

BUSINESS PROFESSIONAL CERTIFICATION

A 3 or 5-Day Hands-On Workshop

Course Description:

The program aims to improve the overall ability of workplace managers to more effectively utilize their resources. The program presents skill building modules that focus on the following core competencies: Professionalism, Communication, Business Writing, Customer Service, Conflict Management, Organization and Time Management, Management Skills, Critical Thinking and Decision-Making.

Learning Objectives & Topics Covered in this Workshop:

- Analyze organizational norms, trends and workplace processes
- Develop and deliver a professional presentation
- Develop conflict management plans
- Understand and Identify effective business communication techniques
- Practice critical thinking and decision making techniques

Audience: This workshop is designed for government managers and leaders.

Toolkits:

Each Participant will receive a **Student Handbook** and access to an **Online Toolkit**, containing tools such as checklist, tips, techniques, and numerous other tools to help you use your new skills immediately.

Additional Information

CPE Credits: 20.0-34.0

CEU Credits: 1.7-2.8

Suggested Program

Prerequisites: Challenge of Leadership

Advanced Preparation: None

NASBA Program Level: Intermediate

NASBA Field of Study: Personal Development

Delivery Method: Group Live – Classroom



THE CHALLENGE OF LEADERSHIP

A 3, 4 or 5-Day Hands-On Workshop

Course Description:

This workshop provides a clear, practical look at the qualities and characteristics of leaders and leadership situations. The workshop focuses on practical problems and situations of the government work environment, and characteristics of the effective leader. The emphasis is on learning proven ways of thinking and acting in leadership situations.

Learning Objectives & Topics Covered in this Workshop:

- Identify Your Own Leadership Strengths and Areas to Improve
- Understand the Importance of Credibility, and Living Your Values
- Identify and Try New Approaches Needed for Growth
- Build Collaboration, Teamwork and Trust, to Help Others Excel

**Additional Learning Objectives for 4 Day Workshop*

- Value and Recognize the Accomplishments of Others
- Discuss Communication and Motivation

**Additional Learning Objectives for a 5 Day Workshop*

- Inspire Others Around a Common Vision of the Future
- Identify and Try New Approaches Needed For Growth
- Apply the Leadership Practices to a Current Business Challenge
- Develop a Personal Leadership Philosophy

Audience: This workshop is designed for all government personnel.

Toolkits:

Each Participant will receive a **Student Handbook** and access to an **Online Toolkit**, containing tools such as checklist, tips, techniques, and numerous other tools to help you use your new skills immediately.

Additional Information

CPE Credits: 20.0-34.0

CEU Credits: 1.7-2.8

Suggested Program

Prerequisites: None

Advanced Preparation: None

NASBA Program Level: Basic

NASBA Field of Study:

Personal Development

Delivery Method: Group Live – Classroom



COLLABORATIVE LEADERSHIP

A 3-Day Hands-On Workshop

Course Description:

Modern Government managers and supervisors must change their mindset of leading through experience, expertise and control if they wish to stay relevant in today's changing government work environment. This workshop shows participants how to apply experience, knowledge and education in new ways to create, simultaneously, an autonomous and collaborative work environment that will achieve maximum results. This workshop is based on extensive research of leadership practices that achieve extraordinary results in the government workplace.

Learning Objectives & Topics Covered in this Workshop:

- How to apply valuable experience and expertise to the new models of leadership
- Identify elements that measure collaboration in the government workplace
- Differentiate between the roles & functions of managers & leaders
- Discuss how the leader's self-awareness, emotional intelligence, behavioral skills & personal credibility set the tone for engagement
- Explain how passionately conveying a shared purpose & vision can drive pride in the organization & commitment from the workforce
- Identify the difference between behaviors that promote collaboration and those that tear teams apart

Audience: This workshop is designed for all government personnel.

