Innovative Leadership Solutions

Developing confident leaders and stronger business outcomes

Program Catalog

MANAGEMENT
DEVELOPMENT
INTERNATIONAL, INC.

Section I - Training for Senior Leaders

Section II - Training for Managers, Supervisors, and Group Leaders

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Section V - Get to Know Your Facilitator

5-Step Model for Turning Training into Measurable Results					
	Training Needs Analysis	**Manager Alignment Session**	**Facilitate Workshops**	**Action Plan Follow-up**	**Celebrating Success & Application**
ACTIVITY	Our training professional will engage key stakeholders through structured interviews to assess organizational priorities, identify performance gaps, and determine the most critical training needs.	Facilitated meeting with participants' direct supervisors to align objectives, clarify expectations, and establish their role in supporting learning transfer.	Workshops are scheduled one to two weeks apart, providing participants time to implement action items, collaborate with their managers, and prepare for subsequent sessions.	At the conclusion of each module, participants develop the initial framework of an Action Plan, which they complete in collaboration with their managers. This plan outlines how they will apply the skills and knowledge gained directly to their workplace, ensuring practical, on the job implementation.	A follow-up recap meeting, held 8 – 12 weeks after the final workshop, where each participant presents to peers, managers, and senior leadership on the outcomes and impact of their implemented Action Plans.
RESULTS	Workshop topics, objectives, and agendas are finalized in collaboration with stakeholders. Workshop duration, schedule, locations, and required pre-work are confirmed and communicated in advance.	Provide a comprehensive report on the needs analysis, course content, and learning objectives. Equip managers to effectively support participants during "between workshop" coaching sessions. Deliver a preview of the course through practical, hands-on exercises. Address administrative details, including pre-work, homework, attendance, and make-up sessions. Secure manager commitment to actively partner with instructors in reinforcing learning outcomes.	Deliver an engaging, experiential workshop where participants learn by actively applying concepts through role plays, case studies, simulations, and interactive exercises. Provide opportunities for peer-to-peer learning, customization to individual and team needs, and practical application to address real organizational challenges.	Maximize the transfer of learning from workshops to on-the-job performance. Sustain managerial engagement to reinforce coaching and strengthen workplace relationships. Enable managers to experience the course indirectly to enhance support and alignment. Allow instructors and senior leadership to assess the effectiveness and impact of the program.	Inspire heightened performance by motivating each participant to apply their learning effectively. Recognize achievement and provide closure through individualized acknowledgment, fostering a strong sense of accomplishment for program "graduates." Enable evaluation of outcomes by giving instructors and senior leadership the opportunity to assess both course effectiveness and individual talent development.

Leadership, Coaching and Mentoring That Get 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 choose a one-day overview. For both senior leadership and supervisors/managers there will be an additional 8 hours of training to examine their role as mentors in the ongoing professional development of direct reports.

This highly interactive program includes:

- The role and key characteristics of an effective leader.
- Leadership behavioral style through the DiSC® assessment.
- Effective Communication Skills: active listening, clear expression, 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 the 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, online DiSC® assessment (pre-work), Thomas Kilmann Instrument®, Lead Instrument®

Expected Outcomes:

Participants will gain the leadership skills needed to create alignment and growth within their teams and organization. They will demonstrate the ability to coach and mentor effectively. Participants will gain an understanding of key concepts and strategies related to leadership development, more importantly, they will understand how to put what they've learned into action.

Business Success Through Strategic Planning and Operations Improvements

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 an organization is up against, so that it can unite around a future vision. 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.

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 frontline 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 participant's 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 an understanding of 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 five-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, thereby 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. Leaders are expected to be skillful at creating outcomes that benefit the organization and the people they 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.. The key to success is to have all of these critical conversations frequently and in a timely manner. Putting off bad news can lead to problems including low morale, employee turnover, and poor productivity. Conversely, promptly communicating good news can improve employee morale.

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 managers master the skills that are required for success in the critical conversations that they have with team members in day-to-day interactions or formal performance appraisals.

Strategic Influence and Negotiation: Securing Buy-In and Driving Results

Target Audience: Managers/Supervisors/Cross-Functional Team Leads

Number of Participants: Minimum of 6 – Maximum of 15

Total Program Hours: 8 hours

Program Overview:
In today's fast-paced business environment, success often depends not just on what you know, but on your ability to influence others and negotiate effectively. This highly interactive program equips leaders and professionals with the tools, frameworks, and confidence to secure stakeholder buy-in, drive alignment, and achieve measurable results.

