



Sandra
SUMMERHAYES
& ASSOCIATES

Customized Business Solutions

Table of Contents

Customized Training	3
Balancing Work and Life	3
Building Effective Teams	4
Change Leadership	4
Coaching for Success	5
Communicating Effectively	5
Creativity and Innovation	6
Emotional Intelligence	6
Facilitating Effective Meetings	7
(The) Five Dysfunctions of a Team	7
Generationally Speaking	8
Good to Great Customer Service	8
Hiring New Staff	9
Interactive Training - Thiago	9
Laughter in the Workplace	9
Managing for Employee Engagement	10
Motivating Others	10
Personality Dimensions™ Level 1 Certification Training	11
Positive Discipline	11
Presentations with Pizzaz	12
Storytelling in an Organization	12
Tastebudds™	12
Time Management	13
Train the Trainer	13
The Great Workplace	14

Customized Training

We recognize the value and importance of training that meets the identified needs of your organization. By gaining an understanding of your organization's needs and goals, we are able to **build customized training programs** with objectives that are tied directly to your organization's mission, vision, values and culture.

We design and deliver **interactive training** that actively engages participants in the learning process, using content that is relevant to your organization.

On the following pages are training programs that can be fully customized to meet your needs. If you don't see what you are looking for, please contact us and we can design it from scratch for you.

Balancing Work and Life

Achieving work-life balance means having equilibrium among all the priority areas in your life, as difficult as work-life balance is to define most of us know when we're out of balance.

This training course is designed to help managers learn how to **embrace the paradoxes of management**. You will define what work-life balance means to you, identify areas in your work and personal life where you are out of balance, and determine strategies and goals to become more balanced.

Managers can **create a work environment that supports a work-life balance** and by doing so can attract and retain the right employees and promote higher morale throughout the organization.

Building Effective Teams

Effective teamwork is essential to the success of any business, learning to build effective teams is essential to the success of any manager.

This training course is designed to help managers identify the main obstacles to effective teamwork and develop strategies to overcome these obstacles. You will learn techniques to develop team vision and set team guidelines, understand the nature of the team formation process and how to develop your team throughout the process, and **develop your personal plan of action for building effective teams.**

An effective team consists of a small number of people with complementary skills who are committed to a common purpose, performance goals, and approach for which they hold themselves mutually accountable." The Wisdom of Teams, Harvard Business School Press

Change Leadership

Change Leadership is defined as the **activities performed to manage organizational changes** including organization structure, roles and responsibilities, type of work performed, and management reporting. It focuses most on soft skills to address personnel concerns and to change organizational culture and perceptions. Topics could include:

- Defining change and transition understanding the nature of change
- Exploring your personal readiness for change using the Change Style Indicator
- Exploring the need for change the forces for and resistance to change
- Examining the resistance to change which occurs at the organizational, group, individual and community levels
- Strategies for presenting change to staff and the community and motivating others to embrace change
- Implementing organizational change successfully key factors
- Overview of change models such as Kotter, Bridges and Lewis

***This workshop can also be customized for front line employees.**

Coaching for Success

Coaching employees towards maximum performance is a very important role for Managers and Supervisors and, done well, can eliminate frustration for all parties.

By developing your coaching skills you will empower individuals and teams to broaden, develop and motivate each other to achieve improvement in their performance.

This training course teaches coaching techniques to train employees, adjust performance, and provide positive feedback. By coaching on a regular basis, employees will have a better understanding of their jobs, mistakes will be caught before they are made, and corrective discipline actions will be reduced.

Overall, employees and management will be much happier in the workplace.

Communicating Effectively

An individual's effectiveness as a leader is affected by the ability to **communicate clearly and concisely** both one on one and in teams.

This training course will help you to **become an effective communicator** by understanding the barriers to communication, the impact your words have on others, and the importance of active listening skills.

You will learn communications models that will **enhance your verbal and non-verbal communication** techniques and develops skills such as listening, clarifying, reflecting, empathy and communication styles. By choosing your words, tone, body language and knowing your audience, even bad news can be delivered and accepted in a more positive light.

Creativity and Innovation

Someone once said, "*Creativity is the spark of life, the vitality that stirs desires to improve and change the status quo - meaningfully, responsibly, wisely and with impact.*" This spark is inherent. We are born with it.

Innovation Management is learning how to **manage and facilitate the creative process** of others and bring these ideas to marketplace. This training course will increase your innovation management skills and help you recognize opportunities to be creative and innovative in your workplace.

Innovation produces new and improved products, processes, and services - **it is the catalyst to growth!**

Emotional Intelligence

How high is your emotional intelligence (EQ)? Researchers tell us that up to 80% of success on the job is due to our emotional intelligence or EQ and only up to 20% due to our IQ.

