

2010 Course Descriptions Summary
Available through Life On Purpose LLC

<i>Course Title</i>	<i>Course Description</i>	<i>Benefits of Attendance</i>	<i>What's Covered</i>
Anger Management	Leaders and employees should attend this workshop to learn about acquiring, in a step-by-step format, the skills needed to better manage anger--your own anger, or the outbursts of your employees, or the anger a client might unleash.	<ul style="list-style-type: none"> • Be better able to recognize our anger affects us • Learn how to use the 6 step method to break old patterns and replace them with assertive anger • Identify ways to help people safely manage repressed or expressed anger 	<ul style="list-style-type: none"> • How anger affects our body and mind • Manage anger • Express feelings appropriately • Prevent a build-up of frustration • Deal with issues • Staying calm • Identifying anger pay-offs • Communication skills
Business Etiquette: Gaining That Extra Edge	In today's world, business demands more than keeping your nose to the grindstone and your ear to the ground. You need business savvy and the ability to establish yourself in a credible manner. A faux pas at the wrong time can damage your career. If you are newly appointed to a management position, or if you interact with people you don't know on a regular basis, this workshop can help you succeed. If you want to enhance and polish your business image, or if you just want to avoid feeling uncomfortable in the corporate world, this workshop will allow you to take a quantum leap forward in skill, sophistication and confidence.	<ul style="list-style-type: none"> • Why business etiquette is important to your career • How to make a good first impression • Ways of remembering names • When and how to give out your business card • How to shake hands • How to dine with confidence • What to include in a business wardrobe 	<ul style="list-style-type: none"> • Finesse introductions-from shaking hands and using eye contact to remembering names • Prepare for meetings, even if you aren't presenting • Dress appropriately for every business occasion • Feel more confident of your business communication in every situation • Gain that extra edge that establishes trust and credibility
Change and How to Deal with It	Managers traditionally have had the task of contributing to the effectiveness of their organization, while maintaining high morale. Today, these roles often have to be balanced with the reality of implementing changes imposed by senior management. Managers who have an understanding of the dynamics of change are better equipped to analyze the factors at play in their own particular circumstances, and to adopt practical strategies to deal with resistance.	<ul style="list-style-type: none"> • Accept that there are no normal or abnormal ways of reacting to change • See change as a positive essential element • Recognize that adapting to change is all about attitude • Identify the stages of change • See change as an opportunity for self-motivation and innovation • Develop strategies for dealing with and accepting changes in your organization 	<ul style="list-style-type: none"> • The change process • Who Moved My Cheese? • The pace of change and the pace at which people adopt change • The pyramid response to change • Resisting and welcoming change • "The Four-Room Apartment of Change" and how to use it • Controlling change: givens, negotiables and controllables

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<p>Coaching: A Leadership Skill</p>	<p>Coach, Role Model, Counsellor, Supporter, Guide...do these words ring a bell? Being a coach involves being a role model, sometimes a counsellor or supporter and always a guide. Coaching is based on a partnership that involves giving both support and challenging opportunities to employees. Knowing how and when to coach is an essential skill that can benefit both you and your organization.</p> <p>Managers, supervisors, and leaders at all levels should attend this workshop.</p>	<ul style="list-style-type: none"> • The Benefits of coaching • Characteristics of an effective coach • The difference between feedback and coaching • Stages and key elements of coaching • How to apply the coaching stages to real life situations • How to identify coaching situations • How to recognize when an employee is falling short in his/her performance and what to do about it • How to resolve problems that interfere with performance • How to help employees be successful 	<ul style="list-style-type: none"> • Develop the coaching and counselling skills that help improve individual performance • Demonstrate the behaviours and practices of an effective coach • Understand how coaching can be used to develop your staff • Uncover the employees' strengths and give them the feedback they need to succeed • Identify employee problems and ways you can help to correct them • Motivate employees to do their best • Conduct a successful coaching discussion
<p>Communication Strategies for the 21st Century</p>	<p>This two-day workshop is designed to help managers, team leaders, and supervisors improve their interactions with other people in the workplace or at home. This workshop gives participants the opportunity to improve the critical communication skills of listening, asking questions and being aware of nonverbal messages. This workshop can also help participants who are struggling to find that middle ground between being too aggressive and too passive, and how to counter the manipulative tactics of difficult people. Participants also learn more about the six elements of our communication with others that help us reveal appropriate information about ourselves, and get a handle on how to better manage ourselves for a professional image.</p>	<ul style="list-style-type: none"> • Identify common communication problems that hold you back • Develop skills to ask the right questions • Learn what non-verbal messages are telling others • Develop skills in listening actively and empathetically to others • Learn how to firmly stand your ground • Enhance your ability to handle difficult situations without being manipulated • Be aware of six critical elements of our communication with others 	<p style="text-align: center;">Day 1</p> <ul style="list-style-type: none"> • Defining good communication • Questioning techniques • Listening techniques • Six elements of our communication with others <p style="text-align: center;">Day 2</p> <ul style="list-style-type: none"> • Five approaches to interpersonal relationships • Assertiveness • Persuading others • Developing a personal action plan