Participants will learn to**:**

- Master core influence strategies to inspire trust, commitment, and action
- Apply advanced negotiation techniques
- Tailor communication styles to different stakeholders and personalities
- Build consensus across teams, departments, and organizations
- Navigate resistance and turn challenges into opportunities for alignment
- Drive business results through strategic decision making and collaborative problem solving

Instructional Methods/Materials:
- Hands-on exercises, case studies, and role-playing simulations
- Tools for mapping stakeholders, assessing power dynamics, and planning negotiation strategies
- Practical frameworks to structure persuasive arguments
- Real-world scenarios designed to translate learning into immediate workplace impact

Expected Outcomes:
Participants will enhance their ability to secure commitment from key stakeholders, improve collaboration across teams and functions, display greater confidence in negotiating favorable outcomes, and will create stronger alignment between strategy and execution

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:

Managing conflict is a skill that not every leader has been taught. 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. When unmanaged, conflict can create a heavy burden that includes; increased employee turnover, poor work quality, increased incidents of workplace harassment, loss of trust and credibility, and leadership breakdown.

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 such as, 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.

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:
Meetings are an essential tool for communication, decision-making, and team alignment, but poorly run meetings can waste time, create frustration, and stall progress. This program equips leaders with practical strategies and tools to design and facilitate meetings that are purposeful, efficient, and outcome-driven.

Participants will develop the skills to establish clear objectives, engage attendees effectively, facilitate productive discussions, set appropriate ground rules, drive actionable outcomes, and design and utilize structured agendas.

Note: This program addresses best practices for leading both in-person and virtual meetings.

Through a highly interactive process participants will:

- Planning and structuring meetings for maximum effectiveness
- Setting clear objectives and agendas that guide discussion
- Facilitating productive discussions while managing diverse perspectives
- Techniques for keeping meetings on track and on time
- Strategies to encourage participation, collaboration, and engagement
- Ensuring follow-up, accountability, and actionable outcomes

Instructional Methods/Materials:
Through interactive exercises, case studies, and real-world scenarios, leaders build the confidence and capability to ensure every meeting is focused, efficient, and results-driven.

Expected Outcomes:
- Lead meetings that are purposeful, focused, and results-oriented
- Engage participants and encourage productive dialogue
- Reduce wasted time and improve team efficiency
- Drive decisions and follow-through through clear action items
- Apply facilitation techniques that strengthen team collaboration
- Increase confidence in leading meetings of any size or type

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, set 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 professional development 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 everyday 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 a participant's ability to communicate key messages during times of organizational change.
- Provide insights on how an organization generates profits today, and how it will need to generate profits in the future.
- Improve understanding of how a 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 to provide one.

Worldwide, 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.

The Power of Quiet Leadership

Target Audience: Managers/Supervisors/Lead Operators

Number of Participants: Minimum of 6 – Maximum of 12

Total Program Hours: 16 hours

Program Description:

Becoming an exceptional leader is a continuous journey of learning, self-discovery, and growth. True leadership requires embracing challenges, seeking constructive feedback, building meaningful connections, and cultivating empathy and understanding.

A common misconception is that certain personality types are better suited for leadership. This belief often assumes that effective leaders must be outspoken, highly sociable, or assertive. In reality, leadership ability is not determined by how loud one is or how comfortable one feels in the spotlight.

Great leaders are defined by their ability to communicate effectively, develop others, demonstrate self-awareness and accountability, adapt to diverse teams, delegate strategically, generate creative solutions, lead with confidence, and uphold strong ethical principles.

Leaders who may be more reflective or deliberate bring valuable strengths to the table such as analytical thinking, deep focus, and attentive listening. The first step for any aspiring leader is to embrace their authentic self. While some individuals may appear to dominate the business landscape, leadership is not exclusive to any one style or personality type.

Different leadership approaches can be equally effective. What truly matters is leading with authenticity, leveraging natural strengths, and continuously striving for personal and professional growth.

This highly interactive program includes:

- Understanding different leadership styles and how to maximize your natural approach
- Leveraging your individual strengths to lead effectively
- Overcoming common challenges associated with quieter, reflective leadership styles
- Key principles and proven techniques to enhance confident communication and persuasiveness
- Building strong professional relationships and expanding your network
- The three pillars of confidence for thoughtful leaders
- The three pillars of effective collaboration
- Decision-making and problem-solving strategies for impactful leadership

Instructional Methods:

Short lectures, group exercises and discussions, self-assessment inventories, case study reviews, video clips, research data, role playing, etc.

