Leadership and Management 80

LEADERSHIP

Preparing the Future Leader
(1 Day) Preparing the Future Leader is a comprehensive workshop for training new supervisors or individuals with leadership potential to explore the responsibilities of leadership, assess their competencies and create a development plan with specific skill acquisition targets.

Leadership Effectiveness Workshop
(1-2 Days) With the Leadership Effectiveness Workshop, you have a complete training program you can use to train leaders and would-be leaders at all levels of your organization. Section one emphasizes the ability to know yourself, understand your team, formally assess capability and agree on leadership ground rules. Section two focuses on how to provide directional clarity and set tangible goals and targets. In section three, participants will learn how to lead by example and take measured risks. Section four clarifies how to appraise team performance, reward and recognize success, invite feedback and adjust style.

Dynamic Leadership in 21st Century
(1 Day) Dynamic Leadership for the 21st Century focuses on important principles/competencies that leaders or emerging leaders need to apply to become more effective: understanding the differences between management and leadership; ethics; organizational vision; intentional culture; collaboration; leader interactions; and systems thinking.

Discovering Operational Discipline
(1 Day) This workshop explores the 15 characteristics that we should seek during any interaction with others. The training describes the synergistic relationships between business excellence, operating excellence, and operational discipline in organizations. Managers learn to develop a high level of operational discipline as a foundation for successful management.

Just in Time Leadership Workshop
(1 Day) This workshop teaches 21st century leadership skills which require entrepreneurial project oriented competencies in interaction with temporary resources and infrastructures that are built and dismantled with the achievement of each project.

Strategic Leadership Workshop
(1-3 Days) The Strategic Leadership Workshop is fast becoming the new standard for a 4-quadrant type assessment and training workshop for supervisors. Trainers appreciate its simplicity combined with comprehensive support materials but without burdensome certification requirements. Supervisors and managers like the emphasis on learning the appropriate use of four different management styles, particularly the coaching style widely considered the most flexible and motivative supervision technique in wide use today.

Post Heroic Leadership
(1 Day) This workshop profiles Heroic and Post Heroic leader behavior tendencies. Ideal training for transitioning traditional management styles to contemporary approaches that are more participative and team oriented.

Performance Skills Leader
(1/2 Day) Comprehensive assessment and development planning workshop that gives leaders an objective analysis of their leadership effectiveness in 24 competencies. PS Leader is specifically designed for 360-degree feedback. The assessment helps leaders identify development priorities and determine their known and unknown, strengths and weaknesses by comparing their own self-perceptions to those of their supervisor, direct reports, and peers. Leaders receive behavioral development suggestions.
Visionary Leader
(1/2 to 1 Day) Now all of your managers can assess their own leadership behaviors and characteristics and identify specific ways to improve their leadership effectiveness. This recently updated, research-based instrument helps leaders determine what changes or further skill development is required to make full use of their capabilities for visionary leadership in three critical areas: leader behavior, leadership characteristics, and leaders effect on organizational culture.

Profile of Leadership Opportunities
(1/2 to 1 Day) Uncover what turns on your employees about their workplace, work, associates, and leaders. Apply what you learn to build enthusiasm, unleash initiative, and achieve your organization’s most challenging goals. The eye-opening Profile of Leadership Opportunities covers 10 essential leadership domains: commitment, communications, leader’s perspective, supervision, innovation, the workplace, transitions, encouragement, decisions, and employee development.

Managerial Assessment of Proficiency
(1 Day) MAP is a video driven, competency based assessment that provides an objective rating of proficiency in 12 fundamental managerial competencies and important information on 10 styles and values. MAP is a proven tool for pinpointing and charting managerial strengths and weaknesses as compared to norms developed from over 80,000 managers and supervisors. The Trainer’s Guide provides everything needed to administer the assessment, coach participants on their competency results, and link style information with competency scores.

Counseling and Discipline
(1/2 Day) This instructor led workshop includes a leader’s guide, participant booklet, DVD video footage, and power point slides. Managers will learn several important techniques to improve in disciplining and counseling employees including: documenting sub-standard behavior in performance terms, identifying causes, counseling for improvement, applying a 6-step disciplinary process for restoring performance, and establishing systems to monitor performance.

Setting Goals and Standards
(1/2 Day) This instructor led workshop includes a leader’s guide, participant booklet, DVD video footage, and power point slides. Managers will learn several important goal setting skills including: involving the workgroup in goal setting, developing standards for all work, overcoming resistance to goal setting, and prioritizing goals.