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Conducting Effective Performance Reviews	<p>Setting goals and objectives to aim for will give supervisors and employees focus and targets to aim for. Supervisors must also learn how to give feedback, both positive and negative, on a regular and timely basis so that employees can grow and develop. Performance appraisals are the cumulating of all these activities.</p> <p>Professionals who want to retain top employees should attend this workshop.</p>	<ul style="list-style-type: none"> • Recognize the importance of having a performance appraisal process for employees • Understand how to work with employees to set performance standards and goals • Develop skills in observing and giving feedback, listening and asking questions, for improved performance • Identify an effective interview process and have the opportunity to practice the process in a supportive atmosphere • Develop strategies for managing employee performance 	<ul style="list-style-type: none"> • The importance of performance appraisals • Defining expectations and consequences • Developing standards and goals • Documenting performance • Performance feedback coaching • Developing an interview format • The appraisal as a two-way process • Managing employee performance • How to fire someone
Conflict Resolution: Dealing with Difficult People	<p>Business professionals need excellent conflict management skills. While you may be willing to deal with practically any adversity, are you willing to deal with the difficult people in your life? This workshop will help you identify some of the ways you may be contributing to your “people” problems and give you some strategies you can adopt, at work and in your personal life.</p>	<ul style="list-style-type: none"> • Recognize how your own attitudes and actions impact others • Find new and effective techniques for managing negative emotions • Develop coping strategies for dealing with difficult people and difficult situations • Identify those times when you have the right to walk away from a difficult situation 	<ul style="list-style-type: none"> • Interactions with others • Reciprocal relationships • The miracle of dialogue • Managing your anger • Managing other people’s anger • Turning bad apples into good apples
Customer Service Training: Critical Elements of Good Customer Service	<p>Dealing with and serving the public can be very stressful. Proper customer service skills can increase your value to your company and advance your career at the same time. If you are involved in customer service at any level (and who isn’t?) you should attend this workshop.</p>	<ul style="list-style-type: none"> • Clearly identify how to become effective in dealing with customers • Identify opportunities within the scope of your authority for dealing effectively with others • Identify the criteria for fair and responsible response to all customers 	<ul style="list-style-type: none"> • Why worry about customer service? • Who is my customer? • Meeting expectations • Setting goals, targets and standards • Telephone techniques • Listening techniques • Techniques for handling difficult people • Problem-solving and conflict resolution

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<p>Customer Service Training: Managing Customer Service</p>	<p>The need for leading, promoting and enhancing a customer-focused culture is essential within every organization. This workshop will provide you with an opportunity to explore your responsibilities within your role as a customer service agent. As you discuss the various skills and techniques, draw from your own personal and varied experiences to share elements of reward and challenge. Consider this workshop as a “re-energizing time” to build and expand from where you are now.</p>	<ul style="list-style-type: none"> • Establish links between excellence in customer service and best business practices • Organize assets to best serve customer needs • Develop customer service essential skills and practices • Develop a culture to motivate employees to perform and to be engaged in meeting customer needs. • Recognize who the customers are and what they are looking for • Develop strategies for creating customer satisfaction in whatever business units they work in. • Recognize how to identify customer service errors and how to recover from them 	<ul style="list-style-type: none"> • Who is the customer are and what do they expect • Sustaining an individual level of engagement • Communication skills • Appropriate sharing • Self-image and first impressions • Effective leadership • Situational leadership • Developing your leadership style • Managing employee engagement • Your role as coach • Developing a Service Management System • Problem people and problem situations
<p>Delegation The Art of Delegating Effectively</p>	<p>Delegation is often one of the hardest skills for a manager to master; however, the skill can be learned. This workshop will explore many of the facets of delegation such as when to delegate, and who to delegate to. We will also go through the delegation process step by step, to see where the pitfalls lay, and what we can do about getting around them. This workshop is a must for team leaders, supervisors, and first-time managers.</p>	<ul style="list-style-type: none"> • Clearly identify how delegation fits into your job and how it can make you more successful. • Identify opportunities within the scope of your authority for delegating effectively to others. • Identify the criteria for fair and responsible delegation to all employees • Develop a technique for defining expectations • Recognize common delegation pitfalls and how to avoid them. • Provide opportunities to test your delegation skills 	<ul style="list-style-type: none"> • Advantages and disadvantages of delegation • Delegation Self-Assessment • Defining delegation • When and how to share the load • When to delegate and when to do it yourself • Picking the right person for the job • The delegation meeting • Communication skills • Potential delegation problems

