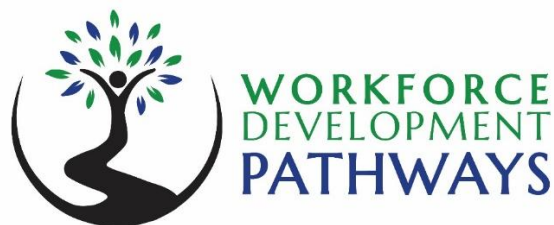




# **Leadership Training Course Catalog**



**WORKFORCE  
DEVELOPMENT  
PATHWAYS**



# What is Workforce Development Pathways?



Workforce Development Pathways is the creation of college instructor and professional trainer, Jason S. Jones. Since 2007, he has been delivering high-impact training sessions on leadership, business communication, team building, and a variety of other essential skills for success in the workplace. Workforce Development Pathways was created to offer businesses and organizations easy access to this training and an opportunity to create custom solutions tailored to their organizations' immediate and future needs.

Through vibrant, interactive sessions, participants become part of Jason's training from the start. There is no benefit to passively sitting in a one-way lecture; all the topics presented offer the audience a chance to share their work and career experiences while hearing about and benefitting from the experiences of others. Through conversation, real-world role play,

case studies, and group activities, the material presented by Jason through Workforce Development Pathways is as exciting as it is educational.

Jason has worked with universities, private businesses, as well as local and state government agencies to give their employees the skills and proper success mindset that improve both personal and team performance. He has partnered with the following organizations\* to bring their employees, students, teams, and supervisors to the next level of personal and professional success:

<i>Access Services</i>	<i>County of Lehigh, PA</i>	<i>Manufacturers Resource Center</i>	<i>Ryder Supply Chain Management</i>
<i>Airline Hydraulics</i>	<i>Eastern University</i>	<i>Mauch Chunk Trust Company</i>	<i>Sandmeyer Steel</i>
<i>Aria Health School of Nursing</i>	<i>Freshpet</i>	<i>Michael Foods</i>	<i>Serta/Simmons Bedding Company</i>
<i>Bakerly</i>	<i>GlaxoSmithKline</i>	<i>Monument Bank</i>	<i>Silberline</i>
<i>Borrego Solar</i>	<i>IWCO Direct</i>	<i>NORCAL Mutual Insurance</i>	<i>Specialty Ring Products</i>
<i>Bristol Township School District</i>	<i>Judge Learning Solutions</i>	<i>PA Legal Aid Network</i>	<i>Sterman Masser Farms</i>
<i>Carlisle Construction Materials</i>	<i>Klein Tools/GMP</i>	<i>Pennsylvania Public Utilities Commission</i>	<i>The Tri*M Group</i>
<i>Celestica</i>	<i>KME/Rev Group</i>	<i>Penn State University</i>	<i>Upper Merion Township</i>
<i>Central Admixture Pharmacy Services</i>	<i>Lebanon Valley College</i>	<i>Reynolds Construction</i>	<i>Urban Engineers</i>
<i>Central Penn College</i>	<i>Lehigh Carbon Community College</i>	<i>Reynolds Consumer Products</i>	<i>Volvo/Mack Trucks</i>
<i>City of Allentown, PA</i>	<i>Lehigh Valley Health Network</i>	<i>Ritter Insurance Marketing</i>	
<i>Communities in Schools</i>	<i>Lydall Performance Materials</i>		

**\*See website for complete list**

# Workforce Development Pathways Now Offers

## DiSC Classic Assessments for the Workplace



DiSC assessments are used worldwide in thousands of organizations of all sizes, major governmental agencies, non-profits, and Fortune 500 companies.

**DiSC is the leading personal assessment tool, used by over 1 million people every year.**

**DiSC is easily understood and memorable.** This isn't a program to make everyone feel good and then go back to their desk and forget it. There are follow-up tools and information to extend the learning.

**DiSC is engaging.** Workplace engagement surveys are showing rates around 30%. DiSC can improve upon this by improving communication and feedback, showing the organization's commitment to its staff, and creating more self-aware employees.

**DiSC is flexible.** Organizations have integrated it into their onboarding, team development, management training, sales training, and leadership development programs.

**DiSC isn't just about individuals.** It's about relationships. Each of the profiles seeks to show how we differ, but can still work effectively together.

**DiSC is about getting results.** Each profile includes action or reflection items targeted towards achieving more success at working with others, managing others, leading others, or selling to others.

**Created for organizations:** Unlike many personality profiles, all the Everything DiSC profiles do more than provide insights into a person's behavior and character. Our profiles were created with the workplace relationships in mind and offer strategies for working with, leading, managing, or coaching others.

**Benefits to the individual:** The assessment profile results are designed so that it's easy to understand and recall your behavioral style and insights. The writing is engaging and the visuals are memorable. It's easy to understand your profile without assistance from a trained professional.

### Why DiSC?

- Acts as a springboard for conversation and team building
- Improves employee and workplace communication
- Helps you to understand people who aren't like you — or are too much like you
- Reduces conflict and avoids misunderstandings



## **Adapting Your Leadership Style: The Four Behavior Styles and How to Make Them Work for You**

Many theories of management and styles of leadership exist. In the end, none of them are right and none of them are wrong. Different people respond better to different styles of leadership. To be a truly skilled leader, you must become aware of the needs of your staff and adapt your leadership style to nurture the most productivity in your workers. This program will assess your personal leadership style and apply and practice tools for building connections with employees, running productive meetings and enhancing employee motivation.

## **The Art of Influencing Others**

Lay the foundation for more effective communication in this highly interactive workshop. Develop creative ways to establish rapport and build relationships through a deeper awareness of the power of non-verbal communication. Learn how to avoid common communication barriers. Recognize communication styles preferences, and tailor your communication to be more effective with each style. Learn methods for de-escalating difficult situation and resolving conflict effectively. Through a series of structured experiences, develop and learn to apply skills that improve your effectiveness when marketing your services in any communication skill.

