts
- Case Study
- Module Two: Review Questions

Module Three: What to Consider Before Creating a Budget

- Understand Your Income
- Determine Budget Duration
- Determine Expenses
- Track What's Being Spent
- Case Study
- Module Three: Review Questions

Module Four: Types of Fixed Personal Expenses

- Utility Bills
- Housing Bills
- Transportation
- Debt Payments
- Case Study
- Module Four: Review Questions

Module Five: Types of Fluctuating Personal Expenses

- Personal Care
- Entertainment
- Eating Out
- Case Study
- Module Five: Review Questions

Module Six: Establish Your Goals

- Short Term vs Long Term
- Be Realistic
- Actually Get Rid of Debt
- Save for the Future
- Case Study
- Module Six: Review Questions

Module Seven: Determine Where Cuts Can Be Made

- Cut Bad Habits
- Decrease Transportation Costs
- Reduce Utility Bills
- Decrease Entertainment Expenses
- Case Study
- Module Seven: Review Questions

Module Eight: Tools

- Software
- Phone Applications
- The Envelope System
- Expenditure Notebook
- Case Study
- Module Eight: Review Questions

Module Nine: Stick With Your Budget

- Use Cash for Weekly Allowance
- Accountability to Family or Friends
- Set Up a Different Account for Savings
- Remind Self of Benefit to Sticking with Budget
- Case Study
- Module Nine: Review Questions

Module Ten: Additional Ways to Make Money

- Make and Sell Items
- Sell Unused Items
- Small Part-Time Job
- Recycle for Money
- Case Study
- Module Ten: Review Questions

Module Eleven: Paying Off Debt

- Get Three Credit Reports
- Start with Small Stuff and Work Your Way Up
- Credit Card Hacks
- Investigate Student Loan Repayment or Consolidation Options
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Personal Productivity

Most people find that they wish they had more time in a day. This course will show participants how to organize their lives and find those hidden moments. Participants will learn how to establish routines, set goals, create an efficient environment, and use time-honored planning and organizational tools to maximize their personal productivity.

Personal Productivity is a goal most of us have. Through this course your participants will be on the right track in achieving that goal. Some people blame everything that goes wrong in their life on something or someone else, but through this course your participants will take ownership and begin to lead a more productive life.

COURSE OBJECTIVES

- Set and evaluate SMART goals
- Use routines to maximize their productivity
- Use scheduling tools to make the most of their time
- Stay on top of their to-do list
- Start new tasks and projects on the right foot
- Use basic project management techniques
- Organize their physical and virtual workspaces for maximum efficiency
- Take back time from e-mail and handheld devices
- Beat procrastination

COURSE OUTLINE

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Course Objectives

Module Two: Setting SMART Goals

- The Three P's
- The SMART Way
- Prioritizing Your Goals
- Evaluating and Adapting

Module Three: The Power of Routines

- What is a Routine?
- Personal Routines
- Professional Routines
- Six Easy Ways to Simplify Your Life

Module Four: Scheduling Yourself

- The Simple Secret of Successful Time Management
- Developing a Tracking System
- Scheduling Appointments
- Scheduling Tasks

Module Five: Keeping Yourself on Top of Tasks

- The One-Minute Rule
- The Five-Minute Rule
- What To Do When You Feel like You're Sinking

Module Six: Tackling New Tasks and Projects

- The Sliding Scale
- A Checklist for Getting Started
- Evaluating and Adapting

Module Seven: Using Project Management Techniques

- The Triple Constraint
- Creating the Schedule
- Using a RACI Chart

Module Eight: Creating a Workspace

- Setting Up the Physical Layout
- Ergonomics 101
- Using Your Computer Efficiently

Module Nine: Organizing Files and Folders

- Organizing Paper Files
- Organizing Electronic Files
- Scheduling Archive and Clean-Up

Module Ten: Managing E-Mail

- Using E-mail Time Wisely
- Taking Action!
- Making the Most of Your E-mail Program
- Taking Time Back from Handheld Devices

Module Eleven: Tackling Procrastination

- Why We Procrastinate
- Nine Ways to Overcome Procrastination
- Eat That Frog!

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Public Speaking

Welcome to the Public Speaking course.

According to a survey by the Sunday Times of London, 41% of people list public speaking as their biggest fear. Forget small spaces, darkness, and spiders – standing up in front of a crowd and talking is far more terrifying for most people.

However, mastering this fear and getting comfortable speaking in public can be a great ego booster, not to mention a huge benefit to your career. This Course will give you some valuable public speaking skills, including in-depth information on developing an engaging program and delivering your presentation with power.

COURSE OBJECTIVES

- Identify their audience
- Create a basic outline
- Organize their ideas
- Flesh out their presentation
- Find the right words
- Prepare all the details
- Overcome nervousness
- Deliver a polished, professional speech
- Handle questions and comments effectively

COURSE OUTLINE

Module One: Getting Started

- Course Objectives
- Pre-Assignment Review

Module Two: Identifying Your Audience

- Performing a Needs Analysis
- Creating an Audience Profile
- Identifying Key Questions and Concerns
- Module Two: Case Study
- Module Two: Review Questions

Module Three: Creating a Basic Outline

- Outlining the Situation
- Identifying the Task That Had to Be Performed
- Listing the Actions You Took
- Revealing the Results
- Module Three: Case Study
- Module Three: Review Questions

Module Four: Organizing the Program

- Making Organization Easy
- Organizational Methods
- Classifying and Categorizing
- Module Four: Case Study
- Module Four: Review Questions

Module Five: Fleshing It Out

- Identifying Appropriate Sources
- Establishing Credibility
- The Importance of Citations
- Module Five: Case Study
- Module Five: Review Questions

Module Six: Putting It All Together

- Writing Your Presentation
- Adding a Plan B
- Reviewing, Editing, and Rewriting
- Module Six: Case Study
- Module Six: Review Questions

Module Seven: Being Prepared

- Checking Out the Venue
- Gathering Materials
- A 24 Hour Checklist
- Module Seven: Case Study
- Module Seven: Review Questions

Module Eight: Overcoming Nervousness

- A Visit from the Boss
- Preparing Mentally
- Physical Relaxation Techniques
- Appearing Confident in Front of the Crowd
- Module Eight: Case Study
- Module Eight: Review Questions

Module Nine: Delivering Your Speech (I)

- Starting Off on the Right Foot
- Using Visual Aids
- Checking the Volume of Your Voice
- Module Nine: Case Study
- Module Nine: Review Questions

Module Ten: Delivering Your Speech (II)

- Adjusting on the Fly
- Gauging Whether Breaks Are Required
- Wrapping Up and Winding Down
- Module Ten: Case Study
- Module Ten: Review Questions

Module Eleven: Questions and Answers

- Ground Rules
- Answering Questions That Sound Like an Attack
- Dealing with Complex Questions
- Module Eleven: Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up

- Words from the Wise

Social Intelligence

Social Intelligence is about understanding your environment and having a positive influence. Your participants will become more confident in their social situations by learning how to express and interpret social cues. They will create positive connections and increase their influence during social situations.

Increasing Social Intelligence will provide benefits throughout their professional and personal lives. It is a fantastic tool for coaching and development as people will learn “people skills”. Improving social skills through active listening, understanding body language, and being more empathic will give your participants the advantage in their interactions. Social interactions are a two way street, know the rules of the road!

COURSE OBJECTIVES

- Be aware of our own behaviors
- Learn to be empathetic with others
- Know tools for active listening
- Effectively communicate interpersonally
- Recognize various social cues
- Determine appropriate conversation topics
- Know various forms of body language

COURSE OUTLINE

Module One: Getting Started

- Housekeeping Items
- The Parking Lot
- Course Objectives
- Pre-Assignment
- Action Plans

Module Two: Increase Your Self-Awareness

- Remove or Limit Self-Deception
- Ask for Feedback
- Be Open to Change
- Reflect on Your Actions
- Case Study
- Module Two: Review Questions

Module Three: The Keys to Empathy

- Listening and Paying Attention
- Don't Judge
- Shift Your View
- Don't Show Fake Emotions
- Case Study
- Module Three: Review Questions

Module Four: Active Listening

- Attunement
- Don't Jump to Conclusions
- Shift your Focus
- Don't Discount Feelings
- Case Study
- Module Four: Review Questions

Module Five: Insight on Behavior

- Perception
- Facts vs. Emotion
- Online Communication
- Listen and Watch More
- Case Study
- Module Five: Review Questions

Module Six: Interpersonal Communication

- Give Respect and Trust
- Be Consistent
- Always Keep Your Cool
- Observing Body Language
- Case Study
- Module Six: Review Questions

Module Seven: Social Cues (I)

- Recognize Social Situations
- The Eyes Have It
- Non-Verbal Cues
- Verbal Cues
- Case Study
- Module Seven: Review Questions

Module Eight: Social Cues (II)

- Spectrum of Cues
- Review and Reflect
- Being Adaptable and Flexible
- Personal Space
- Case Study
- Module Eight: Review Questions

Module Nine: Conversation Skills

- Current Events
- Conversation Topics
- Cues to Watch For
- Give People Your Attention
- Case Study
- Module Nine: Review Questions

Module Ten: Body Language

- Be Aware of Your Movements
- It's Not What You Say, it's How You Say It
- Open Vs. Closed Body Language
- Communicate with Power
- Case Study
- Module Ten: Review Questions

Module Eleven: Building Rapport

- Take the High Road
- Forget About Yourself
- Remembering People
- Ask Good Questions
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Social Learning

We are continually placed in social learning situations. Whether we are continuing education, learning new skills at work, or participating in a club, learning often takes place in social settings. By fully understanding the process of social learning, it is possible to enhance both social and learning skills to reap the full benefits of any social learning situation.

COURSE OBJECTIVES

- Define and use social learning.
- Identify social learning tools.
- Manipulate group dynamics and culture.
- Craft and lead role play scenarios.
- Practice being a role model.
- Understand modeling and observation.

COURSE OUTLINE

Module One: Getting Started

- Course Objectives

Module Two: Setting the Right Group Dynamic (I)

- Communicating
- Collaborating
- Sharing of Best Practices
- Refining Ideas
- Case Study
- Module Two: Review Questions

Module Three: Setting the Right Group Dynamic (II)

- Diversity Builds Knowledge
- Social Interactions
- People Are Different
- Dealing with Difficult People
- Case Study
- Module Three: Review Questions

Module Four: Develop a Social Learning Culture at Work (I)

- Making the Connection
- Tagging Star Employees
- Recognizing Teaching Moments
- Culture of Questioning
- Case Study
- Module Four: Review Questions

Module Five: Develop a Social Learning Culture at Work (II)

- Safe to Share Environment
- Instilling a Passion for Learning
- Instill a Sense of Sharing
- Learning in the Social Unit
- Case Study
- Module Five: Review Questions

Module Six: Develop a Culture of Social Learning at Work (III)

- Remove Fear of Feedback or Criticism
- Creating a Social Unit
- Imitation and Modeling
- Empowering Learners
- Case Study
- Module Six: Review Questions

Module Seven: Role Playing (I)

- Identify Work Related Scenarios
- Add Variables
- Assign Roles
- Prepare Role-Players
- Case Study
- Module Seven: Review Questions

Module Eight: Role Playing (II)

- Act It Out
- Debrief
- Mirror Good Examples
- General Role Playing Tips
- Case Study
- Module Eight: Review Questions

Module Nine: Utilizing the Right Tools (I)

- Mentoring
- Social Media
- Critical Thinking
- Gamification
- Case Study
- Module Nine: Review Questions

Module Ten: Utilizing the Right Tools (II)

- Relevant Resources Selection
- Job Shadowing
- Knowledge Management
- Social Facilitation
- Case Study
- Module Ten: Review Questions

Module Eleven: Modeling and Observational Learning

- Inspired by Leaders
- Boosting Self-Efficacy
- Peer Role Models
- Generating Engagement
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up

- Words from the Wise

Stress Management

Positive and negative stress is a constant influence on all of our lives. The trick is to maximize the positive stress and to minimize the negative stress. Your participants will be shown how stress can be positive and negative, and we'll look at the Triple A approach that will form the basis of this course.

