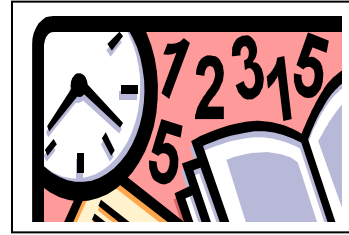


Develop Your
Supervisory/Management/
General Employee Training Series



Seminar-General Listing

(Select 4 to 6 offerings and schedule one a month or one every two months for your yearly training program –Run both management and supervisory sessions concurrently in the same months- Seminars are 3-4 hour classes- Sessions for employees and management can also be presented in an Executive Briefing or “Super Session” format of 1.5-2 hours for select seminars.)

Frontline Supervision

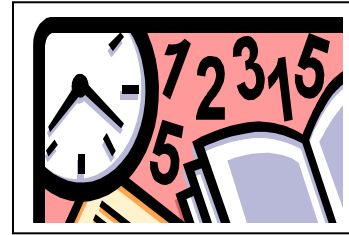
- Role of the Supervisor: What is Actually Expected?**
- Beyond Who Moved My Cheese: Helping Others Adapt To Change**
- Supervisory Excellence**
- Understanding Ourselves As Supervisors: I Am Who They See!**
- Communication Techniques: It Doesn't Happen Automatically!**
- Performance Evaluation: It's More Than A Form**
- Discipline & Documentation: How To Do It!**
- Getting Things Done: Gaining Closure**
- Citizen/Employee Contact: It's More Than Being Nice**
- Coaching For Success: A Role Revisited**
- Counseling For Results: *Getting People To Do What They Need To Do!***
- Ambassadorship: Everybody's Role is Customer Service!**
- Managing Conflict Within The Workforce**
- Creating A Harassment-Free Environment**
- Celebrating Our Differences**
- “Super Sessions”-Supervisory Awareness**

Advanced Supervisory Offerings

- Action Plans: Achieving Accountability**
- Acknowledging & Praising Employees**
- Customer Service: Making The Transition From Regulator To Enabler**
- Dealing With The Difficult In All Of Us!**
- Ethical Decision-Making: The Public Trust**
- Generating Ideas: Unleash Creativity and Empower Your People!**
- Me and We: Status Myths For Supervisors**
- Positive Mental Attitude-PMA**
- Problem Solving: Navigating Around The Decision Traps**
- Taming The Time Wasters**
- Time Management: If We Only Had More Time!**

Management Offerings

- ❑ Building A Customer Driven Organization
- ❑ Beyond Who Moved My Cheese: Helping Others Adapt To Change
- ❑ Why is Government Changing?-The New Reality
- ❑ Raising The Bar: Moving To New Heights of Productivity
- ❑ Self-Directed Teams: At Least I Think I Want That!
- ❑ Performance Management: A New Discipline For The New Century
- ❑ Leadership and Motivation: Merging Leading With Inspiring
- ❑ Constructive Action Team: Putting The CAT To Work For You
- ❑ Managing Meetings: Why Some Work and Others Don't
- ❑ Change Management: Helping Others Adapt To Change



General Employees

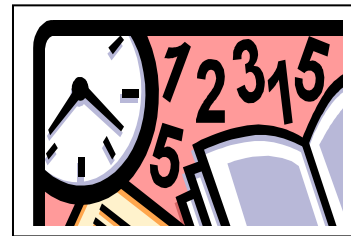
- ❑ "Super Sessions"-Customer Service, Harassment Free Environment, Diversity, Beyond Who Moved My Cheese, Supervisory Awareness, and The New Reality In Delivering Public Services
- ❑ Is Supervision For Me?
- ❑ Communication Techniques: It Doesn't Happen Automatically
- ❑ Ambassadorship: Everybody's Role Is Customer Service
- ❑ Beyond Who Moved My Cheese: Helping Others Adapt To Change
- ❑ Knowing Who We Are!-Personality Profiling
- ❑ Creating A Harassment-Free Environment
- ❑ Celebrating Our Differences
- ❑ Diversity: Differences Are US!
- ❑ Generations and Personality: The Other Differences
- ❑ Positive Mental Attitude-PMA
- ❑ Problem Solving: Navigating Around The Decision Traps
- ❑ Time Management: If We Only Had More Time!
- ❑ Ethical Decision-Making: The Public Trust