Toolkits:

Each Participant will receive a **Student Handbook** and access to an **Online Toolkit**, containing tools such as checklist, tips, techniques, and numerous other tools to help you use your new skills immediately.

Additional Information

CPE Credits: 20.0

CEU Credits: 1.7

Suggested Program

Prerequisites: Challenge of Leadership

Advanced Preparation: None

NASBA Program Level: Intermediate

NASBA Field of Study: Personal Development

Delivery Method: Group Live – Classroom



CONFLICT MANAGEMENT AND RESOLUTION IN THE GOVERNMENT WORKPLACE

A 1 or 2-Day Hands-On Workshop

Course Description:

Teamwork and unity in government organizations is rapidly evolving to meet new and unexpected challenges. Those who understand and practice effective conflict management and resolution will contribute to the continuing development of an effective, efficient and thriving workplace that will enable federal organizations to continue to meet their missions. This workshop will demonstrate not only clear, practical conflict management and resolution techniques, but also how to implement them within the government work environment. Attendees will receive a Conflict Management and Resolution Handbook filled with step-by-step instructions, examples, tip sheets, checklists, and resources that you will use in implementing strong Conflict Management skills.

Learning Objectives & Topics Covered in this Workshop:

- Understand the Sources, Stages and Ingredients of Conflict in Individuals and Groups
- Employ Conflict Management Tools to Prevent and Resolve Conflict
- Develop and Implement a Conflict Management Plan Consistent with your Organizational Vision and Values
- Evaluate and Employ Alternative Dispute Resolution Techniques, ton include Mediation, Arbitration, Negotiation and Dispute Management
- Develop an Action Plan for Implementing Conflict Management in your Organization

Audience: This workshop is designed for leader and managers.

Toolkits:

Each Participant will receive a **Student Handbook** and access to an **Online Toolkit**, containing tools such as checklist, tips, techniques, and numerous other tools to help you use your new skills immediately.

Additional Information

CPE Credits: 7.0-13.0

CEU Credits: 0.6-1.1

Suggested Program

Prerequisites: None

Advanced Preparation: None

NASBA Program Level: Basic

NASBA Field of Study:

Business Management and Organization

Delivery Method: Group Live – Classroom



CREATING A CULTURE OF PERFORMANCE & ACCOUNTABILITY

A 2-Day Hands-On Workshop

Course Description:

Grow into a decisive leader using the practical skills that will transform your current methods of management, employee engagement, and productivity and performance oversight. Unlike traditional management methods, this workshop provides government supervisors and managers the advanced skills needed to truly **succeed in effectively managing and developing employees in a government work environment.** Attendees learn how to develop operating mechanisms and processes through hands-on exercises so they gain the skills needed to create and sustain a culture of performance while in class.

Learning Objectives & Topics Covered in this Workshop:

- Recognize, Deal with and Maximize Strengths of Personality
- Assess Progress-Performance Objectives
- Conduct Performance Objectives Planning
- Understand Performance Management and Reporting Tools and Techniques
- Apply Mentorship, Coaching, and Accountability Methods
- Develop a Plan to Create an Environment for Success

Audience: This workshop is designed for all government personnel.

Toolkits:

Each Participant will receive a **Student Handbook** and access to an **Online Toolkit**, containing tools such as checklist, tips, techniques, and numerous other tools to help you use your new skills immediately.

Additional Information

CPE Credits: 13.0

CEU Credits: 1.1

Suggested Program

Prerequisites: None

Advanced Preparation: None

NASBA Program Level: Basic

NASBA Field of Study:

Business Management and Organization

Delivery Method: Group Live – Classroom



HIGH PERFORMING TEAMWORK IN GOVERNMENT ORGANIZATIONS

A 2-Day Hands-On Workshop

Course Description:

Whether you are a part of a matrixed team, organic team or another team structure, this interactive workshop will give you the understanding of and tools to increase motivation, elevate morale, and drive higher levels of performance on your team. Those who learn how to effectively use the techniques learned in this workshop will increase effective communication and improve their understanding of group dynamics. This workshop shows you *precisely* what steps to take to make *you* more valuable and *your team* more effective.