The Stress Management course will give participants a three-option method for addressing any stressful situation, as well as a toolbox of personal skills, including using routines, relaxation techniques, and a stress log system. They will also understand what lifestyle elements they can change to reduce stress.

COURSE OBJECTIVES

- Identify the best approach to a stressful situation (Alter, Avoid, or Accept)
- Understand what lifestyle elements you can change to reduce stress
- Use routines to reduce stress
- Use environmental and physical relaxation techniques
- Better cope with major events
- Use a stress log to identify stressors and create a plan to reduce or eliminate them

COURSE OUTLINE

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Course Objectives

Module Two: Understanding Stress

- What is Stress?
- What is Eustress?
- Understanding the Triple "A" Approach

Module Three: Creating a Stress-Reducing Lifestyle

- Eating Properly
- Exercising Regularly
- Sleeping Well

Module Four: Altering the Situation

- The First "A"
- Identifying Appropriate Situations
- Creating Effective Actions

Module Five: Avoiding the Situation

- The Second "A"
- Identifying Appropriate Situations
- Creating Effective Actions

Module Six: Accepting the Situation

- The Third "A"
- Identifying Appropriate Situations
- Creating Effective Actions

Module Seven: Using Routines to Reduce Stress

- Planning Meals
- Organizing Chores
- Using a To-Do List

Module Eight: Environmental Relaxation Techniques

- Finding a Sanctuary
- Using Music
- Seeing the Humor

Module Nine: Physical Relaxation Techniques

- Soothing Stretches
- Deep Breathing
- Tensing and Relaxing
- Meditation

Module Ten: Coping with Major Events

- Establishing a Support System
- Creating a Plan
- Knowing When to Seek Help

Module Eleven: Our Challenge to You

- Creating a Stress Log
- Week One: Recording Events
- Week Two: Identifying Stressors and Creating a Plan
- Week Three: Creating New Habits
- Reviewing and Evaluating

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Taking Initiative

Taking the initiative is a crucial step in moving forward in our professional and personal lives. By showing initiative, it reflects us in a positive light to others as well as builds our own self-esteem. If we want something to happen, we need to make it happen. That is what initiative is all about. Take opportunities and run with them. Do not let excuses cause you to miss out on amazing opportunities. See what you want, believe what you want, and make it happen.

With our Taking Initiative course, the class participants will learn what initiative is, how to take it on, the advantages of it, and when to know one's place. By enrolling in this class, participants will be taking the first step in making something positive happen for them! Now that is initiative!

COURSE OBJECTIVES

- Identify what initiative looks like
- Recognize when you can take steps outside the normal
- Build confidence in themselves
- Learn to find opportunities
- Learn good and bad aspects of initiative
- Balance initiative and restraint

COURSE OUTLINE

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Course Objectives

Module Two: What is Initiative?

- Definition
- Benefits, Personal and Professional
- Why People Do Not Take Initiative
- Make Initiative a Priority
- Case Study
- Module Two: Review Questions

Module Three: Know Clients

- Be Open Minded
- Be Adaptable
- Making Decisions
- Take Responsibility
- Case Study
- Module Three: Review Questions

Module Four: Recognize When You Can Step In

- Know Your Strengths and Skills
- Go the Extra Mile
- Listen Carefully
- Fill in the Gaps
- Case Study
- Module Four: Review Questions

Module Five: Recognize When You Can Go Outside the Normal

- Consider Culture and Values Before Acting
- Is It in the Scope of Your Authority?
- Communicate Ideas
- Act on Solutions
- Case Study
- Module Five: Review Questions

Module Six: Weighing the Consequences

- Ask Questions
- Risk, Impact, or Cost Analysis
- Is Authorization Necessary?
- When Risks Are Too High
- Case Study
- Module Six: Review Questions

Module Seven: Good or Bad

- The Good
- The Bad
- Develop Judgment
- Avoid Acting on Emotion
- Case Study
- Module Seven: Review Questions

Module Eight: Confidence

- Are You Confident?
- Build Confidence
- Positive Thinking
- Visualization
- Case Study
- Module Eight: Review Questions

Module Nine: Find Opportunities

- Internal Opportunities
- External Opportunities
- Apply Core Competencies
- What Problems Exist, and Will They Grow?
- Case Study
- Module Nine: Review Questions

Module Ten: Be Persistent

- Handle Setbacks
- Manage Change
- Modify Ideas When Necessary
- Move Forward
- Case Study
- Module Ten: Review Questions

Module Eleven: Balance Initiative and Restraint

- Consider the Work Involved in an Idea
- Develop Emotional Intelligence
- Know the Buy-in of Stakeholders
- Do Not Push All Ideas Forward
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Trust Building & Resilience

Welcome to the Trust Building and Resilience Development course. Ensuring relationships that are built on trust and having the tools to be resilient are crucial in creating a workplace that is safe and a solid place for all to work.

This course will introduce you to your company's responsibility with regard to promoting honesty, as well as how to deal with the inevitable changes that come along with building a stronger business.

COURSE OBJECTIVES

- Gain the trust of employees by empowering them.
- Promote transparent communication.
- Keep the promises you make.
- Identify different personality types and how to work with them.
- Respect all those you work with.
- Keep stress at bay.
- Overcome adversities.
- Accept and manage change.
- Stay motivated.

COURSE OUTLINE

Module One: Getting Started

- Course Objectives

Module Two: Empower Staff

- Set Expectations
- Accept Input
- Delegate
- Supply Resources
- Case Study
- Module Two: Review Questions

Module Three: Transparent Communication

- Verbal
- Non-Verbal
- Honest Feedback
- No Gossip
- Case Study
- Module Three: Review Questions

Module Four: Keep Promises

- Be Organized
- Stay Motivated
- Don't Overcommit and Under Deliver
- Keep Track
- Case Study
- Module Four: Review Questions

Module Five: Personality Types

- The Leader
- The Analytical
- The Amiable

- The Expressive
- Case Study
- Module Five: Review Questions

Module Six: Respect

- Position
- Opinion
- Time
- Strengths/Weaknesses
- Case Study
- Module Six: Review Questions

Module Seven: Stress Management

- Exercise
- Balanced Diet
- Sleep
- Work Under Pressure
- Case Study
- Module Seven: Review Questions

Module Eight: Develop Positive Relationships

- Get-to-Know Colleagues
- Manage Boundaries
- Collaborate with Others
- Show Appreciation
- Case Study
- Module Eight: Review Questions

Module Nine: Overcoming Adversities

- Recognize Mistakes
- Fix Mistakes
- Evaluate Your Improvements
- Avoid Same Mistakes in Future
- Case Study
- Module Nine: Review Questions

Module Ten: Change Acceptance/Management

- Change is Constant
- Dealing with Evolution
- The Other Side
- Integrate the Change
- Case Study
- Module Ten: Review Questions

Module Eleven: Stay Motivated

- Keep End Goal in Mind
- Be Optimistic
- Like-Minded People
- Reward Yourself
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up

- Words from the Wise

Work-Life Management

Having a balance between work and home life can be a challenge. With this challenge come great rewards when it is done successfully. By balancing a career with home life it will provide benefits in each environment. You will become healthier, mentally and physically, and you will be able to produce more career wise.

With a Work-Life Balance you will be managing your time better. Better time management will benefit all aspects of life; you will be working less and producing more. This course will show how to focus on the important things, set accurate and achievable goals, and communicate better with your peers at work and your family at home.

COURSE OBJECTIVES

- Explain the benefits of work life balance.
- Recognize the signs of an unbalanced life.
- Identify employer resources for a balanced lifestyle.
- Improve time management and goal setting.
- Use the most effective work methods for you.
- Create balance at work and at home.
- Manage stress.

COURSE OUTLINE

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Course Objectives

Module Two: Benefits of a Healthy Balance

- Why It's Important
- Increased Productivity
- Improved Mental and Physical Health
- Increased Morale
- Case Study
- Module Two: Review Questions

Module Three: Signs of an Imbalance

- Health Risks
- Absenteeism
- Burnout
- Stress
- Case Study
- Module Three: Review Questions

Module Four: Employer Resources

- Offer More Employee Control
- Ask Employees for Suggestions
- Employee Assistance Program (EAP)
- Reward Your Staff
- Case Study
- Module Four: Review Questions

Module Five: Tips in Time Management

- The Urgent/Important Matrix
- Learn to Say No
- Stay Flexible
- 80/20 Rule
- Case Study
- Module Five: Review Questions

Module Six: Goal Setting

- The Three Ps
- SMART Goals
- Visualization
- Prioritizing Your Goals
- Case Study
- Module Six: Review Questions

Module Seven: Optional Ways to Work

- Telecommuting
- Job Sharing
- Job Redesign
- Flex Time
- Case Study
- Module Seven: Review Questions

Module Eight: At Work

- Leave Home Stress at Home
- Break Up Large Tasks
- Delegate
- Set Accurate Goals
- Case Study
- Module Eight: Review Questions

Module Nine: At Home

- Leave Work Stress at Work
- Turn Your Phone Off
- Take Some Me• Time
- Maintain Your Boundaries
- Case Study
- Module Nine: Review Questions

Module Ten: Stress Management

- Exercise
- Eating Well
- Getting Enough Sleep
- Self-Assessment
- Case Study
- Module Ten: Review Questions

Module Eleven: Working in a Home Office

- Setting Up a Home Office
- Setting Boundaries
- Dealing With Distractions
- Make a Schedule and Stick to It
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations



Sales & Marketing

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Body Language Basics

Can you tell if someone is telling the truth just by looking at them? It is a skill that a lot of people do not have. Through Body Language Basics you will be given a set of tools to use to your advantage. These tools can be utilized in the office and at home. Understanding Body Language will provide you a great advantage in your daily communications.

Body Language Basics will provide you with a great set of skills to understand that what is not said is just as important as what is said. It will also give you the ability to see and understand how your own Body Language is being seen. You will be able to adjust and improve the way you communicate through non-verbal communications.

COURSE OBJECTIVES

- Define body language.
- Understand the benefits and purpose of interpreting body language.
- Learn to interpret basic body language movements.
- Recognize common mistakes when interpreting body language.
- Understand your own body language and what you are communicating.
- Practice your body language skills.

COURSE OUTLINE

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Course Objectives

Module Two: Communicating With Body language

- Learning a New Language
- The Power of Body Language
- More than Words
- Actions Speak Louder Than Words
- Case Study
- Module Two: Review Questions

Module Three: Reading Body Language

- Head Position
- Translating Gestures into Words
- Open Vs. Closed Body Language
- The Eyes Have It
- Case Study
- Module Three: Review Questions

Module Four: Body Language Mistakes

- Poor Posture
- Invading Personal Space
- Quick Movements
- Fidgeting
- Case Study
- Module Four: Review Questions

Module Five: Gender Differences

- Facial Expressions
- Personal Distances

- Female Body Language
- Male Body Language
- Case Study
- Module Five: Review Questions

Module Six: Non-Verbal Communication

- Common Gestures
- The Signals You Send to Others
- It's Not What You Say, its How You Say It
- What Your Posture Says
- Case Study
- Module Six: Review Questions

Module Seven: Facial Expressions

- Linked With Emotion
- Micro-expressions
- Facial Action Coding System (FACS)
- Universal Facial Expressions
- Case Study
- Module Seven: Review Questions

Module Eight: Body Language in Business

- Communicate With Power
- Cultural Differences
- Building Trust
- Mirroring
- Case Study
- Module Eight: Review Questions

Module Nine: Lying and Body Language

- Watch Their Hands
- Forced Smiles
- Eye Contact
- Changes in Posture
- Case Study
- Module Nine: Review Questions

Module Ten: Improve Your Body Language

- Be Aware of Your Movements
- The Power of Confidence
- Position and Posture
- Practice in a Mirror
- Case Study
- Module Ten: Review Questions

Module Eleven: Matching Your Words to Your Movement

- Involuntary Movements
- Say What You Mean
- Always Be Consistent
- Actions Will Trump Words
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Creating a Great Webinar

Webinars are staples of modern business. Anyone can create a webinar and reap the rewards. When webinars are done well, they can increase your customer base and grow the knowledge of your brand. Webinars that are not done well can decrease the customer base and ruin your reputation. By following the advice in the course, you will understand the necessary steps to create a successful webinar.

