

2009 Training Opportunities at the Development Institute

All programs are held at the Northeast Conference Center, 4140 Executive Parkway, Westerville, Ohio, which has free, convenient parking. Class sign-in begins at 8:30, along with continental breakfast. Classes begin at 9:00 AM and end at 4:00 PM.

Date	Course
February 26 - Thursday	Time Management
March 5 - Thursday	Customer Service is Relationship Management
March 19 - Thursday	Working in a Multi-Generational Organization
April 1 - Wednesday	Dealing With Difficult People
April 16 - Thursday	Getting Things Done When You're Not in Charge
May 5 - Tuesday	Negotiating Skills for Daily Survival
May 19 - Tuesday	Art of Leadership
June 4 - Tuesday	Interpersonal Communication
June 16 - Tuesday	Managing Conflict
July 15 - Wednesday	EarthSense
July 23 - Thursday	Writing Skills
August 6 - Thursday	Coaching Skills
August 18 - Tuesday	Stress Management
August 27 - Tuesday	Presentation Skills
September 16 - Wednesday	Time Management
October 1 - Thursday	Problem Solving
October 27 - Tuesday	Conducting Effective Meetings
November 5 - Thursday	Teamwork

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Art of Leadership

Leadership skills are needed at all levels in the organization and are quite unique and different from management skills. Leadership is the catalyst for action, which makes the difference between success and failure. An organization needs leadership to grow, advance and succeed! This class explores the essential skills of leadership and the critical characteristics of a leader. A self-assessment tool helps identify individual strengths and opportunities for improvement.

Objectives:

- Identify and develop essential leadership skills
- Define and understand the leader's role in successful work teams
- Evaluate current leadership skills and identify areas for improvement
- Develop a specific action plan for improving leadership skills
- Identify skills needed to effectively coach and mentor team members

Coaching

Coaching is the pathway for multiplying your effectiveness through others and for getting the best out of people's performance. When your employees are performing effectively, you as a manager are doing your job! Through informal and formal coaching discussions, participants will be exposed to the methods used in building trusting relationships with employees, essential communication skills and basic characteristics of a coach. Developing coaching expectations and guidelines will also be addressed.

Objectives:

- Effectively communicate observations, criticisms and positive reinforcement
- Manage and guide the performance of others
- Identify and apply essential performance factors
- Use different types of coaching discussions
- Apply motivation principles during coaching
- Use listening skills and questioning skills
- Identify roadblocks to coaching

Customer Service is Relationship Management

There's a difference between providing a customer with quality service during a transaction and creating a long-term relationship with a customer. Customer Service is Relationship Management goes beyond customer service basics and identifies the strategies and steps for developing and maintaining positive, sustainable relationships. Learn what it takes to create a "partnership" with any customer, external or internal. Explore the techniques for relationship management between individuals as well as between work groups and departments.

Objectives:

- Identify "what" all customers want and expect
- Use constructive confrontation to deal with conflict
- Demonstrate empathic listening skills
- Demonstrate positive communications

Conducting Effective Meetings

Meetings require a lot of time and effort for both the planner and participants. Typical meeting "mistakes" can be avoided with appropriate meeting management techniques. Learn how to plan, conduct, and participate in an effective meeting that gets results in the shortest amount of time possible. How to handle "difficult" participants will also be included.

Objectives:

- Plan and organize meetings based on goals, timelines, and participant needs
- Develop and follow agendas, group guidelines, and decision-making processes
- Conduct meetings that are time efficient and produce results
- Facilitate group discussion, conflict and decision-making
- Utilize techniques for handling difficult participants and situations

Dealing with Difficult People

Difficult people cost us a lot! Not only in terms of lost time and productivity, but more importantly they can cause you to lose your mind (or at least make you feel like you will anyway). But there is something you can do. This course presents ways to manage difficult behavior and reduce it or eliminate it altogether. It also provides constructive solutions to performance and interpersonal problems-whether with a co-worker, employee or boss-that makes everyone's life more difficult than it needs to be.