Special Interest Series

- ❑ Supervision Series-Custom Designed-Specific for Police or Fire
- ❑ Ambassadorship Customer Service-Building, Permitting , Code Enforcement
- ❑ Developmental Team Building-Customized To Your Department
- ❑ Developmental Team Building-Games-Simulations
- ❑ Visioning and Strategic Planning Workshop

Seminars Designed for Larger Group Formats

How Do You Present Training Inexpensively When Dollars Are Tight? That issue is on the minds of most of my clients so let me outline some strategies that are currently being used by my clients around our State. To deal with large group training for those mandatory topics of training we have developed



“**Super Sessions**” on three frequently requested topics. You can train your whole staffs in one or two days with these 1.5 hour sessions as listed below. To maximize your cost effectiveness you can partner with neighboring jurisdictions and pool resources to accomplish what you need to get done. If you have an interest in doing this give Steve a call and he can brainstorm with you how easily this can be accomplished. These are the “**Super Sessions**” most often asked for:

Super Sessions- *Remember to complete your mandatory training and address issues of importance with these six offerings of High Energy-“entertainment.”*

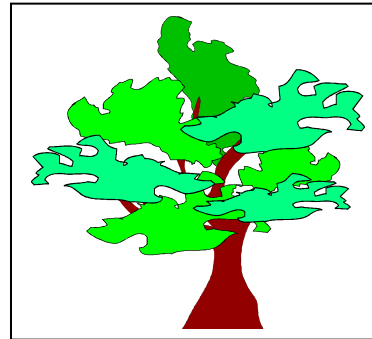
- **Customer Service-Ambassadorship-** From “first contact” impressions this program provides the refinement of communication techniques and customer service skills to create a culture of service excellence. Every employee needs to be an ambassador to citizens and visitors alike. This seminar focuses on skills needed, obstacles to overcome and achieving success.
- **Creating a Harassment Free Environment** -This workshop is custom designed to acquaint participants with the social issue of sexual and other forms of harassment and is keyed to your policy.
- **Differences Are US** -This diversity workshop is custom designed to acquaint participants with the trends and changing realities of the face of America.
- **Supervisory Awareness-**This refresher course will update senior supervisors and new supervisors alike. The seminar focuses on the necessary skill sets for supervising effectively in the public sector. Focus is placed on how the role and challenges for supervisor has changed in the public sector and what is necessary now?
- **Beyond Who Moved My Cheese-Adapting to Change in Challenging Times—**This course focuses on the concepts of change, recognizing it and moving your organization in the right direction. Recapping the message from the mega-hit Who Moved My Cheese, by Spenser Johnson Steve presents the group changes that have impacted serving

the public and what it will take to insure your organization's survival in providing services in the future.

- **The New Reality In Delivering Public Services-Becoming a Service Survivor**—This course focuses on the changes that have impacted serving the public and what it will take to insure your organization's survival in providing those services in the future. This session merges concepts of change and customer service seminars to show the challenges that await your organization.

(NEW-One and a half to two and a half hour formats can train hundreds in a single session. Larger groups, fewer sessions and lower costs-location must be compatible for this format with microphone and PowerPoint availability.)

Sample Seminar Descriptions by The Training Tree, Inc.



Each seminar is available in a half-day format. Some of the seminars below are available in 1.5 hour formats called "Super Sessions." All versions are specifically developed for public sector clients.

Action Plans: Using a Process To Instill Personal Responsibility and Gain Closure On Issues

This seminar provides a realistic approach in fostering personal responsibility and gaining closure on work projects. Participants explore the use of action plans as a blueprint for project accomplishment and remediation of individual performance. Getting things done with a plan that employees will commit to summarizes the theme of this workshop. Upon successful completion of this program participants will be able to:

- understand why action plans work
- learn how to write action plans with employees
- recognize warning signals within the process

Ambassador Customer Service

From "first contact" personnel to full-time emissary your employees are ambassadors of your good will to your citizens. Get your employees to understand why Ambassadorship is more important than ever! Participants will be exposed to the realm of a changing public sector and the skills that are required to be effective in this millennium. Upon successful completion of this program, participants will be able to:

- understand how government has changed in the last fifty years
- recognize the difference between a "regulator" and "enabler" mentality
- implement the dynamics of dealing with the challenging customer
- developing a citizen centered focus

