Leadership

Topic	Program and Resources	Delivery Method	Training Hours
Ten Steps Of Engagement For Managers And Leaders	✓ **Ten Steps of Engagement for Managers and Leaders Slides** ✓ **Engagement Leadership** ✓ **Leadership Evaluation Change Plan** ✓ **Leadership Evaluation** ✓ **Leadership Style Matrix** ✓ **Leadership and Engagement Best Practices** ✓ **Seven Motivators Self-Assessment** ✓ **Seven Motivators Team Assessment** ✓ **12 Needs a Leader Must Fill** ✓ **Three Circle** ✓ **BEST Profile and Candidate Evaluation Form** ✓ **Generations at Work Quick Guide** ✓ **Generations at Work Exercise** ✓ **Exit Interview and Stay Interview Questions** ✓ **Team Development Handout** ✓ **Diversity Exercise** ✓ **Diversity Wheel Slideshow** ✓ **Communication Protocol Overview** ✓ **How to Create a Balanced Scorecard** ✓ **Learning and Development Strategies**	**Classroom & Webinar**	**8 to 16 hours**
Employer Value Proposition	✓ **Employer Value Proposition Worksheet**	**Classroom & Webinar**	**1 to 4 hours**
Embracing & Managing Change	✓ **Embracing and Managing Change Slides** ✓ **Seven Tools for Dealing with Change Quick Guide** ✓ **12+ Tips for Going Through Change** ✓ **Additional Change Tips for Leaders**	**Classroom & Webinar**	**1 to 4 hours**
Leadership Team Evaluation	✓ **Leadership Team Evaluation Form** ✓ **Leadership Team Evaluation Worksheet**	**Classroom**	**1 hour**
Leadership Styles Development	✓ **Leadership Style Overview** ✓ **Leadership Style Exercise** ✓ **Leadership Style Self-Assessment** ✓ **Leadership Style Matrix**	**Classroom & Webinar**	**1 to 2 hours**

Topic	Program and Resources	Delivery Method	Training Hours
Engaging High Impact Teams To Solve Problems	✓ Engaging High Impact Teams to Solve Problems Slides ✓ Idea Evaluator Form and Instructions ✓ Idea Priority Matrix Handout ✓ Action Planning Template (Excel) ✓ Action Planning Template ✓ High Performance Workforce Goal Setting Worksheet ✓ More of Same as Less of Exercise Guidelines ✓ Tips for Facilitating Discussions	Classroom	8 to 12 hours
Building A Balanced Scorecard	✓ Building a Balanced Scorecard Slides ✓ How to Create a Balanced Scorecard	Classroom & Webinar	1 hour
Succession Planning	✓ Succession Planning Slides ✓ Succession Planning Form ✓ Succession Planning Matrix	Classroom & Webinar	1 hour
Communication Protocol (Promise)	✓ Communication Protocol Overview ✓ Creating a Communication Protocol Slides ✓ Communication Protocol Example and Template ✓ Communication Protocol Development Exercise	Classroom & Webinar	1 hour

Managing People

Topic	Program and Resources	Delivery Method	Training Hours
Leadership Practices That Engage Employees	✓ Leadership Practices THAT Engage Employees Slides ✓ Leadership Practices Case Studies ✓ Assessing Your Employees ✓ Characteristics of A Good Employee Assessment ✓ Creating a Motivational Environment ✓ Developing Employees ✓ Employee Assessment Worksheet ✓ Employee Development Plan Template ✓ Employee Retention Questions ✓ Instructions for Requesting and Collecting 360-Degree Assessments ✓ Key Success Measures ✓ Providing Corrective Feedback ✓ Providing Reinforcing Feedback ✓ Steps to SMART Goals ✓ Tips for Evaluating 360's ✓ Tips for Writing an Effective Assessment	Classroom	8 to 12 hours