## **Assertiveness Skills**

Assertiveness Skills are crucial to professional development, as well as other aspects of life. Some of these skills include asking for what you need handling confrontations gracefully and putting ideas forward with confidence. Not only do these skills improve teamwork, focus discussions, and build relationships, but they also help individuals to become competent, constructive, confident, and perform at their best. Assertiveness Skills provides the skill development, practice, and understanding individuals need to learn to how to be truly assertive.

## **Balancing Priorities: How to Successfully Manage Tasks, Deadlines, and Expectations**

How many times have you heard this plea for help? The demand for productivity is greater than ever before. Deadlines are tight, resources are limited, technology is complex, and often employees have the added challenge of reporting to more than one manager. It's no surprise this pressure can lead to increased conflict and overwhelming feelings of confusion. That is, until you equip them with the skills they need to manage their workload effectively.

## **Behavioral Interviews: An Evidence-Based Approach to Hiring the Right Candidate**

When new hires fail to meet initial expectations, not only must organizations spend time and resources hiring replacement employees, but also potentially suffer a loss of productivity and, in some cases, a damaged reputation as the result of an employee's poor performance. A negative attitude, lack of punctuality, and an inability to work well with others or resolve conflict are all behavioral issues that employers can otherwise uncover during an interview - with the right know-how. Basing its teachings on the basic premise that past performance is the best indicator of future performance, Behavioral Interviews leads participants through a structured interview process from reviewing resumes to conducting interviews to evaluating candidates.

## **Business Etiquette**

Business etiquette is defined as the conduct or procedures that are generally acceptable and polite in the workplace. It is typically a set of unspoken expectations that most people either meet or find out about when they do *not* meet them. This course provides guidelines for common business etiquette, how to show respect for yourself and others, how to establish positive connections with anyone, and how to choose polite and positive responses to rude behavior.

## **Coaching Conversations**

This training will help you establish the context of a situation and lead a series of coaching conversations that make the individual responsible for proactively defining goals and becoming accountable to their commitments. You will understand how the various aspects of coaching conversations (such as defining the opportunity or problem, analyzing options, and developing an action plan) can motivate and support individuals to help them successfully meet their goals.

## **Coaching for Development: Help Employees Achieve Their Full Potential**

An organization's success relies on the performance of every employee and so it goes without saying that it is important to foster an atmosphere that allows for employees to grow with the company. The key to this is guidance. *Coaching for Development* recognizes the need for employees to feel committed to their work and is designed to help managers, supervisors, and leaders alike to encourage individual performance as a means for increasing engagement and ultimately productivity rather than to use the traditional "command and control" method. In this workshop, participants learn the key elements of building a successful coaching relationship and how to best implement them using a step-by-step coaching process; in addition, how to help an employee implement a development plan to individually improve their success as well as how to apply effective strategies for overcoming common coaching challenges.



## Coaching Job Skills

Your team's performance is crucial to the success of your department and the organization. In order to ensure the success of your team, it is critical to help them build the skills and knowledge they need to excel, which ultimately leads to a stronger team.

Your ability to help and train your team members builds cooperation, encourages confidence, and creates a stronger and more successful team. Coaching isn't just showing your employees how to do something; it involves observing, analyzing, demonstrating, and providing feedback. Coaching is a proactive process of developing relationships with your team members.

The *Coaching Job Skills* course teaches team leaders and managers how to successfully coach team members in their jobs, as well as how to widen the breadth of team members' skill sets.

## Communicating Up

You have worked hard to develop relationships and build rapport with your team members and colleagues. That's a good start. However, the ability to effectively communicate with your supervisor and other members of senior management, in addition to your team members and peers, will improve your effectiveness as a manager and team leader.

Effective communication helps you strengthen the connections with your organization's senior leadership.

Your ability to understand a senior leader's communication style, deliver bad news with grace, communicate group or employee achievements, and maintain their attention during a meeting are critical to ensure mutual understanding and agreement.

The *Communicating Up* course teaches supervisors, team leaders and managers how to hold more successful meetings with their managers and other members of senior leadership, transforming these meetings into positive, productive experiences. Communicating up is not difficult, but it does require employees to empathize with their managers, as well as to understand the manager's specific style and work challenges.

## Creative Problem Solving

*Creative Problem Solving* is a course in which participants will learn how to integrate creativity with analytic thinking for effective problem solving, and to develop critical thinking skills. Creative problem solving is a valuable skill for today's fast-changing world. The concept of "innovation" and how it relates to the bottom line will also be emphasized. An innovative mindset not only identifies and evaluates great ideas for the marketplace; it also focuses on solving customer problems.

## Creative Problem Solving Applied: Putting Theory into Practice

When most people hear the words "creative problem solving" they think of a haphazard random approach to generating solutions. While it does in fact involve allowing ideas to flow, there is most certainly a rhyme and reason to the process. In this program, participants learn techniques for both generating a variety of relative, novel ideas to problem resolution and evaluating their effectiveness.

## Critical Thinking Skills

What's the #1 skill executives look for in their employees? Critical thinking. It's not about criticizing others - it's about understanding the problem, evaluating the evidence, and making logical and thoughtful decisions. It's a skill that can help your organization find smart solutions to tricky problems, avoid emotional thinking and mistakes, and work together more efficiently. *Critical Thinking Skills* is a training solution that provides individuals with tips, techniques, and thought exercises that help to develop critical thinking skills.

## Critical Thinking Skills Applied: Putting Theory into Practice

*Critical Thinking Skills Applied* helps participants put theory into practice. It begins with an introduction into the process of critical thinking and the characteristics it encourages as well as the common mistakes one should avoid. Participants are then called to use their critical thinking skills to analyze a series of case studies or real-world scenario where they'll learn to challenge information, recognize biases, and assess options among other learning outcomes. The practical, interactive activities deepen insight and facilitate participants' ability to actively translate the learned material into their work back on the job.