Objectives:

- Recognize the "telltale" characteristics and traits of ten types of difficult people
- Understand the motivation and rationale behind their behaviors
- Develop specific communication techniques for handling difficult people
- Apply conflict resolution skills to avoid conflict escalation
- Recognize when and how to avoid, redirect and confront difficult people

EarthSense: Environmental Awareness

"Being green" is a priority for many countries, organizations and individuals as we address the challenge of global warming and pollution. This program is designed to create environmental awareness and educate employees and managers on achieving sustainable business practices. Learn what you can do to help protect the plant's natural resources by examining your current practices at work and at home and finding ways to adjust your habits to be more eco-friendly.

Objectives:

- Understand the environmental issues
- Eliminate business practices and individual behaviors that are not eco-friendly.
- Identify the benefits to the organization's image and bottom line.
- Identify sustainable practices in all of your environments.

Getting Things Done (When you're Not in Charge)

In today's workplace, our success is often directly related to our ability to get results by working with others - by getting information, support, timely decisions, etc. Learn techniques and behaviors to gain the support of others when you are not in a position of authority. Develop your influencing skills and relationship building techniques.

Objectives:

- Identify the WIIFM (What's In It For Me)
- Select an appropriate strategy for getting the response you need.
- Avoid common mistakes: assumptions, verbal harassment, bribery, threats

Interpersonal Communication Skills

Communicating effectively is a greater challenge that most of us recognize. The majority of workplace problems are due to communication, or lack of! It's not that people don't communicate, but that we communicate in different ways, with different styles and usually with many assumptions about the receiver's ability to decode our message - the spoken and unspoken. This program focuses on understanding the communication process and individual styles. Barriers to effective communication are examined and techniques are developed for communicating one-on-one, during meetings, and in small groups.

Objectives:

- Identify the components of effective verbal communications
- Recognize the barriers to effective communications in the workplace
- Develop techniques for communicating one-on-one, during meetings and small group presentations
- Develop effective strategies for solving communication problems
- Avoid behaviors that are roadblocks to effective communication

Managing Conflict

This course presents conflict as a natural occurrence that is made positive or negative by the input provided by the participants involved in the conflict. Conflict doesn't have to be "ugly!" Conflict Resolution examines the roles that we play in conflict, discusses the reasons why individuals get upset and provides you with the tools to successfully navigate your way through these difficult experiences. In addition to identifying and defining the various sources of conflict, you will also learn which of the five conflict resolution styles you most frequently use, when and how to use all five techniques, and the AEIOU conflict resolution technique.

Objectives:

- Recognize the positive and negative characteristics of conflict
- Recognize the various sources of conflict in your life and why they occur
- Learn different conflict resolution styles
- Identify your "preferred" conflict resolution style
- Learn the AEIOU Conflict Resolution Technique

Negotiation Skills for Daily Survival

Negotiating is an everyday activity and this program helps participants "negotiate" the everyday issues in the workplace as well as some of the common negotiation tasks, such as deadlines, assignments, costs, etc. Participants engage in several negotiation exercises to identify their approach to negotiating, their strengths and weaknesses as negotiators, and their attitudes and beliefs about negotiating and the assumed "rules". Participants will also have a chance to practice new negotiation styles and learn how to recognize and respond to various negotiation tactics. (This is not a sales negotiation training program.)

Objectives:

- Identify several different approaches to negotiations from traditional to collaborative
- Recognize the positive and negative aspects of various negotiating styles
- Increase skills and understanding of the mechanics of negotiations
- Develop appropriate strategies for negotiating activities
- Identify individual styles of negotiation
- Recognize how one's style is perceived and used by others

Presentation Skills

Public speaking is most peoples' greatest fear! This program will address all of the planning and organizational steps required to prepare a presentation by providing checklists, planning tools and the opportunity to plan and deliver a presentation. Presentation techniques and skills needed for different types of presentations will be demonstrated. Participants will have several opportunities to practice and demonstrate their skills.

Objectives:

- Identify the preparation and performance requirements of an effective presentation
- Demonstrate effective vocal control and modulation, visual signaling and body language
- Identify personal apprehensions about presentations and develop effective "fear management" strategies
- Understand the unique characteristics of adult learners and how they learn
- Select appropriate visual aids to support your presentation.

Problem Solving

Effective problem solving involves people working together to determine the problem and identify solutions. Tips for recognizing and interpreting problem symptoms before they become critical are presented. The key ingredient to organizational problem solving is engaging the "right people" with the appropriate skills, in a structured problem solving process. Various problem solving models are presented along with guidelines for selecting the appropriate method for a particular type of problem.

