MDI

MANAGEMENT
DEVELOPMENT
INTERNATIONAL, INC.

Training for Results

A catalogue of high quality, hands-on training programs

Management Development International., Inc

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5 Step Model To Assure Training Results

	Needs Assessment	Managers Briefing	Conduct Workshops	Action Plan Follow-up	End of Course Celebration
ACTIVITY	Our training professional will interview key people in the organization to determine organizational issues to be addressed in the training and to determine training needs.	Full-day meeting with managers who are one level above the participants (i.e., the trainee's boss).	Workshops are held one to two weeks apart, allowing time for participants to complete action items, meet with their bosses and prepare for the next session.	After each module, participants leave the workshop with the start of an Action Plan that they will complete and take to their bosses. This plan spells out how the participants will apply back on the job what they learned.	Recap meeting between eight and twelve weeks after the last workshop session, at which each participant reports to peers, bosses and top management on the results of implementing the Action Plans.
RESULTS	Workshop subjects, objectives and outlines are agreed upon. Length of workshops, dates, locations and required pre-work agreed upon.	Report on needs analysis, course content and intent. Prepare bosses for their role in "between workshop" meetings with participants. Give "hands-on" flavor of course through sample exercises. Cover administrative details: homework, missed meetings, etc. Win commitment of bosses to their partnership with instructors.	Provide a dynamic workshop in which participants learn by doing through use of role plays, case method, games and simulations, etc. Give participants a chance to learn from one another, tailor the program to their own needs, and to address organizational problems they face.	Increase transfer of training from workshops to the job. Continue the involvement and commitment of the boss and thus strengthen their working relationship. Enable the boss to experience the course vicariously. Enable the instructors and top management to evaluate the course's effectiveness.	Provide powerful motivation for improved performance from each participant. Give closure, individual recognition and sense of achievement to "graduates". Enable instructors and top management to evaluate course effectiveness and individual talent.

Leadership, Coaching and Mentoring That Gets Results

Target Audience: Senior Leaders

Number of Participants: Minimum of 6 – Maximum of 12

Total Program Hours: 48 hours or 16 hours for the overview option

Program Description:
The senior leadership will either participate in the same training program as supervisors/managers covering the same leadership competencies or a one day overview. However, there will be an additional 8 hours of training to examine their role as mentor in the ongoing professional development of direct reports.

This highly interactive program includes:

- The role and key characteristics of an effective leader.
- Your leadership behavioral style through the DiSC assessment
- Effective Communication Skills: active listening, expressing yourself clearly, and giving and receiving constructive feedback
- Employee Development: key theories and principles of employee motivation: recognition through praise, incentives, rewards
- Effective Planning Strategies: setting SMART goals and objectives and putting them into practice, and building accountability and ownership of goals
- Performance Management: learning and practicing a 5 step coaching model to close a performance gap and assist workers in reaching and maintaining top performance
- Conflict Management Skills: learning and practicing five conflict management strategies: avoid, accommodate, compromise, compete and collaborate
- Leadership Styles: understanding situational leadership, identifying a personal leadership style and recognizing its strengths and weaknesses; learning to apply situational leadership concepts to delegate effectively
- Managing Change: analyzing your natural response to change; reasons for resistance to change; becoming an agent of change and supporting others during changes
- Sustainability through mentoring and team building: identifying specific action steps to take with direct reports to sustain the transfer of learning from the classroom to the work environment; learning strategies to build a more cohesive team.

Instructional Methods:
Short lectures, group exercises and discussions, self-assessment inventories, case study reviews, video clips, research data, management literature, on line DISC® assessment (pre-work), Thomas Kilmann Instrument®, Lead Instrument®

Expected Outcomes:
Participants will leave with the same leadership skills taught to managers and supervisors in their organization creating alignment and the ability to coach and mentor effectively.

The Five Behaviors of a Cohesive Team

Target Audience: Senior Leaders (and other intact teams)

Number of Participants: Minimum of 6 – Maximum of 12

Total Program Hours: 24 hours

Program Description:
The Five Behaviors Model®, based on the best-selling book by Patrick Lencioni, will be used to help team members learn to work together more efficiently and effectively and to become a more cohesive team.

Bringing together everyone's personalities and preferences to form a cohesive, productive team takes work, but the payoff can be huge--for individuals, for the team, and for the organization.

A productive, high-functioning team has a lot of upside:

- makes better, faster decisions
- taps into the skills and opinions of all members
- avoids wasting time and energy on politics, confusion, and destructive conflict
- avoids wasting time talking about the wrong issues and revisiting the same topics over and over because of a lack of buy-in
- creates competitive advantage
- is more fun to be on!