## Cultural Competency

Culture is the shared values, traditions, norms, customs, art, history, folklore and institutions of a specific group of people. Cultural competency is the willingness and ability to interact respectfully and effectively with individuals and groups, acknowledging the common and different elements of our cultural identities. The result is words and actions that recognize, affirm and value the worth of individuals and communities and protect and preserve the dignity of each.

## Delegating

Does the phrase, "if you want something done right, do it yourself" resonate with you? It can often be difficult to delegate responsibility to your team members. However, doing so ensures that you are not spread too thin and that you can focus on critical priorities. The ability to effectively delegate is essential to getting the most from

your team. It helps balance the workload and builds stronger relationships within the organization. Effectively utilizing your team gives you more time to interact with management, colleagues, and team members, helping you to develop deeper and stronger connections across the organization as well as within your team. Delegating responsibility also demonstrates that you trust your team members, while also encouraging the development of their skills. In addition, it will help your team members believe that their jobs are important, meaningful, and critical to the success of the team and organization.

The *Delegating* course teaches supervisors, team leaders, and managers how to develop team members in a way that strengthens the team's commitment to the success of the organization. A properly delegated task teaches team members accountability and responsibility, so employees feel more a part of the team and the entire organization.

## Delegating for Growth

*Delegating for Growth* is an interactive skills training course that will help any manager to better understand the purpose of delegation, prepare for and apply the steps to delegating effectively, and learn to recover from inevitable mistakes or disappointments. This training program will help to increase company-wide productivity, foster employee confidence at all levels, and develop a team-driven culture. Most tasks and projects can be delegated. In particular, if you find yourself doing the tasks and activities you were promoted from, that's a clear sign of items you should be delegating. Not sure how? that's where this program comes into play.

## Developing Performance Goals & Standards

In an ideal world, every member of your team understands their role and responsibilities and performs their duties flawlessly. Your role as a team leader is to help your team members develop and be successful. It is essential to the success of your team that you not only set standards and goals for team members, but also that you have the ability to hold them accountable for their performance.

Although developing consensus surrounding performance standards and responsibilities from your team members is difficult, your ability to develop goals and standards collaboratively ensures commitment. As a result, team members agree to the process and are dedicated to its success.

The *Developing Performance Goals and Standards* course helps managers and team leaders develop the tools they need to successfully implement effective performance goals and standards processes within their teams. By focusing on logical processes and reasonable commitments, *Developing Performance Goals and Standards* can help managers and team leaders outline clear work standards and encourage better job performance. By using the SMART—Specific, Measurable, Attainable, Results-oriented, and Time-

framed—approach with team members, managers and team leaders demonstrate their commitment to an open and consistent performance improvement process.

## Developing Positive Relationships at Work

*Developing Positive Relationships at Work* is the positive learning experience your organization needs to ensure that individuals unite around a common mission, value diversity, rise above personal slights, take responsibility, and cultivate an environment based on trust. This training will help you model the behavior you want as well as teach the value of getting to know your employees as individuals.

## Developing Your Direct Reports

*Developing Your Direct Reports* is a course in which participants will learn "development coaching". So what's the difference between performance management and development coaching? Performance management is focused on eliminating the weaknesses of the past and present. Development coaching, on the other hand, targets employee strengths as the basis for future performance and the achievement of long-term goals. And the other major difference? - it requires the direct and regular involvement of the manager.

## Diversity Awareness

A survey by Korn/Ferry International found that more than 2 million people leave their jobs each year because of unfairness in the workplace, costing employers an estimated \$64 billion a year in hiring costs. In addition, people of color were three times more likely than white heterosexual males to say unfairness was the reason they quit their jobs.

What is the source of unfair treatment and differences among people in organizations? Traditional diversity awareness programs have focused on the treatment of women and minorities. However, differences arise from a host of other traits as well, including age, sexual orientation, religious beliefs, physical abilities, educational background, whether someone has children, even being an engineer versus being a salesperson. These traits or "profiles" cause people to make inaccurate assumptions, create separation, and, yes, treat people unfairly. The goal of diversity awareness is to promote an inclusive work environment.

## Effective Discipline

Disciplining your team members is a difficult but necessary process to help ensure that the goals and actions of your team members are aligned. Effective discipline can be a positive learning experience for both you and your team members if performed correctly.

Utilizing strong coaching skills are critical when disciplining your team members. Learning how to use effective discipline as a teaching opportunity and delivering

constructive negative feedback in a way that encourages team members to change without demeaning them is critical to the success of your team.

The *Effective Discipline* course provides supervisors, team leaders and managers with the tools necessary to dramatically reduce employees' problem behaviors.

Involving team members in performance discussions and winning their commitment to behavioral change enables managers and team leaders to turn a potentially negative interaction into a positive developmental step.

## Effective Listening Skills

Without the proper training, two things can stand in the way of effective listening: bad habits and style differences. The first step to becoming a better listener is to break and eliminate those habits. The second step is to understand the different ways people listen, along with its benefits and potential trouble spots. *Effective Listening Skills* can help anyone become a better listener. Using a five-step process, individuals learn how to eliminate barriers to good listening, improve communication skills, maximize productivity, and build interpersonal relationships.

## Effective Risk-Taking

Taking risks is not easy. It requires a willingness to operate outside of your comfort zone and experiment with new ways of doing things as you step into a situation with unknown or potentially adverse results. But as Margie Warrell famously said, "growth and comfort never ride the same horse." Risk-taking is a necessary part of moving forward. However, there is a big difference between effective risk-taking and just being reckless. In this program, participants learn how to conduct a risk analysis that unearths the potential benefits and negative consequences of acting on an idea or opportunity. Other areas of focus include overcoming fears, creating contingency plans, managing crises, and building resilience. With this know-how participants are able to develop the confidence they need to pursue valuable growth opportunities that effect positive change in their organization.