Objectives:

- Understand the difference between problem solving and decision-making
- Understand the challenges and opportunities of group problem solving
- Utilize a seven-step problem solving process
- Demonstrate specific skills and techniques related to group problem solving

Relationship Management

In today's fast paced workplace, the ability to create and maintain "good" working relationships with clients, customers, co-workers, supervisors and outside vendors is critical. Being "good" at one's job includes doing one's work tasks well and demonstrating appropriate interpersonal skills. This program will help participants identify and demonstrate the attitudes and behaviors needed to develop and maintain positive relationships in the workplace.

Objectives:

- Recognize the dual job responsibilities of performing specific tasks and maintaining positive relationships with internal and external customers
- Develop skills for listening and responding to challenging customers and coworkers in a professional, respectful manner
- Identify and understand the expectations of "customers"
- Develop appropriate responses to challenging customers
- Develop skills for avoiding and diffusing conflict

Stress Management

Do you feel as if your life is spiraling out of control? Can't seem to get a handle on everyday problems and issues? Do you feel overwhelmed by all of the stress in your life? Stress Busters takes an innovative approach to addressing stress by focusing on specific techniques and strategies for reducing the level of stress in your life and managing stress related behaviors. Various stress reducing techniques will be introduced and practiced during the session and you will leave with an action plan for initiating the kind of behavior modification necessary for reducing your stress and regaining control of your life.

Objectives:

- Recognize the damaging effects stress can have on your physical and mental well being
- Manage and reduce stress at work and at home
- Eliminate stress related "bad habits"
- Select stress management techniques that will work for you and feel better!

Teamwork

Together Everyone Achieves More. Teamwork explores the characteristics of effective teams and the skills and traits needed to be a valued Team Player. You'll gain insight into the benefits that teamwork offers to you as an employee and to the organization, the stages of team development, the individual skills needed to participate on a team and common challenges and problems faced by teams and how to deal with them. This class is designed around team events, games and exercises – come to "learn through playing."

Objectives:

- Demonstrate the attitudes, beliefs, values, skills, knowledge and behaviors associated with teamwork
- Identify specific individual and organizational benefits
- Identify individual strengths and weaknesses as a team member
- Identify opportunities for developing your skills as a team member

Time Management

This program provides the techniques and tools to help make the most of every hour and increase personal effectiveness and workplace performance. Learn to control your time and accomplish tasks while making progress toward your personal and professional goals. Learn the importance of identifying personal and work-related values and how to set priorities and schedules accordingly.

Objectives:

- Understand the relationship between event control, proactive behavior and self-esteem
- Identify effective work behavior
- Control interruptions and procrastination
- Prioritize daily tasks
- Identify personal values, goals and objectives

Working in a Multi-generational Workplace

With four generations in the workplace “age” as become a source of tension and challenge. Each generation has its specific and unique approach to work – different work ethics, values, and processes. They also have different contributions to make - experience versus new knowledge, technology skills versus relationship skills. By understanding the natural work preferences for each generation and why they exist, you will gain valuable skills for creating better working relationships that will result in getting your work done easier and creating a positive work environment.

Objectives:

- Identify the challenges and opportunities of working in a multi-generational organization.
- Recognize the expectations, behaviors, values, attitudes and work habits that are typical for each generation.
- Understanding the “reasons” for the generational differences.
- Identify potential strategies for better meeting the challenges working in a four generation workforce.

Writing Skills

Written communications impact workplace productivity and efficiency and reflect upon our individual and organizational image. Writing that is boring, repetitive, negative and poorly organized may cause readers to lose interest and not respond - or respond inappropriately. Review correct grammar and punctuation, proper content organization for a letter, memos, e-mail, and reports. Make sure that you communicate your message clearly and correctly and that it appeals to the reader's interests and needs. This class provides in-class writing exercises to develop and refine your writing skills.

Objectives:

- Create organized paragraphs and effective transitions in all memos, letters, and reports.
 - Eliminate clichés, redundant expressions, and sexist language so that your writing is both expressive and uncluttered.
 - Review and refine basic grammar and writing rules.
 - Express your thoughts and emotions sincerely and honestly while maintaining a diplomatic tone throughout all of your business correspondence.
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