



January 2012

Professional Development Training Catalog

The Millennium Group International, LLC (**TMG**) provides clients with instructor-led **Professional Development Training** solutions to build organizational capacity by developing human capital.

Advantages of **TMG** Training

- ✓ **Delivered at client site**
- ✓ **Wide variety of subject matter**
- ✓ **Top Trainers**
- ✓ **Customized for high impact**
- ✓ **Interactive and engaging**
- ✓ **Client approach: collaborative and responsive**

TMG provides clients with Professional Development solutions to build organizational capacity. TMG delivers a variety of training programs from half-day workshops to blended learning experiences utilizing top subject matter experts. All programs can be customized to reflect the client’s unique work culture and business. For instance, we can include specific industry case studies or add client organization’s specific forms and processes into the training. Our objective for every engagement is to maximize the application of learning to the job, which leads to increased productivity and performance effectiveness.

The following catalog has been organized according to the following subject categories:

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TMG OFFERS MANY MORE COURSES INCLUDING OVER 300 ONLINE E-LEARNING CLASSES!

Leadership and Management Development

Managing and Leading in the New Millennium

Course Objectives:

- Recognizing the difference between managing and leading and identifying when each is essential
- Knowing and describing the behaviors of effective leaders
- Beginning to develop leadership behaviors
- Identifying management and leadership strengths and development needs
- Drafting a development plan

1 day, can be customized

Great Managers Workshop

Course Objectives:

- Discover what is unique about each person and then capitalize on it.
- Know and value the unique abilities and even the eccentricities of their employees.
- Turn one person's particular talents into performance.
- Build on what people already do well instead of trying to "fix" weaknesses.
- Make the most of an employee's strengths.

1 day, can be customized

Coaching and Counseling for Results

Course Objectives:

- Recognize the significance coaching and counseling play in establishing trust and meeting organizational goals
- Appreciate the role of ongoing coaching and counseling in performance appraisal, employee training and development, performance improvement, and goal achievement
- Learn to evaluate employee capability and motivation to perform
- Design implementation plans to close the assessed performance gap or meet developmental goals
- Experience and apply successful coaching and counseling models
- Discover how day to day coaching and counseling simplify and strengthen effectiveness
- Recognize and maximize upon "coachable moments"

1 day, can be condensed to ½ day, can be customized

Communicating to Lead

Course Objectives:

- Appreciate importance of effective communication and its impact on managing effectively
- Understand the purposes of communication
- Maximize your ability to plan your communication
- Improve listening to improve communication
- Use effective communication to create a collaborative work environment
- Identify how communicating and disseminating information can motivate and de-motivate employees and impact productivity

1 day, can be customized

Dealing with Difficult Employees

Course Objectives:

- How to have a difficult conversation with a difficult employee and develop key listening skills
- Tips on handling the really difficult conversations
- Learn the feedback process
- Understand how to deliver constructive criticism
- Learn how to receive and respond to constructive criticism

1/2 day with workbook, can be customized

Delegating and Motivation

Course Objectives:

- Understand the importance of motivating through delegation and the problems of poor motivation/delegation
- Communicate the purpose of every delegated assignment
- Utilize a multi-level delegation/motivational model
- Use delegation as a tool for motivation and staff development
- Develop a method to monitor progress

½ day, can be customized

Effective Interviewing

Course Objectives:

- Knowledge of the Behavioral Interviewing Process
- Understanding of why it is the most effective way to select employees
- Ability to use behavioral questions; probe for behaviorally-based answers
- Enhancement of interviewing skills through practice using behavioral questions
- Confidence in applying the multiple interviewer process
- Importance of selecting the right person vs. the cost of hiring the wrong person

1 day, can be condensed to ½ day, can be customized

Executive Presentation Skills

Course Objectives:

- Improve your visual, vocal and verbal delivery style for maximum impact
- Understand the importance of knowing "how to" communicate your message
- Enhance both the quality of your content and the delivery of your presentation
- Gain an objective point-of-view from "the outside looking in"
- Work on pre-presentation logistics to maximize your opportunity
- Build your confidence by working on multiple rehearsals (time permitting)
- Eliminate unwanted and embarrassing habits that prevent you from achieving success
- Improve your visual, vocal and verbal delivery style for maximum impact

Two day workshop with customization

Facilitating for Impact

- Appreciate facilitation as a discipline that enables a group to achieve more than it could have on its own
- Understand models for clear facilitation design
- Learn terminology that expunges ambiguity about facilitation
- Become a competent facilitator
- Manage your own facilitation needs
- Improve your team performance

1 day, can be condensed to ½ day, can be customized



Leading Through Change

Course Objectives:

- Define what change looks like and feels like
- Identify different reactions to change and evaluate how the change will affect people in your organization
- Recognize change resistance and explore various sources of resistance
- Recognize the eight mistakes organizations make during change
- Evaluate and compare the various roles of team leaders
- Develop commitment strategies to change
- Design the elements of a change communication plan
- Align systems and structures to the change
- Identify the characteristics of bounce-back people and organizations 1 day, can be customized