During the workshop your team will work on:

- Building trust
- Mastering conflict
- Achieving commitment
- Embracing accountability
- Focusing on results

Instructional Methods:
Short lectures, group exercises and discussions, self-assessment inventories, video clips, research data, management literature, on line Five Behaviors of a Cohesive Team Profile® (Pre-work assignment), Five Behaviors of a Cohesive Team Annotated Team Report®

Expected Outcomes:
Participants will come out of the training not just with knowledge of the 5 Behaviors model and of how the team is currently performing (based on the assessment), but also with specific plans to improve that performance.

Discovering Emotional Intelligence®

Target Audience: Senior Leaders and Selected Managers/Supervisors

Number of Participants: Minimum of 6 – Maximum of 12

Total Program Hours: 8 hours

Program Description:
Leading in an emotionally intelligent way involves influencing the emotions and actions of colleagues in a positive direction.

Where there is fear and dread, generate courage and confidence.
Where there is uncertainty, generate conviction.
Where there is skepticism or cynicism, generate hope.
Where there is apathy, generate caring and excitement.

Based on the best-selling book by Daniel Goleman, Ph.D.

Through an exciting, challenging learning experience, this program will address the following:

- A definition of emotional intelligence and its impact on effective leadership
- Understanding the negative consequences of unmanaged and low emotional intelligence on individual contributors, teams, and the organization
- Completion of an assessment tool to measure participants' emotional intelligence in four areas:
    o Self-Awareness
    o Self-Management/ Motivation
    o Social Awareness (Empathy)
    o Relationship Management
- Learning critical skills and applying the principals of emotional intelligence to key leadership activities including:
    o Creating an inspiring vision and a culture that encourages openness and authenticity
    o Building trusting relationships and expressing empathy appropriately
    o "Reframing" stressful situations into ones that are challenging

Each participant receives a copy of the book "Emotional Intelligence 2.0"

Instructional Methods:
Emotional Intelligence Inventory®, Case Studies, Group Discussion, Skill Building Activities

Expected Outcomes:
Participants will leave with a stronger ability to model the behaviors of emotionally intelligence leaders. Each participant will create an Action Plan which identifies target areas and specific steps for further growth and development.

Business Success - Strategic Planning

Target Audience: Senior Leaders

Number of Participants: Minimum of 6 – Maximum of 12

Total Program Hours: 8 hours

Program Description:
Develop a shared understanding of what your organization is up against – so that you can unite around the way forward. Senior leaders come together for a constructive dialogue about a broad range of strategically important issues such as:

- Product life cycles
- Disruptive technologies
- Supply chain efficiency
- Value-added services
- Customer segmentation
- Short-term vs. long-term profitability
- Growth and sustainable profitability
- Sustainability

- Lean production
- Differentiated market strategies
- Market intelligence
- Operations efficiency
- Organizational structure
- Securing cash flow
- Creating long-term value

Through an exciting, challenging hands-on learning experience, this program will:

- Create a broad, shared understanding of the key issues and factors that influence the business
- Highlight the fundamental importance of customer focus, including a solid understanding of customer needs
- Illustrate how small improvements can have a great effect on the bottom line
- Inspire people to focus on what can be done, even when business conditions are tough

Instructional Methods:
Using a unique Celemi ® board based business simulation teams must compete for customers against their simulated company's main rivals in the marketplace. If teams choose a successful business strategy, they will meet their profitability goal – or even exceed it.

While gamification may be a new trend in some business circles, Celemi® has been perfecting the power of learning through interactive board-based business simulations and other customized solutions since 1985, helping more than 3.4 million managers and their employees implement change and improve business performance around the world.

Expected Outcomes:
Participants sum up their insights regarding the burning issues and way forward for their own organization and define how they can contribute to the company's business strategy within their own area of responsibility.

Management Development International., Inc

Business Success – Operations Improvement

Target Audience: Senior Leaders

Number of Participants: Minimum of 6 – Maximum of 12

Total Program Hours: 8 hours

Program Description:
Teams learn how to monitor cash flow, make resource utilization improvements, and measure results in the balance sheet and income statement. They will explore the cause-and-effect relationships that govern a company's financial statements – and develop an intrinsic business sense that will govern their future decisions in every day work. They explore:

- Stakeholder value
- Cash flow
- Return on assets
- Return on equity
- Profitability
- Operating costs
- Margin
- Capacity utilization

Through an exciting, challenging hands-on business simulation, this program will:

- Create a common vision of how to improve operations
- Build a shared baseline understanding of financial and management concepts.
- Improve participant's ability to communicate key messages during times of organizational change.
- Provide insights on how your organization generates profits today, and how it will need to generate profits in the future.
- Improve understanding of how participant's daily decisions impact the company strategically and financially.

Instructional Methods:
Using a unique Celemi® board based business simulation, participants form the incoming management team of A&O Inc. – an established company that is facing some tough challenges. The company is losing market share and there are increasing demands from suppliers and customers. A&O Inc. needs a new, disciplined financial strategy, and the participants are asked provide one.

Celemi's® interactive board-based business simulations have helped more than 3.4 million managers implement change and improve business performance around the world.