Leading in a Remote and Hybrid World

Target Audience: Managers/Supervisors/Lead Operators

Number of Participants: Minimum of 8 – Maximum of 15

Total Program Hours: 8 hours

Program Description:
This dynamic, interactive program is designed to equip leaders with the skills, tools, and mindset needed to effectively manage, motivate, and engage teams in today's hybrid and remote work environments. As organizations continue to adapt to flexible work structures, leaders must learn how to maintain strong relationships, communicate with clarity, and foster a culture of accountability—regardless of location.

Through a blend of discussion, case studies, and practical exercises, participants will explore strategies for leading with purpose and presence across digital spaces. The program focuses on strengthening trust, improving communication, setting clear expectations, and leveraging technology to drive performance and connection.

Participants will learn how to:

- Establish credibility and trust with remote and hybrid teams.
- Communicate clearly and consistently across multiple platforms.
- Balance flexibility with accountability and results.
- Foster team engagement, motivation, and inclusion from afar.
- Recognize and address challenges unique to virtual leadership.
- Apply practical tools for feedback, performance management, and collaboration in a digital environment.

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

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:
Internal Customer Service: Working Together for Business Success is a practical, interactive program designed to strengthen collaboration, communication, and accountability within your organization. Participants learn to treat colleagues as internal customers, understanding how their actions and attitudes impact team performance, operational efficiency, and overall business results.

Through real-world scenarios, group exercises, and discussion, this program equips employees with the skills to:

- Build stronger, more effective working relationships across departments
- Communicate clearly, professionally, and constructively
- Identify and address internal service challenges proactively
- Foster a culture of collaboration, trust, and mutual accountability
- Enhance overall team productivity and organizational success

Instructional Methods:
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 That Delivers

Target Audience: All Employees

Number of Participants: Minimum of 6 – Maximum of 12

Total Program Hours: 8 hours

Program Description:
Delivering exceptional service to external customers is a critical driver of organizational success. This interactive program equips participants with the skills, strategies, and mindset needed to exceed customer expectations, build loyalty, and create memorable experiences. Participants will learn practical tools to handle challenging situations, communicate effectively, and consistently provide service that reflects professionalism and care.

Key Learning:

- Understand the fundamentals of outstanding external customer service
- Develop techniques to actively listen, empathize, and respond effectively
- Handle difficult interactions with confidence and professionalism
- Anticipate customer needs and provide proactive solutions
- Enhance communication skills to create positive customer experiences
- Strengthen relationships that drive repeat business and loyalty

Instructional Methods:
This highly engaging program combines real-world scenarios, interactive exercises, and skill-building activities to ensure participants leave ready to apply what they've learned immediately.

Expected Outcomes:
By the end of this seminar, participants will be able to:

- Deliver Consistently Exceptional Service: Apply strategies to meet and exceed customer expectations in every interaction.
- Communicate Effectively: Listen actively, ask the right questions, and respond clearly and professionally.
- Handle Challenging Situations Confidently: Resolve conflicts and complaints calmly, turning potential issues into positive outcomes.
- Anticipate Customer Needs: Identify opportunities to provide proactive solutions and personalized service.
- Strengthen Customer Relationships: Build trust, rapport, and loyalty with external clients and stakeholders.
- Demonstrate Professionalism Under Pressure: Maintain composure, empathy, and accountability in all interactions.
- Contribute to Organizational Success: Enhance the company's reputation, customer satisfaction, and long-term loyalty.

Train-the-Trainer: Driving Learning That Delivers Results

Target Audience: This course is appropriate for any employee who is responsible for training others

Number of Participants: Minimum of 6 – Maximum of 10

Total Program Hours: 16 hours

Program Description:

Train-the-Trainer is an intensive 16-hour (2 day) program. It will help individuals responsible for training others to get trainees to the desired level of competence in the shortest possible time. The goal of this program is to show participants how to apply a step-by-step framework to deliver on-the-job training that provides the new learner with the necessary skills and knowledge to successfully execute job tasks. When using these strategies, trainers must take into consideration the trainees: readiness to learn, baseline competency, preferred learning style, and motivation to learn as well as possible barriers to learning. The program provides a comprehensive practicum where each participant will lead a mini training session that incorporates real-life training scenarios to ensure that that the training is relatable and actionable. Each participant will receive a critique providing valuable feedback to enhance their training skills as it relates to the specific content of their current job tasks.

Through a group facilitation/workshop format, key topics can include:

- Characteristics of an effective trainer
- Skills practice - sending a clear message
- Skills practice- listening using attending skills, clarifying skills, empathetic listening, confirming skills
- Identifying baseline skills, knowledge and mind-set of the new learner
- The five-step on-the-job training plan
- Conducting mini training sessions. Each participant takes the class to their actual work site and conducts an on-the-job training on a job-related task using a class participant as the trainee. The goal is for the trainer to incorporate the training principles and strategies learned in Day 1.

Instructional Methods:

This Train- the-Trainer program outline is a guideline and can be fine-tuned to the specific needs of your company and the program participants. The program incorporates a variety of teaching methods including assessment tools, facilitator presentations, group discussion, case studies, training simulations and evaluation.

Expected Outcomes:

After this highly interactive, hand-on workshop the trainer will be able to:

- Eliminate the common barriers to successful training
- Identify the baseline knowledge, skills, readiness/attitude of the trainee
- Use key adult learning principles
- Apply a five-step on-the-job training plan for a specific job task. The steps include:
  1. Determining the training needs
  2. Defining the learning objectives
  3. Preparing written job instructions
  4. Establishing a training schedule
  5. Instructing and evaluating the learner

Achieving More Through Effective Time Management

Target Audience: All Employees

Number of Participants: Minimum of 6 – Maximum of 12

Total Program Hours: 4 - 8 hours

Program Description:

Are you constantly racing against the clock? Struggling to balance work, personal life, and your goals? This program is designed to help high achievers like you take control of your time, maximize productivity, and achieve lasting results. This program empowers you to work smarter, not harder, and reclaim control over your most valuable resource: your time.

In this transformative program, you will learn how to:

- **Prioritize Like a Pro** – Identify what truly matters and eliminate time-wasting activities.
- **Plan with Precision** – Create actionable schedules that work for your unique lifestyle and work demands.
- **Boost Productivity** – Master techniques to focus deeply, minimize distractions, and accomplish more in less time.
- **Build Lasting Habits** – Develop routines that keep your momentum strong without burnout.
- **Achieve Work-Life Harmony** – Balance professional success with personal fulfillment

This Time Management program focuses on developing customized strategies for improving productivity and finding greater balance in your daily life. Participants have the option to include the Time Mastery Profile®, a unique tool that assesses personal skills in relationship to job priorities. This Time Mastery Profile does require an additional cost.

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 upon request)

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.

Maximizing Your Contribution as a Team Member

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. This program teaches valuable skills and techniques that will improve a work team's effectiveness in identifying and solving problems, thereby increasing 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 four 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 to participate in effective problem solving, increase the efficiency of work processes, and pursue new opportunities in the work environment.

Presentation Skills & Public Speaking

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 aids for use before, during, and after the presentation, so as to visualize and dramatize the message.

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. In many cases there is a breakdown in communication, lack of supporting documents, no goals and no action plan.

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.
- Perform potential problem analysis: identify what can go wrong, determine probability and impact, plan preventive and contingency measures, implement action plans and monitor results.
- Apply 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, help them 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 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 to avoid crucial misunderstandings.
- Prepare for confrontation through brainstorming techniques and the use of role reversal.
- Recognize and avoid 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.

Business Acumen: Finance and Resource Allocation Fundamentals

Featuring the Celemi Apples & Oranges™ Business Simulation

Target Audience: Employees at every level of the organization

Number of Participants: Minimum of 6 – Maximum of 15

Total Program Hours: 6 hours

Course Description

This highly interactive program builds practical business and financial acumen by helping participants understand how everyday decisions impact organizational performance, profitability, and long-term sustainability. Using the award-winning Celemi Apples & Oranges™ business simulation, participants step into the role of a leadership team running a company, making real-time decisions about pricing, costs, investments, working capital, and resource allocation.

Rather than learning finance through theory alone, participants experience the full business cycle in action. Through hands-on simulation rounds, teams manage cash flow, interpret financial statements, evaluate trade-offs, and see firsthand how operational and strategic choices affect results. Complex financial concepts become accessible, practical, and immediately applicable. Throughout the program, participants strengthen their ability to think like business owners connecting day-to-day activities to broader financial outcomes and making smarter, data-informed decisions about resources, priorities, and risk.

Participants will learn to:

- Understand key financial statements (income statement, balance sheet, cash flow) and how they interconnect
- Interpret core metrics such as margin, profitability, working capital, and return on investment
- Link operational decisions to financial outcomes
- Allocate resources strategically to maximize value
- Evaluate trade-offs between growth, cost control, and cash management
- Improve cross-functional collaboration through a shared financial language

Expected Outcomes:

Participants will be able to confidently apply fundamental financial and business principles to everyday decision-making. They will understand how their actions influence profitability, cash flow, and overall organizational performance, enabling them to think and act with a stronger enterprise mindset. Ultimately, they will be better equipped to make informed decisions that drive efficiency, accountability, and sustainable growth.

The Art of Effective Communication

Target Audience: Employees at every level of the organization

Number of Participants: Minimum of 6 – Maximum of 12

Total Program Hours: 8 hours

Course Description

Effective communication is an artform that involves listening, self-awareness, adaptability, and delivering information in a clear and accurate way. In this course, participants learn, practice, and put into action techniques of effective communications using real-world situations, case studies, and role playing.

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

- Active and Reflective Listening
- Feedback That Matters
- Team Communications
- Communication Through Technology
- Delegation
- Communication Adaptability
- Navigating Difficult Conversations

Instructional Methods:

Short lectures, group exercises and discussions, video clips, research data, online DiSC® assessment (pre-work), role playing, and much more

Expected Outcomes:

Through training, participants will discover the challenges and rewards of effective communication. They will learn to identify and adapt to other people's styles of communication in order to maximize the effectiveness, , and credibility of their message.

Business Writing Essentials

Target Audience: Employees at every level of the organization

Number of Participants: Minimum of 6 – Maximum of 15

Total Program Hours: 8 hours

Course Description

Writing is a critical skill in business, yet many professionals struggle to communicate clearly. Too often, business correspondence is formal, wordy, or unclear, reflecting outdated conventions rather than the way we naturally speak. The result? Messages that fail to engage, persuade, or drive action.

This course is designed to help participants connect with their readers, cut through cluttered language, and craft writing that is precise, effective, and actionable. Participants will learn how to organize ideas, choose words deliberately, and structure correspondence to achieve the intended impact without unnecessary complexity.

Learning Objectives:

Upon completing this module, participants will be able to:

- Identify the three key purposes of business writing and ensure all correspondence meets these objectives
- Define and apply principles of style, format, content, organization, and objectives to enhance clarity and effectiveness
- Replace abstract or vague language with concrete, reader-focused terms
- Recognize and eliminate redundancy to create concise messages
- Evaluate writing for completeness and logical flow
- Transform passive voice constructions into active voice for clarity and accountability
- Remove trite, dated, or ineffective phrases, increasing engagement and impact
- Avoid ambiguity, rambling sentences, and elliptical syntax to improve readability
- Convert negative phrasing into positive constructions to foster constructive communication
- Develop sensitivity to style and the potential impact of written messages on the reader
- Edit and refine writing to maximize clarity, persuasiveness, and actionable outcomes
- This program empowers participants to produce professional, compelling correspondence that communicates ideas effectively and motivates readers to take action

Instructional Methods:

Short lectures, group exercises and discussions, video clips, research data, and much more

Expected Outcomes:

- Improved Clarity and Readability
- Enhanced Persuasiveness and Impact
- Efficient and Time-Saving Writing
- Professional and Credible Tone
- Consistent Application of Writing Principles
- Stronger Reader Engagement
- Increased Confidence in Writing
- Positive Organizational Impact

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Personalized Employment and Leadership Coaching

Target Audience: Anyone looking for 1:1 employment & leadership coaching

Specialized Programs:

- ✓ "The First 90 Days", for individuals entering into a new professional role
- ✓ "The Transition", for individuals who are going from co-worker to supervisor
- ✓ "Looking to Advance", for individuals looking to plan and prepare for future growth and leadership opportunities

Program Description:

Whether you are an experienced leader or new to your role, this program provides the guidance, coaching, and support necessary to maximize your leadership potential. Participants will shape their coaching sessions by sharing insights on current challenges, obstacles, and professional development needs. Through self-assessment, honesty, and openness, participants demonstrate ownership and accountability in their growth.

Leaders will complete a DiSC Assessment, which offers a detailed understanding of behavioral tendencies in various situations—such as responses to challenges, influence on others, preferred working pace, and approach to rules and procedures. Participants will also develop action plans, SMART goals, and clearly defined objectives to drive progress toward their personally identified outcomes.

