




Learning & Development Workshops & Activities

Facilitator: Sam Caballero, CPTD

(210) 859-0474




Learning & Development Workshops						
★★★	🕒	Workshop	Audience	Description	Learning Objectives	Materials
Accountability	1.5 hours	 <p>Accountability: Don't hold them accountable, build accountable leaders!</p>	-All	<p><i>What is the difference between responsibility and accountability? Is being accountable something one is born with or, is it learned? As leaders, we engage with our teams as well as our peers with the assumption that things will get done. It is not about holding people accountable it is about developing leaders who are accountable. This workshop will provide leaders with best practices that can assist them in modifying an environment where participants would want to engage more in being responsible and accountable.</i></p> <p><i>Live or Webinar</i></p>	<ul style="list-style-type: none"> Define and differentiate between responsibility and accountability List and reference past experiences on the results of forcing someone to become accountable List and describe the various aspects what can be implemented to modify the workplace culture to assist team members in becoming responsible and accountable intrinsically Define mindset and explain how it supports one's engagement in becoming responsible and accountable 	<ul style="list-style-type: none"> No items needed
Agility	1.5 hours	 <p>Agility Ability: Flexing Mindset Intentionally</p>	-All	<p><i>You have just sat down at your desk with the intention of completing a data analysis project when, you receive a call from your boss asking what you are working on? As you respond he tells you he needs to prepare a report on six months' worth of customer traffic and trends. He then tells you to stop what you are working on so you can help. What would be your next step once you got off the phone? Could you quickly turn your attention and focus on this new task even though you are still emotionally engaged with the previous one? This workshop will engage the participants about agility as it pertains to mindset. It will also provide tools in how to refine and increase one's agility quotient so you can meet expectations and achieve your goals.</i></p>	<ul style="list-style-type: none"> Define agility quotient and explain how it relates to mindset Describe how emotional intelligence can support and hinder one's ability to be agile in their thinking as well as their reaction List and explain the various tools that can assist in increasing one's agility quotient Utilizing scenarios, evaluate if the described situation follows best agile practices 	<ul style="list-style-type: none"> No items needed
Engagement	1.5 hours	 <p>Business Etiquette: The Do's & Don'ts</p>	-All	<p><i>From handshaking to the placement of a napkin while at dinner all communicate a variety of messages. Ensure you are communicating a message of professionalism, intentional engagement and confidence. This workshop provides information as well as insight through various scenarios to ensure impressions are made and end results are achieved.</i></p>	<ul style="list-style-type: none"> Define business etiquette and explain the importance it plays in creating a personal brand List the various business etiquette topics and engage the participants in a scenario presenting each one Explain the importance of business etiquette and summarize how this relates to achieving objectives and goals. 	<ul style="list-style-type: none"> No items needed