## Emotional Intelligence: A Scientifically Proven Method for Developing the Skills of Success

No doubt technical and task-oriented skills are important to bring to any working environment, but research has proven that real success comes from those who have honed the soft skill of emotional intelligence. No organization is without its ups, downs, and of course, turnarounds, which is why emotional intelligence is an essential aspect for anyone in the working field. In a world of deadlines, organizational changes, limited resources, and conflicting orders (to name a few stressors), having the ability to control your emotions is essential to navigating the unavoidably high-stress environment that often shapes the working world.

But It's not just about taking control of your reactions to emotionally-charged situations. Emotional intelligence is recognizing your emotional triggers and knowing when and how to use them in a way that enables you to not only deal with these stressors objectively, but to also develop strong connections with your co-workers. *Emotional Intelligence: A Scientifically Proven Method for Developing the Skills of Success*, introduces the four essential aspects to honing this soft skill - intrapersonal skills, interpersonal skills, adaptability, and resilience - and strategies for developing each; helping you to confront issues, tackle problems, and manage change and stress with composure and clarity.

## Employee Engagement: The Supervisor's Guide to Gaining and Sustaining Commitment

*Employee Engagement* is a training course that introduces leaders and managers alike to the tools and techniques for ensuring employees feel valued and supported in their day-to-day responsibilities. Organized into four distinct categories or strategies for employee engagement, the program offers self-assessments, interactive activities, and practical knowledge for becoming an effective and influential leader.

## Essential Skills of Communicating

Your ability to successfully communicate with your team members is critical to building strong relationships with your employees. These strong relationships, built upon mutual trust and respect, are crucial in helping your team meet and exceed its goals. In addition, powerful relationships built upon effective communication can improve retention, heighten overall productivity, and increase profitability.

The *Essential Skills of Communicating* program helps supervisors, team leaders and managers ensure that communication with employees is a two-way process.

*Essential Skills of Communicating* teaches managers the latest techniques for developing effective communication skills, thereby improving their performance and increasing the productivity of both the team and the organization.

## Essential Skills of Leadership

As a manager and team leader, your success is measured by the success and productivity of your team members.

Getting your team to perform at a high level is easy, as long as you have the right leadership development courses.

Your ability to inspire, empower and motivate your team members is critical to their development. Helping your team members reach their potential creates a culture of success and helps maintain a high level of productivity and morale. This is easily accomplished with leadership training.

The *Essential Skills of Leadership* training course is the preliminary step in developing successful supervisors, team leaders and managers. Its training teaches managers and



team leaders contemporary techniques for effective leadership, which improves their performance and increases the productivity of both the team and the organization.

## **Ethics in the Workplace**

*Ethics in the Workplace* deals with the application of moral principles, standards of behavior, or set of values regarding proper conduct in the workplace as individuals and in a group setting. While ethics allow you to distinguish the difference between right and wrong, being ethical does not mean following your feelings. Your feelings can misdirect you. This training program explores how workplace ethics should be developed, how to create the standards and policies that support them, how employees can be trained and managed to follow and support these standards, and how to deal with problems where ethics are concerned.

## **The Golden Rule: How to Create a Respectful Workplace**

An increasingly demanding workplace creates greater pressure and stress for every employee. In addition, impersonal electronic communication has taken precedence over face-to-face interactions. Sometimes, this increased stress and the lack of personal contact leads to more abrupt, informal face-to-face communication.

*The Golden Rule* is designed to help employees consistently demonstrate respect in their day-to-day interactions. From electronic to face-to-face communication, participants learn the behaviors that contribute to a respectful environment. They will learn how to establish self-respect, develop reciprocity with colleagues, and maintain respect when faced with stress, uncertainty, and change.

## **How to Make Yourself Indispensable**

Indispensable employees are always indispensable, no matter where they go or what they do. That's because it's more about attitude than skill set. They know the key to their success is to work smarter, not harder. They understand where to focus their energy to get the greatest return on their efforts. They take time out to plan and they offer a solution for every problem. They get the difference between being proactive and being reactive. They also know they are replaceable - and perhaps most importantly, they want to be replaceable. It's how they climb the ladder faster than everyone else.

## **How to Manage Your Emotions**

While it is not always possible to check emotions at the door, it is possible to figure out what triggers emotional responses and then learn how to respond appropriately. From minimizing frustration to conquering negative self-talk, this training will give individuals the tools they need to control physical responses, re-frame thinking, handle

accidental outbursts, and learn long-term strategies for channeling emotions productively.

## **Improving Work Habits**

You have a talented team, and you focus a significant amount of time and energy on helping them address and resolve performance issues. But, there is a difference between job performance and work habits. Effective managers and leaders can identify opportunities for team members to improve work habits and help their team reach the next level.

Employees with good work habits are more productive and attentive to quality, avoiding bad tendencies like poor communication. Learning how to distinguish between job performance and work habits, as well as honing your ability to coach and develop others regarding their work habits, improves employee productivity.

The *Improving Work Habits* course provides supervisors, team leaders and managers with the tools necessary to recognize and address poor work habits. The course helps managers and team leaders understand the importance of focusing on negative behaviors as well as earning team members' recognition of the problem and their commitment to changing their habits. Using the tools and skills learned in the course, managers and team leaders are able to improve employee productivity and address issues before they develop into disciplinary problems that affect everyone on the team.

## **Increasing Your Emotional Intelligence**

Emotional intelligence is the ability to comprehend your emotions and to manage them effectively. It also helps you say the right thing and accurately judge how the other person is reacting. This training program offers you techniques to increase and develop your emotional intelligence. It will guide you through proven methods to apply emotional intelligence in the workplace to enhance employee relationships and increase productivity.

## **Leadership 101**

By addressing everything from trust to perception to attitude, Leadership 101 is a training program that gives both newly emerging and experienced leaders and managers the tools and techniques for developing and refining their skills. This learning resource will help your organization retain employees and clients, make better decisions, and improve performance.