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<p>Developing High Performance Teams</p>	<p>Your success as a manager can often depend on how well your team operates. How are their problem-solving skills? Are they enthusiastic and motivated to do their best? Do they work well together? There have been hundreds of studies demonstrating that human beings function better and learn better in groups. If you want to develop your team leadership skills and unleash the talent of your individual team members, this 3-day workshop is a practical look at current leadership practices that work.</p>	<ul style="list-style-type: none"> • Examine the work practices of high performing teams • In-depth coverage of Glenn Parker's 12 characteristics of highly effective teams • Build teamwork by recognizing and tapping into the five basic types of information your team needs • Promote trust and rapport by exploring your team player style and how it responds to team values • Recognize the key elements that move a team from involvement to empowerment and how to give these elements to your team • Develop five training steps to unleash team potential and develop team problem-solving and assessment skills 	<ul style="list-style-type: none"> • The Team Player Survey • Organizations Today • Exploring high performance teams • Team shaping factors • Team problem-solving • Team norms • Managing team conflict • Understanding team stages • Obtaining consensus • The Freedom for creative thinking • SWOT Analysis
<p>Facilitation Skills: Becoming A Great Trainer</p>	<p>This 2-day workshop will help instructors understand and use up-to-date training techniques and a variety of training methods, including lectures, group discussions, case studies, problem solving exercises, and visual aids to give all participants the best opportunities for learning.</p>	<ul style="list-style-type: none"> • Distinguish facilitation from instruction and training • Provide facilitators with commonly used process tools to make their meetings easier and more productive • Identify the competencies linked to effective small group facilitation • Demonstrate through simulations, role-play, critical incidents, and other exercises, each facilitator's competency 	<p style="text-align: center;">Day 1</p> <ul style="list-style-type: none"> • The purpose of group facilitation • "Content" versus "process" • Understanding group dynamics • The facilitator's role • Facilitative listening skills <p style="text-align: center;">Day 2</p> <ul style="list-style-type: none"> • Facilitating open discussion • Structured activities • Difficult situations and people • Preventions and interventions • Developing sustainable agreements • Surveying the territory • Building a shared framework of understanding • Developing sustainable criteria • Gradients of agreement

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Hiring Smart: Behavioral Interviewing Techniques	This workshop concentrates on the pre-interview preparation, developing questions and their value, the interview techniques that get specific, behavior-based examples of past performance, and the strategies that follow through on this process. This workshop takes the behavioural interview even further with a twelve-step process to hiring top performers.	<ul style="list-style-type: none"> • Have a process for creating competency requirements for any given position • Understand why behavioural interviews are two to five times more accurate than traditional interviews • Identify the principles of behavioural, performance-based selection methods • Recognize the pattern of behavioural questions and use this pattern to design job-specific, behavioural, performance-based questions • Enhance professional interviewing skills with effective communication strategies and behavioural interviews techniques • Develop a defensible scoring and evaluation process 	<ul style="list-style-type: none"> • The cost of hiring errors • Why use behavioural interview techniques • Get the information you need • How to identify competencies and performance dimensions • Testing • Writing the interview questions • Defensible resume screening • Developing an effective interview format • Ethical and legal issues • Interviewing techniques • Reports vs. proposals • Reference Checks
Human Resource Training for the Non HR Manager	This is a two-day overview of human resource issues facing today's business owners, managers and human resource support staff. You do not always have the expertise to deal with the many employee relationship issues you face, and yet you will be expected to make decisions that are both effective and legal.	<ul style="list-style-type: none"> • Be better prepared to target, hire, and bring on board good employees • Be able to sort out the administrative details of employee compensation • Identify ways to retain good employees • Recognize the cost of a breakdown in employee-management relationships • Develop exit strategies for terminating employees 	<ul style="list-style-type: none"> • Human resource planning • Defensible recruiting and hiring • Offers of employment • Compensation and benefits • The importance of job descriptions and orientation programs • Diversity, harassment and human rights • Performance related problems • Discipline & Termination
Leadership Training: Becoming Leadership Material	As a manager, you sometimes need to rejuvenate, rethink and re-energize, to improve the effectiveness of your organization. Being a manager is not easy. You need leadership skills to create and share your vision of the future, plan strategically, and bring about smart changes in your organization. This is a time to analyze your response to the daily challenges you face, and enjoy small scale networking opportunities with your colleagues.	<ul style="list-style-type: none"> • Identify your leadership profile and explore how you can use this knowledge to create your own future • Assess your leadership competencies and learn how you can develop your strengths • Identify those additional skills and tools that can make you a better leader • Develop your ability to influence and communicate with others • Become a better problem-solver and decision-maker 	<ul style="list-style-type: none"> • Leadership profile and competencies to highlight your strengths and challenges • Directional and consequential thinking and how to develop these skills • Strategies for influencing others through improved communication and interaction • Your role in making meetings effective, both as a leader and as a

