



Atteuq Potential Unlimited, Inc.

Unleashing Potential, Driving Performance

**Learning
&
Performance
Brochure**

Taking learning to a new level!

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Leadership Development - multiple 2-4 hour sessions

This is a development class rather than training, that is, the class meets for 2-4 hours every week or every other week. Groups meet for 8-12 sessions to discuss one topic per session. The sessions are interactive combining small and large group discussion, exercises and problem solving for specific organizational issues. The workshops provide information that allows leaders or prospective leaders recognize the type of leadership that is necessary to transform their organization into high-performing organization by understanding 1) what makes human resources more productive and 2) how to manage and implement organizational change. The following topics are presented:

- Leadership and Leadership Characteristics
- Leadership vs. Management
- Transforming the Organization/Understanding & Implementing Organizational Goals
- Understanding Human Behavior
- Leading Non-exempt and Exempt Staff
- Building and Leading Teams/Collaborating
- Developing Peak Performers
- Employee Engagement/Motivating People
- Coaching Employees for Departmental Success
- Problem Solving and Decision Making
- Leadership, Communication & Human Relations
- Dealing with Negative Behavior/An Effective Performance Appraisal Process

Self-Leadership (Personal Effectiveness) for Non-Managers - 1 day

Leading others is an out-growth of self-leadership. This course gets at the heart of self-leadership (personal effectiveness) which we define as the ability for one to 1) set a specific direction for oneself, 2) proceed in that direction with self-confidence, and 3) evaluate one's performance and direction and adjust as appropriate. Participants in this program are inspired to effectively understand and lead self in both business and life, thus preparing them to develop the leadership skills so necessary for excellence in business today. "20.7" components of self-leadership and personal effectiveness are presented for discussion:

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Self-Leadership continued

1. Understand yourself/ your needs
2. Develop a positive self-image
3. Self-motivation
4. Continuous learning journey
5. Overcome the past
6. Don't relive past mistakes/Capture the power of mistakes
7. Build the success attitudes
8. Accept others who are different
9. Manage your time
10. Develop communication skills
11. Develop interpersonal skills
12. Develop decision making and problem solving skills
13. Set and plan goals
14. Develop the courage to act
15. Be excellent
16. Maintain self-control/ self-discipline
17. Dream dreams & see visions
18. Surround yourself with winners
19. Reach back
20. Get a coach
- 20.7 Stretch yourself

Performance Management - 1 day or more

For obvious reasons, one of managers' most disliked tasks is performance appraisals or annual reviews. Performance management removes performance appraisals or annual reviews as the focus of employee performance. The focus then becomes the entire spectrum of performance improvement strategies to influence employee behavior and results. Performance management involves, among other things, effective employee performance improvement strategies, development of performance measures and expectations, regular performance feedback, goal setting, coaching, performance development, training, cross-training, challenging assignments and 360° feedback. The manager/employee relationship is the focal point of effective performance management strategies. The ultimate result of the implementation of effective Performance Management strategies is the creation of a high-performing organization. The course focuses on:

- What Performance Management is and differences between Performance Management and traditional management and human resources practices
- The skills and knowledge necessary for managements to implement Performance Management strategies
- How to manage different levels of employees: high, marginal & low performers
- How to develop and communicate better performance measures
- Understanding the relationship between employee performance and manager/leader performance
- Improving employee performance by developing/improving manager/employee relationships
- Employee coaching strategies

Executive Leadership Development - multiple 2-4 hour sessions

To create and lead an organization that will maintain a competitive advantage during these turbulent times, many executives will have to transform an organizational culture that was founded on yesterday's paradigms and ideas. For many people, learning to adjust to change will be difficult and managing change will present even greater challenges. Organizational success will require leadership that is focused on positive results! Some topics discussed in these sessions are:

- The Challenge of Leadership
- Valueship
- Vision
- Dealing with Change
- Organizational Alignment
- Goal Accomplishment
- Effective Planning
- Leadership Responsibility
- Understanding Human Potential
- Collaborating
- Building Teams
- Motivation
- Understanding Behavior
- Building Success Attitudes and Habits
- Communications

Excellence in Customer Service - 1/2 day

Enhance your understanding and skills in the area of customer service. The session is interactive with both small group and individual exercises. The session will allow participants to develop a better understanding of:

- What excellent customer service is
- Why excellent customer service is important to the organization and to your individual success
- Who your customers are (internal and external)
- The ripple effect that good/bad customer service has in your organization/life
- How attitude and behavior impact excellence in customer service
- How to improve individual customer service skills
- How to develop a culture of excellence in customer service organizationally
- How to deal with and manage difficult customer personalities

Strategic Planning - multiple 2-4 hour sessions

This process provides a format for developing specific strategies, converting those strategies into a business planning process, and establishing measurable and attainable organizational goals.

