Leadership Course Descriptions

DiSC© Management: Understanding Behavioral Styles for Leaders This DiSC-based program helps managers develop a deeper sense of self-awareness and how their style impacts the people who work for them. Additionally, it enables them to adapt how they direct, delegate, motivate, and develop their people. Additionally, they learn how to communicate up to their manager more effectively.

DiSC© Managing Conflict and Resistance This DiSC-based program teaches managers how different styles respond to conflict and how to effectively adapt to minimize destructive conflict on teams and maximize constructive dialogue and debate.

Essential Skills of Leadership™ teaches managers contemporary techniques for effective leadership, thereby improving their performance and increasing the productivity of both the team and the organization.

Essential Skills of Communicating™ helps supervisors, team leaders and managers ensure that communication with employees is a two-way process through designing clear, concise messages, listening to improve communication and managing nonverbal behaviors to reinforce the intent of the message. Furthermore, they learn to create a climate of open communication that increases team members' motivation and commitment.

Coaching Job Skills™ teaches team leaders and managers a process of observation, analysis and communication to help them successfully coach team members in their jobs, as well as widen the breadth of team members' skill sets.

Communicating Up™ teaches leaders how to hold more successful meetings with their managers and other members of senior management, transforming these meetings into positive, productive experiences.

Delegating™ teaches supervisors, team leaders and managers how to develop team members in order to strengthen their commitment to the organization's success, so employees feel more a part of the team and of the entire organization.

Developing and Coaching Others™ helps leaders learn the specifics of how they can effectively influence the learning process and hold "coaching moments" with team members to change undesired behavior and improve productivity and performance.

Developing Performance Goals and Standards™ teaches leaders the SMART — specific, measurable, attainable, results-oriented and time-framed — approach with team members, so managers demonstrate their commitment to an open and consistent

performance improvement process.

Effective Discipline™ provides leaders with the tools necessary to dramatically reduce employees' problem behaviors. By involving team members in performance discussions and winning their commitment to behavioral change, leaders can turn a potentially negative interaction into a positive developmental step.

Hiring Winning Talent® equips leaders with proven processes and tools to help them master the art and science of identifying and hiring great employees who will perform in the top 20 percent. Leaders will learn to implement a structured process that can streamline and empower successful hiring.

Improving Work Habits™ provides supervisors, team leaders and managers with the tools necessary to recognize and address poor work habits, even those of successful, productive team members.

Leading Successful Projects® examines each phase of a project and the questions that must be answered to ensure control of the project and its progress.

Managing Complaints™ provides leaders with a proven process and individual skills to effectively deal with employee complaints in a way that supports employee and team goals.

Motivating Team Members™ teaches leaders what motivation is and how it inspires employees to do their best. Leaders learn a four-stage plan to influence team members while creating a work environment conducive to high performance.

Providing Performance Feedback™ teaches leaders the skills necessary to implement a systematic, fact-based approach to performance improvement through quality feedback.

Resolving Conflicts™ teaches leaders to understand the signs of conflict and find the root causes, so managers can eliminate the issues and minimize the negative effects.

Solving Workplace Problems™ provides leaders with an effective approach and the tools necessary to improve current processes that organizations use to solve problems.

Supporting Change™ teaches leaders how to support change while addressing the team's comfort level with it, enabling leaders to more effectively facilitate the team's acceptance of new ways of doing things.

Understanding Work Expectations an engaging program that helps employees understand and manage their work expectations. Research has shown that people who have clearly defined, well-communicated expectations have better attitudes and enjoy

greater job satisfaction than people whose expectations go unspoken or unrealized. And companies that employ satisfied, successful people reap the rewards of increased productivity and reduced turnover. Using the Work Expectations Profile, a self-directed learning instrument, helps individuals uncover and explore their expectations in a variety of employment situation

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Leadership Skills Assessment™ prescribes courses that will benefit an organization's leaders, allowing the organization to leverage its current knowledge pool and evaluate what courses it needs to add.