Appraising People and Performance
(1/2 Day) This instructor led, interactive workshop includes a leader’s guide, participant booklet, DVD video footage, and power point slides. Managers will learn how to use performance appraisal actively and positively including: using feedback as a daily tool, eliciting self evaluations from subordinates, using descriptive rather than judgmental comments, planning the development of subordinates.

Listening and Organizing
(1/2 Day) This instructor led workshop includes a leader’s guide, participant booklet, video footage, and power point slides. Managers will learn several important techniques to improve listening and organizing skills including: listening for and confirming intent, filtering bias, improving retention, lowering barriers to relating and recognizing omissions.

Planning and Scheduling Work
(1/2 Day) This instructor led workshop includes a leader’s guide, participant booklet, video footage, and power point slides. Managers will learn important planning and organizing techniques including: how to involve employees in planning, a 4-stage cycle for project management, supervising through goals instead of activities, analyzing work flow, and preparing PERT and Gantt charts.

Training, Coaching and Delegating
(1/2 Day) This instructor led workshop includes a leader’s guide, participant booklet, DVD video footage, and power point slides. Managers will learn several important techniques to improve a closely related cluster of competencies: training, coaching and delegating. Skills taught include: using a 6-step job-aid to plan employee training, making learning interactive, organizing rapid training by (Train-Respond-Provide Feedback), using a job-aid to implement delegating.
From Criticism to Feedback

(1/2 Day) Using a 20 minute behavior modeling DVD, participants will learn to state opinions in a way that is appropriate in an organizational setting, clearly and concisely state the reasons for giving feedback, give feedback confidently and tactfully, and receive criticism and turn it into constructive feedback.

Management Effectiveness

(1 Day) This workshop uses a structured, experiential training format to improve 12 critical managerial competencies grouped in 4 clusters: building the team, relating to others, thinking clearly and managing your job. Participants can use the MEP assessment to determine strengths and weaknesses and receive extensive coaching tips on behavioral priorities they have identified in development planning.

Management Styles

(1 Day) This workshop teaches a motivation model as powerful today as it was over 40 years ago—Douglas McGregor’s Theory X and Theory Y styles. Training combines assessment and exercises designed to influence managers to take on more participative management styles. Participants learn how both theory X and theory Y styles are deployed through 12 fundamental management competencies.

Management by Motivation

(1/2 - 1 Day) Participants increase management effectiveness through improved motivation skills. The proven MBM instrument is based on the classic motivation theories of Maslow and Herzberg which identify motivating factors in terms of an individual’s security, social motivation, self-esteem, and self-actualization needs. Managers will learn to understand their own motivations and capitalize on employees’ natural motivators rather than focusing on external motivators that are less relevant to them.

INTERPERSONAL SKILLS

Getting Unbiased Information

(1/2 Day) This trainer led workshop includes a leader’s guide, participant materials, DVD video footage, and power point slides. Managers will learn several important communication skills including: applying the funnel technique to elicit information, interviewing skills, fact-finding skills, and using non-directive techniques to elicit hard-to-get information.

Communication Effectiveness Profile

(1/2 to 1 Day) This workshop uses a structured, experiential training format to improve communication skills in 7 communication competencies: empathizing, receiving the message, clarifying, understanding, “reading” non-verbal clues, giving and receiving feedback and transmitting your message.
Giving Clear Information

(1/2 Day) This instructor-led workshop includes a leader’s guide, participant booklet, DVD video footage, and power point slides. Managers will learn several important techniques to improve communication including: applying a 3-step process to plan interactions, rewrite improved messages, evaluate own communication skills, and analyze and edit an interview script.

Effective Listening

(2 Days) This comprehensive workshop prepares participants to accurately interpret both verbal and nonverbal aspects of a message in order to improve effectiveness in negotiating, conflict resolution, teamwork and overall job effectiveness. Develops superior listening comprehension and concentration skills.

The Attitude Opportunity

(1/2 to 1 Day) Participants use a 20 minute behavior modeling DVD, then write a description of an attitude opportunity for themselves, analyze the cause(s) of attitude problems, develop plans to monitor progress toward changing attitudes, and learn how to determine reward systems for positive changes.

Communicating with Others

(1/2 to 1 Day) Participants use a 20 minute behavior modeling DVD to learn to make decisions about the use of nonverbal communication, analyze the impact of personal values on communication, deal better with their own and others emotions, break inappropriate speech habits, and listen effectively.