Basics of Supervisory Excellence

This workshop has been designed to provide new supervisory employees with information about effective management practices. Upon successful completion of this program, participants will be able to:

- address the functions and resources of management
- understand the essence of the supervisor's "image"
- identify general rules of communication
- develop a better insight into people's behavior

Becoming Customer Focused-Moving From Regulator to Enabler

This seminar explores the creation of a “Total Service Experience” for each participant. Participants will examine historically our changing service expectations. Upon successful completion of this program, participants will be able to:

- understand the impact of poor service
- recognize the difference between a “regulator” and “enabler” mentality
- implement the dynamics of dealing with the challenging customer
- developing ESP-Extraordinary Service Providers

Citizen-Centered Customer Service

With a few exceptions this seminar is similar to Ambassador Customer Service without the analogies of Ambassadorship. Citizen Centered Customer Service focuses on “Government by the People for the People” as opposed to, “Government sticking it to the people.” Participants learn where some of our government organizations took a wrong turn. This seminar is a back to basics approach on putting your citizens first! Participants will be exposed to the realm of a changing public sector and the skills that are required to be effective in this millennium. Upon successful completion of this program, participants will be able to:

- understand how government has changed in the last fifty years
- recognize the difference between a “regulator” and “enabler” mentality
- implement the dynamics of dealing with the challenging customer
- developing a citizen centered focus

Counseling for Results

This workshop provides a practical approach to improve supervisory skills for counseling employees to perform at a higher level. Upon completion of this program, participants will be able to:

- identify situations appropriate for counseling
- learn a six step approach for counseling effectiveness
- structure a counseling interview

Creating A Harassment Free Environment

This workshop is custom designed to acquaint participants with the social issue of sexual harassment and a host of prohibited discriminatory behaviors. Designed to fit your environment the workshop is designed to place emphasis where you want the emphasis placed. Focus of expected behavior and expanding liability. **Versions for General Employees, Supervisors, and Police, Sheriff and Fire are available.** Upon successful completion of this program, participants will be able to:

- identify acceptable behavior

- recognize potential areas of liability
- analyze situations and make responsible judgments
review local or company policy if applicable

Differences Are Us!-A Diversity Intervention Process

This program has been designed to acquaint participants with the social issue of Diversity. The philosophy of the program engenders the creation of an optimum environment for all workers to thrive. Accepting employees of all colors, creeds and religions is but a start for the program. The program incorporates concerns for embracing all diversity issues including such issues such as accepting those who don't share a particular opinion. Generational differences are also highlighted in this session. (Versions for General Employees, Supervisors, and Police, Sheriff and Fire are available)

Dorothy and Leadervision: Managing from Oz

This workshop has been designed to discuss the "Leadervision" leadership model. Participants will be able to reflect on scenes from the Wizard of Oz motion picture as descriptive behavior for the model. Upon successful completion of this program, participants will be able to:

- explain the Leadership model
- understand the dynamics of successful leadership
- analyze how the incorporation of personal action plans can facilitate leadership development

Employee/Citizen Contact: The Service Connection

This workshop has been designed to discuss the concept of the citizen as the customer. Upon successful completion of this program, participants will be able to:

- understand the importance of a "positive" customer attitude in a service environment
- recognize the stresses of delivering service to the public
- learn coping skills for more effective performance

Ethical Decision Making: The Public Trust

This workshop is designed for all general employees to gain an appreciation for the importance of ethical choices in government at all levels. Participants will examine Florida Statutes and their local policy, if applicable. Ethical dilemmas will be discussed and upon completion participants will be able to:

- identify the relationship between their own attitudes and their ethical decisions
- recognize the personal and organizational consequences of ethical choices
- understand the uniqueness of the public sector environment

Getting Things Done

This workshop has been designed to provide an understanding of when and how to delegate work. Upon successful completion of the program, participants will be able to:

- identify system/boss/self-imposed time demands
- recognize the importance of effective communication
- develop a step by step approach to delegate effectively

Making The Transition: Considering Supervision

This workshop has been designed to provide those considering a career as a supervisor a realistic portrayal of supervisory practices. Special emphasis will be made explaining the new role and how new supervisors are often tested. Upon successful completion of this program, participants will be able to:

- address the role and functions of a supervisor
- understand the essentials of communicating effectively
- explore the “stressors” of a supervisory position
- develop a better insight into peer and employee behavior

Managing and Coping With Change

This workshop provides an understanding of why people resist change and how to minimize the trauma caused by change. Upon successful completion, the participant will be able to:

- understand why there is resistance to change
- differentiate between when one can manage or cope with change
- implement change with their employees through a six step process

Managing Meetings: Why Some Work and Others Don't!

