
ENCORE
LIFE SKILLS LLC

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Training Plan Synopsis

DISC - UNDERSTANDING & MANAGING DIFFERENT PERSONALITY STYLES TRAINING

SYNOPSIS

Objectives:	<ul style="list-style-type: none">• Provides a common language to help teams understand one another and work better together• 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<ul style="list-style-type: none">• Reduces conflict and avoids misunderstandings
Results desired:	<ul style="list-style-type: none">• Participants will receive a 25-page custom report which describes their own style and how to work with others• Understand their own style and how it affects the way they communicate, approach conflict, and perceive the world around them• Be able to identify other people's styles and communicate appropriately• Be able to access online information about their own style and create a Comparison Report with another participant. (Individualized reports between two participants.) The report provides tips and information on how to communicate more effectively.
Suggested Time:	Flexible
Rate:	\$2200 plus cost of individual DiSC surveys.
Requirements:	<p>How it works. First we provide a link for each participant to complete an online DiSC survey. Results are printed and bound in a workbook and distributed to each person on the day of the DiSC seminar where we will explore different personality styles, learn about our own, engage in activities and lively discussions, and watch videos in order to reinforce the concepts.</p> <p>Please have flipcharts and Projector for PPT presentation. Arrangements will be made to send PPT ahead of time to Client for Handouts (if you wish to include them in the participant materials).</p>

COACHING FOR EXCELLENCE TRAINING

SYNOPSIS

Objectives:	<ul style="list-style-type: none">• Coaching is having a conversation with your employees where you ask instead of telling.• Address performance problems before they become problems.• Prevention. W. Edwards Deming said that 95% of the problems we encounter with our workers are problems we create.• Elimination of problems and empowerment of people to become more effective.
Results desired:	<ul style="list-style-type: none">• The 7 Steps for effective management and where coaching comes into the process<ul style="list-style-type: none">○ Why great leaders coach• Rationale for coaching• Progressive discipline and where coaching fits process• Coaching models: The GOOD model, The GROW model• Coaching Questions• Coaching to provide feedback, correction, and improve performance• Participants will practice coaching throughout the entire seminar.
Suggested Time:	1 or 2 Days
Rate:	\$2200 per day
Requirements:	Please have flipcharts and Projector for PPT presentation. Arrangements will be made to send PPT ahead of time to Client for Handouts (if you wish to include them in the participant materials).

DIFFICULT BEHAVIOR - EMPLOYEE HEADACHES TRAINING

SYNOPSIS

Objectives:	<ul style="list-style-type: none"> • What makes employees behave the way they do The difference between Intentional behavior Lack of skills Personal problems Or, is it me. Am I the problem? And be able to recognize these differences • How to deal with unacceptable behavior Begin with: MBWA – <i>Management by walking around</i> Coach: Deal with problems before they become problems Informal or verbal warning Formal or written warning Humane termination Afterwards • The progressive discipline model and how to use it to get rid of those employee headaches.
Results desired:	<ul style="list-style-type: none"> • Participants will learn how to correct behavior without tripping over Employment Law • Participants will learn causes of unacceptable behavior and employment issues • How to recognize and deal with problems before they get out of hand • Progressive Discipline Model and Positive outcome models will be shared
Suggested Time:	Flexible
Rate:	\$2200 per day
Requirements:	Please have flipcharts and Projector for PPT presentation. Arrangements will be made to send PPT ahead of time to Client for Handouts (if you wish to include them in the participant materials).

MANAGER BOOT CAMP TRAINING

SYNOPSIS

Objectives:	<ul style="list-style-type: none">• Participants will share areas of concern and as a team brainstorm solutions in a forum-style setting• Provide tools for avoiding the roadblocks that can get in the way of a managers.• Define Leadership and Management• Customized training for NEW Management Staff
Results desired:	<ul style="list-style-type: none">• Join in discussion on the common problems new managers face• Learn about drawing boundaries• Understand how to establish their authority• Be able to clearly communicate expectations• Understand the secrets of delegating• Know how to schedule time to follow up and consistently follow through.• Discover secrets of effective communication• Understand how to deal with difficult people
Suggested Time:	Flexible
Rate:	\$2200 per day
Requirements:	Please have flipcharts and Projector for PPT presentation. Arrangements will be made to send PPT ahead of time to Client for Handouts (if you wish to include them in the participant materials).

SAY IT RIGHT - CRUCIAL CONVERSATIONS TRAINING

SYNOPSIS

Objectives:	<ul style="list-style-type: none">• Help Team Leaders and Supervisory staff learn the importance of presence• Understand importance of dialogue to align organizational goals and to facilitate open communication• Learn how to encourage others to utilize power of language to not just diffuse conflict or negative situations, but also to unleash powerful positive results
Results desired:	<ul style="list-style-type: none">• Learn powerful presentation techniques• Discover how to run a meeting that rocks• Understand the principles of E-mail etiquette and written communication• How to have a crucial conversation• Understand how effective listening earns you the right to be heard.• Understand how personality styles impact communication styles.
Suggested Time:	Flexible
Rate:	\$2200 per day
Requirements:	Please have flipcharts and Projector for PPT presentation. Arrangements will be made to send PPT ahead of time to Client for Handouts (if you wish to include them in the participant materials).

EMOTIONAL INTELLIGENCE TRAINING

SYNOPSIS

Objectives:	<ul style="list-style-type: none">• Analyze the biological basis and business reason for introducing Emotional Intelligence to the workplace.• Learn the Four Core EQ Skills• Impact of increasing Emotional Intelligence in order to respond to negative influences• Practice challenging scenarios in order to apply to current situations
Results desired:	Participants will learn: <ul style="list-style-type: none">• What emotions are• Where they come from• How to recognize my own emotions• How to manage them• How to manage other people's emotions• How to recognize when a storm is brewing• How to stay civil when those around you are going ballistic• Understanding fight or flight
Suggested Time:	Flexible
Rate:	\$2200 per day
Requirements:	Please have flipcharts and Projector for PPT presentation. Arrangements will be made to send PPT ahead of time to Client for Handouts (if you wish to include them in the participant materials).

FIVE DYSFUNCTIONS OF A TEAM TRAINING

SYNOPSIS

Objectives:	<p><i>The Five Behaviors of a Cohesive Team™</i> is the result of the partnership between Wiley Workplace Learning Solutions and best-selling author Patrick Lencioni, together creating a team development program with a simple goal—to help team members understand, embrace, and put into practice <i>The Five Behaviors</i>.</p> <p><i>The Five Behaviors of a Cohesive Team™</i> has a simple goal: To facilitate a learning experience that helps professionals and their organizations discover what it takes to build a truly cohesive and effective team. <i>The Five Behaviors</i> profile, which provides both individual and team feedback, is grounded in the model described in <i>The Five Dysfunctions of a Team</i>, the internationally best-selling leadership fable by Patrick Lencioni.</p> <p>Tim is an Authorized, “The Five Behaviors of a Cohesive Team™” Partner and distributor.</p>
Results desired:	<ul style="list-style-type: none">• Participants will learn how, as a team, they score on the key components of the model: trust, conflict, commitment, accountability, and results.• Program is powered by <u>Everything DiSC®</u>, a model that helps individuals to understand themselves and others better. Using these results, participants will be able to create a better, stronger team.
Suggested Time:	Flexible
Rate:	\$2200 plus cost of DiSC surveys
Requirements:	Please have flipcharts and Projector for PPT presentation. Arrangements will be made to send PPT ahead of time to Client for Handouts (if you wish to include them in the participant materials).

PRESENTATION SKILLS TRAINING

SYNOPSIS

Objectives:	<ul style="list-style-type: none">• Positions of leadership at every level require competent presentation skills. Leaders who excel must show outstanding communication skills.• All levels of presenters need to learn how to deal with different personalities that attend presentations, how to handle tough questions and address distractions• This hands on workshop will prepare you to give the Ted Talk of your life, Keynote for your event, or just a solid, confident presentation to your board, or your team.
Results desired:	<ul style="list-style-type: none">• Participants will learn how to prepare a killer keynote• Identify how to organize your presentation objectives, audience needs, customized delivery and meet expectations• How to use a Presentation Planning Tool• Learn how to use Visual Aids effectively (high tech and low tech)• Learn how to turn your keynote style into an engaging seminar• The secrets of great training seminars or any presentation
Suggested Time:	Flexible (can be 1 to 2 days)
Rate:	\$2200 per day
Requirements:	Please have flipcharts and Projector for PPT presentation. Arrangements will be made to send PPT ahead of time to Client for Handouts (if you wish to include them in the participant materials).

BOUNDARIES & ETIQUETTE TRAINING

SYNOPSIS

Objectives:	<ul style="list-style-type: none">• The importance of healthy boundaries in the workplace• How to determine and articulate your boundaries• How to have a conversation with a boundary-violator• Business Etiquette in awkward situations• A three-step process for determining the right thing to say or do in any situation
Results desired:	<ul style="list-style-type: none">• Setting boundaries on space and time.• Appropriate behavior for phone, email, and text messaging.• What not to wear.• When touch is appropriate and inappropriate.• What to do when you don't know what to do.
Suggested Time:	Flexible
Rate:	\$2200 per day
Requirements:	Please have flipcharts and Projector for PPT presentation. Arrangements will be made to send PPT ahead of time to Client for Handouts (if you wish to include them in the participant materials).

STRATEGIC PLANNING - FUTURE SEARCH TRAINING

SYNOPSIS

Objectives:	<ul style="list-style-type: none">• Analyze the model of Future Search by Weisbord & Janoff.• Use the Future Search model to see the Big Picture and use it as a spring board for Strategic Planning• Training organizes Thought, Whole System Process, Productivity & Organizational Effectiveness - all with a task-focused agenda.• Future Search has been used to redesign IKEA's product pipeline in Sweden and has been used to help with economic development for Northern Ireland• In a future search, people have a chance to take ownership of their past, present, and future, confirm their mutual values, and commit to action plans grounded in reality.
Results desired:	<ul style="list-style-type: none">• Uses a Five Step Model:<ol style="list-style-type: none">1. Review the past from several different perspectives.2. Map the present.3. Create a range of future scenarios.4. Identify the common ground.5. Develop action plans<ul style="list-style-type: none">• How to engage stakeholder groups inside & outside organization• Strategic Plan Development with clear Vision, Mission, Values and Management by Objective (MBO)
Suggested Time:	Flexible
Rate:	\$2200 per day
Requirements:	Please have flipcharts and Projector for PPT presentation. Arrangements will be made to send PPT ahead of time to Client for Handouts (if you wish to include them in the participant materials).

CULTURAL DIVERSITY TRAINING

SYNOPSIS

Objective(s):	<ul style="list-style-type: none">• Analyze the concepts of personality, diversity, & frame of reference as related to the workplace.• Discuss Ethnocentrism & contrast cultures (especially Eastern vs. Western thinking).• Impact of Values, Ageism, aspects of EEOC, Affirmative Action, Diversity on Productivity & Organizational Effectiveness.
Result(s) desired:	<ul style="list-style-type: none">• Participants will understand the importance of components of culture & co-cultures that exist within the United States – new metaphor (no longer a “melting pot”).• Participants will learn differences between assumptions & stereotypes that exist for everyone as it relates to the U. S.• Variety of Influences on the Workplace as they relate to Laws, Values, Generational (Gen X, Y, Millennials) views, Paradigms, Assumptions & Biases
Suggested Time:	Flexible
Rate:	\$2200 per day
Requirements:	Please have flipcharts and Projector for PPT presentation. Arrangements will be made to send PPT ahead of time to Client for Handouts (if you wish to include them in the participant materials).

CULTURAL INTELLIGENCE TRAINING

SYNOPSIS

Objectives:	<ul style="list-style-type: none">• Analyze the impact of Cultural Intelligence on personal life and workplace.• Discuss differences between Cultural Diversity and Intelligence.• Identify 4 Dimensions of Intelligence (CQ) and how to further develop each one.
Results desired:	<ul style="list-style-type: none">• Participants will understand the importance of components of 4 dimensions of Cultural Intelligence and how they can improve each one (quantifiable).• Participants will learn differences between assumptions & stereotypes that exist for everyone as it relates to the U. S.• Detailed discussion of how to Cultivate each CQ quadrant via assessment. This assessment can serve as the basis for further (quarterly) training and development.• Link directly to organizational Mission, Vision, and Core Values
Suggested Time:	Flexible
Rate:	\$2200 per day
Requirements:	Please have flipcharts and Projector for PPT presentation. Arrangements will be made to send PPT ahead of time to Client for Handouts (if you wish to include them in the participant materials).

BUSINESS COMMUNICATION TRAINING

SYNOPSIS

Objectives:	<ul style="list-style-type: none">• To identify important elements of Business Communication• Focus on Listening Skills• Impact of Diversity on Communication
Results desired:	<ul style="list-style-type: none">• Participants will understand the importance of Verbal, Non-Verbal (including Listening), & Written Communication• Participants will learn difference between Hearing & Listening, as well as identify common myths about Active Listening• Variety of Influences on Communication will be discussed including Cultural implications, Diversity, Age (Gen X/Y, etc) & Gender• Participants will learn that there are certain phrases or non-verbal signals they send to others that result in miscommunication & misunderstanding (across culture)
Suggested Time:	Flexible
Rate:	\$2200 per day
Requirements:	Please have flipcharts and Projector for PPT presentation. Arrangements will be made to send PPT ahead of time to Client for Handouts (if you wish to include them in the participant materials).

TIME & STRESS MANAGEMENT TRAINING

SYNOPSIS

Objectives:	<ul style="list-style-type: none">• Understand & Recognize influence of own decision making style on stress/time management• Assess existing Time Management Skills• Provide Techniques for Handling Stress & Changing Habits that result in wasted time
Results desired:	<ul style="list-style-type: none">• Participants will understand the relationship between time & stress• Participants will learn how to prioritize with tools and decision making• Participants will create realistic goals and also evaluate their stressors using a self-diagnostic tool
Suggested Time:	Flexible
Rate:	\$2200 per day
Requirements:	Please have flipcharts and Projector for PPT presentation. Arrangements will be made to send PPT ahead of time to Client for Handouts (if you wish to include them in the participant materials).

CULTIVATING LEADERS THROUGH MENTORING TRAINING

SYNOPSIS

Objectives:	<ul style="list-style-type: none">• Understanding the value of teaching others about Organizational purpose, strategy, shared values, & creating a culture of learning• Learn differences between Mentoring & Coaching• Provide Techniques for how to establish Boundaries, define Delegation, & Mentoring strategies
Results desired:	<ul style="list-style-type: none">• Participants will understand the reason how an organization can create a stronger culture through employee engagement, reverse mentoring, & knowledge transfer• Participants will learn the differences between Mentors, Managers, Coaches, & Servant Leadership• Participants will create realistic goals for mentoring others, along with a plan of offering constructive feedback, role definition, problem solving & confidentiality
Suggested Time:	Flexible
Rate:	\$2200 per day
Requirements:	Please have flipcharts and Projector for PPT presentation. Arrangements will be made to send PPT ahead of time to Client for Handouts (if you wish to include them in the participant materials).

EMPLOYEE ENGAGEMENT TRAINING

SYNOPSIS

Objectives:	<ul style="list-style-type: none">• Define dimensions of Employee Engagement• Learn differences between Motivation and Employee Engagement (one based on rewards system, other is dependent upon employee's emotional commitment to organizational goals).• Discuss Retention, Satisfaction and Engagement relationship• Provide Techniques for how to Engage Employees and how that relates to Engaged Customers (internal or external)
Results desired:	<ul style="list-style-type: none">• Participants will understand the reason how an organization can create a stronger culture through employee engagement, reverse mentoring, and leadership• Participants will learn the differences between Employee Satisfaction and Employee Engagement• Participants will create realistic goals for own Engagement, using Gallup's Q 12 Employee Engagement Survey or other available survey so there can be a measured response for establishing a training baseline.• Participants will create an action plan to further grow engagement results in their areas
Suggested Time:	Flexible
Rate:	\$2200 per day
Requirements:	Please have flipcharts and Projector for PPT presentation. Arrangements will be made to send PPT ahead of time to Client for Handouts (if you wish to include them in the participant materials).

LEADERSHIP & MOTIVATION TRAINING

SYNOPSIS

Objectives:	<ul style="list-style-type: none">• Define Motivation through use of Models• Establish relationship between Employee Motivation and Trust, Accountability, and non-monetary Rewards• Provide Techniques for how to engage others as a leader
Results desired:	<ul style="list-style-type: none">• Participants will learn about theoretical models for motivation & apply them to their workplace situation, including 4 factors for measuring motivation: engagement, satisfaction, commitment, and intention to quit.• Participants will have an opportunity to discuss how to build trust within their team and to generate ideas on what may be applicable rewards for employees in their area• Participants will identify their leadership style and also learn about “Motivation Killers”
Suggested Time:	Flexible
Rate:	\$2200 per day
Requirements:	Please have flipcharts and Projector for PPT presentation. Arrangements will be made to send PPT ahead of time to Client for Handouts (if you wish to include them in the participant materials).

CULTIVATING LEADERS THROUGH ACCOUNTABILITY TRAINING = WHO ME?

SYNOPSIS

Objectives:	<ul style="list-style-type: none">• Understanding the value of teaching others about Organizational purpose, strategy, shared values, & creating a culture of learning• Learn how the cycle of not meeting Expectations, Accountability, and Performance can deteriorate organizational performance and communication• Provide Techniques for how to establish Boundaries, Define Delegation, Expectations, and take Accountability for our own actions
Results desired:	<ul style="list-style-type: none">• Participants will understand the reason how an organization can create a stronger culture through employee engagement, increasing communication skills and established (written) expectations• Participants will learn how trust, teamwork, open communication and culture play a part in setting Accountability for themselves.• Participants will create an Action Plan that takes into account their job duties, review of the process flow of decision making for their area and will identify bottle necks in the system through problem solving – not blaming.
Suggested Time:	Flexible
Rate:	\$2200 per day
Requirements:	Please have flipcharts and Projector for PPT presentation. Arrangements will be made to send PPT ahead of time to Client for Handouts (if you wish to include them in the participant materials).

HANDLING DIFFICULT EMPLOYEES

SYNOPSIS

Objectives:	<ul style="list-style-type: none">• Defining What constitutes a Difficult versus Toxic Employee• Learn how to set Goals and Clear Objectives for Hiring• Provide Techniques for how to dialogue, document, discipline, motivate, and have difficult conversations• Learn when to manage performance through leadership and when the employee needs to be let go.
Results desired:	<ul style="list-style-type: none">• Participants will understand different types of difficult people and ways to identify behaviors• Participants will learn better management skills to engage others by first evaluating their leadership style and then handling the employee who does not perform or fit into the organization.• Participants will create an Action Plan that takes into account three steps for preparation to help difficult employees and then to monitor and assess progress through goal setting.
Suggested Time:	Flexible
Rate:	\$2200 per day
Requirements:	Please have flipcharts and Projector for PPT presentation. Arrangements will be made to send PPT ahead of time to Client for Handouts (if you wish to include them in the participant materials).

OTHER TRAINING TOPICS

These are individual short 1-2 hour seminars. You can mix and match these to create your own tailor-made seminar

- Boundaries and Etiquette
- Understanding Different Personality Styles
- SWOT Analysis and Other Nifty Decision-making Tools
- 7 Steps for Effective Management
- Conflict: Understanding It, Managing It
- Listening: Your Key to Success
- Five Things Your Team Needs From You
- Five Languages of Appreciation

TRAINERS

Tim Hast is the author of, “**Powerful Listening. Powerful Influence. Work Better. Live Better. Love Better.**” (available on Amazon)

Tim provides organizational training, development, and coaching services in leadership, listening, communication, conflict management, mediation, and team building. His work is based on training and facilitating trust-based relationships. In addition to his own training and coaching business, he also presents seminars for SkillPath Seminars, a national training company based in Kansas City.

The son of missionaries and raised in Puerto Rico, Tim observed the cross-cultural dissonance between Caribbean and Oklahoma cultures. As a child, he realized most conflicts are the result of misunderstanding and miscommunication.

Tim discovered from running his own business for many years that a manager can make or break an employee. As a counselor focusing on couples in conflict, Tim observed that as in most relationships, both personal and professional, relational problems are rooted in poor communication that often leads to conflict. And great listening is the key to correcting poor communication patterns. He now uses the skills he first learned as a business owner and counselor to coach and train people in the workplace.

Tim lives in Edmond, Oklahoma with his wife, where they enjoy weekly conversations over the dinner table with their two sons and their wives, and their grandson.

Mona Earnest was the former Manager of Training and Employee Development for Campbell Soup Company in Sacramento, CA. She directed all plant activities that involved training & employee development (1400 employees). She also developed the model for high performance work teams at Campbell Soup. This model was used at many of the unionized plants in the United States. She is also a certified trainer for the nationally renowned AchieveGlobal Corporation. She has an extensive background in developing and conducting skill development training seminars for all levels of organizations. She has published articles on teams and has been a speaker at several national conferences, including the Association for Quality and Participation (AQP) and the American Business Women’s Association (ABWA).

She holds her Master’s degree in Human Resources from the University of San Francisco and currently does Human Resources Advising for private businesses and non-profits, and serves as visiting professor for local universities in the Oklahoma City metro-area. She has over 20 years of experience and she specializes in teaching Management, Leadership, Diversity, and Business Ethics. Mona has lived in six countries, three continents and is fluent in three languages. She is happily married and has three children.