

Custom Training To Improve Communications and Performance

We customize training on these topics to match your group's interests and needs:

- Improving Consulting Effectiveness:
Adding Value, Getting Your Expertise Used
- Improving Supervisory and Management Skills: Managing
Performance, People Relationships and Self
- Improving Presentations:
From Dog-and-Pony Show To Meaningful Dialog
- Improving Strategic Planning:
SWOT, Vision, Values, Full Implementation

Customized Training

**Improving Consulting Effectiveness:
Adding Value, Getting Your Expertise Used**

If I'm the expert, why aren't people listening to me?
Consultant's lament

As organizations pay more attention to the bottom line, they make increasing demands of the many people who perform consulting roles not only to serve as experts but also to get their expertise used, partner with clients and peers and add value. These demands challenge people in consulting roles. Though they typically possess strong technical skills, people in consulting roles often lack the communications and management skills to ensure that their skills are used.

The problem is a pressing one because, as organizations become leaner and “flatter,” increasing numbers of people consult and offer potentially valuable knowledge and input for their organizations: IT departments, HR professionals, accounting and finance professionals, quality departments, auditors, statisticians, real estate and facility managers,

This seminar provides participants with valuable skills, strategies and tools to ensure that they not only possess expertise but are able to put that expertise to full use. The program clarifies the consultant's role and responsibilities, increases awareness in communications situations and builds collaborative problem-solving skills. Both participants and their organization benefit.

Program

To improve consulting effectiveness, training topics include:

- Identifying key consulting situations, built-in pressures and potential
- Clarifying participants' communications style, strengths and weaknesses
- Improving one-on-one communications for giving advice, exerting influence, providing input and constructive criticism
- Strengthening group communications skills for presenting findings, facilitating productive, full group discussion, getting buy-in
- “Contracting,” setting up collaborative relationships from the start
- Benchmarking performance and ongoing improvement
- Improving user satisfaction, collaboration and partnering success

Outcomes

Our programs produce tangible performance outcomes as well as more intangible gains:

- Improved organizational satisfaction with consultants' performance
- Increased consultant job satisfaction, focus and performance
- Strengthened organizational use of the resource consultants offer
- New processes, enhancements and innovation resulting from improved communications
- Improved consultant performance of communications skills
- Increased user understanding of consultant roles and responsibilities
- Reduced conflict, improved organizational morale and strengthened culture

Customized Training

**Improving Supervisory And Management Skills:
Managing Performance, People, Relationships and Self**

In the seven years I was a professor in an MBA program, I asked thousands of students if, when they were young, and people asked what they wanted to be when they grew up, they ever responded,. "I want to be a manager?" In seven years, with probably three thousand students, four responded that they always wanted to be a manager. William Ronco, President, Gathering Pace Consulting

For many people, becoming a manager comes as a surprise. They learn a craft, develop a skill, find work they enjoy. Then the organization asks them to stop doing what they like and manage other people doing it instead. Some people take to management work right away but many stall, struggle and flounder. They go through the motions but never really find a way to do the job that both gets the job done and they feel comfortable with. They hold back, under perform, lose motivation and focus. Often responsible for both carrying on their own work and managing others, they don't perform well at either.

This seminar is especially designed for managers who have strong roots in a profession, craft or individual contributor role, "home grown" managers who came up through the ranks, managers who took the job because they couldn't see other ways to advance and develop. The program provides not only valuable strategies, skills and tools, but an approach that enables participants to build a "management identity that is both comfortable and effective.