Instructional Methods:

- One foundation session (45 minutes).
- DiSC assessment (to be completed between the foundation session and coaching session #1).
- Five coaching sessions (60 minutes per session).
    - Additional sessions can be added
- Individualized participant action plan, including SMART Goals & Objectives.
- Support calls: Participants will have access to their coach through email, text, and phone calls; as needed during the contracted period. This helps with real time development, problem solving and professional growth.
- One follow-up session: (45 minutes) to be completed 4 weeks after the final coaching session.

Leadership and Operational Consulting Services – Data-Driven Organizational Insights

Target Audience: Organizational leaders and stakeholders who are responsible for improving team dynamics, operational efficiency, and organizational performance, especially where conflict, misalignment, or performance gaps exist.

Course Description

I provide comprehensive leadership and operational consulting designed to give organizations a clear, actionable understanding of their current state and opportunities for improvement. My approach combines multiple, unbiased data collection methods with structured analytical frameworks to deliver objective, evidence-based insights.

Key data collection methods employed in my practice include:

- Fully anonymous organizational and problem-based surveys to capture candid feedback
- Small focus groups to explore perspectives and surface emerging issues
- Observation of interactions and processes to identify real-time behaviors and workflows
- Structured 1:1 interviews to gather in-depth insights
- Review and comparison of policies, procedures, job descriptions, and performance expectations against actual practices

Data assessment and interpretation:

Using this multifaceted data, I develop an unbiased report highlighting trends, recurring themes, strengths, areas of opportunity, gaps, and actionable recommendations.

Analysis is guided by proven frameworks, including:

- SWOT Analysis: Identify Strengths, Weaknesses, Opportunities, and Threats
- Correlation Analysis: Examine relationships between variables
- Gap Analysis: Compare current performance and behaviors with desired outcomes
- Root Cause Analysis: Pinpoint underlying causes of patterns or challenges
- Thematic Analysis: Detect recurring qualitative patterns and insights

Deliverables and Benefits:

- Clear, data-driven understanding of organizational dynamics
- Identification of key strengths to leverage and gaps to address
- Actionable recommendations to improve leadership, operational efficiency, and team effectiveness
- Unbiased, evidence-based reports that support strategic decision-making

Kristopher Sortwell, MSW

Professional Profile:

Kristopher Sortwell is an accomplished and passionate facilitator who brings nearly two decades of advanced leadership experience to his role as Vice President of Leadership Development and Business Acumen at Management Development International, Inc. Known for his dynamic facilitation style, Kris creates engaging learning environments that emphasize skill development, accountability, and real-world application.

With over 20 years of leadership experience across both for-profit and non-profit sectors, Kris has built a reputation for keeping participants motivated, focused, and inspired. His sessions are consistently praised for their relevance, energy, and authenticity—balancing humor, honesty, and deep subject matter expertise. Kris tailors each program to meet the specific needs of his audience, providing customized guidance that identifies individual and organizational challenges, barriers, strengths, and opportunities for success.

Kris has designed and facilitated a wide range of programs, including *Essential Leadership Skills*, *Effective Performance Evaluations*, *Project Management*, *Presentation Skills*, *Customer Service*, *Effective Communication*, *Time Management*, *Train-the-Trainer*, *Organizational Change*, *Innovation*, *Conflict Management*, *Decision-Making for Improved Profitability*, and *Workplace Harassment Prevention*, among many others. His programs are known for driving measurable impact and fostering sustainable growth among both emerging leaders and senior executives.

A lifelong learner, Kris holds a Master's degree in Social Work from Springfield College and a Bachelor's degree in Psychology with a concentration in Organizational Psychology. He is certified in Person-Centered Thinking and Advising and holds Police Officer Standards and Training (POST) certification. In addition, he has served more than 13 years on various advisory boards, including the Eastern Connecticut State University Employee Advisory Board, the Senior Resources Advisory Board, and as Chair of the State of Connecticut Traumatic Brain Injury Advisory Board.

With over 15 years of experience as an employment readiness specialist, Kris possesses advanced expertise in program evaluation, data collection, system analysis, and performance planning—all critical components of strategic planning and organizational change initiatives.

Kris resides in Brooklyn, Connecticut, with his wife and three daughters. Outside of work, he enjoys running, music, and spending quality time with his family.

Kristopher Sortwell, MSW

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