COURSE OBJECTIVES

- Define webinars and their purpose
- Choose the best formats
- Prepare for webinars
- Avoid common mistakes
- Understand how to interact with the target audience
- Follow up successfully

COURSE OUTLINE

Module One: Getting Started

- Course Objectives

Module Two: What Can a Webinar Do?

- Marketing to Prospective Customers
- Training or Teaching
- Demonstrations and Presentations
- Information Sharing
- Case Study
- Module Two: Review Questions

Module Three: Successful Webinar Criteria

- Passion and Enthusiasm
- Value
- Knowing Your Target Audience
- Grab and Keep Attention
- Case Study
- Module Three: Review Questions

Module Four: Find the Right Format

- Tailor It to Your Audience
- Pre-Recorded
- The Live Webinar
- Two Person Team
- Case Study
- Module Four: Review Questions

Module Five: Marketing and Social Media

- Blog Posts and White Papers
- Email Marketing
- Offer An Exclusive Deal
- Hashtags
- Case Study
- Module Five: Review Questions

Module Six: Leading up to Your Webinar

- Reminder Emails
- Practice and Rehearse
- Test Your Technology
- Insert Solicited Questions
- Case Study
- Module Six: Review Questions

Module Seven: Drive Up Registration

- Avoid Spam Filter
- A Great Title
- Solicit Questions
- The Registration Page
- Case Study
- Module Seven: Review Questions

Module Eight: Presentation Tips

- Show, Don't Tell
- Sharing Your Desktop
- Strong Visuals
- Script It
- Case Study
- Module Eight: Review Questions

Module Nine: Interacting with Your Audience

- Polling and Surveys
- Answer Solicited Questions
- Activities
- Q&A Sessions
- Case Study
- Module Nine: Review Questions

Module Ten: Mistakes to Avoid

- Technical Issues
- Ignoring Your Audience
- Audience Not Participating?
- Timing
- Case Study
- Module Ten: Review Questions

Module Eleven: Post Event

- Contact No Shows
- Follow Up Emails
- Call to Action
- Make It Easy to Share
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up

- Words from the Wise

Event Planning

Events do not just happen, they take time to plan, develop, and create. This course is designed to give your participants the tools needed to host a great event. They will touch on planning and administrative techniques that will give them the confidence to run an engaging event that will leave a positive and lasting impression on each attendee.

With our Event Planning course your participants will explore ways to work with vendors, security, technicians, and wait staff. They will touch on different event types such as awards ceremonies, charity events, and business conferences. By utilizing the correct skill set your participants will be provided the details to pull off a successful event.

COURSE OBJECTIVES

- Understand the different types of events
- Understand the planning process
- Know how to organize your event
- Understand how to organize your staff, and delegate to them effectively
- Know what to do after the event

COURSE OUTLINE

Module One: Getting Started

- Housekeeping Items
- Pre-Assignment Review
- Course Objectives
- The Parking Lot
- Action Plan

Module Two: Types of Events

- Awards
- Charity
- Conferences and Seminar
- Holiday
- Case Study
- Module Two: Review Questions

Module Three: Brainstorming

- Determine the Event's Purpose
- Determine a Theme
- Write Down & Review Ideas
- Determine a Date
- Case Study
- Module Three: Review Questions

Module Four: Types of Entertainment

- Games
- Activities
- Speakers
- Performers
- Case Study
- Module Four: Review Questions

Module Five: Support Staff

- Security

- Valet
- Wait Staff
- Clean up Crew
- Case Study
- Module Five: Review Questions

Module Six: Technical Staff

- Visual Technician (lighting)
- Media Technician (website, Facebook, etc.) Audio Technician (Sound)
- Specialized Electrical Equipment Technician (for performers)
- Case Study
- Module Six: Review Questions

Module Seven: Vendors

- Food
- Equipment
- Decorations and Furnishing
- Photography/ Video
- Case Study
- Module Seven: Review Questions

Module Eight: Finalize the Plan

- Venue
- Registration
- Entertainment
- Cuisine and Decor
- Case Study
- Module Eight: Review Questions

Module Nine: Administrative Tasks

- Create a Budget
- Branding and Marketing
- Insurance and Permits
- Contracts (for event staff, entertainment, rentals, and vendors)
- Case Study
- Module Nine: Review Questions

Module Ten: Get Organized

- Form a Team
- Timeline
- Checklists
- Backup Plans
- Case Study
- Module Ten: Review Questions

Module Eleven: Post Event Activities

- Survey
- Share Media (photos and video)
- Send Thank you Notes
- Start planning the Next Event!
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up

- Words from the Wise
- Review of the Parking Lot
- Lessons Learned
- Recommended Reading
- Completion of Action Plans and Evaluations

Sales Fundamentals

Although the definition of a sale is simple enough, the process of turning someone into a buyer can be very complex. It requires you to convince someone with a potential interest that there is something for them in making their interest concrete – something that merits spending some of their hard-earned money.

The Sales Fundamentals course will give participants a basic sales process, plus some basic sales tools, that they can use to seal the deal, no matter what the size of the sale. Your participants will become more confident, handle objections, and learning how to be a great closer.

COURSE OBJECTIVES

- Understand the language of sales
- Prepare for a sales opportunity
- Make an effective pitch
- Handle objections
- Seal the deal
- Follow up on sales
- Set sales goals
- Manage sales data
- Use a prospect board

COURSE OUTLINE

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Course Objectives

Module Two: Understanding the Talk

- Types of Sales
- Common Sales Approaches
- Glossary of Common Terms

Module Three: Getting Prepared to Make the Call

- Identifying Your Contact Person
- Performing a Needs Analysis
- Creating Potential Solutions

Module Four: Creative Openings

- A Basic Opening for Warm Calls
- Warming up Cold Calls
- Using the Referral Opening

Module Five: Making Your Pitch

- Features and Benefits
- Outlining Your Unique Selling Position
- The Burning Question That Every Customer Wants Answered

Module Six: Handling Objections

- Common Types of Objections
- Basic Strategies

- Advanced Strategies

Module Seven: Sealing the Deal

- Understanding When It's Time to Close
- Powerful Closing Techniques
- Things to Remember

Module Eight: Following Up

- Thank You Notes
- Resolving Customer Service Issues
- Staying in Touch

Module Nine: Setting Goals

- The Importance of Sales Goals
- Setting SMART Goals

Module Ten: Managing Your Data

- Choosing a System That Works for You
- Using Computerized Systems
- Using Manual Systems

Module Eleven: Using a Prospect Board

- The Layout of a Prospect Board
- How to Use Your Prospect Board
- A Day in the Life of Your Board

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Telephone Etiquette

Phone etiquette is a highly valuable tool to have in an employee's skill-set, and our Telephone Etiquette course will help provide those skills. This course will help your participants improve their phone skills which will make them more confident, improve sales, and help gain new customers while retaining your current clientele. A more confident employee is also one that is happier, and happier employees will produce happier customers.

Through our Telephone Etiquette course your participants will learn the skills to increase productivity and improve performance. This will produce a positive environment throughout your business and influence the organization as a whole. Recognizing the different skills used between inbound and outbound calls along with knowledge on how to deal with rude or angry callers makes this course a great investment.

COURSE OBJECTIVES

- Recognize the different aspects of telephone language
- Properly handle inbound/outbound calls
- Know how to handle angry or rude callers
- Learn to receive and send phone messages
- Know different methods of employee training

COURSE OUTLINE

Module One: Getting Started

- Housekeeping Items
- Pre-Assignment Review
- Course Objectives
- The Parking Lot
- Action Plan

Module Two: Aspects of Phone Etiquette

- Phrasing
- Tone of Voice
- Speaking Clearly
- Listen to the Caller
- Case Study
- Module Two: Review Questions

Module Three: Using Proper Phone Language

- Please and Thank You
- Do Not Use Slang
- Avoid Using the Term "You"
- Emphasize What You Can Do, Not What You Can't
- Case Study
- Module Three: Review Questions

Module Four: Eliminate Phone Distractions

- Avoid Eating or Drinking
- Minimize Multi-Tasking
- Remove Office Distractions
- Do Not Let Others Interrupt
- Case Study
- Module Four: Review Questions

Module Five: Inbound Calls

- Avoid Long Greeting Messages
- Introduce Yourself
- Focus on Their Needs
- Be Patient
- Case Study
- Module Five: Review Questions

Module Six: Outbound Calls

- Be Prepared
- Identify Yourself and Your Company
- Give Them the Reason for the Call
- Keep Caller Information Private
- Case Study
- Module Six: Review Questions

Module Seven: Handling Rude or Angry Callers

- Stay Calm
- Listen to the Needs
- Never Interrupt
- Identify What You Can Do For Them
- Case Study
- Module Seven: Review Questions

Module Eight: Handling Interoffice Calls

- Transferring Calls
- Placing Callers on Hold
- Taking Messages
- End the Conversation
- Case Study
- Module Eight: Review Questions

Module Nine: Handling Voicemail Messages

- Ensure the Voice Mail Has a Proper Greeting
- Answer Important Messages Right Away
- Ensure Messages are Delivered to the Right Person
- When Leaving A Message for Others...
- Case Study
- Module Nine: Review Questions

Module Ten: Methods of Training Employees

- Group Training
- One-on-One Training
- Peer Training
- Job Shadowing
- Case Study
- Module Ten: Review Questions

Module Eleven: Correcting Poor Telephone Etiquette

- Screening Calls
- Employee Evaluations
- Peer Monitoring
- Customer Surveys
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up

- Words from the Wise
- Review of the Parking Lot
- Lessons Learned
- Recommended Reading
- Completion of Action Plans and Evaluations



Supervisors & Managers

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Budgets & Financial Reports

Money matters can be intimidating for even the smartest people. However, having a solid understanding of basic financial terms and methods is crucial to your career. When terms like ROI, EBIT, GAAP, and extrapolation join the conversation, you'll want to know what people are talking about, and you'll want to be able to participate in the discussion.

The Budgets and Financial Reports course will give you a solid foundation in finance. We'll cover topics like commonly used terms, financial statements, budgets, forecasting, purchasing decisions, and financial legislation.

COURSE OBJECTIVES

- Identify financial terminology
- Understand financial statements
- Identify how to analyze financial statements
- Understand budgets
- How to make budgeting easy
- Understand advanced forecasting techniques
- Understand how to manage the budget
- Identify How to make smart purchasing decisions
- Identify the legal aspects of finances

COURSE OUTLINE

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Course Objectives

Module Two: Glossary

- What Is Finance
- Commonly Used Terms
- Key Players (People, Jobs)
- Important Finance Organizations
- Understanding GAAP

Module Three: Understanding Financial Statement

- Balance Sheets
- Income Statements (AKA Profit And Loss Statements)
- Statement of Retained Earnings
- Statement of Cash Flows
- Annual Reports

Module Four: Analyzing Financial Statements, Part One

- Income Ratios
- Profitability Ratios
- Liquidity Ratios
- Working Capital Ratios
- Bankruptcy Ratios

Module Five: Analyzing Financial Statements, Part Two

- Long Term Analysis Ratios
- Coverage Ratios

- Leverage Ratios
- Calculating Return on Investment (ROI)

Module Six: Understanding Budgets

- Common Types of Budgets
- What Information Do I Need?
- Who Should Be Involved?
- What Should A Budget Look Like?

Module Seven: Budgeting Made Easy

- Factoring In Historical Data
- Gathering Related Information
- Adjusting For Special Circumstances
- Putting It All Together
- Computer Based Methods

Module Eight: Advanced Forecasting Techniques

- Using the Average
- Regression Analysis
- Extrapolation
- Formal Financial Models

Module Nine: Managing the Budget

- How To Tell If You're On the Right Track
- Should Your Budget Be Updated
- Keeping a Diary of Lessons Learned
- When to Panic

Module Ten: Making Smart Purchasing Decisions

- 10 Questions You Must Ask
- Determining the Payback Period
- Deciding Whether to Lease or Buy
- Thinking outside the Box

Module Eleven: A Glimpse into the Legal World

- A Brief History
- The Sarbanes Oxley Act
- CEO/CFO Certification
- Thinking outside the Box

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Coaching & Mentoring

You are in your office looking over your performance report and it happened again. Your low performing employee failed to meet quota this month even after you spoke with them about the importance of meeting goals. This employee has a great attitude and you know they can do better. You just do not know how to motivate them to reach the goal. Money used to work, but that has worn off. You are baffled and you know being frustrated makes matters worse. What do you do?