Expected Outcomes:
Participants learn how to monitor cash flow, make resource utilization improvements, and measure results in the balance sheet and income statement and key performance ratios.

Leadership - Meeting the Needs of Employees and the Company

Target Audience: Managers/Supervisors/Lead Operators

Number of Participants: Minimum of 6 – Maximum of 12

Total Program Hours: 40 hours

Program Description:
Effective front line leadership is the key to organizational success. The balancing act that is required to meet organizational and employee needs requires skill, self-understanding, understanding others and a vision for the future of the participants work unit that aligns with company goals.

Through a group facilitation/workshop format, the following supervisory skills will be covered:

- Definition of the role and key characteristics of an effective supervisor and understand your leadership behavioral style through the DISC assessment
- Effective Communication Skills: active listening, expressing yourself clearly, and giving and receiving constructive feedback
- Employee Development: key theories and principles of employee motivation: recognition through praise, incentives, rewards
- Effective Planning Strategies: setting SMART goals and objectives and putting them into practice, and building accountability and ownership of goals
- Performance Management: learning and practicing a 5 step coaching model to close a performance gap and assist workers in reaching and maintaining top performance
- Conflict Management Skills: learning and practicing five conflict management strategies: avoid, accommodate, compromise, compete and collaborate
- Leadership Styles: understanding situational leadership, identifying a personal leadership style and recognizing its strengths and weaknesses; learning to apply situational leadership concepts to delegate effectively
- Managing Change: analyzing your natural response to change; reasons for resistance to change; becoming an agent of change and supporting others during changes

Instructional Methods/Materials:
Short lectures, group exercises and discussions, self-assessment inventories, case study reviews, video clips, research data, management literature, DISC® assessment (pre-work), Thomas Kilmann Instrument®, Situational Leadership Assessment

Expected Outcomes:
Supervisors/Managers/Lead Operators will learn to apply the basic principles of good supervision with enhanced communication skills. This will result in an environment where employees work together more efficiently and more effectively increasing the company's productivity and competitiveness.

Critical Conversations
Engaging, Clear, Concise and Compelling

Target Audience: Managers/Supervisors/Group Leaders

Number of Participants: Minimum of 6 – Maximum of 12

Total Program Hours: 8 hours

Program Description:
Organizations depend on supervisors and managers to handle critical people issues in a positive way. As a leader, you are expected to be skillful at creating outcomes that benefit the organization and the people you supervise, even when people are angry, resentful and disapproving of decisions that are made or feedback that is unfavorable.   Fortunately, most critical conversations are relatively easy to have if they are well planned and involve good news and development opportunities. They are easy but just as critical as those involving poor performance, or bad news about pay, job assignments, and the need to take disciplinary action. The key to success is to have all of these critical conversations frequently and in a timely manner. Putting them off when the news is good or bad will lead to problems including low morale, employee turnover, and poor productivity.

Through a group facilitation/workshop format, participants will:

- List critical conversations they engage in.
- Identify the values underlying successful critical conversations.
- Determine their natural communication response style and its appropriateness for success in critical conversations.
- Practice a seven-step process for success in critical conversations.
- Practice active listening.
- Distinguish between passive, aggressive and assertive behaviors and determine the consequences of each.
- Learn to say "no" without saying "no".
- Learn to resolve conflicts wisely and amicably.

Instructional Methods/Materials:
Short lectures, group exercises and discussions, self-assessment inventories, case study reviews, video clips, research data, management literature, role plays

Expected Outcomes:
This workshop will help you master the skills that are required for success in the critical conversations that you have with your team members in day-to-day interactions or formal performance appraisals..

Conflict Management – How Everyone Can Win

Target Audience: Managers/Supervisors/Lead Operators

Number of Participants: Minimum of 6 – Maximum of 12

Total Program Hours: 8 hours

Program Description:
This program takes a close look at the variety of typical responses used when an employee is faced with a conflict situation. This program acknowledges conflict as inevitable and as something that can be managed. If managed effectively, satisfactory conflict management can lead to new ideas and preserve and strengthen working relationships.

Through a highly interactive process participants will:

- Examine a recent conflict situation they were involved in. Working in pairs, they will identify the issue, the process, the ultimate resolution and whether it was successful or not.
- Complete a conflict behavior inventory and gain greater insight into their typical behavior in conflict situations --- what works for them and what gets in the way of effective resolution
- Engage in a conflict situation and experience the variety of responses and emotions that emerge.
- Identify five conflict management strategies: avoid, accommodate, compromise, compete, and collaborate.
- Recognize the appropriate use of each style, how to use it, and the consequences of using it.
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Instructional Methods/Materials:
Short lectures, group exercises and discussions, self-assessment inventories, case study reviews, video clips, research data, management literature, role plays, the Thomas Killman Instrument®

Expected Outcomes:
By using an appropriate conflict management style, employees will be able to resolve conflicts in a satisfactory and efficient manner. This will increase the level of cooperation and trust which in turn creates a more productive work environment.