## **Leading Others Through Change: A Three-Phase Model for Success**

Organizational shifts can bode either a positive or negative experience for those involved depending on how effectively they are led through the process. Leaders play a vital role in seeing that employees understand the benefits and new opportunities brought about by change. *Leading Others Through Change* recognizes that to affect a positive



and productive experience, leaders must ACT - Activate the change, Create a Plan, and Transition the change. Using a 10-step process as its basis, this program takes participants through the three phases and identifies techniques for ensuring that the change is not only a success, but that it becomes a lasting part of the culture. They'll learn to manage resistance, garner commitment, and increase motivation for the change from start to finish, including how to evaluate efforts in order to steer the success of future initiatives.

## **Learning to Manage: Techniques and Tools for the New Manager**

So, you're highly knowledgeable and skilled in your career field, your hard work has paid off and a job promotion is likely or has already come your way. You relish in the prospects and rightfully so – a managerial role is an exciting and advantageous opportunity, but if you're not equipped with the management know-how, it can be a surprisingly overwhelming transition. How do you make it a success? *Learning to Manage* walks you through the process of successful management by introducing the tools and techniques for effectively handling five target areas – people, projects, performance, problems, and even personal development because successful management starts with being able to manage yourself. Each of these areas is essential to minimizing the stress associated with the transition from individual work as you learn to delegate, communicate, and most of all, develop your employees – laying the foundation for productivity and organizational success.

## **Listening with Intent: Mastering the Skills of Active Listening**

Who would you consider a great listener? What sets them apart from an average listener? You might say they show a sincere desire to understand what you have to say, they have an open mind, willing to have their assumptions and conclusions about your message corrected. These are all the signs of an active listener. It is someone who seeks to learn something new and because of that, remains fully engaged in the conversation. This program teaches you how to master the skills of active listening, so that you can produce important benefits for your team and your organization like minimizing misunderstandings, encouraging open communication, and increasing cooperation and collaborative problem solving.

## **Managing Complaints**

Your ability to keep an open mind when it comes to managing employee complaints is critical to the morale and success of your team and organization. Complaints highlight your team members' frustrations and/or distractions and addressing them negatively or avoiding them altogether affects productivity across the company.

Most employees don't enjoy complaining, so when you are approached with a grievance, it is typically cause for concern. Knowing how to listen, effectively communicate, and resolve complaints is fundamental to ensuring that your team members feel valued, understood and supported, which ultimately leads to greater job satisfaction and increased output.

*Managing Complaints* course provides supervisors, team leaders and managers with a proven process and individual skills to effectively manage employee complaints in a way that supports employee and team goals. This course illustrates the importance of managers and team leaders listening to team member complaints and remaining non-judgmental. This is a pivotal skill – because what might appear to be a minor issue to the manager may, in fact, be a major problem to the team member.

## **Managing Offsite Employees: Staying Connected with a Dispersed Workforce**

Organizations are buzzing about the potential benefits and competitive advantage an offsite workforce has to offer. Decreased turnover and absenteeism. Improved retention. Cost reduction. Access to a larger pool of talent. And there are perks for the individual too, including increased flexibility, independence, and a better work-life balance. But let's face it. Managing a remote workforce takes more than smartphones, WIFI, web cams, and expense allowances. It requires the right employees in the right jobs with the right skills and the right resources. And it also requires managers with the know-how to communicate effectively, maintain a sense of community, cultivate teamwork and develop relationships built on trust. Position them for success with *Managing Offsite Employees*, a half-day program that's packed with self-assessment exercises, real-life scenarios, practices activities, and more.

## **Managing Teams**

Although the goal of teamwork is to generate multiple ideas, spilt up assignments, and build on relationships, teams can go haywire without enough direction and focus. It is important to understand the dynamics of the team, what the team hopes to accomplish, and any strengths and weaknesses individuals on the team may have. In a Business Insider study, 39% of employees surveyed responded that people in their own organization don't collaborate enough. Furthermore, about 75% of employers rate teamwork and collaboration as "very important." When teams do get together, 97% of employees and executives surveyed believe that lack focus on a team directly impacts the outcome of a task or project. This course is designed to teach team managers how to delegate tasks to team members, how to balance team members' strengths and weakness, how to handle different team member roles, and how to development team goals and organization. As a result, teams will operate with clearer objectives, will communicate more effectively, meet

goals more productively, and have fewer instances of discordance.

## **Managing Up: Forging a Successful Relationship with Your Supervisor**

The principles of managing up are designed to make your supervisor's life easier. However, you'll find that becoming in tune with their needs and supporting their daily obligations in turn, benefits you. Your work life will run smoother, you'll encounter less conflict, and you'll make a positive impression on your supervisor, ultimately forging a successful relationship. After all, your boss is key to your current on-the-job satisfaction and to your future success in the organization -- and perhaps even beyond. If there ever were a relationship for you to invest in, this is it. This program helps you lay the groundwork for a productive working relationship over the long haul.

## **Mental Models: The Key to Making Reality-Based Decisions**

Each one of us has a perception of reality about how the world works -- a mental model. Like an internal hard drive, they provide understanding, guide thinking, and direct decision making. Built from everyday experiences, outside influences, and rewards such as money and success, mental models can be both beneficial and detrimental to success. Just as technology shifts and advances, so does the need for individuals, teams, and organizations to update, flex, and reconstruct mental models to improve performance. An excellent starting point is to create awareness. This training shows the people in your organization how to examine their mental models, separate fact from opinion, clarify assumptions, and reveal hidden beliefs. Using interactive exercises and activities, this learning experience illustrates the need to tune into one's surroundings, look for opportunities, and approach work with an open mind.