Learning Objectives & Topics Covered in this Workshop:

- Understand the stages of group development
- Identify the Dysfunctions of the team
- Keys to Motivation for the Government Team
- Managing Group Identity
- Improving Morale with Mission Driven Actions and Goals
- Create a Team Charter specifically focused on Your Team
- Analyze and incorporate Teambuilding and Team Development Strategies
- Develop plan to immediately impact the performance of your team upon return to your organization

Audience: This workshop is designed for all government personnel.

Toolkits:

Each Participant will receive a **Student Handbook** and access to an **Online Toolkit**, containing tools such as checklist, tips, techniques, and numerous other tools to help you use your new skills immediately.

Additional Information

CPE Credits: 13.0

CEU Credits: 1.1

Suggested Program

Prerequisites: None

Advanced Preparation: None

NASBA Program Level: Basic

NASBA Field of Study:

Personal Development

Delivery Method: Group Live – Classroom



INTERPERSONAL SKILLS FOR GOVERNMENT LEADERS AND MANAGERS

A 2 or 3-Day Hands-On Workshop

Course Description:

This interactive hands-on workshop improves awareness and skills necessary for effectively working with peers, employees, managers and senior leaders. Interpersonal Skills in the government workplace is an essential skill to master to achieve the full potential of an organization. In this brief, you'll learn about interpersonal communication and fundamental processes to improve interpersonal skills in the government workplace.

Learning Objectives & Topics Covered in this Workshop:

- Understand Why Interpersonal Skills Matter in Highly Technical and Educated Organizations
- Discuss How Interpersonal Skills Will Become the Great Differentiator
- Evaluate Non-verbal Communication of Self and Others
- Practice Encoding – Transferring Mental Thoughts into Understandable Verbal Exchange
- Practice Decoding – Processing Information into Understanding
- Understand Body Language and the Yours Has
- Apply Contextual Awareness
- Assess and Control Communication Barriers

Audience: This workshop is designed for government leaders and managers.

Toolkits:

Each Participant will receive a **Student Handbook** and access to an **Online Toolkit**, containing tools such as checklist, tips, techniques, and numerous other tools to help you use your new skills immediately.

Additional Information

CPE Credits: 13.0-20.0

CEU Credits: 1.1-1.7

Suggested Program

Prerequisites: None

Advanced Preparation: None

NASBA Program Level: Basic

NASBA Field of Study:

Personal Development

Delivery Method: Group Live – Classroom



LEADERSHIP AND MANAGEMENT CERTIFICATION

A 3-Day Hands-On Workshop

Course Description:

Often, the government manager and leaders we ask so much of are being asked to do both lead and manage. But, how? This program addresses essential workplace competencies that will help your managers, supervisors and team leaders reach new levels of professionalism, leadership and performance. We ask participants to bring real world, relevant workplace leadership and management challenges for discussion and solutions. Managing Change, Decision Making, Organizational Priorities, Motivation and Communication are just a few of the many topics covered in this workshop.

Learning Objectives & Topics Covered in this Workshop:

- Assess the balance of effort required for both Leadership and Management
- Understand the importance of and differences between Leadership and Management and why this matters.
- Analyze the change factors impacting your ability to lead and manage
- Develop a viable plan to gain consensus on organizational priorities
- Create a Leadership Philosophy that is unique to YOU. And, a strategy to implement this strategy upon return to the workplace.

Audience: This workshop is designed for government managers and leaders.

Toolkits:

Each Participant will receive a **Student Handbook** and access to an **Online Toolkit**, containing tools such as checklist, tips, techniques, and numerous other tools to help you use your new skills immediately.

