



Customized Solutions

Critical Thinking: Ethics and Values for Decision Making

Course objectives:

- Learn decision making principles and how to apply them in a manner consistent with ethical practices.
- Distinguish between “group think” versus “doing the right thing.”
- Understanding the big picture, and visualizing the future impact of mistakes in decision making.

You will learn:

- How to make better decisions.
- What to do when feeling pressured by circumstances, people, or high expectations.
- How to assess situations more objectively.

Effective Communication Skills I

Course objectives:

- Understanding the Communication Model.
- Developing effective listening skills.
- Why culture gaps in the organization disrupt communication.
- Understanding point of perspective to gain consensus.
- Learn what to do when emotional, organizational barriers undermine communication.

You will learn:

- 15 easy listening techniques that will build relationships and improve your performance.
- To use the “Ouch System” to resolve miscommunication.
- How to see from the other person’s perspective.
- To avoid common, poor communication habits.

Business Writing Grammar Refresher: Reports, Emails and Correspondence

Course objectives:

- Update writing skills through better grammar, style, and impact.
- Understanding what people like to read.
- Learn the difference between informative versus persuasive writing.

You will learn:

- Report formats that are easy to follow.
- Do and don'ts of e-mail communications.
- How to ensure writing is clear, concise, and correct.
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Dealing with Difficult People: Serving Internal and External Customers

Course objectives:

- Understanding what Customer Service means in the 21st century.
- Learn to identify customer personality styles to create commonality.
- Learn listening skills to promote empathy and understand customers' needs.
- Dealing with an irate customer, defusing a hostile encounter

You will learn:

- 12 elements of outstanding service.
- Four personality styles and how to effectively relate to each type of person.
- Ways to double your listening capacity.
- How to deliver a negative response without saying NO.

Business Metrics and Report Writing: Reports, E-mails and Correspondence

Course Objectives:

- Understanding the importance of using Key Performance Indicators (KPI)
- Critiquing actual reports, e-mails, and correspondence for content.
- Understanding ways to "boost" the quality of your communications with KPI data.
- Customer/audience needs assessment and decisions based on KPI data.

You will learn:

- The difference between ordinary communications and those with extraordinary impact.
- Three ways to ensure that poor quality communications never leave your desk.
- How the right message, in the right format, with the correct KPI data can move mountains.

Advanced Supervisor Tools

Course Objectives:

- Upgrade of supervisor skills to develop and motivate employees
- Understand performance management
- Learn coaching and mentoring to stimulate employee performance self-management

You will learn:

- Teambuilding, and motivation techniques
- Feedback and coaching techniques to have develop employee skills

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- Clear, effective goal setting skills to build employee performance self-management
 - The legal responsibility of being a supervisor: a legal representative of your organization

Conflict Management For Leaders

Course objectives:

- Learn to identify situations that could become violent.
- Diffusing and redirecting anger.
- Recognizing signs of escalation.
- Have an “exit” strategy.
- Understand the City policy on violence.

You will learn:

- How to read body language and other warning signs of potentially explosive situations.
- What to do when a person is angry or has an emotional outburst.
- When to get others involved.
- Effective contingent actions to use when dangerous threats exist

Negotiating for Results: Getting to Yes

Course objectives:

- Principled versus positional negotiation.
- Understanding the power of information, time, and teamwork.
- Determining your goals and bottom line.
- Overcoming a deadlock.

You will learn:

- How to establish long term relationships versus one shot deals.
- What makes a good negotiator.
- What to do when a person goes over your head.