

Class Offerings

Soft Skills

Big or Small - We Can Manage Them All! (Managing Projects Effectively) – Basics of project management ; learn the tools to get a project on track and how to work with the team to get goals accomplished.

Coaching for Excellence – For managers and supervisors – skills for coaching subordinates to excellence.

Creativity Unleashed – Learn to apply creativity to work situations.

De-Stress and Stretch – Examine your stress profile, a plan for de-stressing, and yoga for the workplace.

Fables and Fairy Tales – Lessons for the Workplace – Applying lessons from fairy tales and fables to work place situations.

Improving Your Business Writing Skills-Get organized and maintain clarity.

Let's Be the One to Get It Done – Motivating Ourselves and Others.

Maintaining Incredible Focus and Concentration – Techniques for overcoming distractions, regaining focus and increasing productivity.

Manage with a Focus on Strengths! – Great for managers and supervisors to learn to focus on employees' strengths.

Mind Stretchers - Critical Thinking Skills for Every Day Life - (Manager/Supervisor version and Employee version)

Peer Today, Boss Tomorrow – Smooth transition from peer to boss.

Presentation Skills for Out of the Box (and This World!) Presentations-Keep the audience engaged and back-up plan for unexpected mishaps

Successful Risk Taking at Work-Learn when risk taking can be advantageous.

Team Building -For general groups or intact work groups

The Glass is Half Full! (Shifting Perception to Achieve Results)-How positive thinking will drive success.

The Other Part of Your Job - Dealing with Personalities, Egos and Politics-Improve working relationships.

Tough Talks-Learn techniques for making difficult conversations easy.

Big or Small - We Can Manage Them All! (Managing Projects Effectively)

Overview:

In this course, participants will learn how to effectively manage projects from a technical and a people perspective. They will be able to describe the phases of the project life cycle, use the tools of project management and create diagrams of current work projects. They will practice methods for bringing their projects back on track when they are off-course, problem solve and create back-up plans for managing their personal projects. They will also learn how to effectively manage people involved directly or indirectly in their projects and practice techniques for motivating their project team. At the end of the class they will have to skills to keep their projects on time, under budget and produce a high quality product or service.

Lecture, classroom activities and games, discussions and writing exercises are utilized to strengthen the participant's project and people management skills.

Key Session Topics:

- Phases of the project life cycle
- Project management tools
- Problem solving when a project goes off track
- Managing the project team

Who Should Attend:

All personnel who manage projects - ranging from a work assignment taking less than a day to a major project lasting months or more.

Trainer:

Margaret Johnson

Coaching for Excellence

Overview:

In this course, participants will learn how to address development or performance issues with employees and effectively coach them to excellence. They will learn how to encourage high performers as well as address tough issues with poor performers. At the end of the class, participants will know how to effectively manage performance and develop others with a results orientation.

Lecture will be supplemented with classroom exercises to strengthen the participant's understanding of the methods presented.

Key Session Topics:

- Forge a partnership with the employee
- Inspire commitment
- Build new competencies
- Promote persistence to make sure changes and learning last
- Change the environment to reward learning and remove barriers

Who Should Attend:

Supervisors or managers who have the responsibility to coach employee performance.

Trainer:

Margaret Johnson

Cost to Attend:

Additional class fee for Breakthrough Creativity Profile - ~\$15 per participant

Creativity Unleashed

Overview:

Everyone is creative. In this class participants will learn to apply creativity to work situations and problems. At the end of class they will leave with practical techniques to apply to their projects and processes for new solutions.

Lecture will be supplemented with games and classroom exercises to strengthen the participant's understanding of the methods presented.

Key Session Topics:

- Understanding creativity
- Recognizing your creative abilities
- Techniques to examine problems differently

Who Should Attend:

All personnel desiring to inspire creativity in their work and improve problem solving abilities.

Trainer:

Margaret Johnson

Cost to Attend:

Additional class fee for Breakthrough Creativity Profile - ~\$15 per participant

De-Stress and Stretch

Overview:

This course will provide participants with an understanding of their current stress profile and techniques to reduce stress in the workplace and at home. Participants will leave with practical techniques for stress management.

Lecture will be supplemented with classroom exercises and physical stretching exercises to strengthen the participant's understanding of the methods presented.

Key Session Topics:

- Your current stress profile
- Stress reduction techniques
- Stretch postures

Who Should Attend:

Personnel who would like a greater understanding of the stresses in their work and personal life and techniques to manage the stress more effectively.

Trainer:

Margaret Johnson

Fables and Fairy Tales – Lessons for the Workplace

Overview:

Participants will deduce work place lessons from fairy tales and fables. They will take away stories as reminders of appropriate behaviors to emulate in the work place.

Lecture will be supplemented with classroom exercises to strengthen the participant's understanding of the methods presented.

Key Session Topics:

- Grimm's and Hans Christian Andersen Fairy Tales lessons for the work environment (i.e. Beauty and the Beast – things are not always as they seem – the danger of assumptions, The Emperor's New Clothes – discussing the problems or truths others don't want to address)
- Aesop's Fables lessons for the work environment (i.e. The Belly and the Other Members – team building lesson, The Goose with the Golden Eggs – patience, The Farthing Rushlight – know your strengths and talents)

Who Should Attend:

All personnel interested in applying lessons from stories to improve productivity and performance.