## **Mentoring 101: Discover the Keys to a Successful Mentor-Mentee Relationship**

Contrary to popular belief, mentoring is not an occasion where an older employee simply imparts all of their invaluable wisdom upon a younger, lesser experienced colleague. To make the mentoring relationship a success, there must be reciprocally tangible and intangible benefits for both mentee and mentor. A study by Gartner found that mentoring resulted in a higher rate of promotions and salary increases for both mentees and mentors as compared to those who did not participate in any mentoring relationship. But results like these are null if neither person works to make the relationship a success. It takes consistent communication, respect, and ownership at both ends. From the perspective of both mentee and mentor, *Mentoring 101* teaches participants how to ask the right questions, set up expectations, and establish measurements of success to ensure the relationship is a valuable use of each person's time. Mentoring is not just for fast-tracked,

star-potential employees. Everyone from millennials (the newest employees in the workforce) to CEOs can benefit from having a mentor. And for good reason: the Gartner study also found that mentoring resulted in promotions, salary increases and retention rates that were higher for both mentees and mentors than those who didn't participate at all.

## **Motivating Employees to Be Their Best**

Unlike traditional extrinsic motivation techniques like rewards, *Motivating Employees to Be Their Best* is about helping employees to find intrinsic motivation by fostering positive feelings and eliminating obstacles. The program focuses on providing the skills and techniques you will need to help groups develop a sense of community, to acquire influence over their work-related actions, and to enjoy the openness of shared information and feelings. The three elements of this type of climate are Community, Influence and Openness. The training focuses on providing the skills you will need to help groups develop a sense of community, to acquire influence over their work-related actions, and to enjoy the openness of shared information and feelings.

## **Navigating Difficult Conversations: Deliver Your Message with Poise, Empathy, and Resolve**

Most managers and team leaders will not readily welcome the task of having to let an employee go or provide them with a negative performance review. These are just a couple of examples of those difficult conversations which are an unavoidable and recurring instance in the workplace. Despite their compelling presence, they don't have to be feared or dreaded—they can be handled in such a way that increases self-confidence and encourages an environment of positivity.

*Navigating Difficult Conversations* introduces participants to a seven-stage process for taking control in these situations and minimizing negative backlash to affect an environment of reduced stress, increased trust, improved relationships, and higher productivity. With realistic examples and role-playing activities, this program helps participants as they prepare, carry-out, and close difficult conversations in the most productive manner -- leading them to embrace, rather than fear confrontation and produce long-lasting benefits for both the employee and organization.

## **Onboarding: How to Successfully Integrate New Employees**

Most would agree that introductions to company processes and policies are a "must" when bringing in a new hire. While true, it's also just as important to help new hires gain a comprehensive view of their role and establish an effective network to whom they may turn for support. Relationships and roles have the greatest impact on an

employee's immediate productivity and satisfaction in their new position. In fact, clear role expectations between a manager and his/her direct reports can make the difference between a relationship that succeeds and one that fails—and if it fails, turnover typically follows.

*Onboarding* is the training course you need to help your new hires build a foundation for success from the get-go. At its core is the Onboarding Model with four overlapping elements -- *Resources, Rules, Relationships, and Roles*. Using these elements as a cornerstone in the onboarding process, managers learn how to become an active participant in helping new hires not only accelerate their involvement, but establish a groundwork for continual progression.

## **Organizational Trust: Strengthen and Restore Respect, Faith, and Integrity at Work**

While the nature of day-to-day tasks and responsibilities certainly make up a large portion of employee job satisfaction, more often than not, the most influential aspect has to do with the interaction between colleagues. Organizations that promote a positive, supportive working environment or rather, those that emphasize a culture of trust are also those with the highest recruitment and retention rates -- this is because they lay the groundwork for effecting respect, faith, and integrity at all levels. In turn, personal attributes such as these have far-reaching effects on the organization's success -- they're more credible, productive, flexible, innovative, and able to adapt to changing circumstances and effectively handle crises.

*Organizational Trust* is about helping managers supervisors, and leaders to affect these outcomes by building, improving, or restoring an environment of trust. Participants begin by examining the quality of trust on an organizational and personal level (or how trustworthy others perceive them to be) and then reviewing the characteristics and behaviors which shape trust. They'll also learn to identify the warning signs of a low-trust organization, providing the opportunity to implement techniques for handling and combating distrustful behaviors before they escalate.

## **Practical Project Management: Taking Projects from Inception to Completion**

It's not unusual for an organization's employees to be immersed in a series of projects in any given week. However, many times those projects unearth less than desirable results where valuable resources are wasted and time lost due to poor conception and implementation. Being able to carry a project from its inception to completion, on time, on budget, and with effective results is a critical and invaluable skill to any organization. *Practical Project Management* will help employees to become effective leaders on projects of any size and scope.

The program walks participants through four key stages to project management. Throughout the course, they are given the opportunity to apply the techniques inherent in each stage as they work to help a team construct an on-site fitness center that will encourage a healthier lifestyle for employees leading to reduced health insurance costs.

## **Productive Work Habits**

Good work habits are essential for anyone who wants to succeed on his or her job. They increase your organizational value and job satisfaction and help you have better relationships with your boss and coworkers. Productivity isn't about quantity. It's about doing the right task, at the right time. In other words, it's about recognizing what to do when. But sometimes that's easier said than done. You can help employees and managers improve their productivity with *Productive Work Habits*. Participants will begin to develop the positive habits they need to gain focus, learn how to prioritize tasks efficiently, become better organized, manage their time efficiently, work more effectively with colleagues -- and even create better work-life balance.

## **Providing Performance Feedback**

Most employees want feedback about their work and strive to improve their performance. You know what it takes to achieve results; your success got you a leadership position. Providing high-quality performance feedback to your team members gives them the information they need to succeed. As a manager and team leader, you are aware of your team members' performance, and uniquely positioned to provide effective feedback. It is critical that you are able to establish a process that helps improve team member performance while maintaining strong relationships within the team. Whether given formally during a performance review or informally during a one-on-one meeting, clear and actionable feedback helps ensure the growth and success of team members.

The *Providing Performance Feedback* course equips managers and team leaders with a fair and fact-based collaborative model for feedback sessions. This model helps reduce discomfort and improves the payoff from challenging feedback discussions between a manager and team member. Providing effective performance feedback is highly collaborative; when team members agree to the process, they are committed to its success and will work to produce great results.

