



## Management Development and Customized Training Opportunities

<b>Leadership</b>		
<p><b>Managing &amp; Accelerating Change</b></p> <ul style="list-style-type: none"> <li>• Challenges of Change</li> <li>• The Myths of Change</li> <li>• The Change Process</li> <li>• Overcoming Resistance to Change</li> <li>• Managing Personal Change</li> </ul>	<p><b>Leadership vs. Management</b></p> <ul style="list-style-type: none"> <li>• Differences &amp; Similarities</li> <li>• Roles &amp; Responsibilities</li> <li>• Counseling &amp; Coaching</li> </ul>	<p><b>Situational Leadership</b></p> <ul style="list-style-type: none"> <li>• Using various leadership styles &amp; determining appropriate leadership style for best performance</li> <li>• Importance of matching leadership style to developmental level</li> <li>• Importance of leadership flexibility</li> <li>• Maximizing good performance</li> <li>• Skill of diagnosing competence &amp; commitment</li> <li>• Methods to correct poor performance</li> </ul>
<b>Strategic Planning</b>		
<p><b>Evaluating Application Readiness</b></p> <p>Participants learn how easy it is to capture their current levels of performance and learn some next steps for improvement. Hands-on materials will provide practical knowledge to guide the organization in determining at what stage it fits into the Lincoln award process.</p>	<p><b>How to Write an Application</b></p> <p>This workshop provides organizations the opportunity to review the Lincoln award and application process and understand the Criteria. The workshop also helps organizations get started on writing an application, with tips and examples to get the most out of the application process. The workshop also reviews award level system and the role of examiners. This workshop is highly recommended for all first-time applicants.</p>	<p><b>From Assessment to Improvement</b></p> <p>This workshop is for those organizations that have recently completed some form of self-assessment, identified opportunities for improvement, and are preparing to prioritize the assessment findings and use them to drive ongoing, systematic improvement in key organizational processes.</p>
<b>Pathways to Excellence</b>		
<p>Determine which performance improvement methodology is best for your organizational needs. This one-day session provides an overview of the available performance improvement methodology options, how they are related, and how to evaluate the best fit for your organization.</p>		
<b>Measurement, Analysis, and Knowledge Management</b>		
<p><b>Using Data Effectively</b></p> <ul style="list-style-type: none"> <li>• Data vs. Usable Information</li> <li>• Reports Available &amp; Needed</li> <li>• Using Report Data</li> <li>• Data in Managing Resources</li> <li>• Linking Data to Objectives</li> </ul>	<p><b>Balanced Scorecard for Excellence</b></p> <ul style="list-style-type: none"> <li>• Are you getting the results you want?</li> <li>• How do you begin with the end in mind?</li> <li>• Are you measuring the right things?</li> <li>• A Balanced Scorecard helps organizations examine and balance measures needed to drive improvement results and satisfy all stakeholders.</li> <li>• Learn to identify these measures and link them back to your organization's improvement efforts.</li> </ul>	

<b>Workforce Focus</b>		
<p><b>Communication Skills</b></p> <ul style="list-style-type: none"> <li>• What is Communication</li> <li>• The Delivery Process</li> <li>• Measuring Good Communication</li> <li>• Delivering your Message</li> <li>• The Business of Listening</li> <li>• Good Listening Skills</li> </ul>	<p><b>Teamwork Skills</b></p> <ul style="list-style-type: none"> <li>• What is a Team</li> <li>• Learning to Work Together</li> <li>• Stages of Team Growth</li> <li>• Recipe for a Successful Team</li> <li>• Working Through Group Problems</li> <li>• Dealing with Disruptive Behavior</li> </ul>	<p><b>Problem Solving Skills</b></p> <ul style="list-style-type: none"> <li>• Problem Recognition</li> <li>• Problem Analysis</li> <li>• Solutions</li> <li>• Decision Making</li> <li>• Action Planning</li> </ul>
<p><b>Relationship Building</b></p> <ul style="list-style-type: none"> <li>• Verbal &amp; Non-Verbal</li> <li>• Written &amp; Oral</li> <li>• Listening Skills</li> <li>• Building Effective Teams</li> <li>• How to Motivate</li> </ul>	<p><b>Productive Meetings</b></p> <ul style="list-style-type: none"> <li>• Agendas</li> <li>• Types of Meetings</li> <li>• Ways to Present Information</li> <li>• Facilitation techniques</li> <li>• Minutes</li> </ul>	<p><b>Time &amp; Project Mgmt.</b></p> <ul style="list-style-type: none"> <li>• Time Mgmt Elements</li> <li>• Prioritizing Yourself &amp; Projects</li> <li>• Time Wasters</li> <li>• Helpful tools</li> <li>• Project Mgmt Characteristics</li> <li>• Dealing with Stress</li> </ul>
<p><b>Champions for Excellence</b></p> <p>A 2-day workshop to develop in-depth knowledge and skills on how to utilize the Criteria for Performance Excellence and implement and evaluate productivity improvement at the level of a Lincoln Foundation examiner.</p>		<p><b>Lincoln Examiner</b></p> <p>A 4-day workshop and application evaluation process that develops in-depth knowledge and skills on how to utilize the Criteria for Performance Excellence and implement and evaluate productivity improvement at the level of a Lincoln Foundation examiner.</p>
<b>Process Management</b>		
<p><b>Six Sigma</b></p> <p>A workshop that gives you the skills to improve processes in your work environment that have hindered your effectiveness and limited your productivity. Participants will be using the Define-Measure-Analyze-Improve-Control (DMAIC) Structure on their work problems.</p>	<p><b>Tools for Excellence</b></p> <p>A workshop that provides the skills in using basic productivity improvement tools which can be used to enhance your performance excellence initiatives including flowcharting, idea processing, data methods and pareto charting.</p>	<p><b>Lean Thinking</b></p> <p>This workshop focuses on Lean Concepts and Principles applied to the various industries. It discusses the absolute elimination of waste, reduction of cycle time, eliminating defects &amp; reducing costs.</p>

## **METHODOLOGY:**

The methodology will consist of understanding skills, practicing skills and transferring them to the work environment. During each session participants will be involved with discussions and exercises that relate to their own environment, issues and challenges. They will work at practicing and becoming comfortable with these skills and developing an action plan to transfer them to their work environment.

Evaluating the successful transferring of skills to the work environment will take place at the beginning of each session with appropriate modifications and adjustments made.

All workshops are modified to meet the developmental needs of your organization. The length of time for each session is dependent on the organization's objectives and developmental challenges.

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