1 day, can be customized

Leading and Managing High Performance Teams

Course Objectives:

- Identify the elements of a high performing cross-functional team
- Learn about team development stages and understand how to lead through these stages
- Identify and use the appropriate leadership style for initial kick off meetings, introducing a new team member, and conflict resolution among team members
- Create an open environment where problems and risks can be shared
- Commit to completing the action learning activity 1 day, can be condensed to ½ day, can be customized

Managing Virtual Employees

Course Objectives:

- Obtain the insight and skills necessary to manage and deal with the challenges of managing off-site employees
- Becoming a virtual coach; how to transition from on-site to off-site management
- Reviews the legal issues involving telecommuting to include: FLSA, Workers' Compensation, FMLA, Expectations of Privacy and Security Concerns
- How to establish measureable goals and objectives and maintain productivity and accountability
- Learn how to select telecommuting candidates; what are the traits, behaviors and necessary skills to be successful and remain productive
- Developing a telecommuting policy

One day, can be customized



Managing Managers

Course Objectives

- Translate the organizational vision into functional strategies
- Sharpen communications skills to inspire others and share information
- Adjust your leadership style to meet your managers' needs.
- Use delegation to empower your managers.
- Create action steps to develop your managers 1 day, can be customized



Motivational Leadership

Course Objectives:

- Understand the importance of motivating through delegation
- Identify the problems of poor motivation and/or delegation
- Communicate the purpose of every delegated assignment
- Utilize a multi-level delegation/motivational model
- Use delegation as a tool for motivation and staff development
- Develop a method to monitor progress

1 day, can be condensed to ½ day, can be customized

Leading in a Technical Environment

Course Outline:

- Keys to Effective Leadership in a Technical Environment
- Communicating to Lead
- Making Meetings Work
- Managing Time and Priorities
- Managing Conflicts

1 workshop per day; total 5 full days, can be customized



Lessons in Leadership

Course Objectives:

- Unique training program in leadership development, teamwork, and project management, based upon the concept of “lessons-learned”.
- Participate in a program draws upon lessons learned during a crucial time in our history – the American Civil War.
- Many programs include a stirring visit to the Antietam or Gettysburg battlefields, which are an easy commute from DC, Maryland, Virginia, and Pennsylvania.
- TMG’s Lessons in Leadership training programs utilize:
 - ◆ Real-life stories about real people and real problems
 - ◆ Case studies based on actual events
 - ◆ Focused group discussions to get people involved and participating
 - ◆ Small-group exercises that teach people to become problem-solvers and innovators

½, 1, 2 or 3 full days with customization

Mentoring and Being Mentored

Course Objectives:

- Understand mentoring i.e. what it is and isn’t
- Understand the mentor’s and mentee’s role
- Focus on expected outcomes
- Know how to initiate the mentoring process
- Learn a process for helping mentees solve problems

1 day, customized

Performance Management

Course Objectives:

- Developing SMART goals
- Doing the job versus attaining goals
- Communicating and negotiating expectations with employees
- Preparing for evaluation discussions
- Conducting the evaluation discussion; providing performance feedback
- Handling difficult discussions

½ day, can be customized

Situational Leadership

Course Objectives:

- Develop flexibility in using a variety of leadership styles
- Increase the frequency and quality of conversation about performance and development
- Improve competence and commitment when assessing of individual needs
- Partner for performance in reaching clear agreements between leaders and individuals on what each needs from the other as they work together
- Learn how to be both leader and learner and to partner with others in improving performance
- Encourages and supports valuing and honoring differences

1 day, can be customized

Strategic Thinking and Planning

Course Objectives:

- Define strategic thinking and planning—compare and contrast
- Criticality in today’s organizational world
- Understand that strategic planning is done periodically while strategic thinking is a critical daily activity
- Behaviors of a strategic thinker
- Strategic Thinking Energy Management
- Strategic thinking tools
- Naturally manage and organize massive amounts of information
- Benefits of strategic thinking

1 day, can be condensed to ½ day, can be customized



Career Management

Quick Start Career Transition Workshop

Course Objectives:

- Managing Stress
- Changing Careers
- Self-assessment
- Guidelines for Résumé Development
- Self-marketing and Networking Skills
- Interviewing Skills
- Negotiating Compensation and Other Terms of Employment

2 days, can be customized

Planning for Life after Retirement

Course Objectives:

- Envision what a fulfilling life after retirement looks like to YOU
- Identify your professional and personal goals, aspirations and options post-retirement
- Use retirement as an opportunity to turn your maybes and dreams into reality
- Plan and strategize for the non-financial aspects of retirement
- Manage your passions, interests, and time when your days are no longer structured

1 day, can be customized

Communication Skills

Business Writing

Course Objectives:

- Identify some purposes that guide business writing (e.g., explain, solicit support, provide HR-type information)
 - Review of the Basics
 - Sentence—How to begin/end and avoid fragments; appropriate length
 - Punctuation—The Rules
 - Paragraph—How to test for central idea, appropriate length
 - Word Usage—Common use and misuse; careful writer tips
 - Formats—Types (e.g., letters, fact sheets, reports) and purpose of each
 - Written material—Postal mail and e-mail correspondence, for the Web
 - Oral material—Speeches, PowerPoint presentations
 - Summary and Takeaway Thoughts (KISS Principle)
- 1 day, can be customized*

Communicating and Perception

Course Objectives:

The foundation of this workshop is built on a video entitled: *Lunch Date*.