## **Put it in Writing: How to Prepare, Organize, and Present a Compelling Business Report**

Sharing information in the form of a report is an integral part of most workers' daily responsibilities. *Put it in Writing* helps employees to create reports that are consistently relevant, organized, credible, and professional no matter whether the message is intended to help improve



work processes, resolve an issue, or encourage a decision. Participants are given the opportunity to apply the techniques for developing effective reports and hone their skills through numerous individual and group writing activities throughout the course. The program closes with practices on converting the content of a written report into a compelling presentation that leaves the audience with a positive impression and clear sense of the next steps.

## Resolving Conflicts

You have worked hard to build a highly productive and diverse team that fosters an environment of creativity and innovation. But, diversity can also create conflict when individuals bring different personalities and work styles together.

Effective managers understand that effective conflict resolution in the workplace is the key to efficient business operations. By keeping your team members focused on performance, minimizing the impact of potential conflicts and improving company communications, you greatly improve your team's output. Managing conflicts quickly through conflict resolution and negotiation skills training prevents disruptions and loss of productivity.

*Resolving Conflicts* training course equips supervisors, managers and team leaders with the tools to recognize conflict and handle it quickly and effectively. When managers and team leaders understand the signs of conflict and find the root cause, they're able to eliminate the issues quickly and minimize the negative effects. With the skills learned in conflict resolution training, leaders are able to face conflicts directly, thereby preserving the integrity of their teams and demonstrating a commitment to individual performance and growth.

## Servant Leadership: Supporting Others While Growing Your Business

In his 1970 essay, Robert K. Greenleaf described the servant leader as someone who desires first to serve and then to lead. It is someone whose primary concern is to help others realize their aspirations and achieve their greatest potential. In *Servant Leadership*, participants discover how to shape an environment of support where everyone feels a sense of value and purpose -- and where, as a result, organizational success is bound to naturally transpire. It is broken into three segments of servant leadership: managing, motivating, and mediating. From a management perspective, participants learn how to establish shared power in decision making to encourage the growth, development, and well-being of individuals and teams. Following management, participants learn how to help others to develop an intrinsic motivation to excel in their job (both individually and as part of a team). And the final module explores compassionate collaboration as a means of resolving conflict that results in maintaining, or even increasing, an atmosphere of trust and respect in the workplace.

## Skillful Collaboration: Working Successfully with Others to Achieve a Common Goal

Creative thinking, effective problem solving, increased productivity, job satisfaction, and more. The benefits of collaboration are significant, both for individuals and organizations. That is, when things run smoothly. But there's much more to collaboration than working side-by-side with people. There's an effective way to collaborate -- and an ineffective way to collaborate. And believe it or not, sometimes it's the wrong choice altogether. That's because successful collaboration requires a combination of the right situation, well-honed skills, and an open mindset.

Before the individuals in your organization attempt the next project, introduce them to *Skillful Collaboration*, a soft-skills training program that will help them to make sense of the ins and outs of collaboration. From setting common objectives, defining roles, and establishing processes to communication strategies, troubleshooting obstacles, and building networks, *Skillful Collaboration* focuses on how to structure an effective framework that enables individuals to develop harmonious and productive working relationships.

## Social Media at Work: Reap the Rewards and Avoid the Risks

Without awareness of potential risks, proper training, and clear-cut guidelines, social media can get your organization into serious hot water -- both in terms of negative publicity and real legal troubles. For those reasons, some 42% of employers forbid their employees to use social media of any kind.

*Social Media at Work: Reap the Rewards and Avoid the Risks* uses real-world examples, quizzes, and case studies to showcase the powerful ways social media can impact your business for both good and bad. This on-trend social media training program explores the do's and don'ts of using popular platforms like Facebook and Twitter in the workplace.

## Solid Business Writing

In the business world, writing errors are far too common. Often, people don't plan out or review their writing, but taking the time to prepare an outline and carefully read over documents is an important step. It allows the writer to make corrections or clarify vague information that can otherwise cause an appearance of unprofessionalism or misunderstandings.

Few employees really love to write, but it is a necessary part of most jobs. It's normally seen as a chore or a daunting task. But by learning some tricks, people can actually spend less time writing and create a better document.

*Solid Business Writing* is a program that provides the foundation for improving the eloquence and effectiveness of your writing in any business situation, from formal letters and reports to emails.



## Super Manager

As a manager, overseeing employee performance is an essential obligation. Yet, it's more than just ensuring a timely schedule of operations and quality production. Organizations that surpass expectations with unmatched success ensure employees receive the necessary support, resources, and guidance to get the job done. In a study on employee retention, a number of respondents pointed the finger back at their manager citing behaviors such as a lack of recognition and an inability to meet commitments as some of the top reasons for quitting. It takes a special manager to increase employee engagement and satisfaction in the workplace -- it takes a **Super Manager**. *Super Manager* provides managers at all levels the necessary know-how to help their employees grow in their abilities and motivate them to go above and beyond expectations. Participants will explore the qualities, behaviors, skills, and tools to help them become the manager everyone wants.

## Supervisor Communication Skills

In general, there are four basic purposes of communication: To inform, to persuade, to ask a question, or to learn. It's as important to know what you *don't want* as it is to know what you *do want*.

In this course, you will learn the importance of assertive speaking -- asking directly for what you need from others without being aggressive. You will discover techniques for holding others accountable while also creating and practicing the art of equitable compromise.

## Supporting Change

Change is inevitable in business. Reliable leadership change management ensures the success of your team during difficult transitions and helps team members adjust and remain committed. But, how do you keep your team members focused on performance amidst the distractions of complex change initiatives?

As a team leader, you must effectively manage organizational change by handling the emotions, fear and anxiety that accompany it and encourage your team members to support new initiatives. Understanding the three phases of change -- resistance, exploration and acceptance -- allows you to more clearly communicate transformations and help your team members embrace change.

*Supporting Change* is a management training course that equips supervisors, team leaders and managers with the tools to understand and interpret change so they can more successfully guide their teams through it. By working to support change while addressing the team's comfort level with it, team leaders will more effectively manage organizational change and facilitate acceptance of new processes and procedures.