- Emerging Leader – Sole Contributor
- Advancing Leader – Senior Manager / Director Level
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<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Agility</p>	<p style="writing-mode: vertical-rl; transform: rotate(180deg);">1.5 hours</p>	 <p>Building Mindset, One Sip at a Time</p>	<p>-All</p>	<p><i>As a person approaches a situation or a challenge, what steps do they take to resolve or address it? Do they know about the power of their choices? Are they open to new ideas or a new approach? In this workshop we prime participants on the power of mindset and the ability to learn and apply experiences to their next chapter. Coffee is utilized during an activity to showcase how one can truly change their mindset to help themselves in achieving their end-result.</i></p>	<ul style="list-style-type: none"> • Explain and define mindset to include how it can be a psychological roadblock • Define fixed mindset vs. growth mindset to include describe the difference of their overall impact • Explain the process of changing one’s mindset through the use of coffee • List the various best practices that can be implemented to maintain a growth mindset 	<ul style="list-style-type: none"> • Coffee • Condiments
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Accountability</p>	<p style="writing-mode: vertical-rl; transform: rotate(180deg);">1 hour</p>	 <p>Building a Personal Support System</p>	<p>-All</p>	<p><i>Regardless of your current life situation everyone is constantly challenged by needs and goals. As you engage with trying to achieve your goals; what tools, resources and people can you rely on in order to move forward? This workshop will focus on helping you analyze your needs and establish a support system to assist in obtaining your own personal support system or how some may say; your Personal Board of Directors (BOD) which, will help you stay on track in achieving your goals and you hold your accountable to them.</i></p>	<ul style="list-style-type: none"> • Explain the process of analyzing true needs and resources needed to assist in achieving them • Define team and explain the elements of what makes a supportive one focused on achieving the identified personal goals • Define the Board of Directors and the related diagram to include explain how it is created • Explain the process if the BOD and other supports systems are working 	<ul style="list-style-type: none"> • No items needed
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Engagement</p>	<p style="writing-mode: vertical-rl; transform: rotate(180deg);">1.5 hours</p>	 <p>Building Relationships Through Emotional Intelligence</p>	<p>-All</p>	<p><i>Some would say that we are our worst enemy based on our lack of self-awareness. What is self-awareness? How does it look like? Can we tell the difference? Studies have shown that lack self-awareness can lead to loss of jobs and relationships. The ability to recognize and self-manage can in-turn build positive working relationships with our peers, subordinates, supervisors and even our friends and families. This workshop will assist you in building positive and productive working relationships by providing a variety of tools, resources and insight as it pertains to Emotional Intelligence.</i></p>	<ul style="list-style-type: none"> • Define and explain emotional intelligence and how it impacts our ability to build personal or professional relationships • List and explain various techniques on building self-awareness and social-awareness so one can self-manage in order to reach the goal of building positive working relationships • Explain the process of identifying if your efforts are meeting the identified expectations and what to do if they are not 	<ul style="list-style-type: none"> • Emotional Intelligence 2.0 Book • Self-Assessment

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Agility	1.5 hours	 <p>Changing Workplace Culture Through Legacy Leadership</p>	-All	<p><i>Companies and organizations spend money and resource in building the skills and knowledge of their teams in order to support the goals and objectives. Unfortunately, if the work environment and organizational culture is not in sync with the learning and development initiatives then it will negatively impact team member performance. This workshop engages leaders on being aware of the organizational culture and to initiate next steps in re-navigating it.</i></p>	<ul style="list-style-type: none"> Define workplace culture and explain how it impacts the environment which directly affects team member performance List examples of various organizations on how intentional pivoting of the organization’s culture provides a positive result List and describe the various best practices to include a set of expectations to ensure what is implement is effective 	<ul style="list-style-type: none"> No items needed
Engagement	2 hours	 <p>Communicating to Get Mutual Understanding</p>	- All	<p><i>Mutual understanding is the true goal of communication and yet, we struggle with achieving this daily. So what can be done to communicate more effectively with peers, subordinates, supervisors and even our family and friends? This workshop will take an in-depth look at communication through different frameworks. It also includes a variety of exercises and best practices that can be implemented when you are finding it difficult to communicate overall.</i></p>	<ul style="list-style-type: none"> Define and explain the communication model to include how to achieve mutual understanding Explain the importance of active listening and how it can prevent mutual understand Describe the various types of listeners and contrast them with each other to showcase the importance of flexing their communication abilities Inform on the various barriers to listening and the techniques to improve your overall listening skills 	<ul style="list-style-type: none"> Listening cards
Agility	1.5 hours	 <p>Change: How it can work for and not against you!</p>	-All	<p><i>It is said that what does not change is change itself but, change in any situation can be difficult to embrace. We live in a world that is vulnerable, uncertain, chaotic and ambiguous (VUCA) so how can you accomplish anything and still come out ahead? Change overall can make life difficult but you can engage in it positively. Get ready as this workshop will help you embrace change and target it so it can benefit you.</i></p>	<ul style="list-style-type: none"> Explain the concept of change and how the VUCA approach can benefit you Describe the five steps in embracing change and how user-friendly resources can be beneficial Contrast how one’s approach to change can result in success regardless of the situation 	<ul style="list-style-type: none"> Five Step card
Agility	3 Hours	 <p>Change Management: Pivoting with Intention & Calculation</p>	<p>-Rising Leaders -Advancing Leaders -Strategic Leaders</p>	<p><i>Many believe that change management could be identified as a “soft-skill” but, it is very much a rigorous, methodical and measured process that when executed correctly, can yield success. This three hour workshop will take participants on an interactive journey engaging them on various concepts, resources and tools that will assist in maintaining and managing change. A more in-depth approach can be taken with this subject. Please contact the facilitator for more information.</i></p>	<ul style="list-style-type: none"> Define and explain change management to include its benefits and challenges List, explain and describe Kotter’s Eight Steps to Change Management and its relation to managing programs and projects Describe the importance of accountability and responsibility when managing and directing change 	<ul style="list-style-type: none"> No Items Needed