- Identifies the variety of ways our interpretations are based on our values, backgrounds, and experience
- Recognizes how perception impacts our working relationships, communication, and motivation using the Perception to Behavior Model
- Understand how the power of perception, its pitfalls, and the inappropriateness of behaviors are based on misguided perceptions

½ day, can be customized



Dynamic Presentations Skills

- Incorporate the four “musts” for a presentation high in audience appeal.
- Complete an “Audience Profile” that gives you necessary information and insights to tailor your message to your audience.
- Define the objective of your presentation to keep your efforts on target.
- Keep the interest and the attention of an audience with a well-paced presentation that meets the demands of today’s listener.
- Select the most suitable forms of audiovisual support and develop well-designed audiovisual aids for optimum impact.
- Prepare for and skillfully respond to questions.
- Identify types of post-presentation follow-up that may be applicable to fully satisfy your objective.
- Collect audience feedback and conduct self-evaluations, and apply the results to plans for further improvement.

1 or 2 days, can be customized

Communicating for Productivity and Professionalism

Course Objectives:

- Understand the importance of two-way communication
 - Construct clear, concise messages in the interest of the receiver
 - Discriminate between clear, concise messages and messages that cause misunderstanding and conflict
 - Listen actively to improve productivity and professionalism
 - Use techniques to overcome barriers to communication
 - Communicate in a professional manner
- ½ day, can be customized*



Dealing with Difficult Conversations

Course Objectives:

- Recognize problems before they become a crisis
- Handle sensitive issues to avoid escalation
- Diffuse difficult situations through appropriate communication
- Express urgency without panic
- Deliver bad news
- Create an environment that encourages problems to be surfaced instead of swept under the rug
- Express emotions appropriately and help others express their feelings appropriately
- Discuss negative feedback constructively
- Create an action plan for dealing with difficult conversations

½ day, can be customized

First Impression

Course Objectives:

- How to craft your own unique message when asked “what do you do?”
- Improve your body language to increase your self-confidence
- Learn what to say so that your audience will want to hear more about you
- Create, update and improve how you will be remembered for maximum impact

½ day, can be customized

Micro-Inequities in the Workplace

Course Objectives:

- Facilitation methods include lecture, individual/team exercises, role play, video analysis, and group discussion.
- Learn about micro-messages, how they are sent and received
- Discover the impact of micro-inequities in your organization
- Examine daily interactions with co-workers and clients
- Understand INTENT vs. IMPACT
- Improve ability to have the tough conversations.

½ day, commonly combined with other workshops

Multi-Generational Communications

Course Objectives:

- Generational Diversity – we know what it is, but how do we achieve and manage it?
- Workforce Analytics – How generationally diverse is your organization?
- What is the gap between generational diversity reality and your organization's goals?
- Why is successfully recruiting/retaining a multi-generational workforce a business imperative? Why change what seems to work today?
- Strategies, tactics, tools for being the workplace of choice for a multi-generational employer.

1 day, can be condensed to ½ day, can be customized

Win-Win Negotiating

Course Objectives:

- Defining Win Win Negotiating and its critical elements
- Learn the variety of negotiation styles using a style matrix
- Understand and begin to apply the issue/relationship model
- Understand the difference between power and influence
- Learn how communication influences negotiations
- Apply negotiation tactics and techniques

½ day, with workbook and assessment, can be customized

Elevator Speech Workshop

Course Objectives:

- How to set yourself apart from others
- A step-by-step, never fail approach, to creating the introduction and presenting verbally organized thought
- Discover methods to 'get their attention'
- Develops strategies on how to close your introduction, make your point, and get action
- Learn how to feel more comfortable; be remembered

½ day, can be customized

Improving Communication through Positive Listening

Course Objectives:

- Assess personal listening strengths
- Identify individual barriers to communication and listening
- Learn to listen and respond with purpose
- Match listening approaches to communication needs
- Identifies five listening approaches and their appropriate use in different communication situations

1 day, can be condensed to ½ day, can be customized



Compliance

Drug-Free Workplace

Course Objectives

- The requirements of the Drug-Free Workplace Policy;
- The prevalence of alcohol and drug abuse and its impact on the workplace;
- How to recognize the link between poor performance and/or alcohol and drug abuse;
- The progression of the disease of addiction; and
- What types of assistance may be available.