## Taking Control of Conflict: How to Resolve and Minimize Workplace Disputes

Is conflict an ongoing battle in your organization? Apparently, it is foremost. A recent study reveals that 85 percent of employees experience conflict at work -- a staggering 2.8 hours each week -- ranging from mild squabbles with teammates to explosive disagreements between managers.

Let's face it. Conflict isn't going to become obsolete anytime soon. But individuals can learn how to handle it maturely and collaboratively with insight, knowledge, and the proper skills. And better yet, organizations can actually benefit from conflict in the form of increased productivity and improved relationships -- that is, when it's managed successfully.

*Taking Control of Conflict: How to Resolve and Minimize Workplace Disputes* introduces the different types of conflict, shows individuals how to communicate clearly and tactfully, explores appropriate resolution strategies, and establishes a common-sense approach for preventing unnecessary conflict.

## Taking Initiative: How to Inspire a Proactive Company Culture

Initiative -- you know it when you see it. Employees who take initiative act instead of reacting. They complete tasks without being told, they spot opportunities and seize them, and they persist in the face of obstacles.

*Taking Initiative: How to Inspire a Proactive Company Culture* allows participants to develop these skills in the framework of a four-step model that can be used for initiative efforts of all shapes and sizes; however, focuses specifically on how to effect positive change from a large-scale perspective. Participants learn how to identify, develop, sell, and implement ideas that produce a wide-array of long-term company benefits. To put the concept of initiative into greater perspective, throughout the program participants are asked to apply the learned techniques to a case study that focuses on an employee who is working to organize a company-wide charitable event as a way to boost employee morale.

## Talk Like a Leader: What Every Leader Needs to Hear

Did you know the average person speaks up to 16,000 words each and every day? No doubt, that's a lot of chatter. But successful leaders know there's a significant difference between being a big talker and being an effective communicator. And they also know communication is the key to motivating and inspiring people.

*Talk Like a Leader: What Every Leader Needs to Hear* is a half-day classroom training program that cuts through the noise to focus on four key areas of leadership communication: Vision, Competence, Relationships, and

Support. An interactive workshop chock-full of activities, action planning exercises, and takeaway resources, *Talk Like a Leader* is the learning experience that empowers leaders with the skills and confidence to encourage enthusiasm, increase productivity, minimize miscommunication, and improve working relationships.

## **Team Chemistry How to Build a Team that Everyone Wants to Join**

In the world of science, chemistry is an exploration into the properties of matter, their interactions, and the substances they produce. The same basic principles of study are applicable to the working world -- the reason many often use "chemistry" to describe an intangible, but positive effect on teamwork. That's because the basis for understanding team development and performance is a consideration of the skills, characteristics, and strengths each person possesses and how those qualities can be combined to form cohesive, collaborative working relationships that result in high productivity.

Appropriate for anyone who may have influence on the structure of a team, *Creating Chemistry in Teams: How to Build a Team that Everyone Wants to Join* teaches participants how to identify and correlate diverse, but complementary skills, characteristics, and strengths to team roles. They also learn the techniques for observing interactions, establishing positive communication patterns, overcoming group-think, developing mutual accountability for results, and boosting morale.

## **Team Excellence: The Secret to Achieving High Performance**

Organizations know that every one of their employees is valuable and contributes unique talents and experience to each project or task at hand. So, comparatively, when employees come together as a team, the end result is typically even greater success—that is, when members understand how to work collaboratively. Effective collaboration not only helps to increase the quality of results, but also the productivity. *Team Excellence: The Secret to Achieving High Performance* is the training resource that ensures teams achieve these outcomes. Participants fundamentally learn to **CARE** by discovering techniques for effective Communication, maximizing individual Ability, producing Results, and fostering Esprit de corps. Among these techniques, they learn to create synergy, set goals, cultivate accountability, and coordinate effective team building activities, effectively allowing them to achieve high performance.

## **Time Management**

A simple glance at the desks of various workers reveals different organizational and time management practices that individuals have adapted to their personality. Personality preferences have an impact on how individuals successfully manage their time. Different approaches to

time management are equally effective and neither approach is better than the other.

In this program you will learn how to increase your personal effectiveness by using management techniques that fit your personality. You will apply time-saving techniques, learn ways to overcome procrastination and find out a variety of methods to living a balanced life.

## **The Toughest Supervisor Challenges and How to Overcome Them**

When dealing with issues such as employee performance, personality clashes, and conflict, the truth is that there are no quick fixes. Successful supervisors know it takes time to do what's best for the long-term success of the organization, its employees, and even themselves. They also know that they can overcome just about any challenge by exercising the *three keys: realism, restraint, and resolve*. *The Toughest Supervisor Challenges* gives both new and experienced managers the supervisory skills, tools, and techniques they need to evaluate the situation at hand and choose the appropriate response.

## **The Transformational Leader: Inspiring and Motivating Others to Achieve New Levels of Success**

Transformational leadership is an approach to leading others that "...causes change in individual and social systems." In its ideal form, it creates valuable and positive change in the followers with the end goal of developing followers into leaders."

In plain English, transformational leadership creates important, positive change. It is grounded in the belief that inspiring others to focus on the greater good produces a level of excellence that exceeds results achieved by other forms of leadership.

This program will walk you through the four components to transformational leadership -- calling, charisma, challenge, and caring -- allowing you to develop the skills and techniques required to make a real difference at your workplace and to inspire others to work toward a shared vision of positive change.

## **Why We Struggle with Tough Decisions: Overcoming Doubts and Dilemmas**

In the workplace, some people get stuck over analyzing all of their choices -- they want a spreadsheet packed with data before proceeding with any decision. Others swear by their intuition and have no data to back up how they arrived at a particular decision.

This course will enhance your confidence and skill at making -- and implementing -- tough decisions, allowing you to increase your value to your organization and actively contribute to its success.

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