Additional Information

CPE Credits: 20.0

CEU Credits: 1.7

Suggested Program

Prerequisites: None

Advanced Preparation: None

NASBA Program Level: Basic

NASBA Field of Study:

Business Management and

Organization

Delivery Method: Group Live –
Classroom



LEADERSHIP DEVELOPMENT PROGRAM

A 5-Day Hands-On Workshop and Individual Coaching Sessions

Course Description:

This dynamic Leadership Development Program is led by Two Former Government Managers/Leaders and is designed to provide an in-depth personalized look at how each participant can improve their adaptive leadership approach. Learn to become an adaptable leader who understands self, the situation and the needs of individual team members. The Capstone Activity of this course will be the development of a very personalized and unique “Personal Leadership Philosophy” that will be supported by a one-on-one private coaching session.

Learning Objectives & Topics Covered in this Workshop:

- Know Your own Leadership Tendencies and How to Adapt to A Rapidly Changing Requirements and a Diverse Organization
- Gain the Ability to Develop a Plan to and Guide the Direction of the Organization
- Understand How to Assess People, Self-Management and Technical Skills
- Identify Team Members’ Professional Developmental Needs
- How to Apply Appropriate Leadership Style for The Climate, Urgency and Situation
- How to Delegate With Less Stress
- Assess own Leadership, Values, Organization and Develop a Personal Leadership Philosophy

Audience: This workshop is designed for all government personnel.

Toolkits:

Each Participant will receive a **Student Handbook** and access to an **Online Toolkit**, containing tools such as checklist, tips, techniques, and numerous other tools to help you use your new skills immediately.

Additional Information

CPE Credits: 34.0

CEU Credits: 2.8

Suggested Program

Prerequisites: Challenge of Leadership

Advanced Preparation: None

NASBA Program Level: Intermediate

NASBA Field of Study: Personal Development

Delivery Method: Group Live – Classroom



LEADERSHIP FOR TECHNICAL PEOPLE

A 3-Day or 5-Day Hands-On Workshop

Course Description:

The highly interactive five-day workshop offers technically trained and talented people – engineers, systems analysts, nurses, accountants, scientists, technicians, mechanics – the training core they need to make their maximum contribution to the organization.

Learning Objectives & Topics Covered in this Workshop:

- What is Leadership?
- How to Develop Trust and Respect
- The Art of Influence
- Accessing Intrinsic Motivation
- Self-Assessment of Leadership Ability and Potential
- Project Leadership and Project Management
- Contents of Personalized Development Plans
- Identify and Prioritize Three Key Things They Will Influence at Work
- Identify and Prioritize Five Leadership and Management Competencies to Develop
- Identify Three to Five People to Build Rapport with Who Can Help Them Become More Influential, and Determine how to go About Building Rapport with Each Person
- Use Self-Assessments to Identify and Prioritize Competencies Related to Building Trust and Respect, Influence, and Dedication to Being a Leader

Audience: This workshop is designed for government managers and leaders.

Toolkits:

Each Participant will receive a **Student Handbook** and access to an **Online Toolkit**, containing tools such as checklist, tips, techniques, and numerous other tools to help you use your new skills immediately.

Additional Information

CPE Credits: 20.0-34.0

CEU Credits: 1.7-2.8

Suggested Program

Prerequisites: None

Advanced Preparation: None

NASBA Program Level: Basic

NASBA Field of Study:

Personal Development

Delivery Method: Group Live – Classroom



LEADERSHIP – CREATING VALUE, VISION AND VITALITY

A 2 or 3-Day Hands-On Workshop

Course Description:

This workshop teaches what it takes to be someone who is distinguished as clearly a leader. Teaching skills that will have impact beyond the rank on a sleeve or title above a door. This workshop shows you not only principles, but specific actions you can take to get results. You will learn the characteristics that set leaders apart from run-of-the-mill supervisors and managers. This workshop includes the latest thinking on the massive changes going on in government today...including collaborative leadership approaches, knowledge management techniques, performance management and more.

