

## SEMINARS

### Informational Seminars

These are acceptable for groups with many companies attending. The typical time period is 2 hours per seminar. Most are self-explanatory based on the title. I have the ability to custom design seminars as well for clients based on their needs and the type of audience. Seminars are geared for audiences of all sizes.

- **Sales Training Courses**
  - From beginner to advanced – all are custom designed to client specification and can range from 2 hours for a seminar to 3-6 hours for a workshop.
- **How To Write An Employee Handbook**
  - can be 2-6 hours depending upon the venue
- **Understanding Your Employee Handbook**
- **Top 10 HR Issues**
- **Fair Labor Standards Act (Wage & Hour)**
- **How Does Substance Abuse Impact The Workplace**
- **Performance Appraisals – When & How To Implement**
- **Conducting Workplace Investigations**
- **Hiring Practices**
- **Employee Discipline And Termination**
- **Workplace Diversity**
- **Violence In The Workplace (2 Different Sessions Employee & Management)**
- **Sexual Harassment (2 Different Sessions Employee & Management)**
- **Interviewing & Selection**
- **Employment Law Series (1.5 Hour Is Very Light Review – Should Be Broken Into At Least 2 Sessions Or A Workshop For In-Depth Analysis/Understanding)**
- **New Employee Orientation**
- **Dealing Effectively With Unacceptable Employee Behavior**
- **Excelling As A First-Time Manager Or Supervisor**
- **How To Become A Better Communicator**
  - This seminar will teach you the most valuable skill of all – how to communicate effectively with people. You will gain powerful communication skills like these...
    - How you can increase the levels of collaboration and mutual support among team members, co-workers and managers
    - How to express your ideas in ways that gain the attention, support and respect of others
    - How to quickly “fit in” with any group of people
    - How to make an unforgettable, positive first impression on anyone
    - How to minimize conflict and reduce friction on the job and in personal life

- **How To Excel At Managing And Supervising People**
  - This seminar is geared towards individuals identifying first how they are viewed by others and how they view themselves. Understanding their own style and behavioral traits and then being able to apply that insight to how they communicate with others. Some highlights that will be discussed:
    - How to influence people to do what you want
    - Ways to inspire, guide and lead
    - Ways to discourage employees\Communicate traits that people will admire
    - Recruit the right people to avoid the issues later
- **How To Deal With Difficult People**
  - Why are people difficult – do they wake up and decide to be that way for the day or are they just born that way? Find out the traits that will help you to understand your differences, from culture to gender, personality to generation and more. Learn some tricks that will help you professionally and personally.
- **Attitude Adjustment – Personal Reality Check – Help Yourself Grow**
  - Why do people react to us in a certain way? Isn't it funny how different people at different times in our lives have said the same thing about us and our personalities? Do a reality check – are we getting the results we desire? What we can do to get the outcomes and results that we are looking for. Learn about others and their attitudes so that we can influence positively and help ourselves grow. Other issues that will be discussed: anger management, expressing emotions and dealing with negativity.
- **Affirmative Defense Response System**
  - Business owners are facing a legal storm on the horizon. With new federal laws in place regarding business owners' responsibilities in the event of a security breach, this target market needs help preparing for and preventing such a crisis. The primary focus of the ADRS is to address four distinct areas business owners must deal with regarding identity theft and security breaches: the risk, the need for action, their liability, and the solutions available.
- **Identity Theft: America's Fastest Growing Crime (Geared To Individuals Not Businesses)**

## Additional Seminars

These are product specific seminars that are good for groups of any size; also these seminars are geared for decision makers, upper level executives and/or management. (2 hours on average, any size group, multiple companies or in-house groups)