Two hour workshop, can be expanded to one-half day, can be customized

Legal Hiring and Interviewing

Course Objectives:

- Understand how to develop recruiting practices to ensure you are practicing within federal compliance standards to include advertisements, employment applications, and similar recruiting documents
- Increase your awareness of legal interviewing questions
- Learn how to formulate 'legal' interviewing questions into questions that will provide you with sufficient information to make an employment decision
- Understand how to make a fair employment selection
- Become aware of EEO considerations to include ADA requirements within the content of hiring

½ day, can be customized

Managers and the Law

Course Objectives:

- Covers all major EEO laws
 - Review the application of these laws to the important management tasks of interviewing, managing performance, discipline and electronic communication.
 - Help managers understand their responsibilities to maintain a work environment free of discriminatory conduct
 - Typically customized to include an organization's specific EEO policies and procedures
 - Workshop can also cover other employment laws as requested and required by organizational needs
- 1 day, can be customized*

Preventing Sexual Harassment

Course Objectives:

- Learn the legal definition of harassment
 - Specifically understand what is harassing behavior
 - Understand the meaning of and differences between Quid Quo Pro and Hostile Environment
 - Aware of intentions vs. the impact in harassment situations to yourself, co-workers, the organization
 - Identifies the steps for preventing sexual harassment and learn what to do if it happens to you
 - What is the 'Reasonable Person Standard'
 - Discover an awareness of harassment through a self-awareness exercise
- 1 day, can be condensed to ½ day, can be customized*

**Managing Sexual Harassment
(Executive/Manager Workshop)**

Course Objectives:

- Understand your role as a leader in preventing sexual harassment
 - Become aware of 'Taking Action' consistently
 - Understand why to apply your organizational policy proactively, consistently, and earnestly
 - Discover compliant retaliation issues
 - Learn how to manage to ensure an harassment free work environment
 - What happens when your sexual harassment policy is not followed
- 1 day, can be condensed to ½ day, can be customize*

Respect in the Workplace

Course Objectives:

- Understand the relationship between respect within work teams and groups to increase productivity, creativity, and business results
- Recognize unethical, illegal, discriminatory, or rude behavior and know that none of these behaviors is acceptable within a respectful workplace
- Recognize and practice respectful behavior in the workplace
- Recognize disrespectful behavior and learn how to address it

Two hour workshop, can be expanded to one-half day, can be customized

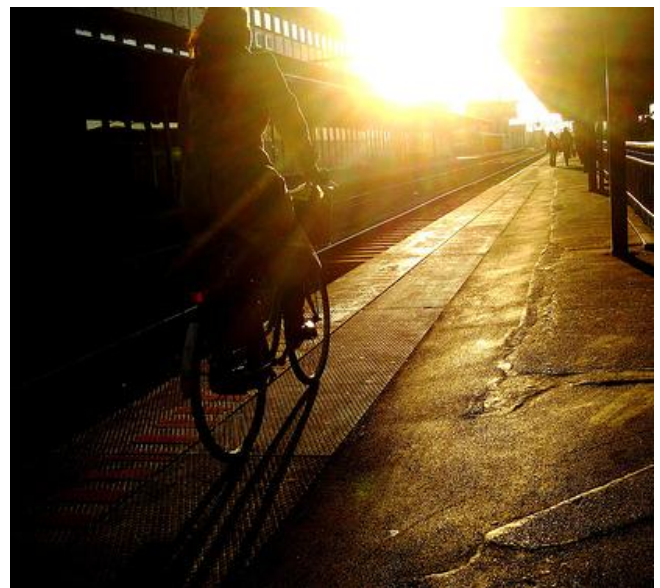


Violence in the Workplace

Course Objectives:

- Identify situations and behaviors that would be considered workplace violence
- Recognize early warning signs of the potential for violent behavior
- Match examples of behavior with the stage of violent behavior they represent
- Identify the benefits of being able to recognize the warning signs of potential workplace violence before it occurs
- Identify who to notify if you feel a person in a workplace situation has the potential to cause workplace violence
- Recognize appropriate actions to take if confronted by a violent aggressor
- Identify key concepts related to the elements of an effective violence prevention program
- Recognize the benefits of having an effective anti-violence policy

Two hour workshop, can be expanded to one-half day, can be customized



Customer Relations

Building Client and Business Relationships

Course Objectives:

- Establish the elements of building rapport and scoping client needs.
- Implement learned positive behaviors to include collaboration and eliciting client needs.
- Identify participants' strengths and competencies and where improvement is needed.
- Evaluate client needs relative to products/services or opportunities.
- Influence the client and how to identify and reach the next sales steps.