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		<ul style="list-style-type: none"> • Discover how you can prepare for and embrace the forces of change • Create a strategy to actively use these skills back in the workplace 	<ul style="list-style-type: none"> • participant • Critical problem-solving skills and the tools and techniques you can use • Strategic planning with a SWOT analysis, to introduce change • Ways to manage the change process effectively for sustainable growth
<p>Management Skills for the Administrative Assistant</p>	<p>This is a two-day workshop designed for those who work in support positions, to help them improve their everyday performance in an office environment. The two days will help you identify productivity pay-offs and priorities, and build better relationships with those around you and with the person to whom you report.</p> <p>You will learn techniques for time management, and enhance those three critical communication skills: active listening, skillful use of questions, and an awareness of what your body language says about you. You will also have the opportunity to develop some strategies for acting more assertively and managing your stress.</p>	<ul style="list-style-type: none"> • Understand the importance of and be better able to present a professional presence on the job. • Improve your ability to organize, plan, prioritize and self-manage • Improve critical communication skills such as listening, asking questions and being aware of body language • Develop strategies for managing difficult people and situations • Recognize techniques for being more assertive and managing your stress 	<ul style="list-style-type: none"> • You and your self-esteem • Planning and prioritizing • Working in a team environment • Taking control of communication • Dealing with criticism and anger • Time management • Setting goals and getting what you want in life

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<p>Managing Employee Performance (Supervisory Development)</p>	<p>This 3-day course is designed to give supervisors a better understanding of themselves and others through completion and interpretation of the Myers-Briggs Type Indicator. Supervisors will develop their problem solving and decision making skills, and explore performance management issues.</p>	<ul style="list-style-type: none"> • Gain a better of understanding of self and personality preferences and temperament • Learn to use your strengths and work on your challenges to be a better communicator and team leader • Become more adapt at analyzing workplace problems and develop a variety of techniques for solving these problems • Have a process for managing employee performance, from a structured interview process to a structured performance review 	<p style="text-align: center;">Day 1</p> <ul style="list-style-type: none"> • Myers Briggs Type Indicator • Understanding your temperament • The supervisor as leader and the MBTI <p style="text-align: center;">Day 2</p> <ul style="list-style-type: none"> • How the MBTI applies to you and your team • The recruitment and selection process • Clarifying workplace roles and expectations • Setting performance standards • Performance feedback • Problem solving • Decision making types and when to use them • Resolving interpersonal conflict <p style="text-align: center;">Day 3</p> <ul style="list-style-type: none"> • The shared management model • Managing employee performance <ul style="list-style-type: none"> ○ Defining expectations ○ Documenting performance ○ Planning, conducting and following up on a performance review ○ Maintaining performance ○ Dealing with problem employees

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Marketing and Sales	A small marketing budget doesn't mean you can't meet your goals and business objectives – you just have to be more creative in your marketing tactics. This one-day workshop will show you how to get maximum exposure at minimum cost. Learn effective, low-cost and non-cost strategies to improve sales develop your company's image and build your bottom line.	<ul style="list-style-type: none"> • Recognize what we mean by the term “marketing” • Use low-cost publicity to get your name known • Develop a marketing plan and campaign • Use your time rather than your money to market your company effectively • Develop a marketing budget • Identify strategies for finding and keeping customers 	<ul style="list-style-type: none"> • Defining marketing • Trends • Marketing strategies and research • Four Ps of marketing • Market planning • Advertising • Increasing business • Networking • Communication tips
Motivating and Retaining Employees	<p>Employees who feel they are valued and recognized for the work they do are more motivated, responsible and productive. This is a busy one-day workshop to help supervisors and managers create a more dynamic, loyal and energized workplace</p> <p>This program is designed specifically to help busy managers and supervisors understand what employees want and to provide them with a starting point for creating champions.</p>	<ul style="list-style-type: none"> • Identify ways to link motivation to employee performance • Recognize the external factors that can influence performance • Discover ways to build and encourage employee accountability • Learn effective strategies to encourage and sustain employee trust • Explore ways that laughter and humor can enhance morale and increase motivation • Gain new insight into creating a motivating environment 	<ul style="list-style-type: none"> • Motivation theories • Motivation is an “inside job” • Working with human nature • Linking motivation to performance • The hidden influences that affect performance • Encouraging accountability • Building trust and hope • Using fun as a motivational tool • Sustainable strategies for a motivated workforce
Negotiating for Results	This one-day workshop will provide you with an interactive approach to negotiations. The skills you acquire will help you in your role as mediator and negotiator as well as in your day-to-day responsibilities. You will be encouraged to focus on interests rather than positions, so you can develop relationships of mutual trust, fairness and respect for one another. This is a common-sense approach based upon developing a balanced and lasting partnership to solve workplace problems. You will learn and practice effective communication skills, problem solving and consensus building, with the intention of turning face-to-face confrontation into side-by-side problem solving.	<ul style="list-style-type: none"> • Understand the benefits of good negotiating skills that take the interests of both parties into consideration. • Have an increased ability to negotiate more effectively by turning face-to-face confrontation into side-by-side problem solving. • Recognize that creating win-win solutions are the only sustainable solutions there are. • Identify those techniques that will be most effective in stressful negotiation situations. • Develop skills that take the interests of both parties into consideration 	<ul style="list-style-type: none"> • Mutual Gains Bargaining • Basic Elements of Negotiation • Criteria for Judging Negotiation Methods • Mutual Gain Options • Negotiation Essentials • Challenges to Negotiating • Fear • Preparing for Negotiation • Positional Bargaining

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<p>Orientation: Getting Employees off to a Good Start</p>	<p>One reason people change jobs is that they never feel truly welcome or a part of the organization they join. If a company spends considerable money recruiting, interviewing and perhaps even relocating employees, it makes good sense to go one step further and make the new employee feel like they have made a good decision to come to this company.</p> <p>A thoughtful new employee orientation program, coupled with an employee handbook that communicates workplace policies can reduce turnover and save that organization thousands of dollars. Whether your company has two employees or two thousand employees, don't leave new employee orientation to chance.</p>	<ul style="list-style-type: none"> • Be able to evaluate and improve your current orientation program • Recognize how to begin the orientation during the interview • Develop a plan for successful orientation for both permanent and part-time employees. • Develop an employee handbook to communicate company policy 	<ul style="list-style-type: none"> • The benefits of orientation • Planning for employee success • Setting the stage for training • Orientation template • Employee kits • Employee manual basics • What to include • What to leave out
<p>Problem Solving and Decision Making</p>	<p>As an individual, facts and knowledge can only go so far. Solving tough problems requires the ability to define the true problem, analyze the possible causes, create options, select the most feasible option, and then implement it. This two-day workshop should help individuals enhance their efforts to find sustainable solutions and learn new ways to approach problem-solving to reach win-win decisions.</p>	<ul style="list-style-type: none"> • Increase your awareness of problem solving steps and problem-solving tools • Distinguish root cause from symptoms to identify the right solution for the right problem • Improve your problem-solving and decision making skills through identifying your own problem-solving style • Improve your ability to participate in and communicate about a collaborative problem-solving process • Recognize the top ten rules of good decision making 	<ul style="list-style-type: none"> • Practical application in problem solving • Define a "problem" • Describe the ideal problem solver • Identify the types of problems encountered • The Problem Solving Model • Using fishbone analysis • Problem-solving toolkit • Facts vs. information • 10 Ingredients for good decision making • The decision-making process • Decision-making traps • Problems as given/problems as understood • Asking basic questions • Types of decisions (including bad ones!) • Implementing a decision

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<p>Sales – Selling Smarter</p>	<p>High pressure selling is no longer effective. Customers want involvement. They want to be recognized and listened to. Moreover, they don't want you to forget them once the sale is made. Two key objectives of this one-day workshop are to help employees feel more comfortable and skilled in selling to their customers and to help them identify and address some of their customer service challenges.</p>	<ul style="list-style-type: none"> • Understand the wonderful paradox: helping other people get what they want gives us more of what we want. • Use goal-setting techniques as a way to focus on what you want to accomplish and develop strategies for getting there. • Recognize the difference between features and benefits of products and services, and develop a plan for increasing product knowledge. • Identify the most critical elements of telephone sales and customer service • Understand the power of your behavior for more successful sales and customer service. • Develop communication skills to better share information and to better listen to the customer • Recognize opportunities for both individual and team problem-solving 	<ul style="list-style-type: none"> • Professionalism • Defining why you are in Sales • Selling product benefits • Four stages of Sales • Telephone techniques • How to avoid the 10 major mistakes we sometimes make • 21 great ideas for a successful career in Sales
<p>Speak Easy Public Speaking Workshop</p>	<p>This workshop is for anybody who wants to improve his or her speaking skills in informal situations.</p>	<ul style="list-style-type: none"> • To enhance the ability to speak one-on-one with others. • To develop the confidence to feel at ease, speaking socially or small groups such as meetings. • To practice developing these skills in a safe and supportive setting 	<ul style="list-style-type: none"> • The skill of interactive listening • The power of questions • Self-disclosure • Body language • Re-designing yourself for strength • What does professional mean? • The art of conversation • Fifteen ways to master a meeting • Critical circumstances and sticky situations • Controlling physical and mental nervousness

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<p>Stress Management: Managing Stress Before it Manages You</p>	<p>Today's workforce is experiencing job burnout and stress in epidemic proportions. Workers at all levels feel stressed out, insecure, and misunderstood. Many feel the demands of the workplace have become too much to handle. The financial impact of stress on corporate America is staggering. This workshop explores the causes of such stress, and suggests appropriate initiatives for the company and its employees to undertake.</p>	<ul style="list-style-type: none"> • Understand that stress is a positive, unavoidable part of everybody's life • Recognize the symptoms that tell you when you have "chronic stress overload" • Identify those situations in your life that cause you the greatest stress • Identify those actions which add to your stress • Develop strategies for changing both the situations and the actions that can be changed • Develop techniques for dealing with the situations and actions that can't be changed 	<ul style="list-style-type: none"> • What is stress? • What are the symptoms of stress/burnout? • What does stress cost our companies and its employees? • Factors that impact on our ability to manage stress • Stress management as an organizational project • Organizational support and communication • Stress management as an individual initiative • Nutrition, Exercise, Relationships, Relaxation • De-stress techniques you can use right now
<p>Teamwork: Building Better Teams</p>	<p>Teams have become a principle building block of successful organizations. This workshop is a basic course for team leaders and team members, designed to focus on the characteristics of an effective team player and the elements of an effective team. You will leave the workshop with plans for your personal development as a team player and ideas for developing your back-home team</p> <p>A critical element of this workshop is the Glen Parker Team Player Survey (PTPS), an 18 item self-assessment instrument that will help you identify your primary team player style and help you increase your personal effectiveness in team situations, and to effectively develop your group into a high performing team.</p>	<ul style="list-style-type: none"> • The PTPS will give you useful feedback about your team player style. • Identify ways you will want to change to improve your team player style • Better understand and appreciate differences among team members. • Identify those ways your team must improve to be more effective • Develop an action plan for those improvements 	<ul style="list-style-type: none"> • Your team player style • The strengths of each style • The challenges for each style • Communication tips for working with each style • Communication tips for working with each style • Characteristics of an effective team • Action plans for developing an effective team

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<p>The ABCs of Supervising Others</p>	<p>This two-day workshop is designed to help you overcome many of the supervisory problems you will encounter in your first few weeks as a boss - whether you are a team leader, a project manager or a unit coordinator. Dealing with the many problems a new supervisor encounters isn't easy but it doesn't have to lead to discouragement.</p>	<ul style="list-style-type: none"> • Help clarify roles and responsibilities of the new job • Adjust to the new role with confidence and an assurance you can handle the position • Develop your communication skills in listening, asking questions and giving feedback to employees • Develop a technique for making sure you give employees instructions that are clear and understood • Identify some techniques to deal with employee challenges such as squabbles, complaints and laziness • Recognize the importance of being visible and available to employees • Understand the importance of developing good relationships with employees and peers, so you are seen as fair and consistent 	<p style="text-align: center;">Day 1</p> <ul style="list-style-type: none"> • Getting started as a new boss • Establishing authority • Practical tips on handling your responsibilities • Identifying priorities • The communication skills you need <p style="text-align: center;">Day 2</p> <ul style="list-style-type: none"> • Dealing with employee concerns • How to work with others • Mistakes to avoid • Supervisory success
<p>The Minute Taker's Workshop</p>	<p>No matter who you are or what you do, whether at work or in the community, you are involved in meetings. And meetings are costly, even if they are held in a company boardroom. To ensure meetings are productive and worth the expense involved, three ingredients are necessary: An assurance of closure, a strong chair or leader, and accurate minutes. It has been said that if the minutes of a meeting are not accurate, then the meeting may just as well not have taken place.</p> <p>If people can't remember or agree on what actually occurred at a meeting, how can the group effectively accomplish its objectives? This one-day workshop helps minute-takers understand their role and the best techniques for producing minutes that include all the essential information needed.</p>	<ul style="list-style-type: none"> • Recognize the importance of minute-taking and be able to use this to your advantage • Be able to remedy many of the complaints that face minute-takers • Be able to write minutes that are suitable for formal meetings, semi-formal meetings and action meetings • Develop the essential skills of an effective minute-taker 	<ul style="list-style-type: none"> • The Role of a Minute-Taker • Handling common problems you experience • Minutes for formal meetings • Minutes for informal meetings • Techniques for preparing minutes • The Minute Book • Bylaws and procedures • Computers: the latest tool • Taking minutes in an interactive meeting • Listening skills

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<p style="text-align: center;">The Professional Supervisor</p>	<p>In today's changing workplace, many new supervisors are unsure of their roles and responsibilities. They have little experience dealing with the challenges of managing work through others. They haven't had the opportunity to develop those critical skills of planning work, leading their group, and communicating with their employees, their colleagues and their manager. Learning these skills can have a tremendous impact on an organization's productivity.</p>	<ul style="list-style-type: none"> • You will understand the scope and nature of the supervisory position • You will learn some ways to deal with the challenges of the role. • You will recognize the responsibilities you have as a supervisor, to yourself, to your team and to your organization • You will identify key techniques to help you plan and prioritize effectively • You will acquire a basic understanding of and develop strategies for leadership, team building, communication, and motivation and what part they play in effective supervision 	<ul style="list-style-type: none"> • Your role as a supervisor • The challenges you face and how to deal with them • Finding time to plan • Organizing & prioritizing • What it means to be a leader • Working with your team • Communicating with your employees and your manager • Your role in employee orientation and training • Motivating your team • Providing and accepting feedback • Resolving conflict
<p style="text-align: center;">Time Management: Organized for Peak Performance</p>	<p>Time is money, the adage goes, and lots of it gets lost in disorganization and disruption. Get a grip on your office space, organize your workflow, learn how use your planner effectively, say no without guilt, and delegate some of your work to other people.</p> <p>This one-day workshop helps you organize and prioritize for greater workplace efficiency. The workshop is full of ideas for organizing your work area and your paperwork and working on the "right" things</p>	<ul style="list-style-type: none"> • Develop useful techniques for setting and achieving goals • Identify strategies for using a planner effectively • Better organize yourself and your workspace for peak efficiency • Identify the right things to do and develop plans for doing them • Learn what to delegate and how to delegate well • Recognize the "interrupters" in your life and develop strategies for dealing with them 	<ul style="list-style-type: none"> • Hemisphere preference • The desire to change • Setting goals and targets • Planning and planning aids • Organizing your work area • Organizing your paper flow • Managing technology, projects & holding meetings • Delegating & learning to say "No" • Dealing with interruptions

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Train the Trainer: The Practical Trainer	If you do on the job training in your organization this workshop can help, you feel more comfortable and more competent. You will explore how adults learn and take a step-by-step approach to create training sessions that meet employee needs and you will have the opportunity to practice these skills in a safe environment. Training results are too important to leave to chance. Register today, so you will be prepared, when you are asked to “Stand and Deliver.”	<ul style="list-style-type: none"> • Consider the participants and their training needs • Understand different learning styles and adult learning principles • Know how to write objectives • Evaluate whether objectives have been met. • Develop an effective training style • Use the training aids and techniques appropriately • Know how to create an instruction guide • Conduct a short group training session that incorporates these training concepts 	<ul style="list-style-type: none"> • Successful training programs • Adult learning principles • Learning styles • Training objectives • Effective trainers versus ineffective trainers • Training aids • Training techniques • Instruction outlines • Presentation skills
Understanding Project Management	As organizations become more project-driven, there is a growing need for you to be fully aware of the key elements of a successful project. If you are new to project management, you will learn exactly how to guide your project from beginning to end, from setting priorities to controlling expenses, using proven tools and seasoned advice.	<ul style="list-style-type: none"> • You will understand what “projects” are, and how they are becoming a part of organizational thinking. • You will identify your role as project manager and the skills required of you. • You will recognize the steps you must take to keep budgets on track and on budget. • Identify the key factors in project success • You will establish guidelines for building and controlling a budget • You will become more skilled at presenting ideas and asking for feedback. • You will identify techniques for benchmarking your organization. 	<ul style="list-style-type: none"> • Defining a project • Project life cycles • Selling your own project ideas • Role & skills of the project manager • Setting project goals • Why projects fail and how to avoid this • Risk and contingency planning • Creating network diagrams • Building a winning team • Managing meetings • Building a budget and controlling costs