Psychological Type Indicator

(1/2 to 1 Day) The Psychological Type Indicator (PTI) is a personality measure that is designed to give individuals guidance about their psychological (Jungian) type using the sixteen types (INTJ, ENTP, etc.) first presented by Carl Jung. The focus of the PTI is on providing individuals, their managers, and those who train them, with an understanding of personality and its effect on performance both inside and beyond the workplace.

DISC Styles

(1/2 to 1 Day) The DiscStyles workshop enables managers to gain awareness of personal strengths and motivations, uncover career development opportunities, improve methods for interpersonal communication, enhance conflict resolution capability and improve professional relationships internally and externally. Participants complete and interpret the results of the world’s most widely used business personality assessment.

Emotional Intelligence Styles

(1/2 to 1 Day) This workshop enables a trainer to administer, score, and interpret the Emotional Intelligence Style Profile. The training covers a wide range of theories explaining the linkages between thinking, acting, and emotions. Each of four emotional intelligence styles is explored, and participants learn how these styles deploy through people/relationship building competencies, stress management, and team building.

Conflict and Negotiation

Dealing with Conflict

(1 Day) In this best selling workshop, the assessment is used as a pre-training exercise to identify your use of five conflict styles—accommodate, avoid, compromise, compete and collaborate. Participants learn their own natural style tendencies when resolving conflicts. The results can provide clear direction on which styles of conflict resolution need the most improvement. The workshop teaches participants how to recognize different kinds of conflict situations and then how to use the most appropriate style.

Resolving Team Conflict

(1/2 Day) Resolving Team Conflict is a workshop during which team members explore their individual and the team’s conflict styles, and then learn a structured process to resolve conflict on the team.

Negotiating Styles Profile

(1 Day) This workshop teaches the strengths and weaknesses of 4 negotiating styles: pushy bullying, quietly manipulating, carefully suggesting, and confidently promoting. Participants learn their natural predispositions in negotiation from an assessment exercise that sets the stage for learning when each style is the most appropriate choice.
**Transforming Workplace Conflict**

(2 Days) In this workshop, managers and leaders learn the root sources of conflict as the natural differences between personality styles or differing perceptions of facts, methods, values, or goals. Then participants learn to apply the most appropriate of five conflict management styles.

**Facing the Tiger**

(1 Day) This complete video based workshop package includes two DVD videos. Facing the Tiger teaches managers and supervisors to confront conflict and use it to galvanize positive change in the organization. Learn how facing unresolved conflict can create breakthroughs in understanding and problem solving.

**Conflict Style Inventory**

(2 Hours to 1 Day) Participants complete a vignette based assessment and learn to appropriately apply all of five conflict styles by learning the strengths and circumstances that favor each style.

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**ETHICS**

**Ethical Leadership in the 21st Century**

(1/2 Day) This program helps leaders understand the benefits of ethical behavior and apply ethical principles in their roles as leaders. Using a well-defined system of understanding ethical decisions and choices, the program helps participants learn how to make ethical choices. It examines the concept of organizational social responsibility and describes how principles and values can be used to guide day-to-day decisions.

**Ethical Type Indicator**

(1/2 to 1 Day) This self-scoring personal assessment instrument measures the extent to which you prefer and use six ethical philosophies when confronted with an ethical dilemma. Participants learn to identify, articulate, and defend the ethical principles that govern and influence their decision-making. By understanding ethical frameworks, participants are better equipped to analyze and resolve future dilemmas with a sound ethical basis in mind.

**Balancing Personal and Professional Ethics**

(2 Hours to 1 Day) This workshop utilizes thought-provoking activities and case studies to stimulate new thinking and new ways for making sound ethical decisions. Participants will be better equipped to improve professional ethical standards in the workplace, integrate ethical reasoning into work behavior, enhance employee commitment, and lead their team in the development of a code of ethics.

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**WORKFORCE DEVELOPMENT**

**Developing Employees**

(2 Days) Developing Employees is a comprehensive workshop to teach supervisors critical coaching skills that include continuous performance feedback, mentoring/teaching, delegating, empowering, and developing and building relationships.

**It's Your Career**

(1/2 to 1 Day) Participants use a 20 minute behavior modeling DVD to learn to accept responsibility for their growth and development within the organization, determine career goals, create an action plan, and participate in career counseling with their manager.