Time Management Strategies - 1/2 day

In our rapidly-changing, time-conscious world, we are forced to get more done...with fewer people...in less time. The quantity of time will not change. There are always sixty seconds in a minute, sixty minutes in an hour, and twenty-four hours in a day. Therefore, what needs to change is our perception of time and how we manage our time. This process will help you overcome procrastination, effectively prioritize, and invest your time wisely. Some topics covered are:

- Getting Organized
- The Importance of Meaning
- The Three D's
- Goal Setting
- Investing Your Time
- Reacting vs. Acting
- Stress Management
- Procrastination
- Planning and Priorities
- Attitude Development
- Learning to Say No

Conversity (Diversity) for Non-Leaders - Two 4 hour session

This diversity workshop allows participants a chance to understand the dimensions of diversity and review some statistics and terminology related to diversity. The session gives the participants the ability to focus on human sameness and how discussions about and focus on sameness can lead to attitudes and behaviors that capitalize on human differences for organizational success. Topics such as:

- Similarity bias
- Categorization, Group dynamics
- Workplace bias
- Culture
- Values
- Attitude & behavior change

Diversity & Diversity Management for Leaders

- 2 days (Four 4 hour session)

A session for managers allows the leadership of the organization to design the organization's diversity initiative. The session extends further to include the topics listed above and the following topics:

- Cultural competence
- Diversity management
- Diversity of thought
- Learning and effective organizations
- Implementing and managing diversity initiatives

Management Development - multiple 2-4 hour sessions

Today's management requires the skills to manage people to a higher level of productivity and successful outcomes. Every company and organization is forced to accomplish more with less in this global business environment. Effective managers are a key ingredient for increased profitability and growth for organizations. Some topics covered are:

- Manager as a Leader
- Criteria for Goal Setting
- Order of Values
- Solutions and Action Steps
- Confidence
- Attitude Motivation
- Timing and Decisions
- Management Communications
- Making the Most of Your Time
- Staff Development
- Creating a Problem Solving Environment

Supervisor Development - multiple 2-4 hour sessions

Almost universally, today's supervisory force is made up of men and women who have been promoted from being a superworker to being a supervisor or team leader. However, most supervisors and team leaders have had little or no training in the required skills. Many decisions required within this role everyday affect profits, productivity, service levels, as well as attitudes, and morale. With a role and function of this magnitude, it would seem logical that the process of becoming a supervisor and team leader would require years and years of training.

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- The Roles and Functions of a Successful Supervisor or Team Leader
- Effective Organizational & Personal Goal Setting
- Developing Confidence
- Managing and Controlling Your Use of Time
- Understanding Human Needs
- Motivating Improved Performance
- Creating an Environment for Growth
- The Art of Listening
- Taking Corrective Action
- Delegation
- Decision Making
- Problem Solving

Sales Development - multiple 2-4 hour sessions

Success in the world of sales depends on your ability to reinvent yourself and your processes and apply them for improved results consistent to your customer's needs. Being an effective sales person requires the ability to build relationships and network with perspective clients. It requires a complete understanding of the sales process and how & why people buy. The following are some of the topics covered in this development process:

- Success in Sales
- The Buying Selling Process
- Your Personal and Professional Growth
- Prospecting and Prospecting Techniques
- Communication Skills
- Getting Appointments
- The Introduction
- Gaining Favorable Attention
- Discovering Needs and Wants
- Building a Case for Action
- Presenting Benefits and Consequences
- Getting Commitment and Follow-up
- Overcoming Obstacles for Continued Success

Project Management - 1 day or more

This program will help participants gain a broad understanding of the basic core concepts of the project management process. Each stage of the project life cycle will be explored. Approaches that aid the project manager to complete the project on time and within budget will be identified and discussed.

Conflict Management - 1 day

This seminar takes a different look at conflict, prompting participants to change their perspective on conflict in the workplace viewing it as John Dewey calls it, "the gadfly to thought".

Assertiveness – 1 day

This seminar covers four styles of communication, Aggressive, Passive, Passive-Aggressive and Assertive and helps each participant understand the benefits of Assertiveness. Tools, self-assessments and role plays are used to help participants enhance their assertiveness skills.

Presentation Skills – 4 hours

This short seminar will focus on mastering oral presentations. The facilitator presents and then provides an opportunity for each participant to practice presenting.

Action Learning - multiple 2-4 hour sessions

Action learning is a continuous process of learning and reflection, supported by colleagues, with an intention of getting things done. Through action learning individuals learn with and from each other by working on real problems and reflecting on their own experiences (McGill & Beaty, 1992). In action learning, groups of four to six people come together in what is called a 'set'. Their coming together is a voluntary action. Each member of the set will have a chance to present contextual problems to the group. Members of the set will develop the following skills in order to help other members of the set: analytical and problem solving skills, communication skills, active listening, reflecting, questioning skills, and self-disclosure. Action learning is an excellent way to develop managers and supervisors while solving real-world business problems.

One-on-One Coaching

Having a personal coach will help you to develop and keep a personal commitment to success, align your goals with your skills, get out of your comfort zone, and experience, and maximizing your potential. YOU CAN'T DO IT ALONE!

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Other Atteuq Potential Unlimited, Inc. Programs

Some other courses and topics available are:

- Dealing with Difficult Personalities
- Effective Team/Group Work
- Teambuilding and Collaboration
- Change and Accepting Change
- Getting Results through Goal Setting
- Getting Past Fear for Success
- Developing Confidence
- Motivation
- Decision Making & Problem Solving
- Performance Management & Appraisals
- Developing Employees
- Individual & Group Problem Solving

Technical and Information Technology Programs

- Microsoft Word
- Microsoft Excel
- Microsoft Access
- Microsoft PowerPoint
- Microsoft Project
- Microsoft Project Server
- Software Development Estimation
- Systems Analysis & Design
- Requirements Gathering

Project Management Consultation

We effectively manage both software and hardware related IT projects to meet time, budget, and quality measurements

Systems Development Lifecycle Process Improvement Consultation

We create documentation, rollout process improvements, and train employees in the area of information technology process documentation. These processes are customized specifically for your information technology business environment. Included here may be the setup of a Project Management Office, installation of Microsoft Project Server, training in the use of Microsoft Project and Project Server and other IT process related activities.