1 day, can be customized

Consulting Skills

Course Objectives:

- Work effectively with the business in assessing needs
- Interview to get clarity and build relationships
- Define clear goals and measures for meeting the business needs
- Offer the right solution for the need
- Build strong relationships with the business and influence effectively

2 day, can be condensed to 1 day, can be customized

Customer Service

Course Objectives:

- Participants learn how to integrate proven customer service success factors into their work routines.
- Strengthen participants' desire and ability to provide memorable customer service consistently.
- Identify Customer Expectations
- Provide guidelines for achieving and maintaining effective customer service habits
- Increase customer service-related competence in all areas of performance

1 day, can be customized

Enhancing Customer Satisfaction

Course objectives:

- Understand the differences between customer service and customer satisfaction
- Understand that transactional components of customer interface have to be done right
- Develop a consultative relationship with clients
- Communicate more effectively with clients
- Understand what is appropriate and not appropriate behavior in a customer relationship
- Develop an action plan for enhancing customer relationships

1 day with workshop, can be customized

Successful Selling Skills

Course Objectives:

- Learn how successful salespeople meet and exceed sales goals by satisfying customer needs and expectations better than your competitors.
- Learn to establish rapport and credibility quickly
- Build partnerships with your customers
- Stay motivated during non-productive periods

1 day, can be customized



Emotional Intelligence

Assertiveness

Course Objectives:

- Recognize those specific communication skills to enhance your ability to act assertively
- Learn how to use passive, assertive, and aggressive behavior and what is personally gained from using these approaches
- Learn and practice an assertive method of communication in the workplace
- Explore your own underlying reasons for not using assertive communication
- Create a development plan to address your immediate needs

1/2 day, can be customized

Building Enduring Relationships

Course Objectives:

- Identify your personal behavior attributes and how they impact their interpersonal effectiveness
- Accept and respect individual differences in behavior and needs
- Develop communication strategies to accommodate differing behavioral styles
- Use data and understanding gained to build and maintain better interpersonal relationships

1 day with workbook, can be customized

Listening and Influencing

Course Objectives:

- Learn what good communication looks like, feels like, sounds like
- Understand the skills needed to receive and give information to make communication work
- Adapt the five-part model for complete communication to include how to give a compliment, constructive feedback
- Understand the five speech acts: a request, an offer, a promise, a declaration, a dialogue
- Understand what makes listening so powerful and what organizational dynamics gets in the way of listening and being heard.

1 day with workbook, can be customized

Giving and Receiving Feedback

Course Objectives:

- Learn how to emphasize the positive with clear thought and clarity
- Develop specific speaking skills
- Why focus on behavior rather than on the person
- Enhance your own feedback using "I" statements
- Recognize why generalizations don't work

1 day, can be customized

Emotional Intelligence Series

Course Objectives:

- Gain an understanding of Emotional Intelligence (EI) through an introduction involving seven mini workshops. Learn what EI is and its importance to building, sustaining, and maximizing working relationships and productivity in the workplace.
- Emotional Intelligence
- Communicating to Lead
- Are you Ready and Willing to Listen?
- Influencing Up, Down and Across the Organization
- Win/Win Negotiating
- Resolving Conflict: Acknowledging It, Assessing It, Addressing It
- Difficult Conversation – Ensuring Success without Sacrificing Sanity

1 day, can be customized

Human Resources

Branding and Marketing Human Resources

Course Objectives:

- Accelerate your Human Resources (HR) capabilities by developing an HR identity
- Learn how planning, time and a pinch of marketing savvy enables you to meet this goal
- Follow a step-by-step process to gain the much-needed positive visibility with your organization to produce services and meet your objectives
- Learn how to package and market HR services to develop a business partnership
- Learn how to project a strategic human resources brand within your organization

One day, can be customized

Compensation Management Training

Course Objectives:

- Elements of a total rewards program and the elements of compensation
- Laws and regulations within which compensation programs operate
- Sequential process of job analysis, job documentation and job evaluation
- External competitiveness to include job pricing and the use of labor market data to determine competitive position

1 day, can be customized

Competencies Workshop

Course Objectives:

- Identify desired and required staff competencies
- Define those competencies and corresponding expected behaviors
- Update job descriptions with required competencies
- Understand where and how competencies are used in the hiring, professional development, performance management, and other organizationally applicable HR processes

1 day, can be customized

Employee Engagement

Course Objectives:

- Focus on differentiating between company values and the employee values
- Identify the changes your organization can make to have employees fully engaged
- Understand what causes some employees to stay with an organization through thick and thin
- Determine how employees are engaged: through the organization, manager, work/job, and/or co-workers
- Adapt strategies for rebuilding or expanding trust
- How to monitor and measure trust; what are the early warning signs

1 day, can be customized

Setting and Reaching Goals in Performance Management

Course Objectives:

- Understand the criticality of goal setting
- Know the relationship between individual contributions and organizational/unit goals
- Set SMART goals
- Understand the process for negotiating goals
- Apply progress tracking and reporting mechanisms
- Provide, accept, and apply feedback
- Apply goal setting according to organizational use
½ day, can be customized

Essentials of Human Resources

Course Objectives:

- Understand Human Resources role as a strategic business partner and its vital contribution to the organization's success
- Discover strategies to attract and retain top talent
- Examine best practices for managing HR, including improving performance and creating compensation programs, training and benefit systems that drive bottom-line results
- Identify and deal with potentially explosive issues with an eye to both legal requirements and the business needs
- Analyze human resources issues and develop action plans that can be implemented immediately
One day, can be customized

Managing Organizational Performance

Balanced Scorecard

Course Objectives:

- Discover a set of measures with a focus on four fundamental performance areas of an organization: Customer Satisfaction, Financial Performance, Internal Operations and Learning and Innovation
- View how this integrated approach balances the vision and mission of the organization with everyday operations
- Learn how a strategic scorecard can help your organization identify the few core functions that translate its vision into reality
- Identify your organization's mission and vision of success
- Develop your own focus of attention on the most important behaviors and results to influence continued and sustained success
1 Full day with customization

Change Management

Course Objectives:

- Understand that distinguishing between change and transition can make or break a project
- Know how to minimize resistance to change before it sabotages the effort
- Be able to diagnose the transition stage of an individual, team, or organization, so that appropriate leadership strategies can be implemented
- Identify and address the invisible changes that are occurring when it appears that nothing is happening
- Assess stress level, as well as coping style types and effectiveness
- Understand and deal with the most common reactions that plague people after setbacks;
- Know how to develop the three critical mental habits that define optimism in self and others
- Discover how to enable employees to quickly regain motivation and commitment after problems occur
1 or 2 day, customized

Finance And Accounting For Non-Financial Managers

- Learn how decisions affect the financial performance of their area of responsibility and the company
- Be equipped with the financial tools to make profitable business decisions on a day-to-day basis
- Be able to uncover areas for operating improvement throughout the company
- Be able to effectively communicate with financial personnel
1 day, can be customized

Project Management

Course Objectives:

- Understand and grasp the difference between task vs. project; the components of successful project management and the introduction of the Process Flow diagram
- What it takes to manage for success and the competencies needed for a successful project management programs
- Enhance your ability to manage multiple projects while maintaining planning, control and stakeholder identification
- Clarifying project rules, creating project goals, controlling project scope, creating the work plan and monitoring the project using the Gantt Chart
- Building the project team, people first, people second, people third
- Assigning roles, responsibilities, creating the project mission, managing team constraints (project role vs. job role) and resolving conflicts
- Controlling the project from your developed work plan through ample and proactive communication, change management, measuring progress, closing out the project and identifying the lessons learned
- Understanding why clear, concise and continual documentation is critical
2 full days with customization

Fundamentals of Strategic Planning



Course Objectives:

- Understand what strategy and strategic planning mean to an organization
- Learn key concepts and the language used by those involved in strategic planning
- Discover various approaches companies use to develop strategy
- Find out how strategy moves from concept through implementation to realization
- Recognize techniques companies use to assess their current and future environments
- Identify specific ways you can contribute to your organization's strategic success

1 day, can be customized

Process Improvement Tools and Techniques

Course Objectives:

- Identify process management improvement opportunities
- Manage bottlenecks to enhance workflow and productivity
- Determine if non value-added operations should be outsourced
- Use process management to know where excess levels of inventories can be reduced or eliminated
- Achieve more realistic and effective scheduling based on process lead-time data
- Know how each process relates to the whole operation

1 day, can be customized



Program For Administrative Professionals

Achieving Your Professional Best

Course Objectives:

- Learn the value of professional presence to individuals and organizations
- Learn how to communicate with confidence and conviction
- Learn how to accept change as an inevitable, necessary part of the work environment
- Learn how to lead and influence others positively in a team environment
- Set an action plan to maintain your commitment and efforts to being your personal best consistently.

1 day, can be customized

The Indispensable Assistant

Course Objectives:

- Learn the value of professional presence and performance to individuals and organizations
- Learn how to communicate with confidence and conviction
- Acquire specific knowledge and skills that convey credibility, authority, and integrity in the workplace
- Set an action plan to maintain personal commitment to sustaining your professional best

1 day, can be customized

Leadership Skills for Administrative Professionals

Course Objectives:

- Learn the value of professional presence to individuals and organizations
- Build your communication skills and speak with confidence and clarity
- Learn valuable personal effectiveness tips and techniques
- Enhance your ability to accept change as an inevitable and necessary part of the work environment
- Draft and develop a action plan to maintain commitment and efforts to being your professional best consistently

1 day, can be customized

Providing Excellent Customer Service

Course Objectives:

- Define your Customers (internal and external)
- Identify customer expectations
- Assess current Customer Service skills
- Provide guidelines for achieving and maintaining effective customer service habits

1 day, can be customized

Office Management Skills for AA's

Course Objectives:

- Clarify the relationship between your role and your Organization's mission and goals.
- Learn how to improve working relationships with all departments, not just your own.
- Learn knowledge and skills that can help others value your contributions *beyond being "just a secretary"*.