Learning Objectives & Topics Covered in this Workshop:

- Develop an Understanding of How to Lead Using the Four Basic Influence Strategies
- Define Leadership and Influence
- Assess Your Leadership Quotient
- Discuss the and Understand Power, Authority and Accountability
- Apply the 8 Characteristics that Set Leaders Apart from Managers
- Answer the Following Visioning Questions for Yourself:
- Vision—the Indispensable Quality of Leadership
 - What is "Vision" and Why do You Need One in a Government Organization?
 - What are the Steps to Achieve the Vision?
 - What do your Customers Value About Your Organization?
 - Why Leaders Fail

Audience: This workshop is designed for government managers and leaders.

Toolkits:

Each Participant will receive a **Student Handbook** and access to an **Online Toolkit**, containing tools such as checklist, tips, techniques, and numerous other tools to help you use your new skills immediately.

Additional Information

CPE Credits: 13.0-20.0

CEU Credits: 1.1-1.7

Suggested Program

Prerequisites: None

Advanced Preparation: None

NASBA Program Level: Basic

NASBA Field of Study:

Personal Development

Delivery Method: Group Live – Classroom



THE MINDSET OF LEADERSHIP

A 3-Day Hands-On Workshop

Course Description:

Everyone has asked themselves what it takes to be someone who is distinguished as *clearly* a leader. And now you can find the answer. This workshop shows you not only principles, but *specific actions* you can take to get results. You will learn the mindset and characteristics that set leaders apart from run-of-the-mill managers.

This workshop includes the latest thinking on the massive changes going on in government today...including collaborative decision making, building consensus, leading a generationally diverse workforce, dealing with budget changes, etc.

Learning Objectives & Topics Covered in this Workshop:

- Understand, "As an Organization, Who Are We, What Do We Do, Why Do We Exist?"
- Assess Your Own Organization's Mindset and Learn How to Shape It for Positive Results
- Learn How to Build Trust, Increase Your Influence and Build Effective Teams Within a Government Organization
- List the Skills, Traits, And Characteristics Your Organization Needs to Really Perform
- Build A Personal Development Blueprint, In Class, to Showcase Your Strengths
- Learn Collaborative Problem-Solving Techniques That Work in A Government Work Environment
- Breaking Down Conflict – Understand How to Prevent Conflict, Address It When It Happens and Move Past It for a Positive Work Environment
- Learn the Steps to Take to Make Your Vision Happen

Audience: This workshop is designed for government managers and leaders.

Toolkits:

Each Participant will receive a **Student Handbook** and access to an **Online Toolkit**, containing tools such as checklist, tips, techniques, and numerous other tools to help you use your new skills immediately.

Additional Information

CPE Credits: 20.0

CEU Credits: 1.7

Suggested Program

Prerequisites: None

Advanced Preparation: None

NASBA Program Level: Basic

NASBA Field of Study:

Business Management and Organization

Delivery Method: Group Live – Classroom



STRATEGIC LEADERSHIP

A 3-Day Hands-On Workshop on *Strategies for Effective Leaders*

Course Description:

The program addresses essential workplace competencies that will help your managers, supervisors and team leaders reach new levels of professionalism, leadership and performance. Managers, supervisors and team leaders who want to reach new levels of proficiency in professionalism, leadership and performance should attend this workshop.

Learning Objectives & Topics Covered in this Workshop:

- Describe the Role and Responsibilities of Strategic Leadership
- Manage the Critical Factors that Drive the Success and Failure of Business Strategies
- How to Anticipate the Longer-Term Impact of Strategic Initiatives
- Attain Credibility and Support as You Assume a New Operation
- Avoid Common Errors Made by Leaders in Transitioning to Higher Levels of Responsibility

Audience: This workshop is designed for mid-level and senior level leaders and managers.