- **Developing More Effective Leaders: Using Multi-rater Feedback Systems**
  - Management's most critical challenge is leadership. This seminar identifies the essential behavior characteristics of effective leaders. It also describes solutions companies can use to address leadership issues through a highly effective Profiles system. This seminar also presents a foundation for managers to improve their leadership abilities.
- **Identifying and Retaining Top Performers**
  - An article appearing in the business section of the *Dallas Morning News* concerned the results of an Anderson Consulting study. It said identifying top performers and retaining them is the number one concern of small and medium size businesses. In this seminar, we show you how our assessments are a catalyst for solving problems related to identifying and retaining a company's top performers.
- **The New Art of Hiring Smart**
  - This seminar examines the basic hiring processes used by many companies, revealing its strengths and weaknesses. The steps in the process are typically application, résumé, background check, reference check, personality testing, interviewing, and selection. The process often varies only by steps that are skipped or omitted. As employee costs grow faster than increases in productivity, hiring employees who fit the job becomes increasingly important. The New Art of Hiring Smart shows employers and executives the solutions to bad hires and how hiring smart puts the right people into every job.
- **Management By Assessment**
  - This seminar is an effective means of showing how assessments are used as a basis for great management decisions, spotlighting the Profile XT™ and the CheckPoint 360° Competency Feedback System™. Designed as an executive briefing, the goal of Management by Assessment is to show executives the ease with which they can reach their companies' goals by selecting the best people. The lesson is that great people in the right positions build great businesses. This is accomplished by having the best available information when making people decisions – information that Profiles assessments can give them.
- **Superior Performance – The information Gap**
  - Even if you have every other aspect of your business working perfectly, people problems can still be the difference between profit and loss, extinction & survival. On the face of it that might sound like a very extreme thing to say. *“Even if I have every other aspect of my business performing perfectly my people could still ensure that my business does not survive, or fails to make a profit!”* Learn what makes the difference with employees and candidates.

## Workshops

These are acceptable for in-house groups of approximately 20-30 individuals at a time. Advance preparation is required for participants. The typical time period is 2-3 hours per seminar. Additional costs for assessments required in advance of the workshops.

- **Sales training courses**
  - from beginner to advanced – all are custom designed to client specification and can range from 2 hours for a seminar to 3-6 hours for a workshop.
- **PPI Workshop\*** – two components are done in conjunction with each other. Fun-filled interactive environment.
  - Management – will provide a leader’s guide that employers use to understand their employees. It will help them to understand how to achieve greater productivity, motivation, cooperation and communication.
  - Employees – will provide information an employee can use to personalize a program of self-improvement; suggestions for increased effectiveness in the five critical job-related competencies, response to job-related stress, frustration, & conflict; what motivates each individual (incentives, rewards, job conditions); and motivational energy
- **XT Workshop\***
  - This workshop is a team building exercise which will cover the process and methodology for managers/employees to understand themselves and the people they work with; and outlines the process including one-on-one coaching tips. It will identify each individuals learning index, verbal skills/ reasoning, numerical abilities/reasoning, behavioral traits (9 that are deemed essential to job success), occupational interests, financial/administrative traits, people service, technical, mechanical & creative traits.
  - Optional Sales XT Workshop – It is generally accepted that about 20% of a sales team are responsible for 80% of the sales production. The job-related attributes of the top 20% have been analyzed to determine what makes them different from average and below-average producers. Participants will receive in addition to the above, important information on thinking style, behavioral characteristics, occupational traits.
  - Managers will now have the ability to recognize individuals with the attributes they desire to give them an advantage in making hiring decisions, coaching and training and motivating for better sales or employee performance.
- **Customer Service Workshops\***
  - This workshop provides and evaluates characteristics affecting an individual’s suitability to provide customer service. It will measure trust, tact, empathy, conformity, focus and flexibility. It will provide information for managers to make better hiring and placement decisions, coaching employees for better job performance, and information for the employee to use for self-improvement.
- **Team Analysis Workshops\***
  - Will identify the following information for the participants:
    - Team balance analysis – does the team achieve balance in these 12 critical team competencies: control, social, patience, precision, ambition, positive expectancy, composure, analytical, results orientation, emotions, team player, quality orientation.
    - Team leader’s strengths and weaknesses
    - Team members strengths and weaknesses
    - Team leader coaching

\*These are all non-discriminatory, meeting requirements of the EEOC and other government agencies (including the provisions of the ADA and the 1991 Civil Rights Act).