1 day, can be customized

Time & Priority Skills For AA's

Course Objectives:

- Assess current use of time relative to personal and professional realities
- Learn how to prioritize "need-to-do's" over "nice-to-do's" to maximize use of time available
- Learn valuable tips for improving personal and professional effectiveness
- Develop a plan to make changes, set realistic goals, and stay on track

1 day, can be customized

Personal Effectiveness

7 Habits of Highly Effective People

Course Objectives:

- Develop a clear definition of your top priorities and the results you want
- Achieve balance and increase productivity through a weekly and daily planning process
- End self-defeating behavior and gain the necessary security you need to change
- Develop strong relationships based on mutual trust
- Be prepared to deal with difficult circumstances before they happen

1, 2 or 3 full days, can be customized

Making Meetings Work

Course Objectives:

- Learn how to focus on meetings results, process and interactions
- Understand the impact of how planning for success will make your meetings and panels successful
- Achieve "key" involvement
- Apply the skills of facilitating agreement and accountability among the meeting participants
- How to facilitate and moderate with impact

½ day, can be customized

Political Savvy

Course Objectives:

- Become more aware of the formal and informal political landscape within your organization
- Learn how to be more effective with all organizational "power sources"
- Recognize how to maintain influence even when the power and politics of the organization shift
- Presented in a series of three – three-hour sessions; most effective when delivered in the suggested order below.
- Mastering organizational Politics
- Building and Maintaining Great Relationships – with the "Powers" and "Powers-To-Be"
- Increase your Influence

½ day per session; can be expanded to one full day or condensed, can be customized

Achieving Work-Life Balance

Course Objectives:

- Discover personal stress issues
- Minimize or eliminate common daily stress issues
- Identify areas for coping skill improvements
- Identify ways to gain greater life satisfaction and enhance personal and professional performance

½ day, can be customized

Creative Problem Solving

Course Objectives:

- Use both a vertical and lateral approach to problem solving
- Use formal and informal brainstorming techniques
- Lead a mind mapping or NGT meeting
- Apply various methods to increase lateral thinking
- Apply various models to solve problems and make decisions
- Make adjustments to their lives to increase their exposure to new and through provoking ideas

1 day, can be customized

Managing Up

Course Objectives:

- Learn how to assess your own work styles and habits
- Learn how to assess others' work styles and habits
- Learn how to choose and implement the most effective "managing up" practices and tools for your situations
- Learn how to overcome obstacles that get in the way of good "managing up"
- Draft and develop a plan for practicing the skills you have learned for ease of application

1/2 day, can be customized

Systems Thinking

Course Objectives:

- Deal effectively with complex problems without apparent solutions
- Become more creative when facing complex, strategic organizational issues
- Become empowered to consider new possibilities
- Elevate your employees thinking to a level that generates different/strategic results

½ day, can be customized

Time Management

Course Objectives:

- Make every precious minute matter
- Rid their life of the three thieves stealing time away: Distractions, Interruptions and Preoccupations
- Become Time conscious and Results aware
- Identify multiple tasks that can be accomplished simultaneously
- Reduce the bottlenecks and time contractions to their work day/daily life
- Become more productive

½ day, can be customized

Using Energy Techniques to Revive and Sustain Peak Performance

Course Objectives:

- Explain the difference between managing energy versus managing time
- Recognize your personal “Energy Deficits” and identify how these deficits may be negatively impacting performance
- Identify the four “Energy Domains” and how they factor into an effective energy management plan.
- Draft a development a plan to apply on the job at least one Energy Technique in each energy domain.

½ day, can be customized

Teambuilding

Improving Interpersonal Relations – Understanding Yourself and Others

Course Objectives:

- Learn how to determine your personal profile by using the DiSC personal profile system
- Develop strategies for success and how your behavior impacts working relationships
- Learn how to increase your personal effectiveness
- Recognize the barriers and/or enablers to interpersonal effectiveness
- Draft a development plan to change and the next steps

1 day with workbook and DiSC assessment, can be customized

Innovation in Teams

- Identify the approaches used in the innovation process
- Identify individual roles in the team process
- Learn strategies to reduce the risk of team conflict and failure
- Develop strategies that will help a team to create, refine, advance and implement new ideas

1 day, customized

Team Action Work-Out

Course Objectives:

- Learn a process of concentrated problem solving and decision making for teams
- Apply this process to solve a current team issue

1 day, customized

Team Effectiveness Workshop

Course Objectives:

- Identify the benefits of the team approach to achieving business goals
- Explain team effectiveness factors
- Provide strategies for building efficient teams
- Determine specific team attributes best suited to participants and their organizations

1 day, customized

Team Presentation Skills

Course Objectives:

- Understand the ‘rules’ of presenting and create a seamless team presentation
- Learn how to talk to one another
- Understand the transitions of thought in presenting and why they are important
- Get the audience to pay attention to you the presenter
- How to analyze your audience
- Learn the principles of presentation such as, preparation, structure, delivery and the ability to think on your feet

1 day, can be condensed to ½ day, can be customized



Workplace Issues

Diversity Cultural Competence

Course Objectives:

- Increase cultural competency awareness and skills
 - Increase inclusiveness regarding all layers of diversity
 - Improve communication around issues of diversity
 - Improve group cohesion through this awareness
- 1 day, can be customized*

Diversity as a Business Imperative

Course Objectives:

- Understand the business imperative for diversity (workforce, workplace, marketplace)
- Develop an awareness and sensitivity for diversity and inclusion
- Introduce the skills needed to effectively interact with a diverse workforce and marketplace
- Provide a supportive forum to discuss diversity opportunities and challenges
- Develop an action plan for leading change through inclusion addressing workforce, workplace and marketplace issues

