



Training Program Descriptions

I. **Communication & Teambuilding Workshop** [Length: 4-6 hours depending on size of group and level of discussion].

II.

The objective is to provide team members with communication, teamwork, and leadership tools that enable them to: (1) work more effectively with each other as a team, with staff in other departments, and with stakeholders; and (2) that improve their communication skill effectiveness.

Team members are asked to complete an Online Communication Assessment questionnaire prior to the workshop. Each participant receives a workshop manual including copies of my presentation; workshop exercises; supporting information; and a written analysis of their individual communication style. In addition, I ask that each team member read my book – The D'Artagnan Way prior to the workshop (it is 93 pages and about a 90 minute read).

In addition to the above, the Team Leader receives a separate manual including a copy of the communication style analysis prepared for each team member and a description of his/her characteristics as the team leader for 12 behavioral factors plus suggestions for leading his/her team related to these 12 behavioral factors. The Team Leader also receives suggestions on how to communicate most effectively with individual team members in terms of their individual communication styles.

This workshop is highly interactive. My approach is to actively dialogue and engage participants in discussion. This includes discussion on proactive listening and effective leadership and decision making principles and practices. And, it coincides with the Seven Principles to Inspire Leadership espoused in my book which is a tale of Purpose, Passion, and Team Commitment.

Workshop Benefits:

- Individual, team, and leadership decision making styles are identified
- How team members receive, send, and process information is delineated
- Trust and buy-in for team cohesiveness and effectiveness is fostered
- Enables team members to strengthen interpersonal communication, increase individual and group productivity, work together more harmoniously, and become more proactive in recommending solutions to problems

III. **The Five Dysfunctions of a Team [Length: ½ day up to two days]**

This workshop is based on the simple, proven model for team development described in Patrick Lencioni's best-selling book, *The Five Dysfunctions of a Team*. The workshop is built around the same exercises that Fortune 500 teams have experienced and found useful. It is designed so that the team can make a lot of progress in a short amount of time. It is very practical and results-oriented.

The workshop guides the team through a series of powerful exercises that help team members improve in each of five key fundamentals: **trust, conflict, commitment, accountability, and results**. This is a practical process that provides teams with information and strategies they can put to use immediately and apply on an ongoing basis. The workshop differs in several respects from other types of team training with which you might be familiar. For one thing, the focus is on providing tools that help the team improve in each of the five fundamentals. For another, instead of learning theory as a prelude to improvement, team members actually take the first steps toward becoming a more highly functioning team.

Workshop pre-work includes reading Patrick Lencioni's best selling book, *The Five Dysfunctions of a Team* and my book *The D'Artagnan Way*. Team members also complete an Online Assessment that helps them think about how they are working together and establishes a benchmark for their performance. A detailed report is produced that helps them see where they are now and where they want to go. This report is distributed and discussed during the workshop. The Team Assessment should be viewed as a benchmark and not as a report card – it gives a sense of the team's unique strengths and areas for improvement. It's a tool that tells the team where it is now so it can decide what kinds of changes it wants to make.

A behavioral profiling assessment that helps team members identify their own and their colleague's personality types is an important component of the workshop. My Communication & Teambuilding Workshop includes this component. Thus, *The Five Dysfunctions of a Team Workshop* is most effective when conducted following my Communication and Teambuilding Workshop. However, it can be conducted on a stand-alone basis.

IV. **Leadership Skills and Practices Development – A Performance Improvement Training Program**

I am certified by Achieve Global to facilitate its Leadership for Results training programs. At the request of two of my clients, I facilitated this modular training program for several levels of management comprised of senior and mid-level managers, first line supervisors, and team leaders. I would be happy to explain the details of this comprehensive training effort. It was committed to and endorsed by both companies CEOs. Here is a description of the eight modules used in the training program. It was a year-long effort with each group completing one module per month.

Achieve Global's LFR series includes a number of modules (3.5 hours in length) in addition to those listed below. These 8 were selected because they matched both client's needs and expectations.

1. ***The Basic Principles for a Collaborative Workplace*** presents a set of guidelines for day-to-day interactions – The Basic Principles – that put the organization's shared values into action.

2. ***Proactive Listening*** helps participants enhance their listening skills and provides instruction on how to seek, process, and apply important information.

3. ***Giving and Receiving Constructive Feedback*** instructs participants on how to get information to the right people at the right time, bring problems to the forefront and build strong working relationships that foster ongoing learning and respect.

4. ***Giving Recognition*** helps participants acknowledge the accomplishments of peers, managers, and suppliers in meaningful, appropriate ways.

5. ***Identifying Work Priorities and Setting Verifiable Goals*** delivers a common sense approach that helps employees prioritize work and set goals for the highest return and payoff.

6. ***Correcting Performance Problems*** helps participants get individual performance back on track while building motivation for continuous improvement.

7. ***Conducting a Collaborative Performance Review*** provides a process for conducting positive, forward-looking performance evaluations that manage expectations, feature open communications and foster the development for continuous improvement.

8. ***Interviewing and Hiring Prospective Employees*** – shows participants how to interview and select employees using proven techniques for making employee selection decisions based on "*More than a Gut Feeling*".

V. How to Sustain Lasting Customer and Build New Prospective Customer Relationships (This half-day training program was created to strengthen a client's Relationship Managers/Field Staff effectiveness with customers)

- Your Sales Style & Impact on Customer Relationships
- What is Professional Salesmanship?
- The Selling Process
- Sales Tools (Prospect Profile Worksheet, Sales Call Plan, RM Call Report, RM Coaching Status Report)