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Writing that Works: Advanced	<p>This is a one-day workshop devoted to writing letters of congratulations, persuasion, refusal or action that reflect current word usage and up-to date formats. Participants will also learn how to write professional memos that are brief but concise, clear yet direct, complete and correct.</p>	<ul style="list-style-type: none"> • Learn the value of good communication • Revisit the rules of good grammar and clear communication Develop an appropriate letter-writing style • Improve sentence construction and paragraph development • Develop effective business letters for tough situations • To apply these skills in real work applications 	<ul style="list-style-type: none"> • How to make your writing clear, concise, correct • Guidelines for effective business writing • How to write business letters • Business letter format • 7 ways to simplify your writing • Sentence and paragraph construction • How to write a business case • How to write a Request for Proposals
Writing that Works: Basics	<p>For those who must write as part of their job, being able to write well is a real career boost. Learn how to capture your thoughts on paper so they are strong and persuasive, but at the same time clear, concise, complete and correct.</p> <p>We can think about writing either as a process or as a product, the finished piece of writing. If we can think of it as a process, then by changing the way we go about writing, we can change the finished product. While participants will still be aiming to turn out a good product, their sense of satisfaction will arise partly from a greater appreciation of the process by which they get there. This workshop will concentrate on the nitty-gritty details that writers have to contend with, and give them some practical advice on making the job less difficult. They will also have opportunity to discuss their writing problems and share solutions with others in the workshop.</p>	<ul style="list-style-type: none"> • Have a better grasp of the basics of writing—that is, better appreciate the grammar, spelling, punctuation and sentence structure required for writing correctly. • Practice the ability to write concisely and clearly, so that the reader will grasp quickly the message of the written material. • Learn the process of gathering material, putting it in a format that addresses the points under discussion, and bringing closure to the situation, through recommendations or next steps. • Develop a writing style in keeping with that used by experienced writers 	<ul style="list-style-type: none"> • Clarity, Interest, Style • Simplifying the complex • Grammar, Spelling, Punctuation • Purpose • Organizing material • Drafting reports • Signposts • Proofreading • Revisions

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<p>Writing that Works: Email Intelligence</p>	<p>Email is <i>the</i> way business communicates! The world has become much smaller now that we have the ability to send and receive email messages over great distances at an incredible speed. Due to the ease of use, it has the potential to be abused. If each of America's 100 million workers made just one \$10 communication error (and most make more than that), it would cost the economy over a billion dollars. The average executive spends four hours a day reading letters, emails and reports. Eighty percent of those execs say much of this time is wasted because of poorly written materials. Many employees from executives to support staff would benefit from additional training in order to write clear and concise business email. It's a fact. Badly written email waste time and money and damage a company's image. Attendance at this workshop guarantees improved communication skills by combining self-paced learning with guidance from a professional writing coach.</p>	<ul style="list-style-type: none"> • Learn essential email writing techniques • Recognize the special needs of email readers • Practice the ability to write clear and concise email, so that the reader will quickly grasp the message and know exactly how to respond • Learn the rules of email etiquette • Apply the basics of writing—that is, grammar, spelling, and punctuation and sentence structure to make sure emails are correctly written • Improved communications • Understand how to save time and money by writing emails that get results 	<ul style="list-style-type: none"> • Email Usage Assessment • Avoiding litigation • Writing effective emails • The mechanics of writing good emails • The four C's of communication • Spelling and punctuation • Email etiquette • Winning email • Email – To send or not send • Managing your team using email
<p>Writing that Works: Reports and Proposals</p>	<p>This two-day workshop is intended to help you do the writing your job demands. If you are a manager at any level in business, government, or industry, you must write reports. Whether you want to or not, you write to explain things, to smooth relationships and to convince others of the value of some course of action. Writing must be clear, concise, complete, and correct. It must also convey your message in a courteous tone. The workshop will help you to identify the range of this kind of writing, the forms it takes and the persuasive techniques it requires.</p>	<ul style="list-style-type: none"> • Learn the value of good written reports as a communication tool • Develop paragraphs that introduce, connect, develop and conclude some part of an idea • Recognize an appropriate and professional format • Use headings and subheadings as signposts • Prepare reports and proposals that inform, persuade and provide information • Proofread your work so you can feel confident it is clear, concise, complete and correct • Apply these skills in real work applications 	<ul style="list-style-type: none"> • Clear, concise, complete, correct • Constructing paragraphs • Readability index • Planning reports: PAFEO • Editing and revising • Direct vs. indirect approach • Organizational strategies • Headings and subheadings • Tables and graphs • Format for reports • Reports vs. proposals • Steps in the persuasion process