Leadership Series™ in Spanish Vital Learning offers the 12 modules of its award-winning Leadership Series™ in Spanish, so organizations can succeed on every level, with every employee.

5.12 solutions

c o n s u l t i n g   g r o u p

Communication Course Descriptions

DiSC© Effective Communication Series Communication is a fundamental skill. Most of us do it well enough to get by, but we could all probably use some improvement. Unfortunately, communication is often regarded as such a basic skill that we take it for granted. We rarely take the time to sharpen our abilities. This program contains a series of two-hour sessions to do just that. The first session introduces participants to the foundations of DiSC and helps them to create a greater self-awareness. The second session applies this new knowledge to the area of conflict, and it helps participants discover simple ways to communicate more effectively. The final session helps participants use this new information to avoid misunderstandings and build stronger relationships.

DiSC© Improving Communication Communication is more than just talking and listening. Genuine communication requires a deep understanding of another person's perspective. But when you take into consideration all of our biases, behavioral idiosyncrasies, unspoken emotions, personal agendas, and shared assumptions, this can seem almost impossible. This program shows participants how to read other people and see how others interpret their behaviors. It leads them with a gut-level appreciation for the needs of their co-workers. Ultimately, the program helps participants adapt their communication styles in a way that creates an enduring working alliance among group and team members.

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Communicating Up™ teaches leaders how to hold more successful meetings with their managers and other members of senior management, transforming these meetings into positive, productive experiences.

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Retaining Winning Talent® provides leaders with the tools necessary to understand their effect on employee retention and to retain their best performers. The seminar teaches productive, proactive steps that leaders can take to keep their best employees happy and dedicated to their jobs.

5.12 solutions

consulting group

Achieving Communication Effectiveness™ is designed to enhance and improve on-the-job interpersonal skills. The seminar provides the tools needed to function more productively through improved interpersonal communication skills. After building a shared awareness of the value of effective communications, participants learn how to develop clear, concise messages that give them credibility, persuade and influence others, and increase efficiency.

Effective Listening Skills uses the Personal Listening Profile® to help people discover their preferred or most natural approach to listening as they gain insight into the different listening approaches of others.

Productivity Course Descriptions

Aligning Team Dimensions is a unique workshop that helps individuals work from their strengths by identifying their most natural team role. The five roles include Creator, Advancer, Refiner, Executor and Flexer. Using the Team Dimensions Profile, a self-directed learning instrument, helps to keep teams moving in the right direction by mapping the flow of assigning roles, completing tasks, and handing off tasks to other team members.

Professionalism in the Office helps individuals recognize the qualities and skills that make an employee more professional on the job. Beginning with understanding their role in the organization and what the corporate culture sees as professional behavior, individuals then see the impact that improved performance will have.

Discovering Diversity uses the Discovering Diversity Profile® to help employees learn how they respond to workforce diversity issues and where they need to develop increased understanding. This self-directed learning instrument provides a safe, confidential way for employees to explore the complex issues surrounding diversity. Participants are guided through a confidential interpretation process that identifies their present attitudes about workforce diversity. They quickly assess their level of comfort - or discomfort - with differences by using a simple feedback grid that corresponds to the four diversity areas. Current feelings, opinions, knowledge, and skills are pinpointed. The impact of individual comfort level on workplace effectiveness is clarified, and specific suggestions for improving individual understanding of diverse groups are offered.

5.12 solutions

c o n s u l t i n g   g r o u p

Time Mastery is a workshop series that uses the Time Mastery Profile®, a unique tool that provides people with a complete self-directed assessment of their current time management effectiveness. It's written in contemporary language for all levels of the organization, is comprehensive and fast. Most people need less than one hour to take the first steps toward more effective management of their time.

Stress Management is a workshop that uses The Coping & Stress Profile®, a unique, self-directed learning instrument that provides people with valuable feedback on stress and coping in four interconnected areas of life: Personal, Work, Couple, and Family. Unlike other approaches to stress management, The Coping & Stress Profile® focuses on relationship coping resources as the most effective and consistent response to stressors identified in all four life areas.