The Coaching and Mentoring focuses on how to better coach your employees to higher performance. Coaching is a process of relationship building and setting goals. How well you coach is related directly to how well you are able to foster a great working relationship with your employees through understanding them and strategic goal setting.

COURSE OBJECTIVES

- Define coaching, mentoring and the GROW model.
- Identify and set appropriate goals using the SMART technique of goal setting.
- Identify the steps necessary in defining the current state or reality of your employee's situation.
- Identify the steps needed in defining options for your employee and turn them into a preliminary plan.
- Identify the steps in developing a finalized plan or wrapping it up and getting your employee motivated to accomplish those plans.
- Identify the benefits of building and fostering trust with your employee.
- Identify the steps in giving effective feedback while maintaining trust.
- Identify and overcoming common obstacles to the growth and development of your employee.
- Identify when the coaching is at an end and transitioning your employee to other growth opportunities.
- Identify the difference between mentoring and coaching, using both to enable long-term development through a positive relationship with your employee.

COURSE OUTLINE

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Course Objectives

Module Two: Defining Coaching and Mentoring

- What is Coaching?
- What is Mentoring?
- Introducing the GROW Model

Module Three: Setting Goals

- Goals in the context of GROW
- Identifying Appropriate Goal Areas
- Setting SMART Goals

Module Four: Understanding the Reality

- Getting a Picture of Where You Are
- Identifying Obstacles
- Exploring the Past

Module Five: Developing Options

- Identifying Paths
- Choosing Your Final Approach
- Structuring a Plan

Module Six: Wrapping it All Up

- Creating the Final Plan
- Identifying the First Step
- Getting Motivated

Module Seven: The Importance of Trust

- What is Trust?
- Trust and Coaching
- Building Trust

Module Eight: Providing Feedback

- The Feedback Sandwich
- Providing Constructive Criticism
- Encouraging Growth and Development

Module Nine: Overcoming Roadblocks

- Common Obstacles
- Re-Evaluating Goals
- Focusing on Progress

Module Ten: Reaching the End

- How to Know When You've Achieved Success
- Transitioning the Coachee
- Wrapping it All Up

Module Eleven: How Mentoring Differs from Coaching

- The Basic Differences
- Blending the Two Models
- Adapting the GROW Model for Mentoring
- Focusing on the Relationship

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

US252034

Monitor and evaluate team members against performance standards

Level 5 | Credits 8

Conducting Annual Employee Reviews

An annual review can help you keep your employees happy, engaged, and focused. It is human nature to want to succeed. Giving your employees feedback on their positive and negative attributes is part of the pathway to success. A poorly designed annual review can have the reverse effect.

With our Conducting Annual Employee Reviews course, your participants will discover how to conduct a well-designed employee annual review. By determining the categories for an annual review and understanding how it affects employee compensation, an overall increase in performance should be seen throughout your organization.

COURSE OBJECTIVES

- Understand the process of conducting an annual review.
- Determine the categories for an annual review.
- Know the mistakes managers make during an annual review.
- Understand the concept of pay for performance.
- Know how to tie employee compensation to firm-wide returns.
- Know the value of employee communication.
- Gauge employees' happiness.

COURSE OUTLINE

Module One: Getting Started

- Housekeeping Items
- The Parking Lot
- Course Objectives

Module Two: How to Conduct Annual Reviews

- Develop the Process
- Set Benchmarks Early
- Agreement with Set Benchmarks
- Hold an Effective Meeting
- Case Study
- Module Two: Review Questions

Module Three: Categories for Annual Review (I)

- Company Mission and Values
- Customer Service and Quality Control
- Problem Solving/Judgment
- Production
- Case Study
- Module Three: Review Questions

Module Four: Categories for Annual Review (II)

- Work Style
- Resource Management
- Communications Skills
- Teamwork
- Case Study
- Module Four: Review Questions

Module Five: Common Mistakes (I)

- Contrast Effect
- Similar-to-me Effect
- Halo (or horn) Effect
- Central Tendency
- Case Study
- Module Five: Review Questions

Module Six: Common Mistakes (II)

- Leniency/Desire to Please
- First-impression Bias
- Rater Bias
- Regency Effect
- Case Study
- Module Six: Review Questions

Module Seven: Successful Tips for Concept of Pay for Performance

- No Surprises
- Focus on the Basics
- Show Clear Disparity
- One For All and All for One
- Case Study
- Module Seven: Review Questions

Module Eight: How to Tie Employee Compensation to Firm-Wide Returns

- Set Quarterly Revenue Target
- Set Employee Goals
- Conduct Quarterly Reviews
- Pay Out Quarterly
- Case Study
- Module Eight: Review Questions

Module Nine: How to Communicate Employee Expectations Effectively

- Have Regular Conversations
- State What's Working
- Be Honest
- Provide Mentoring
- Case Study
- Module Nine: Review Questions

Module Ten: Meaningful Questions to Gauge Employee Happiness (I)

- Ask Questions Frequently
- How Transparent is Management?
- Rate Quality of Facility?
- Contributing Factors to Work Easier?
- Case Study
- Module Ten: Review Questions

Module Eleven: Meaningful Questions to Gauge Employee Happiness (II)

- What Makes you Productive?
- Recognition?
- Opportunities to Grow and Advance?
- Confidence in Leadership?
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations
- Recommended Reading

Employee Motivation

When you think of staff motivation, many things may come to mind: more money, a bigger office, a promotion, or a better quality of life. The truth is, no matter what we offer people, true motivation must come from within. Regardless of how it is characterized, it is important to get the right balance in order to ensure that you have a motivated workforce.

The Employee Motivation course will give participants several types of tools to become a great motivator, including goal setting and influencing skills. Participants will also learn about five of the most popular motivational models, and how to bring them together to create a custom program.

COURSE OBJECTIVES

- Defining motivation, an employer's role in it and how the employee can play a part
- Identifying the importance of Employee Motivation
- Identifying methods of Employee Motivation
- Describing the theories which pertain to Employee Motivation – with particular reference to psychology
- Identifying personality types and how they fit into a plan for Employee Motivation.
- Setting clear and defined goals.
- Identifying specific issues in the field and addressing these issues and how to maintain this going forward.

COURSE OUTLINE

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Course Objectives

Module Two: A Psychological Approach

- Herzberg's Theory Of Motivation
- Maslow's Hierarchy of Needs
- The Two Models and Motivation

Module Three: Object-Oriented Theory

- The Carrot
- The Whip
- The Plant

Module Four: Using Reinforcement Theory

- A History of Reinforcement Theory
- Behavior Modification in Four Steps
- Appropriate Uses in the Workplace

Module Five: Using Expectancy Theory

- A History of Expectancy Theory
- Understanding the Three Factors
- Using the Three Factors to Motivate in the Workplace

Module Six: Personality's Role in Motivation

- Identifying Your Personality Type
- Identifying Others' Personality Type
- Motivators by Personality Type

Module Seven: Setting Goals

- Goals and Motivation
- Setting SMART Goal
- Evaluating and Adapting

Module Eight: A Personal Toolbox

- Building Your Own Motivational Plan
- Encouraging Growth and Development
- Getting Others to See the Glass Half-Full

Module Nine: Motivation on the Job

- The Key Factors
- Creating a Motivational Organization
- Creating a Motivational Job

Module Ten: Addressing Specific Morale Issues

- Dealing with Individual Morale Problems
- Addressing Team Morale
- What To Do When the Whole Company is De-Motivated

Module Eleven: Keeping Yourself Motivated

- Identifying Personal Motivators
- Maximizing Your Motivators
- Evaluating and Adapting

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Facilitation Skills

Facilitation is often referred to as the new cornerstone of management philosophy. With its focus on fairness and creating an easy decision making process. Creating a comfortable environment through better facilitation will give your participants a better understanding of what a good facilitator can do to improve any meeting or gathering.

The Facilitation Skills course can help any organization make better decisions. This course will give participants an understanding of what facilitation is all about, as well as some tools that they can use to facilitate small meetings. A strong understating of how a facilitator can command a room and dictate the pace of a meeting will have your participants on the road to becoming great facilitators themselves.

COURSE OBJECTIVES

- Define facilitation and identify its purpose and benefits.
- Clarify the role and focus of a facilitator.
- Differentiate between process and content in the context of a group discussion.
- Provide tips in choosing and preparing for facilitation.
- Identify a facilitator's role when managing groups in each of Tuckman and Jensen's stages of group development: forming, storming, norming, and performing.
- Identify ways a facilitator can help a group reach a consensus: from encouraging participation to choosing a solution.
- Provide guidelines in dealing with disruptions, dysfunctions, and difficult people in groups.
- Define what interventions are, when they are appropriate, and how to implement them.

COURSE OUTLINE

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Course Objectives

Module Two: Understanding Facilitation

- What is Facilitation?
- What is a Facilitator?
- When is Facilitation Appropriate?

Module Three: Process vs. Content

- About Process
- About Content
- A Facilitator's Focus

Module Four: Laying the Groundwork

- Choosing a Facilitated Approach
- Planning for a Facilitated Meeting
- Collecting Data

Module Five: Tuckman and Jensen's Model of Team Development

- Stage One: Forming
- Stage Two: Storming
- Stage Three: Norming
- Stage Four: Performing

Module Six: Building Consensus

- Encouraging Participation
- Gathering Information
- Presenting Information
- Synthesizing and Summarizing

Module Seven: Reaching a Decision Point

- Identifying the Options
- Creating a Short List
- Choosing a Solution
- Using the Multi-Option Technique

Module Eight: Dealing with Difficult People

- Addressing Disruptions
- Common Types of Difficult People and How to Handle Them
- Helping the Group Resolve Issues on Their Own

Module Nine: Addressing Group Dysfunction

- Using Ground Rules to Prevent Dysfunction
- Restating and Reframing Issues
- Getting People Back on Track

Module Ten: About Intervention

- Why Intervention May Be Necessary
- When to Intervene
- Levels of Intervention

Module Eleven: Intervention Techniques

- Using Your Processes
- Boomerang it Back
- ICE It: Identity, Check for agreement, Evaluate how to Resolve

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Human Resource Management

Recently tasks that were originally thought to fall under the responsibility of the human resources department have become a part of many managers' job descriptions. The sharing and diffusion of these tasks throughout the organization has had an impact particularly on those that are not equipped with the skills or knowledge to deal with these issues.

The Human Resource Management course will give managers the basic tools to handle numerous human resource situations such as interviewing, orientation, safety, harassment, discrimination, violence, discipline, and termination. This course will provide your participants those skills and assist them with certain Human Resource situations.

COURSE OBJECTIVES

- Describe the implications of different aspects of Human Resource Management on their daily responsibilities
- Define human resources terms and subject matter
- Recruit, interview, and retain employees more effectively
- Follow up with new employees in a structured manner
- Be an advocate for your employees' health and safety
- Provide accurate, actionable feedback to employees
- Act appropriately in situations requiring discipline and termination
- Evaluate some of the strengths and opportunities for Human Resources in your own workplace
- Identify three areas for further development within the Human Resources field as part of a personal action plan

COURSE OUTLINE

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Course Objectives

Module Two: A History of Human Resources

- A Brief History
- What is Human Resources Today?