**Motivating Employees**

(1/2 to 1 Day) The Motivating Employees workshop balances theory with application and skill development for a hard-hitting, effective, participative program. Participants use an evaluation tool of the motivational factors in their area, and an action worksheet to guide them in applying the program's techniques to their jobs. The video, Keep Up the Good Work, demonstrates a positive model of a leader applying the program's principles through employee recognition. The skill-building section teaches participants to provide positive reinforcement and recognition to their own employees.

**Learning Styles**

(1/2 Day) This workshop uses an assessment to identify each participant's predisposition to learn most readily, and to what degree, in the following categories: attending-telescopic, attending-wide angled, translating-dependent, translating-collaborative, translating-autonomous, relating-visual, relating-auditory, relating-kinesthetic, understanding-global, understanding-analytical. Trainers can use this information to design training and participants can improve their learning speed.

**Career Skills for the New Economy**

(1/2 Day) This workshop teaches a new set of professional career skills needed to survive and succeed. This career management platform assumes we are all free agents who need to take responsibility for developing and selling our skill sets on the open market.
DIVERSITY

Still Talkin’ Diversity
(1/2 to 1 Day) This workshop includes a candid, hard-hitting videotape of vignettes that examine sensitive diversity issues head on, showing the realities of the issues in today’s workplace. Participant exercises examine the sensitive issues up close, viewing them through a framework of cultural understanding that can help participants learn to work positively and constructively with a variety of co-workers, customers, and other business contacts.

Diversity and Cultural Awareness
(1 Day) This workshop compares perceptions of the organization’s commitment to cultural diversity against each individual’s commitment to cultural diversity. The Organization and individuals learn to fully understand five diversity competency areas: levels of tolerance and understanding, awareness and climate, levels of inclusion, degree of empathy, degree of adaptation and change, and persistence and commitment.

Human Diversity Workshop
(2 Days) This "how-to" workshop develops skills for working with individuals from diverse backgrounds. Participants will learn how to prevent bias and discrimination and tap into the human potential of their diverse workforce. The activities provide a forum for participants to practice their interpersonal, goal-setting, and decision-making skills in a number of scenarios.

Workforce Diversity
(1/2 to 1 Day) Instructors use a 20 minute DVD with this workshop to help participants recognize the ways in which their organization is changing, evolving, and becoming more diverse. The Workforce Diversity program clearly demonstrates the value of diversity in the workplace and provides participants with the tools and skills necessary to work together in a multicultural environment.

How to Receive Work Assignments
(1/2 to 1 Day) Participants use a 20 minute behavior modeling DVD with exercises to learn to obtain the objectives, purpose, and necessary details of a new assignment, offer ideas and suggestions for accomplishing work assignments efficiently, set follow-up procedures for an assignment, and summarize them accurately to ensure proper understanding of the project.

TEAM ISSUES

Planning for Team Results
(1/2 Day) Planning for Team Results is an experiential workshop that teaches the SMART system of goal setting in group and individual contexts. Team members then learn and use an action planning process linked to their goals.

Utilizing Team Members Abilities
(3/4 Day) Utilizing Team Members Abilities is a workshop that teaches teams to optimally deploy team resources by evaluating skills, preferences, individual goals, experience, and knowledge in order to most efficiently and effectively achieve team goals.

Committing to the Team Approach
(1/2 Day) Committing to a Team Approach is a workshop ideal for establishing new project teams by teaching them the stages of team development, how to deploy resources, and commit to the group’s mission.

Communicating Effectively in Teams
(1 Day) Communicating Effectively in Teams uses interactive exercises to teach members of a group “team communication” skills like providing feedback, constructive criticism, reacting skills, and overcoming barriers to communication in groups.

Creating a Shared Team Purpose
(1/2 Day) Creating a Shared Team Purpose is a workshop during which a new or existing work group creates a team mission and establishes team values that will be used later to assist in decision making and conflict resolution.

Evaluating Team Performance
(1/2 Day) Evaluating Team Performance teaches workgroups the importance of evaluating performance and methods to continuously monitor, self regulate, and self correct the team’s performance.

Making Team Meetings Work
(1/2 Day) Making Team Meeting Work enables all team members to competently prepare for, plan, organize, lead, and contribute to meetings and the evaluation of meetings.
Building a Quality Team
(2 1/2 Day) This comprehensive experiential workshop builds team skills and methods using the quality improvement process applied in teaming.