This workshop provides an understanding of how to keep meetings short, to the point, and productive. Upon successful completion of this program, participants will be able to:

- differentiate between types of meetings
- understand why meetings fail
- learn the importance of an agenda
- move a meeting to closure

Mentoring Employees

This supervisory workshop provides an understanding of how to develop and mentor employees to bring out the full potential of each worker. When employees feel an organization is serious about their development the retention statistics are enhanced. Upon successful completion of this program, participants will be able to:

- recognize mentoring opportunities
- learn simple skills to help employees develop
- improve communication skills with employees concerning their role in the organization

Negotiating Your Way To Success

This workshop provides information and tools that can sharpen one's negotiating skills. Skills are applicable to all types of negotiations. Upon successful completion, participants will be able to:

- plan and prepare for a variety of negotiations
- improve commonly used negotiation behaviors
- eliminate self-defeating habits

Performance Appraisal: In Search of the Ultimate System

This workshop has been designed to provide an understanding of strengths and weaknesses of performance appraisal systems. **All participants will be given a language guide for writing performance reviews.** Upon successful completion of the program participants will be able to:

- examine expectation theory
- understand why performance reviews frustrate supervisors and managers
- implement a process to make any performance appraisal system more meaningful

Performance Appraisal: Making Our System Work Effectively

This workshop has been designed to provide an understanding of how to make your performance appraisal system work effectively. This custom designed workshop requires close coordination with Human Resources or Personnel Departments. Developed to accent the effectiveness of your system participants will learn how to harness the power of communication throughout the year with employees. **All participants will be given a language guide for writing performance reviews.** Upon successful completion of the program participants will be able to:

- examine positive communication tools for successful evaluations
- understand why performance reviews frustrate supervisors and managers
- implement a process to make your performance appraisal system more meaningful

P.I.C. Your Way To Improvement: Creating a Performance Improvement Process That Works

This workshop has been designed to allow participants to structure a performance improvement process that can be implemented by anyone. Upon successful completion of this program, participants will be able to:

- understand what makes a P.I.C. effective
- learn a step by step approach to writing performance improvement contracts
- implement P.I.C.'s as part of your supervisory routine

Problem Solving: Navigating Around The Decision Traps

This workshop focuses on decision making skills and how to avoid the most common mistakes. Participants will become familiar with the Harvard Case Study approach and the difference between individual and team approaches to decision making.

Upon successful completion of this program, participants will be able to:

- implement a step by step process for decision making
- understand the barriers to individual and team decision making
- avoid the most common decision traps

Sexual Harassment: Creating A Harassment Free Environment

This workshop has been designed to acquaint participants with the social issue of sexual harassment from a focus of expected behavior and expanding liability. Upon successful completion of this program, participants will be able to:

- identify acceptable behavior
- recognize potential areas of liability
- analyze situations and make responsible judgments
review local or company policy if applicable

Sherlock Holmes and The Hiring Process

This seminar has been designed to provide a broad picture of the selection and interview process. Upon successful completion of this program, participants will be able to:

- enhance the planning function necessary for successful resume review and interviewing
- identify "red flags" in resumes and participant answers
- develop new approaches for questioning of applicants
- focus on behavioral responses

SRC: Supervisor's Refresher Course

This workshop has been designed as a refresher and update for supervisors. The content includes communication, interpersonal skills, human resource liability issues and other human relations components. Material for this workshop

is being constantly changed and can include a variety of issues desired by the client. Upon successful completion of this program, participants will be able to:

⇒ Objectives vary with course material

The New Supervisor: It Only Seems Like Fire Walking!

This workshop has been designed for new supervisors who have been in supervision for less than one year. Focus is placed on those issues that may be plaguing new supervisors. Upon successful completion of this program, participants will be able to:

- review the roles and functions of a supervisor
- discuss issues that are making their effectiveness difficult
- create an action plan(s) for addressing self-improvement