Module Three: The Interview Process

- The General Format
- Types of Questions
- Dos and Don'ts

Module Four: Employee Orientation

- The Orientation Process
- The Role of Management and the Role of Human Resources
- Tips and Tricks

Module Five: Following Up with New Employees

- Daily Checklist for the First Week
- Following Up at the End of the Week
- Weeks and Months Later

Module Six: Workplace Safety

- Understanding Your Role and Responsibilities
- Understanding Local Rules
- Understanding Industry-Specific Rules

Module Seven: Dealing with Harassment and Discrimination

- Defining Harassment
- Types of Workplace Discrimination
- A Manager's Responsibility
- An Employer's Responsibility

Module Eight: Workplace Violence

- Defining Violence
- A Manager's Responsibility
- An Employer's Responsibility

Module Nine: Managing Employee Performance

- Choosing the Time and Place for Feedback
- Types of Employee Appraisals
- Using the Feedback Sandwich
- Completion of Action Plans and Evaluations
- Encouraging Growth and Development

Module Ten: Disciplining Employees

- Understanding Your Role
- Understanding Your Choices
- Having the Meeting
- Following Up

Module Eleven: Terminating Employees

- Documenting Events
- Preparing for the Decision
- Making the Decision
- Communicating the Decision

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned

Leadership & Influence

They say that leaders are born, not made. While it is true that some people are born leaders, some leaders are born in the midst of adversity. Often, simple people who have never had a leadership role will stand up and take the lead when a situation they care about requires it. A simple example is parenting. When a child arrives, many parents discover leadership abilities they never knew existed in order to guide and protect their offspring.

Once you learn the techniques of true Leadership and Influence, you will be able to build the confidence it takes to take the lead. The more experience you have acting as a genuine leader, the easier it will be for you. It is never easy to take the lead, as you will need to make decisions and face challenges, but it can become natural and rewarding.

COURSE OBJECTIVES

- Define “leadership”
- Explain the Great Man Theory
- Explain the Trait Theory
- Understand Transformational Leadership
- Understand the people you lead and how to adapt your leadership styles
- Explain leading by Directing
- Explain leading by Coaching
- Explain leading by Participating
- Explain leading by Delegating
- Kouzes and Posner
- Conduct a personal inventory
- Create an action plan
- Establish personal goals

COURSE OUTLINE

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Course Objectives

Module Two: The Evolution of Leadership

- Defining Leadership
- Characteristics of a Leader
- Leadership Principles
- A Brief History of Leadership
- Historical Leaders
- Modern Leaders
- The Great Man Theory
- The Trait Theory
- Transformational Leadership
- Summary

Module Three: Situational Leadership

- Situational Leadership: Telling
- Situational Leadership: Selling
- Situational Leadership: Participating
- Situational Leadership: Delegating

Module Four: A Personal Inventory

- An Introduction to Kouzes and Posner
- Model the Way
- Inspire a Shared Vision
- Challenge the Process
- Enable Others to Act
- Encourage the Heart
- A Personal Inventory
- Creating an Action Plan
- Set Leadership Goals
- Address the Goals
- Seek Inspiration
- Choose a Role Model
- Seek Experience
- Create a Personal Mission Statement

Module Five: Modeling the Way

- Determining Your Way
- Being an Inspirational Role Model
- Influencing Others Perspectives

Module Six: Inspiring a Shared Vision

- Choosing Your Vision
- Communicating Your Vision
- Identifying the Benefit for Others

Module Seven: Challenging the Process

- Developing Your Inner Innovator
- Seeing Room for Improvement
- Lobbying for Change

Module Eight: Enabling Others to Act

- Encouraging Growth in Others
- Creating Mutual Respect
- The Importance of Trust

Module Nine: Encouraging the Heart

- Sharing Rewards
- Celebrating Accomplishments
- Making Celebration Part of Your Culture

Module Ten: Basic Influencing Skills

- The Art of Persuasion
- The Principles of Influence
- Creating an Impact

Module Eleven: Setting Goals

- Setting SMART Goals
- Creating a Long-Term Plan
- Creating a Support System

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Lean Process & Six Sigma

Six Sigma is a data-driven approach for eliminating defects and waste in any business process. You can compare Six Sigma with turning your water faucet and experiencing the flow of clean, clear water. Reliable systems are in place to purify, treat, and pressure the water through the faucet. That is what Six Sigma does to business: it treats the processes in business so that they deliver their intended result.

Our Lean Process and Six Sigma course will provide an introduction to this way of thinking that has changed so many corporations in the world. This course will give participants an overview of the Six Sigma methodology, and some of the tools required to deploy Six Sigma in their own organizations.

COURSE OBJECTIVES

- Develop a 360 degree view of Six Sigma and how it can be implemented in any organization.
- Identify the fundamentals of lean manufacturing, lean enterprise, and lean principles.
- Describe the key dimensions of quality – product features and freedom from deficiencies
- Develop attributes and value according to the Kano Model
- Understand how products and services that have the right features and are free from deficiencies can promote customer satisfaction and attract and retain new customers.
- Describe what is required to regulate a process
- Give examples of how poor quality affects operating expenses in the areas of appraisal, inspection costs, internal failure costs, and external failure costs
- Using basic techniques such as DMAIC and how to identify Six Sigma Projects
- Use specific criteria to evaluate a project
- Discover root causes of a problem
- Design and install new controls to hold the gains and to prevent the problem from returning.

COURSE OUTLINE

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Course Objectives

Module Two: Understanding Lean

- About Six Sigma
- About Lean
- History behind Lean
- Toyota Production Systems
- The Toyota Precepts

Module Three: Liker's Toyota Way

- Philosophy
- Process
- People and Partners
- Problem Solving

Module Four: The TPS House

- The Goals of TPS
- The First Pillar: Just In Time (JIT)
- The Second Pillar: Jidoka (Error-Free Production)
- Kaizen (Continuous improvement)

- The Foundation of the House

Module Five: The Five Principles of Lean Business

- Value
- Value Stream
- Flow
- Pull
- Seek Perfection

Module Six: The First Improvement Concept (Value)

- Basic Characteristics
- Satisfiers
- Delighters
- Applying the Kano Model

Module Seven: The Second Improvement Concept (Waste)

- Muda
- Mura
- Muri
- The New Wastes

Module Eight: The Third Improvement Concept (Variation)

- Common Cause
- Special Cause
- Tampering
- Structural

Module Nine: The Fourth Improvement Concept (Complexity)

- What is complexity?
- What causes complexity?
- How to Simplify?

Module Ten: The Fifth Improvement Concept (Continuous improvement)

- The PDSA Cycle (Plan, Do, Study, Act)
- The DMAIC Method

Module Eleven: The Improvement Toolkit

- Gemba
- Genchi Genbutsu
- Womack's Principle
- Kaizen
- A Roadmap for Implementation

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Performance Management

Performance Management is making sure the employee and the organization are focused on the same priorities. It touches on the organization itself by improving production and reducing waste. It helps the employee or individual set and meet their goals and improves the employee manager relationship. This is key in keeping an organization and employee aligned, which improves performance and productivity, is Performance Management.

When changes occur Performance Management helps the transition to be smoother and less hectic. It helps the organization and employee have a stream-lined relationship which improves communication and interactions between the two groups. It will help close any gaps that exist in an employee's skill-set and make them a more valuable employee through feedback and coaching.

COURSE OBJECTIVES

- Define performance management.
- Understand how performance management works and the tools to make it work.
- Learn the three phases of performance management and how to assess it.
- Discuss effective goal-setting.
- Learn how to give feedback on performance management.
- Identify Kolb's Learning Cycle.
- Recognize the importance of motivation.
- Develop a performance journal and performance plan.

COURSE OUTLINE

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Course Objectives

Module Two: The Basics (I)

- What is Performance Management?
- How Does Performance Management Work?
- Tools
- Case Study
- Review Questions

Module Three: The Basics (II)

- Three Phase Process
- Assessments
- Performance Reviews
- Case Study
- Review Questions

Module Four: Goal Setting

- SMART Goal Setting
- Specific Goals
- Measurable Goals
- Attainable Goals
- Realistic Goals
- Timely Goals
- Monitoring Results
- Case Study
- Review Questions

Module Five: Establishing Performance Goals

- Strategic Planning
- Job Analysis
- Setting Goals
- Motivation
- Case Study
- Review Questions

Module Six: 360 Degree Feedback

- What is 360 degree Feedback?
- Versus Traditional Performance Review
- The Components
- Case Study
- Review Questions

Module Seven: Competency Assessments

- Competency Assessment Defined
- Implementation
- Final Destination
- Case Study
- Review Questions

Module Eight: Kolb's Learning Cycle

- Experience
- Observation
- Conceptualization
- Experimentation
- Case Study
- Review Questions

Module Nine: Motivation

- Key Factors
- The Motivated Organization
- Identifying Personal Motivators
- Evaluating and Adapting
- Case Study
- Review Questions

Module Ten: The Performance Journal

- Record Goals and Accomplishments
- Linking with Your Employees or Managers
- Implementing a Performance Coach
- Keeping Track
- Case Study
- Review Questions

Module Eleven: Creating a Performance Plan

- Goals
- Desired Results
- Prioritization
- Measure
- Evaluation
- Case Study
- Review Questions

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Self-Leadership

As we grow, we learn to become leaders. Being a leader is natural for some, and learned for others. No matter how we have become a leader, it is important to remember we must lead ourselves before we lead others. Take the time to motivate yourself and realize that you can do it.

With our Self-Leadership course, your participants will discover the specifics of how to be a better leader for themselves and for others. Your participants will be able to guide themselves in positive ways, which equals success!

COURSE OBJECTIVES

- Understand what self-leadership is
- Motivate yourself
- Set goals
- Reward yourself when positive things happen
- Think positively

COURSE OUTLINE

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Course Objectives

Module Two: What Is Self-Leadership?

- Sources
- Before Action
- During
- After Action
- Case Study
- Module Two: Review Questions

Module Three: Motivators

- Need for Autonomy
- Self-Efficacy
- External Factors
- Internal Factors
- Case Study
- Module Three: Review Questions

Module Four: Behavior Focus (I)

- Focusers and Reminders
- Cues
- Self-Observation
- Goal Setting
- Case Study
- Module Four: Review Questions

Module Five: Behavior Focus (II)

- Purpose
- Reward
- Punishment

- Practice
- Case Study
- Module Five: Review Questions

Module Six: Natural Rewards

- Definition Competence
- Purpose and Self-Control
- Life Activities
- Case Study
- Module Six: Review Questions

Module Seven: Constructive Thinking

- Positive Thinking
- Self-Talk
- Aware of Personal Beliefs and Assumptions
- Opportunity Thinking
- Case Study
- Module Seven: Review Questions

Module Eight: Well-Being (I)

- Emotional Intelligence
- Stress Management
- Optimism
- Fun and Happiness
- Case Study
- Module Eight: Review Questions

Module Nine: Well-Being (II)

- Fitness
- Diet
- Sleep
- Personal Effectiveness
- Case Study
- Module Nine: Review Questions

Module Ten: Individuality

- Personality
- Locus of Control
- Self-Monitor
- Autonomy
- Case Study
- Module Ten: Review Questions

Module Eleven: Personal Application

- Diversity
- Personal Problems
- Workplace Problems
- Social Responsibility
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Supervising Others

Supervising others can be a tough job. Between managing your own time and projects, helping your team members solve problems and complete tasks, and helping other supervisors, your day can fill up before you know it.

The Supervising Others course will help supervisors become more efficient and proficient, with information on delegating, managing time, setting goals and expectations (for themselves and others), providing feedback, resolving conflict, and administering discipline.

COURSE OBJECTIVES

- Define requirements for particular tasks
- Set expectations for your staff
- Set SMART goals for yourself
- Help your staff set SMART goals
- Assign work and delegate appropriately
- Provide effective, appropriate feedback to your staff
- Manage your time more efficiently
- Help your team resolve conflicts
- Understand how to manage effectively in particular situations
- Understand what a new supervisor needs to do to get started on the right path

COURSE OUTLINE

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Course Objectives

Module Two: Setting Expectations

- Defining the Requirements
- Identifying Opportunities for Improvement and Growth
- Setting Verbal Expectations
- Putting Expectations in Writing

Module Three: Setting Goals

- Understanding Cascading Goals
- The SMART Way
- Helping Others Set Goals

Module Four: Assigning Work

- General Principles
- The Dictatorial Approach
- The Apple-Picking Approach
- The Collaborative Approach

Module Five: Degrees of Delegation

- Level One: Complete Supervision
- Level Two: Partial Supervision
- Level Three: Complete Independence

Module Six: Implementing Delegation

- Deciding to Delegate
- To Whom Should You Delegate?
- Providing Instructions
- Monitoring the Results
- Troubleshooting Delegation

Module Seven: Providing Feedback

- Characteristics of Good Feedback
- Feedback Delivery Tools
- Informal Feedback
- Formal Feedback

Module Eight: Managing Your Time

- The 80/20 Rule
- Prioritizing with the Urgent-Important Matrix
- Using a Productivity Journal
- Using Routines and Rituals to Simplify Your Workday

Module Nine: Resolving Conflict

- Using a Conflict Resolution Process
- Maintaining Fairness
- Seeking Help from Within the Team
- Seeking Help from Outside the Team

Module Ten: Tips for Special Situations

- What to Do If You've Been Promoted from within the Team
- What to Do If You're Leading a Brand New Team
- What to Do if You're Taking on an Established Team

Module Eleven: A Survival Guide for the New Supervisor

- Ask the Right Questions of the Right People
- Go to Gemba
- Keep Learning!