Leading High Performance Teams

Target Audience: Managers/Supervisors/Group Leaders

Number of Participants: Minimum of 6 – Maximum of 12

Total Program Hours: 16 hours

Program Description:
Great communicators and team players are made not born. Valuable skills and techniques can be learned to increase a work team's effectiveness in identifying and solving problems which in turn will increase productivity.

Through a highly interactive process participants will:

- Identify factors inherent in a work team versus a work group
- Practice the key team building principles that focus on completing tasks and preserving relationships as a team works towards a common goal
- Identify the 4 stages of team development: Forming, Storming, Norming, Performing
- Build team synergy
- Apply a **4 P Model** to facilitate growth toward a high performance team:

  - **Purpose:** Identifying a clear team mission and ground rules
  - **Positions:** Defining team roles, appreciating the impact of diverse personalities
  - **Process:** Facilitating the generation of ideas through brainstorming, turning ideas into action, team decision making, and resolving team conflict
  - **Performance:** Learning key tools to assist with data collection, baseline measurements, and tracking success indicators
- Review core communication skills and effective team meeting management skills.

Instructional Methods/Materials:
Short lectures, group exercises and discussions, self-assessment inventories, case study reviews, video clips, research data, management literature, role plays

Expected Outcomes:
Learners will recognize the value of developing effective communication skills in order to build a more cooperative work environment through team work. Participants will practice the skills to be both an effective team player and team leader resulting in fewer conflicts and improved relationships. Participants will also be able to build and to lead teams in effectively solving problems, increasing the efficiency of work processes, and in pursuing new opportunities in the work environment.

Running Meetings That Get Results

Target Audience: Mangers/Supervisors/Lead Operators

Number of Participants: Minimum of 6 – Maximum of 12

Total Program Hours: 8 hours

Program Description:
This program focuses on skills and techniques to make meetings more efficient and productive. It focuses on good meeting mechanics as well as good people management skills.

Through a highly interactive process participants will:

- Share and analyze the amount of time spent in meetings at work, the purpose of most of their meetings, and consider the following questions:
  - Is the meeting format the appropriate communication vehicle to reach the desired goals? Why?
  - What factors cause meetings to be unproductive?
  - What does a successful meeting look like?
- Identify the 35 reasons why the meeting failed in the "Case of the Boolie Bottle Company."(Case Study)
- Examine 10 steps to plan and conduct an effective meeting.
- Complete the "Behavioral Style Analysis" which identifies both a primary and a secondary manner of behavior and the impact of these styles on the behavior of meeting participants.

Instructional Methods/Materials:
Short lectures, group exercises and discussions, self-assessment inventories, case study reviews, video clips, research data, management literature, role plays, simulations

Expected Outcomes:
Participants will be able to plan and conduct results oriented meetings that are an effective use of the company's resources and the meeting participant's time.

Conducting Engaging Performance Appraisals

Target Audience: Managers/Supervisors

Number of Participants: Minimum of 6 – Maximum of 12

Total Program Hours: 8 hours

Program Description:
An effective performance appraisal process provides clear, measurable standards of performance, continuous feedback on job performance and a formal performance appraisal at least once a year. This program explores this "performance management" process and provides the skills necessary to effectively conduct a formal performance appraisal.

Through a highly interactive process participants will:

- See performance management as an ongoing process of setting goals, coaching to recognize good performance and improve substandard performance, giving feedback constructively and conducting an annual performance appraisal.
- Gain a complete understanding of the company's appraisal process as well as the proper use of the evaluation tool
- Guard against unconscious bias that often results in inappropriate subjectivity during the formal appraisal process.
- Practice filling out the company's appraisal tool and conducting an actual appraisal meeting.
- Assess an employee's potential and setting stretch goals to create a realistic professional development plan and assist with succession planning.

Instructional Methods/Materials:
Short lectures, group exercises and discussions, self-assessment inventories, case study reviews, video clips, research data, management literature, role plays.

Expected Outcomes:
Participants will set up an effective system to make performance management a critical part of their day-to-day management activities. In addition to understanding the value of taking a proactive approach by giving continuous performance feedback, they will develop the skills to give an effective formal performance appraisal including the ability to set developmental goals for the employee.

Making Decisions That Improve Cash Flow and Profitability

Target Audience: Managers/Supervisors/Lead Operators

Number of Participants: Minimum of 6 – Maximum of 12

Total Program Hours: 8 hours

Program Description:
Teams learn how to monitor cash flow, make resource utilization improvements, and measure results in the balance sheet and income statement. They will explore the cause-and-effect relationships that govern a company's financial statements – and develop an intrinsic business sense that will govern their future decisions in every day work. They explore:

- Stakeholder value
- Cash flow
- Return on assets
- Return on equity
- Profitability
- Operating costs
- Margin
- Capacity utilization

Through an exciting, challenging hands-on business simulation, this program will:

- Create a common vision of how to improve operations
- Build a shared baseline understanding of financial and management concepts.
- Improve participant's ability to communicate key messages during times of organizational change.
- Provide insights on how your organization generates profits today, and how it will need to generate profits in the future.
- Improve understanding of how participant's daily decisions impact the company strategically and financially.