So, what is EQ? EQ is knowing how we and others feel, why we feel that way, and what can be done about it. EQ is our ability to understand and use the power of our emotions wisely. Emotions are information we can use to make our IQ more effective because we reason better when our feelings are taken into account.

This workshop will help you understand why **EQ is important for personal and professional success**. You will identify five competencies that you can work on to increase your level of emotional intelligence so that you can better listen to and employ your emotions for better decision making.

Facilitating Effective Meetings

Have you ever left a meeting and said, "*What a waste of time?*"

This training course will provide you with the skills needed to **facilitate productive, informative and effective meetings**. Discussion will centre on the types of meetings held, who should attend meetings and strategies to disseminate or gather information needed. A variety of meeting facilitation techniques will be presented and practiced.

Effective use of meeting time will **generate commitment and a sense of accomplishment** for the participants and will produce better meeting results.

(The) Five Dysfunctions of a Team

In his ground-breaking book, *The Five Dysfunctions of a Team*, Patrick Lencioni identifies five dysfunctions of teams that consistently hold organizations back from reaching their full potential. Lencioni shares a **powerful team building model** to overcome the Five Dysfunctions of a Team, this model has become the standard for eliminating the natural human tendencies which derail teamwork and create costly, organizational politics.

Using the Five Dysfunctions of a Team model **this interactive team building workshop will be customized to fit your organizational and team needs**. We will start by using a team assessment to identify which of the Five Dysfunctions your team needs to focus on.

Then we will work with your team to overcome these dysfunctions using tools, exercises, and real-world examples. Your team will develop a team building road map and timeline to reach your organizational goals and objectives.

"Striving to create a functional, cohesive team is one of the few remaining competitive advantages available to any organization looking for a powerful point of differentiation."
Patrick Lencioni

Generationally Speaking

For the first time in history, five different generations are working side-by-side in the workplace. People are shaped by their times, generations tend to develop their own personalities with distinct attitudes, behaviours, expectations and habits. **Understanding generational differences** is necessary to create a workplace where all employees work together in unity.

This workshop will examine some of the best practices we've seen emerging in organizations responding to this challenge. Generational differences affect everything from recruitment, team building, change, and motivation. With today's fast paced, changing workplace you need to **prepare your organization to succeed with a highly flexible and extremely age diverse workforce.**

Good to Great Customer Service

Customer loyalty and satisfaction are based on the quality of the experiences your customers have with the employees within your organization. **An organization's most vital asset is its customers.**

This training course is designed to enhance your organization's current customer service skills, and provide your employees with tools and options to offer great customer service. You will learn effective techniques to resolve customer problems and various strategies to calm upset/dissatisfied customers.

The training course will be customized to align with your organizations Vision and Values.

Hiring New Staff

95% of organizational success involves choosing the right person, with the right attitude, and skills to fit the organization.

This training course is designed to help you learn how **behavioural interviewing techniques** will help you find the right person for your organization. The theory behind behavioural interviewing is that “past performance is a good indicator of future performance in similar circumstances”.

You will learn how to **design interview questions** that will get you the information you need from prospective employees so that you can **hire the best person for the job**.

Interactive Training - Thiagi

The best way to improve your training and public speaking is to **encourage participants to interact** with each other, with the content, and with you.

This unique workshop will teach you the **five secrets of effective interactive training** that is faster, cheaper and better. You will rapidly explore different training strategies such as: structured sharing, frame games, interactive lectures, debriefs, textra (word) games, simulation games, improv, jolts, and all sorts of other tips and **techniques to help you engage your audience**.

Laughter in the Workplace

Laughter in the workplace is not only therapeutic but has **proven to boost morale, improve productivity, and increase job satisfaction**. While reducing the negative effects of stress, humour at work allows us to step back and take a deep breath, particularly when we find ourselves getting bogged down and burned out.

This workshop will teach you techniques to **reduce stress levels at work through humour**. You will develop personal strategies to promote laughter in the workplace and incorporate a balance for work and play into your life.

Managing for Employee Engagement

The Managing for Employee Engagement workshop is based on the **three signs of a miserable job** identified by best-selling author, Patrick Lencioni. He points out that most managers fail to satisfy their employees and he believes that the following **three underlying factors** are causing an epidemic in the business world.

- **Anonymity**– Employees feel unknown or invisible at work
- **Irrelevance**– Employees sense the work they are doing has no impact
- **Immeasurement**– Employees are unable to measure their contributions or success

This interactive workshop will tackle the topic of misery at work by **developing the ability of managers to effectively engage, motivate and retain employees.** You will understand the effects of job misery on employees, managers and organizations and learn techniques to improve employee job satisfaction and productivity.