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Servant Leadership

Servant leadership can seem like a contradicting term, but it is becoming a very popular tool in many businesses. Servant leadership is a philosophy that involves focusing on others, on their success, and in turn to build better relationships that benefit both manager and employee. Servant leadership shows that managers can be great leaders while boosting their employee's confidence and further their success at the same time.

With our Servant Leadership course your participants will focus on the growth and development of their employees and ensuring their success. In doing so, the leader succeeds when their employees do. With a business team, servant leadership can not only help employees achieve and grow, but it can also benefit their leaders and the company as a whole.

COURSE OBJECTIVES

- Define servant leadership
- Know the characteristics of servant leadership
- Recognize the barriers of servant leadership
- Learn to be a mentor and a motivator
- Practice self-reflection

COURSE OUTLINE

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Course Objectives

Module Two: What is Servant Leadership?

- A Desire to Serve
- Knowing to Share the Power
- Putting Others First
- Helping Employees Grow
- Case Study
- Module Two: Review Questions

Module Three: Leadership Practices

- Democratic Leadership Style
- Laissez-Faire Style
- Leading by Example
- Path-Goal Theory
- Case Study
- Module Three: Review Questions

Module Four: Share the Power

- Being Empathetic
- Learn to Delegate
- Their Success is Your Success
- Know When to Step In
- Case Study
- Module Four: Review Questions

Module Five: Characteristics of a Servant Leader

- Listening Skills
- Persuasive Powers
- Recognizes Opportunities
- Relates to Employees
- Case Study
- Module Five: Review Questions

Module Six: Barriers to Servant Leadership

- Excessive Criticism
- Doing Everything Yourself Sitting on the Sidelines
- Demanding from Employees
- Case Study
- Module Six: Review Questions

Module Seven: Building a Team Community

- Identify the Group Needs
- Complement Member Skills
- Create Group Goals
- Encourage Communication
- Case Study
- Module Seven: Review Questions

Module Eight: Be a Motivator

- Make it Challenging
- Provide Resources
- Ask for Employee Input
- Offer Incentives
- Case Study
- Module Eight: Review Questions

Module Nine: Be a Mentor

- Establish Goals
- Know When to Praise or Criticize
- Create a Supportive Environment
- Create an Open Door Policy
- Case Study
- Module Nine: Review Questions

Module Ten: Training Future Leaders

- Offer Guidance and Advice
- Identify Their Skill Sets
- Methods of Feedback
- Establish Long Term Goals
- Case Study
- Module Ten: Review Questions

Module Eleven: Self-Reflection

- Keep a Journal
- Identify Your Strengths and Weaknesses
- Identify Your Needs
- Creating Your Own Goals
- Case Study
- Module Eleven: Review Questions

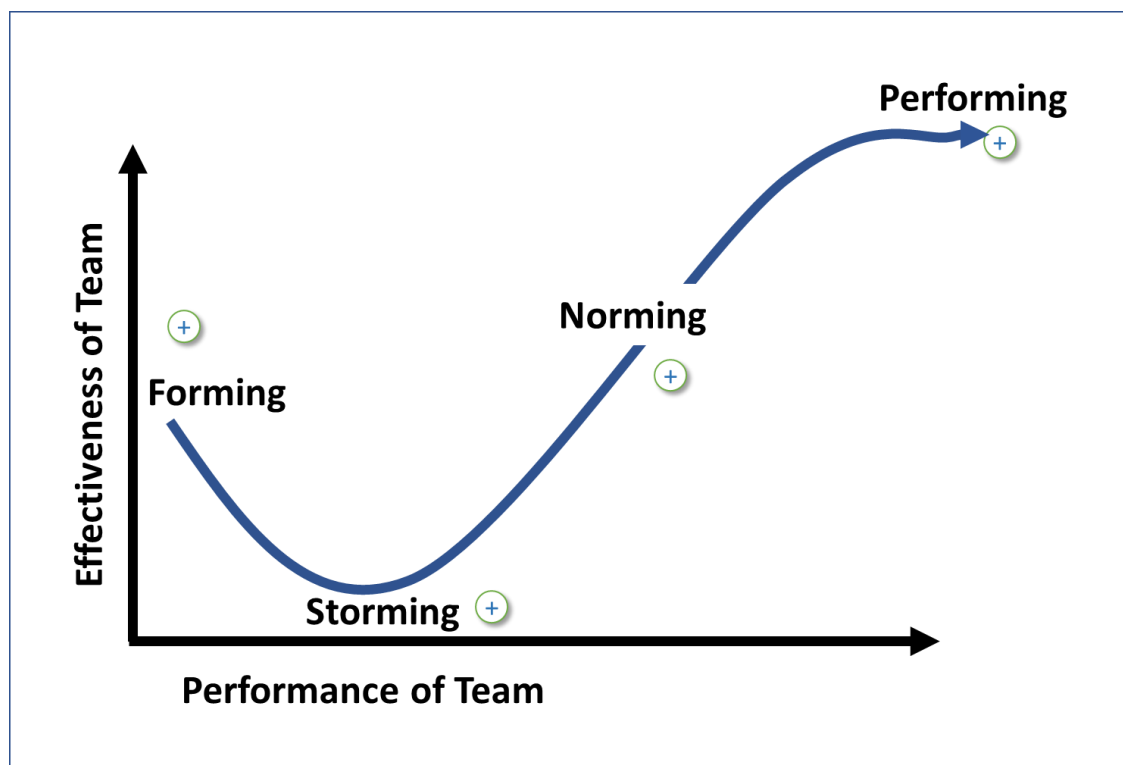
Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Team Building through Chemistry

Teams are unavoidable in any business. The key to successful team building is addressing the importance of chemistry. By staying aware of the chemistry as you build the group, you will increase the chance of avoiding pitfalls and developing a sense of unity.

With our Team Building Through Chemistry course, your participants will discover the specifics of how building a team through chemistry will lead to success. It is not enough to have a group of people just work on a project. They need to connect and utilize each other's strength through team chemistry.



COURSE OBJECTIVES

- Understand the team development model
- Identify team chemistry
- Create vision and goals
- Appreciate diversity
- Manage conflict

COURSE OUTLINE

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Course Objectives

Module Two: Understanding Teams

- What Is the Definition of a Team?

- How Do People Feel about Being on Teams?
- Why Do Teams Fall Apart?
- Examples of Successful Teams
- Case Study
- Module Two: Review Questions

Module Three: Team Development Model

- Forming
- Norming
- Storming
- Performing
- Case Study
- Module Three: Review Questions

Module Four: Chemistry in Teams

- What Is Chemistry?
- Factors that Influence Chemistry
- Examples
- Roles of Leadership
- Case Study
- Module Four: Review Questions

Module Five: Diversity

- Advantages
- Complexity
- Conflicts
- Encourage Individuality
- Case Study
- Module Five: Review Questions

Module Six: Vision and Goals

- Creating Vision
- Shared Vision
- SMART Goals
- Collaboration
- Case Study
- Module Six: Review Questions

Module Seven: Roles

- Establishing Roles
- Taking
- Making
- Avoid Power Struggles
- Case Study
- Module Seven: Review Questions

Module Eight: Leadership Functions

- Set the Tone
- Conflict Management
- Direct, Don't Order
- Encourage
- Case Study
- Module Eight: Review Questions

Module Nine: Develop Cohesion

- Sense of Exclusivity
- Connect Beyond Work
- Outside Competition
- Focus on Consensus
- Case Study
- Module Nine: Review Questions

Module Ten: Build Relationships

- Respect
- Empathy
- Open Communication
- Share Credit
- Case Study
- Module Ten: Review Questions

Module Eleven: Direction of Team

- Charter
- Task Orientation
- Monitor Performance
- Feedback
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations



Workplace Essentials

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Business Acumen

Through our Business Acumen course your participants will improve their judgment and decisiveness skills. Business Acumen is all about seeing the big picture and recognizing that all decisions no matter how small can have an effect on the bottom line. Your participants will increase their financial literacy and improve their business sense.

Business Acumen will give your participants an advantage everyone wishes they had. The course will help your participants recognize learning events, manage risk better, and increase their critical thinking. Business Acumen has the ability to influence your whole organization, and provide that additional edge that will lead to success.

COURSE OBJECTIVES

- Know how to see the big picture
- Develop a risk management strategy
- Know how to practice financial literacy
- Develop critical thinking
- Practice management acumen
- Find key financial levers

COURSE OUTLINE

Module One: Getting Started

- Housekeeping Items
- The Parking Lot
- Course Objectives
- Pre-Assignment
- Action Plans and Evaluations

Module Two: Seeing the Big Picture

- Short and Long Term Interactions
- Recognize Growth Opportunities
- Mindfulness of Decisions
- Everything is related
- Case Study
- Module Two: Review Questions

Module Three: KPI's (Key Performance Indicators)

- Decisiveness
- Flexible
- Strong Initiative
- Intuitive
- Case Study
- Module Three: Review Questions

Module Four: Risk Management Strategies

- Continuous Assessment
- Internal and External Factors
- Making Adjustments and Corrections
- Knowing When to Pull the Trigger or Plug
- Case Study
- Module Four: Review Questions

Module Five: Recognizing Learning Events

- Develop a Sense of Always Learning
- Evaluate Past Decisions
- Problems are Learning Opportunities
- Recognize Your Blind Spots
- Case Study
- Module Five: Review Questions

Module Six: You Need to Know These Answers and More

- What Makes Money My Company Money?
- What Were Sales Last Year?
- What is our Profit Margin?
- What Were Our Costs?
- Case Study
- Module Six: Review Questions

Module Seven: Financial Literacy (I)

- Assets
- Financial Ratios
- Liabilities
- Equity
- Case Study
- Module Seven: Review Questions

Module Eight: Financial Literacy (II)

- Income Statement
- Balance Sheet
- Cash Flow Statement
- Read, Read, and Read
- Case Study
- Module Eight: Review Questions

Module Nine: Business Acumen in Management

- Talent Management
- Change Management
- Asset Management
- Organizational Management
- Case Study
- Module Nine: Review Questions

Module Ten: Critical Thinking in Business

- Ask the Right Questions
- Organize the Data
- Evaluate the Information
- Make the Decision
- Case Study
- Module Ten: Review Questions

Module Eleven: Key Financial Levers

- Investing in People
- Effective Communication
- Process Improvement
- Goal Alignment
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Business Ethics

A company's ethics will determine its reputation. Good business ethics are essential for the long-term success of an organization. Implementing an ethical program will foster a successful company culture and increase profitability. Developing a Business Ethics program takes time and effort, but doing so will do more than improve business, it will change lives.

A company's ethics will have an influence on all levels of business. It will influence all who interact with the company including customers, employees, suppliers, competitors, etc. All of these groups will have an effect on the way a company's ethics are developed. It is a two-way street; the influence goes both ways, which makes understanding ethics a very important part of doing business today. Ethics is very important, as news can now spread faster and farther than ever before.

COURSE OBJECTIVES

- Define and understand ethics.
- Understand the benefits of ethics.
- Create strategies to implement ethics at work.
- Recognize social and business responsibility.
- Identify ethical and unethical behavior.
- Learn how to make ethical decisions and lead with integrity.

COURSE OUTLINE

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Course Objectives

Module Two: What is Ethics?