Trainer:

Margaret Johnson

The Glass is Half Full! (Shifting Perception to Achieve Results)

Overview:

In this course the effects of negative thinking are addressed. Participants will learn to consider themselves and their talents, other people and situations in a positive light for greater understanding, productivity and effectiveness. They will come away with practical applications for this new focus.

Lecture will be supplemented with classroom exercises to strengthen the participant's understanding of the methods presented.

Key Session Topics:

- Examination of current thinking patterns
 - Searching for opportunities rather than problems
 - Focusing on strengths more than weaknesses
 - Focusing on what can be done instead of what can't

Who Should Attend:

Personnel who would like to improve their effectiveness and examine how a positive perspective can make that happen in reference to themselves, others and situations.

Trainer:

Margaret Johnson

Improving Your Business Writing Skills

Overview:

In this course participants will learn to improve their writing skills, focus more effectively on the audience, get organized and maintain clarity.

Lecture will be supplemented with classroom exercises to strengthen the participant's understanding of the methods presented.

Key Session Topics:

- Write concisely by eliminating unnecessary words and phrases
- Improve clarity by focusing on the reader's needs using transitions and avoiding vague language
- Practice using formats to improve organization

Who Should Attend:

All personnel can benefit from this course from new employees to seasoned professionals desiring a refresher course.

Trainer:

Margaret Johnson

Cost to Attend:

Additional class fee Write Right by Jan Venolia - \$15 per participant

Let's Be the One to Get It Done – (Motivating Ourselves and Others)

Overview:

Participants will learn what motivates them and others and practice methods to improve their ability to get things done. They will examine roadblocks and how to remove them. Participants will walk away inspired with practical methods to reduce procrastination.

Lecture will be supplemented with classroom exercises to strengthen the participant's understanding of the methods presented.

Key Session Topics:

- What events and behaviors get in the way of getting things done?
- What motivates you and what motivates others?
- Examination of de-motivating behaviors and a plan to eliminate or minimize those activities

Who Should Attend:

All personnel can benefit from this course from new employees to seasoned professionals desiring a refresher course.

Trainer:

Margaret Johnson

Maintaining Incredible Focus and Concentration

Overview:

In this course, participants will learn techniques for overcoming distractions, regaining focus and increasing productivity.

Lecture will be supplemented with classroom exercises and games to strengthen the participant's understanding of the methods presented.

Key Session Topics:

- Why is it so hard to focus?
- Managing distractions
- Mental and practical exercises to improve focus and concentration

Who Should Attend:

All personnel can benefit from this course from new employees to seasoned professionals desiring to improve their ability to focus and concentrate.

Trainer:

Margaret Johnson

Manage With A Focus on Strengths!

Overview:

Employees perform better when they are using their strengths. This course will assist managers and supervisors in recognizing employees strengths, helping them excel in what they do well while minimizing their trouble spots.

Lecture will be supplemented with classroom exercises to strengthen the participant's understanding of the methods presented.

Key Session Topics:

- Key responsibilities of a manager/supervisor
- Managing to receive the right outcomes on assignments while giving employees the freedom to choose the method
- Analyze your strengths as well as the strengths of your employees
- Strategic planning to develop employees

Who Should Attend:

Supervisors or managers who have the responsibility of coaching employee performance.

Trainer:

Margaret Johnson

Cost to Attend:

Strengthsfinder 2.0 by Tom Rath - ~\$18 per participant (in addition to class fee)

Mind Stretchers - Critical Thinking Skills for Every Day Life

Overview:

In this course participants will learn to effectively evaluate situations and improve their thinking patterns to recognize hindrances to effective critical thinking.

Lecture will be supplemented with classroom exercises to strengthen the participant's understanding of the methods presented.

Key Session Topics:

- Critical thinking definition and basic competencies
- Hindrances to effective critical thinking and methods to remove them
- Evaluate arguments, assumptions and patterns in thinking processes
- Steps in the decision making process and application to work related problems

Who Should Attend:

All personnel can benefit from this course from new employees to seasoned professionals desiring to improve their ability to evaluate situations effectively. The course is offered as general enrollment or specifically for supervisors or managers.

Trainer:

Margaret Johnson

The Other Part of Your Job –Dealing with Personalities, Egos and Politics

Overview:

This course is designed to help participants improve their working relationships. They will leave class with a greater understanding of behavioral styles, how to flex to different personalities, how to handle difficult people and promote themselves in the work place.

Lecture will be supplemented with classroom exercises to strengthen the participant's understanding of the methods presented.

Key Session Topics:

- Difficult people styles
- Techniques for dealing with different difficult types
- Your behavioral style and how to flex to other styles
- Communication techniques to improve working relationships

Who Should Attend:

All personnel can benefit from this course from new employees to seasoned professionals desiring to improve their ability to work with different personalities.