Facilitating Teams
(3 days) This comprehensive workshop develops expert facilitation skills for all team members enabling all team members to effectively lead in their team role.

Team Building Effectiveness
(1 Day) This workshop uses lecture and group exercises to teach 7 team building effectiveness competencies that include: vision and directional focus, alignment of values, team role and competency clarity, ground rules determination, performance appraisal effectiveness, team learning and results focus, and boundary management. An assessment is used to identify strengths and weaknesses of team members or team leaders.

Team Skills for Meeting Together
(1/2 to 1 Day) Participants use a 20 minute behavior modeling DVD with exercises to learn four basic skills to build trust, understand their roles and responsibilities, define and reach consensus, and use a five-step process for successful meetings.

Time Management

Time Management and Prioritizing
(1/2 Day) This instructor led workshop includes a series of experiential activities. Managers will learn time management behaviors including: preparing a daily “to do” list, prioritizing activities, controlling telephone time, reducing disruptions, and using meetings to save time instead of waste it.

Managing Your Time
(1/2 to 1 Day) Participants use a 20 minute behavior modeling with exercises to learn to accept responsibility for managing time, prioritize important tasks over “urgent” ones, utilize a time log to make time management decisions, and implement daily and long-range planning.

Time Management Effectiveness
(1/2 to 1 Day) This workshop introduces time management through a combination of lecture and group exercises. There are 7 parts—one on each time management competency covering a more detailed definition of the competency including a process model for applying each skill.

Change

Surviving Workplace Change
(1 Day) Surviving Workplace Change is a comprehensive workshop that will make any organization more versatile and competitive by reducing resistance to change. Participants enhance their own adaptability which lowers stress and better enables managers and employees alike to focus on the opportunities that result from change.

Meeting Change Creatively
(1/2 to 1 Day) Participants use a 15 minute behavior modeling DVD with exercises to utilize a seven-step model to manage change, learn the external and internal causes of change, identify the benefits of change, and effectively use their leaders in managing change.

Change Management Effectiveness
(1 Day) This workshop introduces change management using lecture and group exercises. There are 7 parts—one on each key change management competency covering a more detailed definition of the competency and including a process model of the skill. There is development planning and 84 sets of coaching tips to develop change management behaviors.

Change Abilitator
(1 Day) The ChangeAbilitator Workshop uses an assessment to identify six types of concerns people often experience when a change is introduced into their team or organization. Employees and managers get a clear picture of the obstacles they need to overcome to successfully implement change in their organization.

Service Leadership

Service Pro: Service Leadership
(1 Day) This comprehensive workshop, targeting customer service INs and OUTs, is designed to teach leaders how to make service a competitive advantage in their organization. Managers learn to teach employees how to service customers properly, at lightning speed while motivating them to make sustainable commitments.

Service Pro: Better, Faster, Different
(1 Day) This front line employee training program teaches a framework for improving service at the point of contact between your organization and the customer.
**Frontline Service**

(1 to 2 Days) This workshop teaches service fundamentals practiced at Disney World, Marriott and other leading companies whose success depends on world class service. Participants will learn why service is crucial in today’s competitive marketplace, how to use natural skills and knowledge to create unique opportunities for the organization, and how to recover from potentially disastrous situations and create lifetime customers.

**Call Center Service: Superior Client Service**

(1 to 2 Days) This comprehensive service workshop teaches a total system for call center environments. There are skills and exercises covering greetings, closings, voice mail, identifying goals, being proactive, dealing with challenging calls, responsive problem recovery, communicating with internal clients and special situation dos and don’ts.

**Customer Service Commitment**

(1 Day) This workshop uses an assessment to compare the perceptions of the organization’s commitment to customers against each individual respondent’s own commitment to customers. The organization and individuals learn 6 customer service commitment competencies including: service leadership, vision and commitment, feedback and the voice of the customer, establishing service standards, empowering people to serve the customer, customer-serving processes and systems, and rewards and recognition for service excellence.

**MENTORING AND COACHING**

**Coaching Effectiveness Workshop**

(1 to 2 Days) With the Coaching Effectiveness Workshop, you have a coaching curriculum for all levels of your organization. Participants learn to work one-on-one with subordinates, give feedback, set goals and delegate tasks to stretch capabilities. Managers will learn to encourage subordinates to take the risks and make changes, learn from their experiences, and take on new, more challenging work responsibilities.

**Coaching for Results**

(1 to 2½ Days) This workshop teaches a series of 12 coaching skills. Participants determine their strengths and weaknesses with the Coaching Skills Assessment, apply a four-step model: (get agreement, seek a solution, follow-up, and give recognition), and master other coaching competencies including goal setting, delegation, giving feedback, and mentoring.

**Fast Feedback**

(1 Day) This workshop teaches supervisors how to use and implement the most important coaching skill today—Fast Feedback. Participants learn and practice the Fast Feedback system: (Frequent, Accurate, Specific and Timely), making traditional performance review/training cycles redundant and anachronistic. With Fast Feedback, performance feedback and development becomes a continuous day-to-day management practice.

**Becoming a Mentor**

(1 to 3 Days) Use the number one video based mentoring program in the world to build a succession strategy, retain key workers, and create a culture of inclusion anchored by employee development. Lesson plans with experiential activities supplement video learning.

**Problem Solving**

**Identifying and Solving Problems**

(1/2 Day) This experiential workshop uses a DVD and exercises to teach participants how to set measurable objectives, collect and evaluate information, separate fact from opinion, identify problems, state and test action plans, and consider alternative steps to solve problems.

**Thinking Clearly and Analytically**

(1/2 Day) This experiential workshop uses a DVD and exercises to teach participants how to recognize personal bias (left/right brain) and compensate for it, use inductive and deductive thought processes appropriately, identify and correct fallacious arguments and faulty logic, withhold opinions until the facts are collected and evaluated, analyze how others think and draw on this to supplement one’s own style, and apply a process of analytical thinking.

**Solving Team Problems**

(1/2 Day) Solving Team Problems teaches team members to solve problems more effectively, efficiently, and with less conflict by learning and using a “common language” for group problem solving.
Problem Solving Tools and Techniques
(1 to 2 Days) This workshop builds problem solving ability for any professional by providing conceptual mastery of a set of tools. Participants work cooperatively to structure and solve problems using a series of proven methods.

Problem Solving Process for Teams
(1 1/2 Days) This comprehensive workshop immerses participants in a proven problem solving process that culminates in teams applying the process in a complex case study.

Solving Problems Together
(1/2 Day) This experiential workshop uses a 15 minute DVD and exercises to teach participants to learn the concepts of “situation analysis” and “visibility”, and then practice a process for breaking complex problems into manageable pieces.

Influence Ability

Building Interpersonal Influence
(2 Days) Building Interpersonal Influence is a comprehensive workshop for supervisors, managers, negotiators, sales and service personnel, team members, or any other professional where positive influencing skills will improve effectiveness. Participants will display more versatility with diverse personality styles, build higher levels of trust with co-workers, rely less on position power, and become more influential and more effective achieving goals.

Influence Style Clock
(1 Day) This workshop teaches the recognition and use of 4 influencing styles through a combination of assessment, lecture and group activities. Participants learn to strengthen their weakest natural influencing styles and learn when the use of each style is most appropriate.

Working Effectively with Others
(1/2 to 1 Day) Participants use a 15 minute behavior modeling DVD with exercises to learn how to confront others on sensitive issues, receive both positive and negative feedback, and communicate persuasively with others.

Influence Style Workshop
(1 Day) This workshop uses an assessment to identify and describe the passive, assertive, and aggressive communication styles used to influence others. Participants learn to use the assertive style which has important advantages creating more effective interpersonal communication and influence.

Decision Making

Making Decisions & Weighing Risk
(1/2 Day) This workshop teaches a process for decision making in complicated situations where inputs are complex and many factors must be weighed. Participants learn to specify the desired outcomes, determine criteria, select and evaluate alternatives, assess risk, and plan implementation.

Making Team Decisions by Consensus
(1/2 Day) Making Team Decisions by Consensus is a workshop for new or intact teams to learn, practice, and commit to a group decision making process that emphasizes consensus and ensures the team “acts” as a team.

Advanced Decision Making and Planning Tools
(1 Day) Decision Making and Planning Tools is a comprehensive workshop that enhances individual and organization decisiveness while improving the quality of those decisions by teaching a variety of processes participants can select from to assist with part or all of virtually any planning or decision challenge.

Grand Canyon Adventures Series
(1/2 to 2 Days) Grand Canyon Adventures includes 9 different simulations that teach participants a variety of skills during an unforgettable learning adventure! Workshop Vignettes can be used for teamwork, decision making, crisis management, creativity, problem solving, collaboration, leadership, and conflict resolution.