- What is Business Ethics
- 10 Benefits of Managing Ethics
- Case Study

Module Three: Implementing Ethics in the Workplace

- Benefits
- Guidelines for Managing Ethics in the Workplace
- Roles and Responsibilities

Module Four: Employer / Employee Rights

- Privacy Policies
- Harassment Issues
- Technology

Module Five: Business and Social Responsibilities

- Identifying Types of Responsibilities
- Case Study
- Handling Conflicting Social and Business Responsibilities
- Case Study

Module Six: Ethical Decisions

- The Basics
- Balancing Personal and Organizational Ethics
- Common Dilemmas

- Making Ethical Decisions
- Overcoming Obstacles

Module Seven: Whistle Blowing

- Criteria and Risk
- The Process
- When You Should "Blow the Whistle"

Module Eight: Managerial Ethics

- Ethical Management
- Identifying the Characteristics
- Ensuring Ethical Behavior

Module Nine: Unethical Behavior

- Recognize and Identify
- Preventing
- Addressing
- Interventions

Module Ten: Ethics in Business (I)

- Organization Basics
- Addressing the Needs
- Ethical Principles

Module Eleven: Ethics in Business (II)

- Ethical Safeguards
- Developing a Code of Ethics
- Performing an Internal Ethics Audit
- Upholding the Ethics Program

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Change Management

Change is a constant in many of our lives. All around us, technologies, processes, people, ideas, and methods often change, affecting the way we perform daily tasks and live our lives. Having a smooth transition when change occurs is important in any situation and your participants will gain some valuable skills through this course.

The Change Management course will give any leader tools to implement changes more smoothly and to have those changes better accepted. This course will also give all participants an understanding of how change is implemented and some tools for managing their reactions to change.

COURSE OBJECTIVES

- List the steps necessary for preparing a change strategy and building support for the change
- Describe the WIIFM – the individual motivators for change
- Use needed components to develop a change management and communications plans, and to list implementation strategies
- Employ strategies for gathering data, addressing concerns and issues, evaluating options and adapting a change direction
- Utilize methods for leading change project status meetings, celebrating a successful change implementation, and sharing the results and benefits
- Describe the four states of Appreciative Inquiry, its purposes, and sample uses in case studies
- Use strategies for aligning people with a change, appealing to emotions and facts
- Describe the importance of resiliency in the context of change, and employ strategies the change leader and individual change participant can use to foster resiliency
- Explain the importance of flexibility in the context of change, and demonstrate methods the change leader and individual change participant can use to promote flexibility

COURSE OUTLINE

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Course Objectives

Module Two: Preparing for Change

- Defining Your Strategy
- Building the Team

Module Three: Identifying the WIIFM

- What's In It for Me?
- Building Support

Module Four: Understanding Change on an Individual Level

- Clearing
- Programming
- Processing

Module Five: Leading and Managing the Change

- Preparing and Planning
- Delegating
- Keeping the Lines of Communication Open
- Coping with Pushback

Module Six: Gaining Support

- Gathering Data
- Addressing Concerns and Issues
- Evaluating and Adapting

Module Seven: Making it all Worthwhile

- Leading Status Meetings
- Celebrating Successes
- Sharing the Results and Benefits

Module Eight: Using Appreciative Inquiry

- The Four Stages
- The Purpose of AI
- Examples and Case Studies

Module Nine: Bringing People to Your Side

- A Dash of Emotion
- Plenty of Facts
- Bringing it All Together

Module Ten: Building Resiliency

- What is Resiliency?
- Why is it Important?
- Five Easy Steps for the Leader and the Individual

Module Eleven: Building Flexibility

- What is Flexibility?
- Why is it Important?
- Five Easy Steps for the Leader and the Individual

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Conflict Resolution

Wherever two or more people come together, there is bound to be conflict. This course will give participants a seven-step conflict resolution process that they can use and modify to resolve conflict disputes of any size. Your participants will also be provided a set of skills in solution building and finding common ground.

In the Conflict Resolution course, participants will learn crucial conflict management skills, including dealing with anger and using the Agreement Frame. Dealing with conflict is important for every organization no matter what the size. If it is left unchecked or not resolved it can lead to lost production, absences, attrition, and even law suits.

COURSE OBJECTIVES

- Understand what conflict and conflict resolution mean
- Understand all six phases of the conflict resolution process
- Understand the five main styles of conflict resolution
- Be able to adapt the process for all types of conflicts
- Be able to break out parts of the process and use those tools to prevent conflict
- Be able to use basic communication tools, such as the agreement frame and open questions
- Be able to use basic anger and stress management techniques

COURSE OUTLINE

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Course Objectives

Module Two: An Introduction to Conflict Resolution

- What is Conflict?
- What is Conflict Resolution?
- Understanding the Conflict Resolution Process

Module Three: The Thomas-Kilmann Instrument

- Collaborating
- Competing
- Compromising
- Accommodating
- Avoiding

Module Four: Creating an Effective Atmosphere

- Neutralizing Emotions
- Setting Ground Rules
- Choosing the Time and Place

Module Five: Creating Mutual Understanding

- What Do I Want?
- What Do They Want?
- What Do We Want?

Module Six: Focusing on Individual Needs

- Finding Common Ground
- Building Positive Energy and Goodwill

- Strengthening Your Partnership

Module Seven: Getting to the Root Cause

- Examining Root Causes
- Creating a Cause and Effect Diagram
- The Importance of Forgiveness
- Identifying the Benefits of Resolution

Module Eight: Generating Options

- Generate, Don't Evaluate
- Creating Mutual Gain Options and Multiple Option Solutions
- Digging Deeper into Your Options

Module Nine: Building a Solution

- Creating Criteria
- Creating a Shortlist
- Choosing a Solutions
- Building a Plan

Module Ten: The Short Version of the Process

- Evaluating the Situation
- Choosing Your Steps
- Creating an Action Plan
- Using Individual Process Steps

Module Eleven: Additional Tools

- Stress and Anger Management Techniques
- The Agreement Frame
- Asking Open Questions

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Customer Service

Each and every one of us serves customers, whether we realize it or not. Maybe you're on the front lines of a company, serving the people who buy your products. Perhaps you're an accountant, serving the employees by producing their pay checks and keeping the company running. Or maybe you're a company owner, serving your staff and your customers.

The Customer Service course will look at all types of customers and how we can serve them better and improve ourselves in the process. Your participants will be provided a strong skillset including in-person and over the phone techniques, dealing with difficult customers, and generating return business.

COURSE OBJECTIVES

- State what customer service means in relation to all your customers, both internal and external
- Recognize how your attitude affects customer service
- Identify your customers' needs
- Use outstanding customer service to generate return business
- Build good will through in-person customer service
- Provide outstanding customer service over the phone
- Connect with customers through online tools
- Deal with difficult customers

COURSE OUTLINE

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Course Objectives

Module Two: Who We Are and What We Do

- Who Are Customers? (internal/external)
- What is Customer Service?
- Who Are Customer Service Providers?

Module Three: Establishing Your Attitude

- Appearance Counts!
- The Power of a Smile
- Staying Energized
- Staying Positive

Module Four: Identifying and Addressing Their Needs

- Understanding the Customer's Problem
- Staying Outside the Box
- Meeting Basic Needs
- Going the Extra Mile

Module Five: Generating Return Business

- Following Up
- Addressing Complaints
- Turning Difficult Customers Around

Module Six: In-Person Customer Service

- Dealing With At-Your-Desk Requests
- The Advantages and Disadvantages of In-Person Communication
- Using Body Language to Your Advantage

Module Seven: Giving Customer Service over the Phone

- The Advantages and Disadvantages of Telephone Communication
- Telephone Etiquette
- Tips and Tricks

Module Eight: Providing Electronic Customer Service

- The Advantages and Disadvantages of Electronic Communication
- Understanding etiquette
- Tips and Tricks
- Examples: Chat or e-mail

Module Nine: Recovering Difficult Customers

- De-Escalating Anger
- Establishing Common Ground
- Setting Your Limits
- Managing Your Own Emotions

Module Ten: Understanding When to Escalate

- Dealing with Vulgarly
- Coping with Insults
- Dealing with Legal and Physical Threats

Module Eleven: Ten Things You Can Do To WOW Every Time

- Ten Tips

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Handling a Difficult Customer

Wouldn't the world be a great place if every customer was a pleasure to deal with? We all know that is a fantasy land. So what is the best way to handle a difficult customer? Through our course your participants will learn stress management skills, how to build rapport, and recognizing certain body language.

By utilizing our Handling a Difficult Customer course your participants will see an increase in customer service, productivity, and a decrease in unhappy customers. Your participants will be provided a strong skill set including in- person and over the phone techniques, addressing complaints, and generating return business.

COURSE OBJECTIVES

- Cultivate a positive attitude
- Manage internal and external stress
- Develop abilities to listen actively and empathize
- Build a rapport with customers in person and over the phone
- Understand the diverse challenges posed by customers
- Develop strategies to adapt to challenging circumstances

COURSE OUTLINE

Module One: Getting Started

- Housekeeping Items
- Pre-Assignment Review
- Course Objectives
- The Parking Lot
- Action Plan

Module Two: The Right Attitude Starts with You

- Be Grateful
- Keep Your Body Healthy
- Focus on Positive Thoughts
- Invoke Inner Peace
- Case Study
- Module Two: Review Questions

Module Three: Internal Stress Management

- Irritability
- Unhappiness with Your Job
- Feeling Underappreciated
- Not Well-Rested
- Case Study
- Module Three: Review Questions

Module Four: External Stress Management

- Office Furniture Not Ergonomically Sound
- High Noise Volume in the Office
- Rift with Co-Workers
- Demanding Supervisor
- Case Study
- Module Four: Review Questions

Module Five: Transactional Analysis

- What is Transactional Analysis?
- Parent
- Adult
- Child
- Case Study
- Module Five: Review Questions

Module Six: Why are Some Customers Difficult?

- They Have Truly Had a Bad Experience and Want to Vent
- They Have Truly Had a Bad Experience and Want Someone to be Held Accountable
- They Have Truly Had a Bad Experience and Want Resolution
- They Are Generally Unhappy
- Case Study
- Module Six: Review Questions

Module Seven: Dealing with the Customer Over the Phone

- Listen to the Customer's Complaint
- Build Rapport
- Do Not Respond with Negative Words or Emotion
- Offer a Verbal Solution to Customer
- Case Study
- Module Seven: Review Questions

Module Eight: Dealing with the Customer In Person

- Listen to the Customer's Complaint
- Build Rapport
- Responding with Positive Words and Body Language
- Besides Words, What to Look For?
- Case Study
- Module Eight: Review Questions

Module Nine: Sensitivity in Dealing with Customers

- Who are Angry
- Who Are Rude
- With Different Cultural Values
- Who Cannot Be Satisfied
- Case Study
- Module Nine: Review Questions

Module Ten: Scenarios of Dealing with a Difficult Customer

- Angry Customer
- Rude Customer
- Culturally Diverse Customer
- Impossible to Please Customer
- Case Study
- Module Ten: Review Questions

Module Eleven: Following up With a Customer Once You Have Addressed Their Complaint

- Call the Customer
- Send the Customer an Email
- Mail the Customer a Small Token
- Handwritten or Typed Letter
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up

- Words from The Wise
- Review of The Parking Lot
- Lessons Learned
- Recommended Reading
- Completion Of Action Plans And Evaluations

Networking within the Company

Networking is one of the most basic and essential skills employees should develop. Having great networking skills within an organization is sometimes overlooked. Having a viable networking and communication skill set will benefit any organization and will lead to increased productivity and performance.

Networking within the Company is about creating and maintaining better relationships. Your participants will develop skills to avoid obstacles, increase communication, and build relationships that last over time. Employees who understand and embrace the aspects of networking in the workplace will grow your business and create a more engaging environment.