Program

This program features:

- Understanding how management work has changed in the past 20 years, and the potential and pressures it offers for job satisfaction
- Using a personality profile to identify participants' strengths, weaknesses and preferences in communications.
- Building a management identity that works uniquely for participants' communications style, getting the job done effectively and comfortably
- Improving key one-on-one skills for giving feedback, praise and criticism positive, constructively, effectively
- Improving skills for running group meetings, increasing participation and discussion
- Improving time management and organization
- Clarifying the split between individual and management tasks

Outcomes

Our programs produce tangible performance outcomes as well as more intangible gains:

- Improved participant job performance, focus and motivation
- Increased productivity of participants' direct reports and peers
- Clarified roles, responsibilities and opportunities
- Increased willingness of participants to take on increased responsibilities
- Strengthened relationships between participants and their direct reports and peers

Customized Training

Improving Presentations: From Dog-And-Pony Show To Meaningful Dialog

Why is it that those who have something to say can't say it while those who have nothing to say keep saying it? Anonymous

Many people fear having to present. National surveys regularly remind us that people fear having to present about as much, sometimes more, than death itself. The presentations fear factor does constitute a problem, but the larger problems are the losses that people and their organizations incur as a result of ineffective presenting. Few people can present their ideas as well as they develop and execute their ideas. When they don't present effectively, both they and their organizations suffer.

We believe that the presentations problem runs far deeper than fear or poor mechanics, down to the core meaning of "presenting." We take issue with the one-way nature of most presentations and presentation training. We emphasize dialog more than flashy slides, collaboration more than smooth delivery, engagement rather than performance.

Program

Our training provides participants with a unique blend of skills to improve both their presentations effectiveness and their ability to facilitate meaningful dialog and discussion. Our programs feature participants:

- Working with their own materials for real presentations
- Being videotaped at least twice, and analyzing the video
- Anticipating and responding to the natural tendencies of all groups
- Learning to "read" a group's interests and needs
- Presenting for sincerity and conviction rather than superficial performance
- Facilitating group discussion so that all participants contribute comfortably, openly, positively and energetically on key points
- Structuring group discussions for positive, constructive tone and commitment

Outcomes

Our programs produce tangible performance outcomes as well as more intangible gains:

- Improved audience acceptance of new ideas, products and services
- New ideas and solutions emerging from productive group discussions
- Increased win rates resulting from more effective presentations
- Increased participant comfort and efficiency in giving presentations
- Organizations' presentations more closely reflecting values of dialog and collaboration
- More positive, productive group discussions of all kinds
- Increased group creativity and problem-solving competence
- Professional development and career advancement for all participants

Customized Training

Improving Strategic Planning: SWOT, Vision, Values, Full Implementation

Of course we have a strategic plan. We put one together every year. I just can't seem to locate it at the moment. Give me a minute, it must be here someplace.

Dilbert

Strategic planning has tremendous potential to improve vision, focus and performance for any organization or large department. In some cases, having a plan provides the tool that saves an organization from failing. More often, using a plan enables the organization to achieve, even to surpass goals. With a plan, organizations can not only anticipate and address problems, they can “invent their future.”

Despite its potential, few organizations get the most from the strategic planning process. They:

- Base goals and vision solely on wishes and hopes without taking into consideration business intelligence data on organizational performance and customer satisfaction
- Don't reach high enough, don't push the envelope when formulating goals
- Confuse strategic planning with simplistic business planning
- Fail to fully engage the right people in formulating the plan and consequently, fail to fully implement the plan

This program provides the essential understanding, strategies and skills for participants to develop and fully implement their own highly effective strategic plans.

Program

To enable participants to develop and fully implement their own highly effective strategic plans, this program features topics including:

- Why and how to use business intelligence data to provide a solid foundation for setting goals and clarifying vision
- Why and how to use an organizational learning framework for strategic planning
- How to formulate goals that both push the envelope of innovation and achievement and drive real-world performance
- Why and how to fully engage key stakeholders in formulating the plan
- What to do to fully implement the plan so it drives individual employee priorities

Outcomes

Our programs produce tangible performance outcomes as well as more intangible gains:

- Improved organizational focus and performance resulting from using the plan
- Increased buy-in throughout the organization in understanding and using the plan
- Enhanced ability of the organization to anticipate and respond to change
- Organizational goals that drive continuous improvement and ongoing innovation
- Improved alignment between organizational goals and individual effort
- Improve organization-wide understanding and use of the planning process