Instructional Methods:
Using a unique Celemi® board based business simulation, participants form the incoming management team of A&O Inc. – an established company that is facing some tough challenges. The company is losing market share and there are increasing demands from suppliers and customers. A&O Inc. needs a new, disciplined financial strategy, and the participants are asked provide one.

3.4 million Managers and their employees have experienced Celemi's® business games.

Expected Outcomes:
Participants learn how to improve cash flow, make resource utilization improvements, and measure results in the balance sheet and income statement and key performance ratios.

Internal Customer Service
Working Together for Business Success

Target Audience: All Employees

Number of Participants: Minimum of 6 – Maximum of 12

Total Program Hours: 8 hours

Program Description:
Changing demographics and tough economic conditions have resulted in a work environment where resources are tighter and tempers are shorter. Yet, the interdependency among workers to attain organizational goals has intensified.

By the end of the workshop participants will be able to:

- Serve each other better as internal customers
- Increase levels of accountability to one another as coworkers
- Build stronger organizational alignment towards the pursuit of company goals and external customer satisfaction
- Strengthen collaborative efforts versus competitive ones

Instructional Methods:
X, Y Simulation, Personal Style Assessment, Case Studies, Skill Building Activities, Small and Large Group Discussion

Expected Outcomes:
Participants will gain more insight and be motivated to generate a win-win mentality in their day-to-day dealings with each other. They will learn the skills and demonstrate the behaviors to sustain alignment and accountability in the collective pursuit of the organization's goals.

External Customer Service
Winning One Customer at a Time

Target Audience: All Employees

Number of Participants: Minimum of 6 – Maximum of 12

Total Program Hours: 8 hours

Program Description:
Giving customers what they want is a business imperative. Customers have more options than ever. Customers are more demanding than ever. Customers do not want GOOD service. Customers want EXCEPTIONAL service.

In this highly interactive program participants will:

- Define a customer focused environment as one where every action is examined to determine its impact on the customer.
- Learn the behaviors necessary to exceed customers' expectations, make every service encounter a positive one, and identify factors that differentiate them from the competition
- Examine and practice the use of effective telephone techniques particularly when handling the difficult customer
- Measure and anticipate the changing needs of customers
- Learn a problem solving model to facilitate efficient and satisfactory service recovery when a customer is upset and angry
- Practice clear, concise, and constant communication; follow through and follow up skills that will earn the clients' respect

Instructional Methods:
Short lectures, group exercises and discussions, self-assessment inventories, case study reviews, video clips, research data, management literature, role plays.

Expected Outcomes:
Participants will demonstrate the behaviors of a sincere service enthusiast. They will develop the skills to respond to customer needs in a friendly, knowledgeable, and efficient manner.

Train-the Trainer
Achieving High Levels of Performance

Target Audience: All Employees Who Train Others

Number of Participants: Minimum of 6 – Maximum of 10

Total Program Hours: 16 hours

Program Description:
This is a highly experiential program designed for any employee who has the responsibility for one-on-one training. The program highlights the knowledge and skills necessary to be an effective trainer. The participants will assess their skill level as a trainer and areas that need improvement.

This highly interactive, hands-on workshop includes:

- Understanding the natural learning curve for all trainees

- Examination of the process to identify the baseline knowledge, skills, and attitude of a new learner

- Learning a five step training model including: preparation, motivation of the trainee, presentation, demonstration, and feedback

- Role playing a one-on-one training session that will be critiqued.

- Identifying and/or developing a feedback system to determine the effectiveness of the training and the retention of learning

Instructional Methods:
Short lectures, case studies, training simulation and evaluation, video clips, assessment tools for both the trainer and the trainee.

Expected Outcomes:
Participants will develop the skill and confidence to conduct a one-on-one training session. They will be able to assess the learner properly, develop the key learning objectives, and effectively use the five step training model. They will be able to incorporate key adult learning theories into their role as trainer.

Resolving Interpersonal Conflicts Successfully

Target Audience: All Employees

Number of Participants: Minimum of 6 – Maximum of 25

Total Program Hours: 8 hours

Program Description:
This program takes a close look at the variety of typical responses used when an employee is faced with a conflict situation. This program acknowledges conflict as inevitable and as something that can be managed. If managed effectively, satisfactory conflict management can lead to new ideas and preserve and strengthen working relationships.

Through a highly interactive process participants will:

- Examine a recent conflict situation they were involved in. Working in pairs, they will identify the issue, the process, the ultimate resolution and whether it was successful or not.
- Complete a conflict behavior inventory and gain greater insight into their typical behavior in conflict situations - -- what works for them and what gets in the way of effective resolution
- Engage in a conflict situation and experience the variety of responses and emotions that emerge.
- Identify five conflict management strategies: avoid, accommodate, compromise, compete, and collaborate.
- Recognize the appropriate use of each style, how to use it, and the consequences of using it.
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Instructional Methods/Materials:
Short lectures, group exercises and discussions, self-assessment inventories, case study reviews, video clips, research data, management literature, role plays, the Thomas Killman Instrument®

Expected Outcomes:
Participants will gain more insight and be motivated to generate a win-win mentality in their day-to-day dealings with each other. They will learn the skills and demonstrate the behaviors to sustain alignment and accountability in the collective pursuit of the organization's goals.

Time Mastery

Target Audience: All Employees

Number of Participants: Minimum of 6 – Maximum of 12

Total Program Hours: 8 hours

Program Description:

Are you managing your time or is time managing you?

Meetings, emails, texting and voice mails. Answering questions, helping others and serving clients. Tasks, projects and reports. Family, friends and hobbies. Just how many demands are there for your time? Are you ready to learn new strategies for accomplishing the things that are most important to you?

In this workshop participants will learn:

- Self-management habits that place your priorities at the top of the list.
- To set priorities and manage time to enhance individual and organizational performance.
- To find innovative ways to achieve goals, stay ahead of the competition, respond quickly to client needs, and enjoy life outside of work in this increasingly intense, less-structured, information-driven workplace.
- To meet the daily challenges of managing professional and personal responsibilities by developing habits that lead to effective use of time.

This Time Management program focuses on developing customized strategies for improving productivity and finding greater balance in your daily life. As pre-work participants will have an opportunity to complete the Time Mastery Profile® a unique tool that assesses your personal   skills in relationship to your job priorities.

Instructional Methods:

Short lectures, group exercises and discussions, self-assessment inventories, case study reviews, video clips, research data, management literature, Time Mastery Assessment® (Pre-work)

Expected Outcomes:

Learners will reap the benefits of better planning and be prepared to stay on top of multiple projects and demanding deadlines. This will result in increased productivity and provide a greater opportunity to effectively meet organizational and personal goals.

Being an Effective Team Player

Target Audience: All Employees

Number of Participants: Minimum of 6 – Maximum of 12

Total Program Hours: 16 hours

Program Description:
Great team players are made not born. Valuable skills and techniques can be learned to increase a work team's effectiveness in identifying and solving problems which in turn will increase productivity.

Through a highly interactive process participants will:

- Identify factors inherent in a work team versus a work group
- Practice the key team building principles that focus on completing tasks and preserving relationships as a team works towards a common goal
- Identify the 4 stages of team development: Forming, Storming, Norming, Performing
- Build team synergy
- Apply a **4 P Model** to facilitate growth toward a high performance team:

    - **Purpose:**   Identifying a clear team mission and ground rules
    - **Positions:**   Defining team roles, appreciating the impact of diverse personalities
    - **Process:**   Facilitating the generation of ideas through brainstorming, turning
                        ideas into action, team decision making, and resolving team conflict
    - **Performance:** Learning key tools to assist with data collection, baseline measurements,
                        and tracking success indicators
- Review core communication skills and effective team meeting participant skills

Instructional Methods:
Short lectures, group exercises and discussions, self-assessment inventories, case study reviews, video clips, research data, management literature, DISC Workplace Assessment®

Expected Outcomes:
Learners will recognize the value of developing effective communication skills in order to build a more cooperative work environment through team work. Participants will practice the skills to be an effective team player resulting in fewer conflicts and improved relationships. Participants will also be able participate in effective problem solving, and in increasing the efficiency of work processes, and in pursuing new opportunities in the work environment.

Project Management
Preparing for the Challenges of Project Work

Target Audience: Project Managers/ Project Teams

Number of Participants: Minimum of 6 – Maximum of 12

Total Program Hours: 8 hours

Program Description:
A company has just completed a large project and, in hindsight, it did not deliver as much business value as was originally expected. There were budget and time overruns, and neither the project sponsors nor end users seem too satisfied with the result. In this workshop participants are asked to go back in time to see if they can make the right decisions that will deliver a better result.

Through a highly interactive simulation participants diagnose signs and symptoms of potential problems, and mitigate them using limited resources. The storyline loosely follows a typical IT implementation of a new business system. However, the challenges are universal and easily recognized, such as:

- Key stakeholders are not engaged… get their attention or trust your own judgment?
- New insights arise… revise the scope or stick to the plan?
- Project team is overloaded… take quick action or make systematic changes?
- Actuals are not in line with budget and timeline…adjust figures or adjust ambitions?

Participants quickly recognize that you cannot please everybody all of the time. The art to project work is to balance the needs of key stakeholders – sponsors and steering committee, the project delivery team, and the end users of the organization – in order to create maximum business value

Instructional Methods:
Highly interactive Celemi® project management simulation.

While gamification may be a new trend in some business circles, Celemi® has been perfecting the power of learning through interactive board-based business simulations and other customized solutions since 1985, helping more than 3.4 million managers and their employees implement change and improve business performance around the world.

Expected Outcomes:
Participants emerge from the workshop with a better ability to balance the needs of different stakeholder groups, utilize key performance measures, read signs and symptoms of potential pitfalls in projects, and be aware of the conditions for success on ongoing projects back on the job..

Innovation for Business Growth

Target Audience: All Employees

Number of Participants: Minimum of 6 – Maximum of 12

Total Program Hours: 8 hours

Program Description:
Step into the "intersection" — a creative place where perspectives from more than one culture, gender or field help you break down linear thinking and associative barriers to create an explosion of remarkable ideas.

INVITE THE UNEXPECTED

Innovation exists inside everyone. If we expose ourselves to a range of perspectives, our minds can make new and surprising connections to create those ideas that are nothing short of revolutionary. The Medici Game® is a journey into the intersection, the groundbreaking concept illuminated in Frans Johansson's best-selling book, *The Medici Effect*. The Medici Game® experience begins by exploring unusual connections that led to real innovations. It creates a sense of urgency around your organization's need to innovate in order to stay ahead in a rapidly changing, competitive, global marketplace. The Medici Game® challenges beliefs and helps people discover how to shift from directional thinking — the thought process that often leads to incremental improvement and development — to intersectional thinking, so great ideas can happen.

Through a highly interactive process the Medici Game® will help the organization

- CREATE AN INNOVATIVE ENVIRONMENT and support a cultural shift
- INSPIRE PEOPLE to think outside of the box and realize their own ability to be innovative.
- CREATE A SHARED UNDERSTANDING among co-workers about the need for innovation and the conditions that support it.

Instructional Methods:
A unique Celemi® project management game focusing on stakeholder management as the key to getting a project done on time, on budget and achieving the desired business benefit.

Celemi's® interactive board-based business games and simulations have helped more than 3.4 million managers implement change and improve business performance around the world.

Expected Outcomes:
Participants will create the conditions in the organization for the breakthrough innovations needed for business growth.

Writing More Effective E-mails, Letters and Reports

Target Audience: All Employees

Number of Participants: Minimum of 6 – Maximum of 12

Total Program Hours: 8 hours

Program Description:
Whether it is done via e-mail or snail mail, most people don't enjoy writing. And their writing shows it. The wording is labored or formal or hackneyed or fuzzy. It is as if language got in the way of what the writer wanted to say. Many times we write the way we think a business document should sound…instead of the way we would talk face-to face-with the other person.

This course is designed to get writers on speaking terms with their readers. It will help writers cut through outdated, trite, verbose phrases that still manage to clutter our business correspondence. It will help at the organization and sequencing stage as well as during the selection of words that say just what needs to be said – no more, no less – to produce the desired action of the reader.

Here are the objectives of this module. Upon completing it, the learner will be able to:

- Identify the three reasons why people write, explaining why these three elements should be present in any piece of business correspondence.
- Define each of the following terms, giving examples of each and indicating the order in which a writer should address each: style, format, content, organization, objectives.
- Identify abstract words and phrases, and convert them into simpler, concrete equivalents.
- Recognize redundancy in writing and eliminate it.
- Check out one's writing for completeness.
- Convert passive voice construction into the active voice, where the subject and the verb are clear to the reader.
- Identify and eliminate phrases that are trite, dated, or not expressive.
- Increase clarity by avoiding ambiguous words, rambling construction, elliptical syntax, etc.
- Convert negative construction into its positive equivalent.
- Develop an increased sensitivity to style and the probable effects of the written message on the reader.
- Edit one's own writing, making changes that will improve its ability to produce the action desired of the reader.

Instructional Methods:
Skill building activities, writing self- assessments, editing activities, writing and writing feedback.

Expected Outcomes:
Readers will be drawn to the participant's writing and the writer will get the action they want.

Making Presentations and Selling Ideas

Target Audience: All Employees Who Make Presentations

Number of Participants: Minimum of 6 – Maximum of 12

Total Program Hours: 8 hours

Program Description:

Managers, supervisors, salespersons, trainers and many others whose effectiveness depends on their ability to influence others typically spend at least three-quarters of their work time in interpersonal communications. Much of this draws on their skills in making presentations and selling ideas... skills that most of us have never been taught. Hence this module. It draws from the behavioral sciences, the literature on consultative selling, and the skills associated with making effective presentations. The tools, techniques and examples apply to group presentations as well as one-to-one situations. They are applicable whether you are selling an idea to your boss, to a client or customer, to peers, or to your work group.

By the end of this highly interactive workshop participants will be able to:

- Prepare for presentations by establishing the other party's needs, interests, preferences, etc., and building these into the planning of the presentation
- Determine in advance what action is appropriate to ask for or expect upon completing a presentation, and how best to obtain the commitment to action
- Plan the exact wording of the opening so that the first minute or so will capture attention, arouse interest, and identify desire or need
- Identify many facts and features relating to what is being presented, and to select for discussion only those that convert to benefits for the other party
- Handle objections effectively, anticipating them through questions and welcoming them as an opportunity to get involvement and interaction
- Select and apply the most appropriate closing technique, and to know when to close
- Prepare and make use of selling aids for use before, during, and after the presentation, so as to visualize and dramatize the message
- Apply the twelve preparation steps and the four-page planning sheet in getting ready for future presentations

Instructional Methods:

Short lectures, group exercises and discussions, self-assessment inventories, script analysis, presentations and feedback.

Expected Outcomes:

Participants leave the workshop with new techniques, skills and confidence to improve their ability to make presentations and sell ideas.

Problem Solving, Decision Making and Assuring the Success of Decisions

Target Audience: All Employees

Number of Participants: Minimum of 6 – Maximum of 12

Total Program Hours: 8 hours

Program Description:
Problem solving meetings are often confusing, misdirected and disorganized. Some participants are trying to define the problem while others are offering solutions and still others are offering opinions as if they are facts. Some are accepting abstract problem definitions while others are judging and criticizing. Upon witnessing a typical problem solving meeting, the need for an agreed upon problem solving and decision making process couldn't be clearer.

By the end of the workshop participants will be able to:

- Define expected performance, define the deviation from expected performance, gather information, distinguish between facts, assumptions and inferences, distinguish between symptoms and causes, search for cause, and test possible causes
- Develop decision criteria, choose between alternatives, develop action plans
- Performing potential problem analysis: identify what can go wrong, determine probability and impact, plan preventive and contingency measures, implement action plans and monitor results
- Applying problem solving skills to strategic problems, operational problems and people problems.

Instructional Methods:
Short lectures, group exercises and discussions, self-assessment inventories, case study reviews, research data, management literature,

Expected Outcomes:
Participants will learn to apply problem solving skills that will identify causes more efficiently, make high quality decisions, and assure the success of decisions

Negotiating Win-Win Outcomes

Target Audience: All Employees

Number of Participants: Minimum of 6 – Maximum of 12

Total Program Hours: 8 hours

Program Description:
Negotiating skills are essential to resolve or manage conflict as it arises concerning interpersonal relations and differences in priorities.   Central to the concept of negotiation is the fact that both parties must come out ahead.   This workshop explores the strategies and tactics of negotiating "win-win" outcomes.

By the end of the workshop participants will be able to:

- Recognize the win-win nature of negotiation and the conflict resolution process, as opposed to win-lose strategies
- Identify the need to establish clear objectives in order to obtain a satisfactory (mutually agreeable) agreement
- Relate his or her objectives to the needs and underlying assumptions of the other party in such a manner as to work for reconciliation (maximizing agreement, minimizing disagreement)
- Analyze the "rules of the game" in order avoid crucial misunderstandings
- Prepare for confrontation through brainstorming techniques and the use of role reversal
- Arm against manipulative strategies
- Recognize the need for closure and resolution through documentation

Instructional Methods:
Short lectures, group exercises and discussions, self-assessment inventories, case study reviews, research data, management literature, role plays, games

Expected Outcomes:
Participants will be able to negotiate in a manner that preserves relationships and resolves disputes so that everybody gains.

Helping Your Company Increase Cash Flow and Make a Profit

Target Audience: All Employees

Number of Participants: Minimum of 6 – Maximum of 12

Total Program Hours: 8 hours

Program Description:
Teams learn how to improve cash flow, make resource utilization improvements, and measure results in the balance sheet and income statement. They will explore the cause-and-effect relationships that govern a company's financial statements – and develop an intrinsic business sense that will govern their future decisions in every day work. They explore:

- Stakeholder value
- Cash flow
- Return on assets
- Return on equity
- Profitability
- Operating costs
- Margin
- Capacity utilization

Through an exciting, challenging hands-on learning experience, this program will:

- Create a common vision of how to improve cash flow and profitability
- Build a shared baseline understanding of financial and management concepts.
- Improve participant's ability to communicate key messages during times of organizational change.
- Provide insights on how your organization generates profits today, and how it will need to generate profits in the future.
- Improve understanding of how participant's daily decisions impact the company's cash flow and profitability

Instructional Methods:
Using a unique board based business simulation, participants form the incoming management team of A&O Inc. – an established company that is facing some tough challenges. The company is losing market share and there are increasing demands from suppliers and customers. A&O Inc. needs a new, disciplined financial strategy, and the participants are asked provide one.

Celemi's® interactive board-based business simulations are world class.

Expected Outcomes:
Participants learn how to improve cash flow, make resource utilization improvements, and measure results in the balance sheet and income statement and key performance ratios.