COURSE OBJECTIVES

- Define networking
- Understand networking principles
- Use networking tools
- Avoid common mistakes
- Understand how to build relationships
- Manage time successfully

COURSE OUTLINE

Module One: Getting Started

- Housekeeping Items
- Pre-Assignment Review
- Course Objectives
- The Parking Lot
- Action Plan

Module Two: The Benefits of Networking at Work

- Gain Connections
- Share Knowledge
- Increase Opportunity
- Improve Image
- Case Study
- Module Two: Review Questions

Module Three: Networking Obstacles

- Confusion about the Definition of Networking
- Personality Traits
- Cultural Barriers
- Personal Pride
- Case Study
- Module Three: Review Questions

Module Four: Networking Principles

- Relationships
- Listen
- Offer Value
- Build Trust
- Case Study
- Module Four: Review Questions

Module Five: How to Build Networks

- Meet New People

- Be Polite
- Follow up
- Allow Relationships to Develop Naturally
- Case Study
- Module Five: Review Questions

Module Six: Recognize Networking Opportunities

- Formal Networking
- Informal Networking
- Workday Opportunities
- Always Be Ready to Network
- Case Study
- Module Six: Review Questions

Module Seven: Common Networking Mistakes

- Not Meeting New People
- Not Following Through
- High Expectations
- Being Unprofessional
- Case Study
- Module Seven: Review Questions

Module Eight: Develop Interpersonal Relationships

- Be Genuine
- Dialogue
- Maintain Boundaries
- Invest Time
- Case Study
- Module Eight: Review Questions

Module Nine: Online Networking Tools

- Social Networks (LinkedIn, Twitter, Facebook)
- Blogs
- Chat Rooms
- Email
- Case Study
- Module Nine: Review Questions

Module Ten: Time Management

- Prioritize Contacts
- Create Group Activities
- Connect Online
- Schedule Your Network Activities
- Case Study
- Module Ten: Review Questions

Module Eleven: Maintaining Relationships over Time

- Contact Networks Regularly
- Be Honest
- Give Personal Attention
- Limit Networks to a Manageable Size
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up

- Words from the Wise
- Review of the Parking Lot
- Lessons Learned
- Recommended Reading
- Completion of Action Plans and Evaluations

Respect in the Workplace

A respectful work environment is essential to the overall success of your team, as well as a contribution to a stronger work reputation. Evidently, when we learn to accept the differences between the values and perspectives of those around us, we can continue to grow as a team with this shared knowledge. The concept of respect is often taught at a young age, however, it is just as important to remind adults to model respective behaviors. Remember, it is the responsibility of all team members to be respectful to one another, and address conflict in a positive manner in order to accomplish a healthy, safe work environment.

Our Respect in the Workplace course will give you the tools and conversation to help empower your team to recognize behaviors that influence the performance done within the workplace. A respectful workplace is one in which integrity and professionalism are displayed, and the skills to communicate and recognize one another are practiced.

COURSE OBJECTIVES

- Have a clear understanding of respect and self-respect
- Choose appropriate emotional responses
- Develop respectful communication approaches
- Understand how to build a respectful workplace, and the importance of team contribution
- Understand policies on respect, and the many benefits
- Focus on building an inclusive work environment

COURSE OUTLINE

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Course Objectives

Module Two: What is Respect

- Defining Respect
- Self-Respect
- Owed Respect vs Earned Respect
- Measuring Respect
- Respect for the Workplace
- Case Study
- Module Two: Review Questions

Module Three: The Respectful Employee

- Common Characteristics
- The Importance of Mutual Respect
- Earning Respect
- Enhancing Professionalism
- Being Liked vs Being Respected
- Case Study
- Module Three: Review Questions

Module Four: Disrespectful Behavior

- Why these Behaviors Arise
- Discrimination
- Bullying
- Harassment
- What is Not Harassment

- Case Study
- Module Four: Review Questions

Module Five: Managing Emotions

- Meaning Of Emotions
- Negative Emotions at Work
- Choosing Your Reactions
- Absorbing Other Peoples Emotions
- The Positive Outcome
- Case Study
- Module Five: Review Questions

Module Six: Respectful Communication Approaches

- Self-Awareness
- Active Listening
- Nonverbal Communication
- Verbal Communication
- Constructive Disagreement
- Case Study
- Module Six: Review Questions

Module Seven: The Inclusive Mindset

- The Inclusive Leader
- Diversity vs Inclusion
- Types of Workplace Diversity
- Creating an Inclusive Workplace
- The Power of Words
- Case Study
- Module Seven: Review Questions

Module Eight: Employee Recognition

- Recognition and Respect
- The Halo Effect
- Giving Recognition
- The Communication Component
- Improving Employee Recognition
- Case Study
- Module Eight: Review Questions

Module Nine: The R's of Respect

- Recognition
- Responding
- Reporting
- Roles and Responsibilities
- Rising Above
- Case Study
- Module Nine: Review Questions

Module Ten: Building a Respectful Workplace

- It Starts With You
- Team Contribution
- Respecting Space and Boundaries
- Workplace Ethics
- Policies on Respect
- Case Study
- Module Ten: Review Questions

Module Eleven: Benefits to the Business

- Productivity and Knowledge
- Employee Engagement
- Job Satisfaction
- Stress Reduction

- The Welcoming Environment
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Risk Assessment & Management

It is not possible to control or manage 100% of risk, but knowing what to do before, during, and after an event will mitigate the damage and harm. Identifying potential hazards and risks and making it part of the day to day business is important. Safety should be the first priority as every business must face the reality of risks and hazards.

Through our Risk Assessment and Management course your participants will be aware of hazards and risk they didn't realize were around their workplace. Identifying hazards through proper procedures will provide your participants the ability to prevent that accident before it occurs. Limiting and removing potential dangers through Risk Assessment will be an incredible investment.

COURSE OBJECTIVES

- Identify hazards and risks
- Update control measures
- Grasp the fundamentals of accident reports
- Identify risk management techniques
- Outline a disaster recovery plan
- Communicate to the organization

COURSE OUTLINE

Module One: Getting Started

- Housekeeping Items
- The Parking Lot
- Course Objectives
- Action Plans and Evaluations

Module Two: Identifying Hazards and Risks

- What is a Hazard?
- What is a Risk?
- Consult with Employees
- Likelihood Scale
- Case Study
- Module Two: Review Questions

Module Three: Seeking Out Problems Before they Happen (I)

- Unique to Your Business
- Walk Around
- Long Term and Short Term
- Common Issues
- Case Study
- Module Three: Review Questions

Module Four: Seeking Out Problems Before they Happen (II)

- Ask "What would happen if....?"
- External Events
- Worst Case Scenarios
- Consequence Scale
- Case Study
- Module Four: Review Questions

Module Five: Everyone's Responsibility

- See it, Report it!

- If It Is Not Safe Don't Do It
- Take Appropriate Precautions
- Communicating to the Organization
- Case Study
- Module Five: Review Questions

Module Six: Tracking and Updating Control Measures

- What is a Control Measure? Your Business Procedures
- Are They Adequate?
- Updating and Maintaining
- Case Study
- Module Six: Review Questions

Module Seven: Risk Management Techniques

- Reduce the Risk
- Transfer the Risk
- Avoid the Risk
- Accept The Risk
- Case Study
- Module Seven: Review Questions

Module Eight: General Office Safety and Reporting

- Accident Reports
- Accident Response Plan
- Emergency Action Plan
- Training and Education
- Case Study
- Module Eight: Review Questions

Module Nine: Business Impact Analysis

- Gather Information
- Identify Vulnerabilities
- Analyze Information
- Implement Recommendations
- Case Study
- Module Nine: Review Questions

Module Ten: Disaster Recovery Plan

- Make It Before You Need It
- Test, Update, and Repeat
- Hot, Warm, and Cold Sites
- Keep Documentation Simple and Clear
- Case Study
- Module Ten: Review Questions

Module Eleven: Summary of Risk Assessment

- What are the Hazards?
- Who Might be Harmed?
- Are Current Control Measures Sufficient?
- If Not, Change Control Measures
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Safety in the Workplace

Workplace safety is the responsibility of everyone in an organization. Companies have legal obligations to meet certain safety requirements, but many go further than the minimum obligations. Safety standards and procedures must be put in place, and everyone needs to follow the standards in order for them to be effective.

Our Safety in the Workplace course will be instrumental in reviewing common hazards, safety techniques and after completion; your participants will have the tools to help them create a Safety policy for your work place. By identifying and anticipating hazards, employers can prevent injuries and keep employees safe.

COURSE OBJECTIVES

- Define workplace safety.
- Understand legal responsibilities associated with a safe work environment.
- Create a safety plan and identify hazards.
- Recognize the role of management.
- Develop training procedures.
- Learn how to implement a safety plan.

COURSE OUTLINE

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Course Objectives

Module Two: An Overview

- Work Safety and Health Legislations
- Roles & Duties
- Safety Planning

Module Three: Types of Hazards

- Computer Workstations
- Ergonomics
- Fire Prevention
- Fitness & Wellness
- Heat Stress
- Stress
- Violence

Module Four: Managers Role

- Promoting & Enforcing Safety Standards
- Element of a Health and Safety Program
- Responsibilities
- Corporate Culture

Module Five: Training

- Reasons for Training
- Definition
- Orientation
- On the Job Training
- Safety Meetings

- Planning and Conducting a Training Session

Module Six: Stress Management

- Altering
- Avoiding
- Accepting Relaxation Techniques
- Using Routines to Reduce Stress

Module Seven: Workplace Violence

- What is Workplace Violence?
- Identifying
- Addressing
- Implementing a Workplace Harassment Policy

Module Eight: Identifying Your Company Hazards

- Conducting an Inspection
- Prioritizing Deficiencies
- Report & Following Up

Module Nine: Drug & Alcohol Abuse

- For Employees
- For Managers or Supervisors
- When to Address
- Implementing a "No Tolerance" Rule

Module Ten: Writing the Safety Plan

- Management Involvement
- Responsibility
- Employee Involvement
- Follow Through with Accident Investigations
- Training of Employees

Module Eleven: Implement the Plan

- Selecting an Employee Representative
- Identifying Roles
- Assigning Responsibility
- Follow Through

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Teamwork & Team Building

For most of us, teamwork is a part of everyday life. Whether it's at home, in the community, or at work, we are often expected to be a functional part of a performing team. Having a strong team will benefit any organization and will lead to more successes than not.

The Teamwork and Team Building course will encourage participants to explore the different aspects of a team, as well as ways that they can become a top-notch team performer. Your participants will be given the details and concepts of what makes up a team, and what factors into being a successful team and team member.

COURSE OBJECTIVES

- Describe the concept of a team, and its factors for success
- Explain the four phases of the Tuckman team development model and define their characteristics
- List the three types of teams
- Describe actions to take as a leader – and as a follower for each of the four phases (Forming, Storming, Norming and Performing)
- Discuss the uses, benefits and disadvantages of various team-building activities
- Describe several team-building activities that you can use, and in what settings
- Follow strategies for setting and leading team meetings
- Detail problem-solving strategies using the Six Thinking Hats model -- and one consensus-building approach to solving team problems
- List actions to do -- and those to avoid -- when encouraging teamwork

COURSE OUTLINE

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Course Objectives

Module Two: Defining Success

- What is a Team?
- An Overview of Tuckman and Jensen's Four-Phase Model

Module Three: Types of Teams

- The Traditional Team
- Self-Directed Teams
- E-Teams

Module Four: The First Stage of Team Development Forming

- Hallmarks of This Stage
- What To Do As A Leader
- What To Do As A Follower

Module Five: The Second Stage of Team Development Storming

- The Hallmarks of This Stage
- What To Do As A Leader
- What To Do As A Follower

Module Six: The Third Stage of Team Development Norming

- The Hallmarks of This Stage
- What To Do As A Leader

- What To Do As A Follower

Module Seven: The Fourth Stage of Team Development Performing

- Hallmarks of this Stage
- What To Do As A Leader
- What To Do As A Follower

Module Eight: Team Building Activities

- The Benefits and Disadvantages
- Team-Building Activities That Won't Make People Cringe
- Choosing a Location for Team-Building

Module Nine: Making the Most of Team Meetings

- Setting the Time and the Place
- Trying the 50-Minute Meeting
- Using Celebrations of All Sizes

Module Ten: Solving Problems as a Team

- The Six Thinking Hats
- Encouraging Brainstorming
- Building Consensus

Module Eleven: Encouraging Teamwork

- Some Things to Do
- Some Things to Avoid
- Some Things to Consider

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations