

Soft Skills Series for New Employees

One of the major concerns that employers have today with new hires is their lack of soft skills. This concise 5-course series has been designed to prepare your new hires to get off on the right foot in the world of work with your company. Each Monday afternoon class will cover the following topics in the order they are listed: Introduction to Business Today, Success on the Job, Professional Business Skills, Team Tools for Success and Managing Your Business Career. Cost: \$695.

Module 1: Introduction to Business Today

- The Two Customers in Today's Businesses (Internal/External)
- Employee Alignment/Mission, Vision and Values Statements
- Company Expectations for Employees
- Your Positional Responsibilities
- Your Responsibilities to Your Supervisor
- Your Responsibilities to Your Co-workers
- How Your Supervisor Will Help You

Module 2: Success on the Job

- Characteristics of Employees
- Preparing for Work
- Starting Your Workday
- Business Professionalism
- During Your Workday
- Ending Your Shift
- Knowledge and Skills for Employees

Module 3: Professional Business Skills

- 10 Rules for Self-Management
- Time and Priority Management Skills
- Business Communications Model
- 3 Tools for Managing Discussions (Encourage/Clarify/Confirm)
- Meeting Management
- Problem Analysis and Decision-Making
- Other Professional Business Skills

Module 4: Team Tools for Success

- Team Tools (Brainstorming, Multi-Voting, Cause-and-Effect)
- Work Process Mapping
- Work Process Measures
- 5 s – Worksite Optimization
- Lean Business

Module 5: Managing Your Business Career

- Managing Your Career
- 8 Steps that Could Destroy Your Career
- Developing Your Career

Take the Smart Route to Success

For Managers & Supervisors

Project Management - Get Your Gold

Everything done in business is a project and poor project management skills result in poor results. Teams work fruitlessly and without a common direction. Effort is wasted as individuals focus on the wrong tasks at the wrong times. Costs run higher than expected and there are flare ups as the teams struggle with planning and interpersonal problems. Fortunately, it doesn't have to be this way. Project management is a science developed at the start of the space age and the methodology has expanded and matured since then. Now, your organization can use the same techniques to guarantee the success of their efforts. They can learn to develop project outcome statements, work breakdown structures, contingency plans and control systems and more taught in this course and applied to projects they bring with them to class. This course was developed for employees who manage projects and supervise employees who manage projects. It is a step-by-step explanation of the tools and techniques that must be used if you want your projects to be successful, on-time, and under budget.

Conflict Resolution

Conflict resolution is not just something between management and labor anymore. Instead, conflict resolution is present and essential in most aspects of everyday business and life. And, with the way business is changing so quickly today, you can actually expect to see more conflict in the future than you have experienced in the past. As such, conflict resolution skills are a useful skill set that can help you in many situations; when you have a disagreement with an employee working for you, when you and peers disagree, or when there is a difference in opinions, schedules, responsibilities and more between you and your boss or customers. So, how can do a better job resolving the conflicts you encounter?

This course presents a four-phase model for conflict resolution with steps, actions and techniques for each phase. It is useful for managers, supervisors and employees who engage with others where there are limited resources, multiple options and a willingness to work together.

Presentation Skills: Public Speaking is the #1 Fear Among People

Are you nervous making presentations but your job requires it? Do you need to announce, inform, persuade, represent, or sell through your presentations but you just don't feel comfortable and then fail to get to the results you need? Remember that public-speaking/presentations is the #2 fear among people and most professionals don't do as well here as they would like. Our program provides you with everything you need to know from setting your presentation objective and establishing your "residual message" to developing an introduction, getting the audience's attention, presenting your points, engaging the audience, using visual aids, handling difficult audience members and answering their questions through to the point when you say, "You've been a wonderful audience ... thank you for your time!" This course is designed for supervisors, sales personnel, managers, and organizational leaders who make presentations.