Toolkits:

Each Participant will receive a **Student Handbook** and access to an **Online Toolkit**, containing tools such as checklist, tips, techniques, and numerous other tools to help you use your new skills immediately.

Additional Information

CPE Credits: 20.0

CEU Credits: 1.7

Suggested Program

Prerequisites: None

Advanced Preparation: None

NASBA Program Level: Basic

NASBA Field of Study:

Business Management and Organization

Delivery Method: Group Live – Classroom



TEAM DEVELOPMENT

A 5-Day Hands-On Workshop on
Team Building and Team Leadership

Course Description:

Team Development is an essential skill to study and master in the Government Workforce. Those who learn how to effectively communicate, engage, influence others, resolve conflict, and build competent teams will be respected and sought after for their ability to apply these concepts in the real world. This workshop introduces concepts and ideas, which not only help leaders develop highly effective teams, but also develops the mindset required to lead those teams.

Learning Objectives & Topics Covered in this Workshop:

- Describe the 5 Team Dysfunctions
- Assess the Teams Strengths and Weaknesses Using a Team Skills Chart
- Recognize Group Development Stages (GDS)(Forming, Storming, Norming And Performing as well as Motivation Techniques
- Gain the Ability to Develop a Team Charter
- Plan a Participatory Decision-Making Meeting or Event
- Evaluate Organizational Trends in Personnel/Team Turbulence and Plan for It
- Write a Mission/Purpose Statement for the Team
- Create a Viable Vision Statement for Your Organization
- Create a Team Responsibilities Chart
- Draft a Team Needs Chart to Determine Need for and Plan for Future Professional Development Requirements
- Apply the ADKAR Change Management Process to Individual and Team Change Challenges

Audience: This workshop is designed for senior leaders and managers.

Toolkits:

Each Participant will receive a **Student Handbook** and access to an **Online Toolkit**, containing tools such as checklist, tips, techniques, and numerous other tools to help you use your new skills immediately.

Additional Information

CPE Credits: 34.0

CEU Credits: 2.8

Suggested Program

Prerequisites: Challenge of Leadership

Advanced Preparation: None

NASBA Program Level: Intermediate

NASBA Field of Study: Business Management and Organization

Delivery Method: Group Live – Classroom



UNDERSTANDING MULTI- GENERATIONAL DIVERSITY

A 1-Day Hands-On Workshop for
Government Leaders, Supervisors, and
Employees

Course Description:

Government organizations must take innovative and deliberate approaches to managing, communicating, and retaining the current multi-generational workforce or face cascading morale and retention issues. This workshop provides not only an in-depth understanding of those challenges, but also provides solutions and proven techniques to meet those challenges. An experienced and certified Multi-Generational workforce trainer will guide participants through research, discussions, and hands-on experiences aimed at learning proven ways of understanding generational differences, communicating across generational boundaries, and learning the responsibilities that each generation has to the other. Participants will gain a clear, practical look at the strengths, values, and communication practices of each Generation in today's government workforce and be shown how to use that information for improved efficiency, morale, and retention.

Learning Objectives & Topics Covered in this Workshop:

- Understand the generational demographics of Government Organizations and the values of each generation
- Analyze Professional vs. Personal commitment and the shift in priorities
- Maximize the potential of the Millennial employee
- Overcome language barriers between diverse generations
- Leverage the experience of Baby Boomers---Leave Your Legacy while embracing Millennial Ideology
- Maximize the Role of Generation X in "Bridging the Gap"

Audience: This workshop is designed for leaders and managers.

Toolkits:

Each Participant will receive a **Student Handbook** and access to an **Online Toolkit**, containing tools such as checklist, tips, techniques, and numerous other tools to help you use your new skills immediately.

Additional Information

CPE Credits: 7.0

CEU Credits: 1.1

Suggested Program

Prerequisites: None

Advanced Preparation: None

Program Level: Basic

Field of Study: Personal Development

Delivery Method: Group Live – Classroom