Trainer:

Margaret Johnson

Cost to Attend:

What's My Style Inventory - ~\$15 per participant (optional – I use a card game that covers same information)

Peer Today, Boss Tomorrow

Overview:

This course for new supervisors and managers covers strategies to implement at the start to make the transition from employee to boss a smooth one. The principles in this class set the foundation for effective management behavior.

Lecture will be supplemented with classroom exercises to strengthen the participant's understanding of the methods presented.

Key Session Topics:

- Strategies to help navigate the transition from peer to boss effectively
- Setting appropriate boundaries for relationships with their former peers
- Improve their communication skills by examining behavior styles
- Action plans – what really needs to be done in response to problems and requests

Who Should Attend:

All new supervisors and managers or seasoned managers desiring a refresher course in handling the management of employees and work processes more effectively.

Trainer:

Margaret Johnson

Presentation Skills for Out of the Box (and This World!) Presentations

Overview:

In this course, participants will learn techniques to effectively organize their presentations, focus on the audience and their objectives, keep the audience engaged and develop a back-up plan for possible problems and mishaps. At the end of the class, they will walk away with a completed presentation and ideas to enhance their future presentations.

Lecture will be supplemented with classroom exercises to strengthen the participant's understanding of the methods presented. Participants will present a ten minute talk on a topic of their choice.

Key Session Topics:

- Organization techniques
- The audience and their objectives
- Techniques to catch the audience's attention and keep it throughout a presentation
- Creative techniques to present ideas
- Handling problems
- Powerpoint Tips

Who Should Attend:

Anyone that makes presentations from an audience of one to a formal presentation to hundreds or more. This course is geared toward the inexperienced presenter but is an excellent refresher course for the experienced presenter as all will walk away with creative ideas to apply to their presentations.

Trainer:

Margaret Johnson

Successful Risk Taking at Work

Overview:

In this course participants will learn the meaning of risk taking in the work place and understand their tendencies and the effects on other people. They will leave class with a step by step plan to approach any challenging risk goal.

Lecture will be supplemented with classroom exercises and games to strengthen the participant's understanding of the methods presented.

Key Session Topics:

- Define risk-taking
- Assess current risk-taking attitude
- Why do we avoid risk and how can we overcome these obstacles?
- Effect of other people's risk taking orientation on our own and vice-versa
- Steps to assure future risk-taking is more successful

Who Should Attend:

Anyone that wants to understand their risk taking tendencies and plan for more successful risk taking endeavors in the work place.

Trainer:

Margaret Johnson

Cost to Attend:

Creatrix Process and Assessment – additional ~\$37.5 per participant

Team Building

Overview:

In this class participants will learn the keys to a team's success, how their behavior contributes to the team's effectiveness, ways to improve team productivity, handling of problems and conflicts. They will walk away with a more positive attitude toward team members and techniques they can apply immediately to improve their team's success.

Lecture will be supplemented with classroom exercises and games to strengthen the participant's understanding of the methods presented.

Key Session Topics:

- Effective and ineffective team behaviors
- Behavioral styles – understanding and flexing
- Problem solving
- Conflict Resolution

Who Should Attend:

Anyone that is a member of a team, either a leader or a team member, that desires a greater understanding of team dynamics and techniques to improve team member interaction.

Trainer:

Margaret Johnson

Tough Talks

Overview:

This workshop presents practical roadmaps for holding difficult conversations. Workshops are divided into two categories – for management issues and dealing with co-workers. Participants will walk away with a step by step approach to these difficult conversations.

Lecture will be supplemented with classroom exercises and games to strengthen the participant's understanding of the methods presented.

Key Session Topics:

- Planning difficult conversations
- Practicing difficult conversation
- Communication skills to enhance work team productivity

(Example topics to be examined) -

Dealing with supervisors/managers –

i.e. Asking for a deadline extension, help with workload, additional responsibilities, someone to become a mentor, warning boss of customer or client problems, telling boss someone took credit for your idea, complaining about superior's behavior

Dealing with subordinates –

i.e. Criticizing their work, giving a negative performance review, offering constructive feedback, putting an end to gossiping, handling their telephone use, stopping backstabbing among subordinates, dealing with brownnosing, addressing attitude

Dealing with co-workers –

i.e. asking peer to pull own weight, suggesting better hygiene, asking co-worker to stop gossiping, asking a peer to cover for you while on vacation, confronting dishonest behavior

Who Should Attend:

Anyone that is having difficulty addressing tough issues with co-workers or subordinates and desires a plan to handle the conversations.

Trainer:

Margaret Johnson

Understanding and Developing Your Emotional Intelligence

Overview:

In this course participants will gain an understanding of what emotional intelligence is and improve their skills for managing emotions well in themselves and their relationships.

Lecture will be supplemented with classroom exercises to strengthen the participant's understanding of the methods presented.

Key Session Topics:

- What is emotional intelligence?
- Emotional intelligence styles
- Improving emotional intelligence skills through examination and practice
- Solve problems using logic and feelings

Who Should Attend:

Recommended for all employees that are interested in understanding emotional intelligence and improving their communication skills.

Trainer:

Margaret Johnson