Motivating Others

In order to motivate employees, managers need to recognize that people are different from each other and have different needs and values. By creating an environment of respect and appreciation you will notice an **increase in work performance and job satisfaction**, and a decrease in conflict and absenteeism.

This training course focuses on providing managers and supervisors with the tools and skills needed to **make a connection with each person** on their team, in order to discover their individual needs and let them know that they are valued.

"In motivating people, you've got to engage their minds and their hearts." - Rupert Murdoch

Personality Dimensions™ Level 1 Certification Training

This highly interactive Workshop focuses on developing a thorough understanding of personality temperament theory. You will experience and explore a variety of different strategies you can use immediately to lead a personality-based seminar. This is the newest personality tool in the Canadian marketplace - **Personality Dimensions™**.

During the 3 days of training, you will gain an increased understanding of the impact of personality on communication, work performance, career decisions and life balance. You will be given examples of how this tool can be used with a wide variety of people in several different topic areas. During the process, you will gain enhanced awareness into your own Facilitating Style as well as learn new ways to motivate and validate the strengths in others.

At the end of the 3 days of training, and upon successful completion of an open book exam, you will become a Certified **Personality Dimensions™** Level 1 Trainer and have at your fingertips a cache of up-to-date resources that will help you "Put Personality to Work" for you and your audiences.

Positive Discipline

Most managers find that discipline is one of the most difficult things they "have to" do. However, if managers look at discipline as problem solving instead of punishment, they will realize that **problem solving is a much more proactive approach** and much easier to do.

This training course will help you to understand the **principles of positive discipline** and the **process for progressive discipline**, and the importance of focusing on behaviour rather than personality. You will learn to use different tools & techniques to effectively manage behaviour.

Presentations with Pizzazz

Delivering an important message and having others buy into our ideas is the main goal of a presentation. We want to make a strong impression that will help us gain credibility and motivate people into action. Although content is important, it is the delivery and how effectively we engage the audience that makes our presentations memorable. This workshop will provide you with the tools and practice you need to make your next presentation the best one yet!

Storytelling in an Organization

Once upon a time, stories helped shape the identities of a tribe, gave it values and boundaries, and helped establish its reputation among rivaling tribes. Today, **stories can help shape the identity of an organization**, create a strong corporate culture, and help establish its reputation among its competitors.

Studies have shown that by using storytelling you can more fully engage your employees, reduce turnover and align staff with organizational goals. In this workshop, you will find out how major companies **use storytelling to achieve results** and learn the eight narrative patterns to make stories work for your organization.

Tastebudds™

Take a pinch of personality theory, add a dash of TEAMBUILDING, mix in a fun Culinary Challenge or two, and you've got.... A Recipe for Team Success!

Tastebudds™ offers a full menu of interactive workshops to satisfy your group's need, time frame and budget. They're a fun way to learn team concepts, build morale and help groups bond through food preparation. **Inspiration, collaboration, creativity and trust rule the day.** Fully facilitated, portable and effective, our programs are customized to your group's stage of development and learning needs...*and they're fun too!*



Time Management

Do you get to the end of your day and feel like you worked hard but you don't know what you accomplished? By learning and applying personal time management skills you will **increase your personal productivity** and open up more time in your day.

This training course will teach you the **most practical and efficient time management techniques**. You will understand the importance of vision & direction, learn how to set and to write SMART goals, understand qualitative and quantitative measurement, and examine time management strategies and choose those that best fit your job and style.

Train the Trainer

This training course focuses on teaching **skills and techniques** which are simple and practical so that they **can be used immediately in your own training sessions**.

The following topics are reviewed and practiced: giving directions, energizers and icebreakers, group work, equipment usage, presentation skills, motivation, debriefing exercises, linking ideas, handling wrong answers, learning styles, dealing with difficult participants and how to engage the audience by using storytelling, metaphors and music.

Be prepared to practice and have fun!

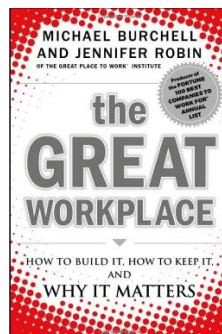
The Great Workplace

For a great workplace to exist, employees must trust the organization implicitly, take pride in what they do, and **be inspired to achieve superior performance.**

The Great Place to Work® Institute developed the Great Place to Work model in 1984 and has been used to develop great workplace culture in over 40 countries around the world.

This interactive workshop will **help your organization develop a great workplace culture.** Participants will **Explore** the essential ingredients of a great workplace:

- **Understand** the business case for developing a great workplace
- **Discover** the best practices that separate great workplaces from the rest
- **Learn** how the learning and development function is positioned at the best companies
- **Realize** how learning and development leaders influence the creation of a great workplace



The Great Place to Work® Institute is the global authority on workplace culture.