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Accountability	1.5 hours	 <p>Conflict: Resolving the Inevitable</p>	-All	<p><i>The question is why does conflict occur and what can we do in order to prevent it from happening? Most importantly, what can we do to try to resolve it prior to it escalating to another level? Equip yourself with the information necessary to enhance your awareness in order to mitigate and / or eliminate conflict altogether.</i></p>	<ul style="list-style-type: none"> Define conflict resolution and explain the various steps utilized to deescalate a situation Explain how mannerisms, language, information, perspective all plays a role in how to eliminate or deescalate a situation Describe various situations in how a conflict was resolved with the utilization of various techniques 	<ul style="list-style-type: none"> Conflict Resolution card
Engagement	2 hours	 <p>Discovering You, Your Future & Next Steps</p>	-Emerging Leaders -Rising Leaders	<p><i>Yes, there is a difference between a job and a career. So ultimately, what do you want for yourself when it comes to a career and what are you willing to do to get there? This workshop will take the participants on a journey from understanding what they want for themselves in a career and what they will have to do to engage in the resources, tools and tactics needed to get to the next level.</i></p>	<ul style="list-style-type: none"> Inform on the journey of self-discovery and what it can result Explain the process of identifying resources and tools necessary to plan your future career Define the importance of a resume and cover letter to include explain the process in creating both Explain interview purpose and preparation requirements 	<ul style="list-style-type: none"> Resume template Cover template
Engagement	1.5 hours	 <p>Diversity & Inclusion for Leaders</p>	-Rising Leaders -Advancing Leaders -Strategic Leaders	<p><i>Talent in the workplace comes in different mindsets, perspectives, backgrounds, experiences, levels of engagement, as well as a variety of other personal and physical characteristics. Studies and research have proven that a diverse and inclusive workplace are more innovative, productive, efficient and assists teams in achieving their goals. As leaders do you know how to embrace, engage, harvest and leverage that diversity of talent? In this workshop, participants will engage in establishing a strategy in becoming diverse and inclusive as well as identify methods to eliminate their own personal biases towards being more inclusive.</i></p>	<ul style="list-style-type: none"> Define diversity and inclusion to include lists its benefits as they relate to workplace performance Identify and explain the strengths and challenges of diversity in the workplace Analyze and explain how one's identity defines their personal views, perceptions and values to include how they form our personal defense mechanism and biases Explain the process of in developing and implementing diversity and inclusion in their own organizations 	<ul style="list-style-type: none"> No items needed
Accountability	2 hours	 <p>Employee Performance Feed-forward</p>	-Rising Leaders -Advancing Leaders -Strategic Leaders	<p><i>How do you improve performance? And why is it only talked about once a year? Workplace performance it based on requirements, goals and targets, but it is also about what is communicated and how it is communicated. This workshop equips rising, advancing and strategic leaders with the necessary tools to prepare and present a yearly employee performance using the Feed Forward approach with the goal of enhancing and increasing team member contributions.</i></p>	<ul style="list-style-type: none"> Explain the primary purpose of employee performance reports and how it should be utilized Explain how to observe and notate employee performance to include how they should be recorded Explain and describe how the employee performance report should be prepared, what content should be included Define feed-forward, contrast this to feedback and explain how this communication approach will result in increased engagement and productivity 	<ul style="list-style-type: none"> Employee performance report example

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Agility	1 hour	 <p>Engaging Teams in Design Thinking</p>	-All	<p>For many years, companies and organizations have tackled with the challenge of how to be inclusive with all team members to ensure thoughts, ideas, and best practices are captured. Ideas generated by employees contribute to billions of dollars in revenue. This workshop will introduce the concept of design thinking, it will cover step by step the framework around it, and participants will experience first-hand how to take an idea to completion.</p>	<ul style="list-style-type: none"> Define design thinking and describe how organizations have utilized this tool to capture and utilize various thoughts and ideas Explain when design thinking would be best utilized and leveraged Illustrate the design thinking process and utilize a challenge to identify a possible solution to showcase how the process functions 	<ul style="list-style-type: none"> Flip chart paper Markers Post It Notes
Accountability	1.5 hours	 <p>Establishing & Keeping Value-Added Goals</p>	-All	<p>What drives us to do the things that we want to do or must do? This workshop will dive deep into what makes us establish either personal or professional goals. It will focus on steps to take from goal setting to results. Lastly, it will showcase how goal setting brings value and a return of investment.</p>	<ul style="list-style-type: none"> Define what are SMARTER goals and explain why we set them Describe tactics on ensuring set goals are created, executed and completed Provide information on how to get yourself ready to tackle those opportunities & challenges 	<ul style="list-style-type: none"> SMARTER Goal creation plan
Engagement	4 hours	 <p>Four Lenses: Identifying What Motivates The Person™</p>	-All	<p>There are multiple beliefs of what drives and motivates a person. Some believe that these drivers are learned as a person grows into adulthood. Others believe they are learned as a child and change as we mature in general. However, there is a theory that these drivers are intrinsic and have been with us since birth. Whatever they are they influence all of us in how we create and maintain relationships which will also impact our ability to achieve our results. This workshop will explain this concept, assist the participants in identifying their influences / temperament and provide guidance in what to do with this information.</p>	<ul style="list-style-type: none"> Define and explain the Four Lenses program and how it impacts the person and the team Identify the participants temperament or motivating factors that drive personal decision making Provide an environment where participants can connect with each other Explain how know your temperament impacts the personal and organizational-based results 	<ul style="list-style-type: none"> Four Lenses Participant Handbook
Engagement	1.5 hours	 <p>Generational Differences in the Workplace</p>	<p>-Rising Leaders</p> <p>-Advancing Leaders</p> <p>-Strategic Leaders</p>	<p>Generational gap as many refer to it, are the differences in thinking and approach in today's workplace. The question though is do we have enough information to make any assumptions of the performance of each group makes and what are we willing to do to know more about their various contributions in general? Believe it or not, every workplace contributor brings a great deal to the table. We just need to do more to truly engage with them. So learn more on how this engagement can be done through this interactive workshop.</p>	<ul style="list-style-type: none"> List the current four generations in the workplace List their differences on how life events shape generational values Identify potential misunderstandings when different generations work together Identify generational feedback styles Explain behavioral styles and their importance on leadership strategy 	<ul style="list-style-type: none"> Multi-generational chart

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Engagement	1.5 hours	 Great Guest Service	-All	<p><i>Do you know why the organization you work for is in business? Do you know what type of services the company provides? Do you know its purpose and who your customers are? Ultimately, clients / customers / guests, are the reason why business exists. So what to do in order to take care of our guest's needs and how do we keep them coming back for more. This interactive workshop will focus on the "why", how to deliver an excellent customer service experience and why employee empowerment is at the center of a great customer experience.</i></p>	<ul style="list-style-type: none"> Define great guest service and what it means for any organization based on the services they provide and what they expect in return Explain and describe the efforts in taking care of the guests needs but still maintaining the organization's standards Explain the power and the expected results of Employee Empowerment and, how it can resolve various issues related to the guest 	<ul style="list-style-type: none"> No items needed
Accountability	2 hours	 Impact to Financial Performance due to Productivity Changes	-All	<p><i>Bottom line, employee performance has a direct impact to profitability. When changes begin to occur because of scope creep or some other intentional or unintentional cause; can leadership react appropriately to mitigate the negative effects? In some aspects, some project leaders may not have the skill or knowledge to notice these changes until it is too late. This workshop provides information on how the slightest change can make a huge impact on performance ultimately affecting profitability.</i></p>	<ul style="list-style-type: none"> Explain how measuring profits, utilizing an income statements and, managing cost can enhance profitability Describe how proactive leaders / managers can directly impact and control overall project costs Explain and demonstrate how proactive changes can dramatically impact the bottom line 	<ul style="list-style-type: none"> No items needed
Engagement	1.5 hours	 Management 101: You & People	-Emerging Leaders -Rising Leaders	<p><i>What does it mean to run an organization, manage the operation and the support its people to yield positive results? For some, this is a no brainer and can be easily done. For others, it may be a struggle to even imagine themselves in making a crucial decision in telling someone what to do. Let this workshop show you basic concepts of management, how to get yourself optimally organized and what to do when facing an obstacle or challenge.</i></p>	<ul style="list-style-type: none"> Define management and management effectiveness to include the role of a manager List and describe the various managerial styles and the associated activities that contribute to managerial effectiveness Explain the process of organization and how it can bring clarity to your overall purpose to a mission or operation 	<ul style="list-style-type: none"> Mgmt. Styles Assessment
Accountability	2 hours	 Managing Your Talent Pipeline	-Rising Leaders -Advancing Leaders -Strategic Leaders	<p><i>Organizations need skilled and an educated workforce so goals and objectives can be accomplished. As organizations strategize on how to attract and develop their talent, do they also know how to identify high potentials, transfer skill and knowledge, and implement a succession plan organizational-wide? Most importantly, is your talent aligned with your organizations vision and mission? This workshop focuses on solutions on how to identify, build and retain a talent pool to ensure this valuable resource is sustainable for years to come.</i></p>	<ul style="list-style-type: none"> List and summarize the US population statistics and explain its impact on attracting, developing and retaining talent Define talent pipeline, list its various elements and explain the resources necessary to ensure it viability List and explain the various methods organizations are now utilizing to ensure success in the implementation and maintaining of talent engagement strategies and tactics 	<ul style="list-style-type: none"> No Items Needed

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Engagement	1 hour	 <p>Me Inc. Building a Positive Personal Brand</p>	-All	<p><i>How do people perceive you? What do people say when you leave the room? Are you reliable, dedicated, hard-working and focused on the job at hand? Companies spend a lot of time and money building and taking care of their brand and so should you. This workshop offers the opportunity to identify tools that can assist in recreating yourself as a positive brand and find success in achieving your goals</i></p>	<ul style="list-style-type: none"> Define positive personal brand and how it can benefit you at home and at the workplace Explain the elements of a positive personal brand and how to create them for yourself based on your own intrinsic value system Describe the challenges that prevents one from creating a positive personal brand and how to overcome them 	<ul style="list-style-type: none"> No items needed
Engagement	1.5 hours	 <p>Negotiation Skills</p>	<p>-Rising Leaders -Advancing Leaders -Strategic Leaders</p>	<p><i>As you prepare and approach a meeting with a client, what comes to mind? Are you focused on advocating for the organization you represent or are you engaged with taking care of the client's needs only? Have a focused and productive engagement with the client with the understanding of my overall purpose and, that we can engage in a win-win situation that will benefit your company first.</i></p>	<ul style="list-style-type: none"> Define and demonstrate great negotiation skills to include the five basic skills that make up the overall skill-set Describe and explain the position of how being calm and objective while negotiating with the client can prevent poor decision making and yield a great outcome List, describe and explain the steps of negotiation and how they relate to your overall goals and objectives 	<ul style="list-style-type: none"> No Items Needed
Engagement	2 hours	 <p>Networking: The Power of Connecting with Others</p>	-All	<p><i>For some, going into a room full of different people with various backgrounds can be petrifying. The thought of speaking to someone you don't know can be difficult. This workshop provides information and simple steps on how to gauge the room in an impactful and meaningful manner to include, how to craft your verbal business card and how to leave a lasting positive impression.</i></p>	<ul style="list-style-type: none"> Define and explain networking to include benefits List and describe the ten best practices of an engaging conversation Define and explain the verbal business card and engage participant in creating their own Conduct a speed networking exercise and summarize results 	<ul style="list-style-type: none"> No Items Needed
Accountability	1 hour	 <p>Optimizing You & Others Through Motivation</p>	-All	<p><i>The days of daggling a carrot in front a co-worker, partner or subordinate are over when it comes to motivating them as the workforce has changed. Discover what truly motivates a person and how to utilize these techniques to optimize workplace performance overall.</i></p>	<ul style="list-style-type: none"> List the previous beliefs of what motivates people and explain how they counteract effective workplace performance Explain the Spectrum of Motivation and how it can assist in shifting people from suboptimal to optimal motivation List and explain Psychological Needs and describe how this holds the key in motivating teams to include maintaining a high level of motivation for all 	<ul style="list-style-type: none"> Spectrum of Motivation Graph

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Agility	1 hour	 Resiliency: Next Steps When the Going Gets Tough	-All	<p><i>As the songs says, “as the going gets tough, the tough gets going.” Obviously, this is easier said than done when challenges and problems begin to arise along with the factors of stress. So, what to do next, how to continue moving forward and where to go for tools and resources? This workshop engages the participants on defining what it means to be resilient, how to move forward in their own resiliency journeys and to be ready for the next challenge.</i></p>	<ul style="list-style-type: none"> Define resiliency and explain how it differs from one person to the other Describe the resiliency process and how it can build one’s resiliency quotient regardless if they are at work or at home Utilize scenarios on how resiliency impacted the outcome of various situations 	<ul style="list-style-type: none"> No Items Needed
Accountability	2 Hours	 Seven Steps to Enhance Workplace Safety	-All	<p><i>Everyone deserves to work and engage in their vocation in a safe environment free of danger and threats. However, if the leader is not focused on providing a safe work environment then workplace performance will fall. What can leaders do to ensure the creation of environments where teams can engage, aspire and support the organization’s goals and objectives? This workshop allows leaders to identify what needs to be implemented to ensure a safe work environment.</i></p>	<ul style="list-style-type: none"> Define and explain workplace safety as well as the various factors that prevent a safe environment Explain how culture and environment have a direct correlation and impact to workplace safety Explain and demonstrate the seven steps that can enhance workplace safety 	<ul style="list-style-type: none"> No Items Needed
Accountability	1 hour	 Six Steps in Managing Time	-All	<p><i>We had 24 hours a day a century ago, and we will have 24 hours a day for the rest of our lives. One cannot create more time in a day or week but, can you identify and prioritize the things that will bring more value to your life in general? Take these six small steps that when used effectively, will pay out big dividends in how you engage with your time and ultimately; how you can get ahead.</i></p>	<ul style="list-style-type: none"> Define & describe what is time management and its benefits Identify how to implement the six steps to mastering time Identify the causes of poor time management and how to overcome them 	<ul style="list-style-type: none"> Six Step cards
Engagement	2 hours	 70/20/10: Creating a Team Member Training Strategy	-Rising Leaders -Advancing Leaders -Strategic Leaders	<p><i>The biggest challenge for most organizations is the cascading of skill, knowledge and information to their workforce. Most importantly, to identify if the training plan or overall strategy is working. 70/20/10 is a learning and development methodology created by the Center for Creative Leadership with the goal of enhancing workplace performance through the professional development of the organization’s employees. Take this insightful workshop that will provide a great deal of information on how to make learning easy as well as how the learned information can be easily accessible. For more information on a customized assessment, curriculum development and program delivery please contact the facilitator.</i></p>	<ul style="list-style-type: none"> Explain the process and procedure of identifying workplace performance gaps and how organizational development can mitigate them List and define training and education related terminology to include how it relates to workplace performance Explain the 70/20/10 training methodology and describe how training plans and follow up mechanisms can enhance workplace performance Explain the process of evaluating the training / educational solution utilizing the Kirkpatrick 4-Levels of Evaluation to identify if it met the specified requirements 	<ul style="list-style-type: none"> No Items Needed

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Engagement	3 hours	 <p>Speak with Power & Influence</p>	<p>-Emerging Leader</p> <p>-Rising Leaders</p>	<p><i>You have been approached by your supervisor asking if you would provide a brief presentation on a particular topic. This means that you will have to get in front of the team of 35 participants which also means you may find yourself incredibly nervous; so what to do! This workshop will provide information and best practices on how to properly prepare for your presentation to include how to optimize both your stage presence and overall training platform skills.</i></p>	<ul style="list-style-type: none"> Define training and education and how it relates to accumulating knowledge and enhancing skill Explain and define adult learning theory and how it relates to enhancement of workplace performance Explain and describe the four learning styles and the Four Step Learning Method Define, create and demonstrate powerful presence 	<ul style="list-style-type: none"> No Items Needed
Accountability	1.5 hours	 <p>Trust and The 4 Keys in Building Relationships</p>	-All	<p><i>Regardless of the type of relationship you have with another person whether it is professional or personal; how can it be successful without trust? It is unknown who said the following, “trust take years to build, seconds to break, and forever to repair” but, it resonates with the foundation that every relationship should have which is, a level trust where both parties can interact with each other in a positive and productive manner. This workshop engages the participants on how they can begin the process of developing a sense of trust with one another and build long lasting relationships.</i></p>	<ul style="list-style-type: none"> Define trust and explain its impact on building and maintaining positive and productive relationships List and explain able, believable, capable and dependable (ABCD Trust Model) as it relates to one being trustworthy versus if the other party can be trusted Utilize the ABCD Trust Model assessment to identify one’s trust competency Explain the five steps in rebuilding damaged trust 	<ul style="list-style-type: none"> ABCD Trust Model Assessment
Engagement	2 hours	 <p>You & Your Leadership Presence</p>	-All	<p><i>It is said that regardless of your position, everyone is a leader. Do you have to be a supervisor to be a leader? The answer to this question is; no. Ultimately, what are the elements that make a leader versus a manager? In this workshop it will define leadership and, explain the various elements of what makes a great leader. It will also provide some insight on the type of leader that needs to be present when approaching a challenge.</i></p>	<ul style="list-style-type: none"> Define and explain human relations to include fostering a place to live and work and resolving conflict Define leadership and how it can positively and negatively impact the workplace Explain leadership styles and situational leadership to include attributes of a manager vs. a leader 	<ul style="list-style-type: none"> Situational cards Behavioral Style Assessment
Accountability	1.5 hours	 <p>Value Quotient: Identifying If What You Do Matters</p>	-All	<p><i>Why we do the things we do? What is our methodology in prioritizing? How do we know what we are doing will help us in achieving our goals and objectives? As we engage and interact in either our personal or professional lives, we rely on various methods to help decipher how we plan and execute our day. Some do better at planning while other just simply execute. The question; does it work out when you simply just execute. This workshop helps in navigating the complicated world of deciphering how one should prioritize their “to do list” and identify if their value quotient is benefiting them.</i></p>	<ul style="list-style-type: none"> Define value quotient and explain how it is utilized Explain the process of identifying the true value in what is being engaged List various scenarios and explain how true value can assist in achieving your goals and objectives 	<ul style="list-style-type: none"> No Items Needed

- Emerging Leader – Sole Contributor
- Advancing Leader – Senior Manager / Director Level
- Rising Leader – Supervisor / Manager Level
- Strategic Leader – Executive Leadership

Learning & Development Workshops & Activities

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Engagement	2 hours	 Values Based Leadership	<ul style="list-style-type: none"> -Emerging Leaders - Rising Leaders 	<p><i>What are values, why are they so important in today's workplace and are they a guide to how we lead? This workshop defines values, engages one in identifying their intrinsic value system and guides the participant in connecting with others based on what they have discovered about themselves. In addition in knowing more about themselves, this workshop will help in relating to others especially when there is conflict.</i></p>	<ul style="list-style-type: none"> • Explain and discuss the importance of values • Define and identify one's personal values through an assessment process • Introduce and explain the leadership competency model as it pertains to values 	<ul style="list-style-type: none"> • Values cards • Leadership competency model
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Performance & Talent Engagement Activities					
★★★ 🕒	Activity	Audience	Description	Activity Objectives	Materials
Agility 2.5 hours	 Design Thinking Exercise: Engaging All Ideas	-All	<i>The power of an idea can generate millions in revenue for organizations. Those insights and creative ideas can come from anyone within the company. This in-depth exercise engages all team members by providing a platform where everyone can contribute their innovative ideas and solutions, regardless of business unit or position.</i>	<ul style="list-style-type: none"> • Introduce design thinking and explain the process of how to identify and select content • Conduct an exercise that explains and elaborates the designed thinking process while providing participants the experiential engagement • Summarize the exercise by highlighting key areas and topics 	<ul style="list-style-type: none"> • Flip chart paper • Markers • Post It Notes
Engagement 6 hours	 Performance Improvement Exercise	-Senior Level -Mid Level	<i>Workplace performance can be enhanced tremendously when an organization's culture and awareness is focused on goals and objectives. So the question is, are the various processes and procedures utilized to achieve defined goal and objective targets? This activity focuses on identifying if the various processes, procedures, organizational resources and tools necessary to meet the goal and objective requirements are based on the company's value and needs</i>	<ul style="list-style-type: none"> • Identify and list the organization's goals and objectives • Identify and list the organization's processes, procedures, resources and tools both tangible and intangible in how they directly support the organization's goals and objectives • Analyze the various processes, procedures, resources and tools to identify value and talent quotient • List and recommend the various processes, procedures, resources and tool that should be implemented and determine a future plan to evaluate their effectiveness 	<ul style="list-style-type: none"> • Flip chart paper • Markers • Post It Notes

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Engagement	6 hours	 SWOT Analysis	-All	<p><i>In order for organizations to meet targeted goals and objectives, they must truly engage and increase awareness on what drives profitability, what could endanger sources of revenue, identify short and long term opportunities and be mindful of the internal and/or external elements that they cannot change. This activity which requires all key stakeholders' participation is a great way to better understand where the organization is at currently in its overall performance and, what it will need to do modify or enhance itself for the future.</i></p>	<ul style="list-style-type: none"> • Identify and list the following based on the participants feedback: <ul style="list-style-type: none"> ○ Strengths / Weaknesses / Opportunities / Threats • Review each quadrant of the SWOT Analysis and combine “like-items” • Based on what the SWOT Analysis identified list the following: <ul style="list-style-type: none"> ○ Leverage Strengths ○ Mitigate Weaknesses ○ Identify & Prioritize Opportunities ○ Acknowledge Threats • Compare and contrast the identified items from the analysis with the current organizational goals and objectives to determine the following: <ul style="list-style-type: none"> ○ Realities of current business model ○ Determination to move forward with completing the SWOT Analysis • Identify and create a list of both short- and long-term goals based on the topics discovered in the SWOT Analysis 	<ul style="list-style-type: none"> • Flip chart paper • Markers • Post It Notes
Engagement	4 hours	 Team Building Exercise	-All	<p><i>Coming together as one group can be a challenge especially when there may be differences in thinking or other obstacles that prevent true team mentality. To build strong cohesive teams that engage with each other in a productive and positive way takes hard work, courage and a level of trust. The best way to accomplish this is to bring all members of the team into a safe/judge free environment. Work starts when the team is introduced to a challenge where they in-turn must intrinsically resolve the issues at hand. In most cases as the team faces the challenge, the team's cohesiveness begins with some amazing results. Please contact facilitator for customized and multi-day programs.</i></p>	<ul style="list-style-type: none"> • Introduce all participants to each other utilizing an exploratory method • Introduce the challenge to all participants to include rules of engagement, objective of the event and related surprises but not to disclose the information • Conduct the Team Building Exercise and monitor the event as it is being executed • Review the results of the Team Building Exercise • Refer to the participant introductions as well as provide other insights that support the overall purpose of the exercise • Summarize the primary “take-aways” of the exercise 	<ul style="list-style-type: none"> • To be determined based on the activity