1 day, can be condensed to ½ day, can be customized

Micro-Inequities in the Workplace

Course Objectives:

- Facilitation methods include lecture, individual/team exercises, role play, video analysis, and group discussion.
 - Learn about micro-messages, how they are sent and received
 - Discover the impact of micro-inequities in your organization
 - Examine daily interactions with co-workers and clients
 - Understand INTENT vs. IMPACT
 - Improve ability to have the tough conversations.
- ½ day, commonly combined with other workshops*

Stress Management

Course Objectives:

- Learn the differences between positive and negative stress
 - Identify specific situations and circumstances that cause stress
 - Provide ways of managing work/life experiences so desired levels of balance are achieved and maintained
 - Learn how to take life seriously, but not too seriously
- ½ day, can be customized*

Multi-Generational Diversity – Making it Happen

Course Objectives:

- Generational Diversity – we know what it is, but how do we achieve and manage it?
 - Workforce Analytics – How generationally diverse is your organization?
 - What is the gap between generational diversity reality and your organization's goals?
 - Why is successfully recruiting/retaining a multi-generational workforce a business imperative? Why change what seems to work today?
 - Strategies, tactics, tools for being the workplace of choice for a multi-generational employer
- 1 day, can be condensed to ½ day, can be customized*



Call us for more
information
703-260-2610

TMG has over 300 e-Learning Training Classes also available:

www.tmgi.net/learning_management_service/LMS/catalog.html



TRAINING WITH TMG

For more information, contact us at www.tmgi.net or call 703-260-2610

Program Customization

All programs can be customized to reflect the client's unique work culture and business.

TMG will customize workshops to include specific case studies and interactive examples reflecting your industry, to incorporate your organization's own policies and procedures, or to add your organization's specific forms and processes.

- *TMG's goal for every engagement is to maximize the application of learning to the job.*
- *When learners apply what they've learned and increase their job performance and effectiveness, accomplished our commitment to you, our client.*

Some designs utilize assessment tools. These are priced according to market price at the time of delivery.

Learning Methodology

- *Self-assessments to help participants understand themselves and others in a specific environment.*
- *Interactive class discussion for peer learning.*
- *Experiential exercise and case studies to assist in workplace application.*
- *Videos to assist in seeing the appropriate workplace behavior.*

These learning tools and techniques enable participants to appreciate individual differences and to develop effective strategies for leading, managing and working with each other. At the end of every program, participants apply the learning through creating a personal development action plan

Training and Development Strategies

As part of this process, TMG helps clients with a wide range of training issues:

- *Align the organization with new training strategies.*
- *Design a training "road-map" in conjunction with existing organization programs, such as Performance Management, Compensation & Rewards.*
- *Clarify training accountability to meet organizational goals, move the organization forward, and prepare for future organizational leadership.*

For more information, contact us at www.tmgi.net or call 703-260-2610

TMG Trainers

The TMG team is comprised of over 50 highly talented consultants. This depth and breadth of expertise enables TMG to satisfy almost any client request.

- Client-centric
- Highly Educated (Ph.D.'s, MBA's, MS, etc.)
- Certified – assessments, facilitation, coaching
- Thoroughly Experienced:
 - Commercial, non-profit, government
 - Many industry types – including technology, health care, legal, defense
 - Large to small organizations, growing and mature business
 - Thought Leadership
- 5 consultants have recently authored books on topics such as leadership, coaching, performance management, affirmative action, mentoring
 - Publish in respected journals
 - Present at national and international conferences
 - Teach in prestigious programs



OTHER TMG Services

CONSULTING

Organizational Development & Change Management

- Business Process Improvement
- Strategic Roadmaps
- Strategy Implementations
- Balanced Scorecard Process
- Strategic Workforce Planning

Team Building

- Peer Coaching/Facilitated Learning Teams
- Action Learning
- Blended Learning Solutions

Human Resources Consulting

- Total Rewards and Compensation Studies
- Retention
- Onboarding Programs
- Performance Management
- HR Audits
- Affirmative Action Plans
- HR Guidelines/Policies
- Interim Placements

Measurements and Benchmarking

- Employee Opinion Surveys
- Metrics and benchmarking
- Assessments

Business & Financial Management

- Business Case - Cost Benefit Analysis
- Business Planning
- Cost Analysis
- Economic Value Management
- Financial Planning and Analysis
- IT Systems Analysis
- Mergers & Acquisitions
- Performance Analysis
- Pricing & Marketing Analysis
- Process Improvements
- Quality Management

Technology Implementation

- Program and Project Management
- Business Modeling and Analysis
- IT Governance

COACHING & FACILITATION

Executive Coaching

- Master Executive Coaching
- Standard Executive Coaching
- Shadow Coaching
- High Impact Coaching
- Executive Presence Coaching
- Onboard/Assimilation Coaching

Career Coaching

- Individual Transition Coaching
- Transition Workshops

Facilitation

- Onsite Meetings
- Off-Retreats
- Meeting/Event Planning

Mediation

- Difficult Situations

Leadership Team Development

Mentoring

Succession & Retention Management