Topic	Program and Resources	Delivery Method	Training Hours
Leading the Generations	✓ **Engaging The Generations Slides** ✓ **Generations At Work Quick Guide** ✓ **Attracting Gen X And Gen Y** ✓ **New Corporate Hierarchy** ✓ **Training The Generations** ✓ **Communicating with The Generations Handout** ✓ **Exit Interview and Stay Interview Questions** ✓ **Generations at Work Exercise** ✓ **Creating a Motivational Environment** ✓ **Idea For Retention Handout** ✓ **Learning and Development Strategies** ✓ **Name That Generation Scorecard** ✓ **Social Media Policy** ✓ **Successful Internal Social Media** ✓ **Your Organization's Breakdown Exercise** ✓ **Stay Interview Questions**	**Classroom**	**2 to 6 hours**
Employee Engagement Basics	✓ **Engagement Overview Slides** ✓ **Engagement Overview Handout** ✓ **Self-Assessment Worksheet** ✓ **Low Cost/No Cost Worksheet** ✓ **Low Cost/No Cost Examples**	**Classroom & Webinar**	**1 hour**
Motivating For High Performance	✓ **Motivating For High Performance Slides** ✓ **Motivating For High Performance Workbook** ✓ **Motivational Profile** ✓ **Seven Motivations Descriptions** ✓ **Seven Motivators Self-Assessment** ✓ **Seven Motivations Team Assessment** ✓ **Twelve Ways To Boost Morale**	**Classroom & Webinar**	**1 to 4 hours**
Moving Teams To High Performance	✓ **Managing Teams To High Performance Slides** ✓ **Managing Teams To High Performance Quick Guide** ✓ **Managing Teams To High Performance Worksheet** ✓ **Team Development Handout** ✓ **Team Purpose Exercise**	**Classroom & Webinar**	**1 to 4 hours**
New Team Development	✓ **New Team Kickoff Meeting Slides** ✓ **Effective Team Building Activities Quick Guide** ✓ **Team Kickoff Process Quick guide** ✓ **Team Kickoff Road Map (Multi-Day)** ✓ **Team Kickoff Road Map** ✓ **Team Communication Techniques Quick Guide** ✓ **Team Performance Rating Sheet**	**Classroom**	**8 hours**

Topic	Program and Resources	Delivery Method	Training Hours
New Team Development *(continued)*	✓ **Team Kickoff Road Map Follow Up Guide** ✓ **Leadership Team Evaluation Form** ✓ **Leadership Evaluation Report** ✓ **Team Development Handout**		
Leading Remote Teams	✓ **Leading Remotes Teams Slides** ✓ **Leading Remotes Teams Quick Guide** ✓ **Remote Team Playbook**	**Classroom & Webinar**	**2 to 3 hours**
Coaching For Engagement	✓ **Coaching for Engagement Slides** ✓ **Coaching Quick Guide** ✓ **Coaching Self-Assessment (Rating)** ✓ **Coaching Self-Assessment (Forced)** ✓ **Feedback SBI Model Exercise Worksheet** ✓ **Grow Model Practice Sheet** ✓ **Learning and Development Strategies** ✓ **Coaching Development Plan**	**Classroom & Webinar**	**1 to 4 hours**
Goal Setting and Achieving	✓ **Goal Setting and Achieving Slides** ✓ **Goal Setting Model Summary** ✓ **Creating and Implementing Effective Goals** ✓ **Goal Setting Worksheet** ✓ **Steps to SMART Goal Setting**	**Classroom & Webinar**	**1 to 4 hours**
Setting and Communicating Clear Expectations	✓ **Setting Clear Expectations Slides** ✓ **Setting Clear Expectations Workbook**	**Classroom & Webinar**	**1 to 4 hours**
Providing Effective Feedback	✓ **Giving Effective Feedback Slides** ✓ **Handling Reactions** ✓ **Providing Corrective Feedback** ✓ **Providing Reinforcing Feedback** ✓ **More of/ Same As/ Less of Exercise Guidelines**	**Classroom & Webinar**	**1 to 4 hours**
Performance Improvement	✓ **Performance Improvement Slides** ✓ **Performance Improvement Model Slides** ✓ **Corrective Action Process**	**Classroom & Webinar**	**1 to 4 hours**
Delegation - Delegating To Others	✓ **Delegating To Others Slides** ✓ **Delegating To Others Workbook**	**Classroom & Webinar**	**1 to 4 hours**
Delegation - Responding To Delegation	✓ **Responding to Delegating Slides** ✓ **Responding to Delegating Workbook**	**Classroom & Webinar**	**1 to 4 hours**
Leading A Diverse Workforce	✓ **Leading A Diverse Workforce Slides** ✓ **Diversity Wheel Slide** ✓ **Diversity Exercise**	**Classroom & Webinar**	**1 hour**

Topic	Program and Resources	Delivery Method	Training Hours
	✓ Generations At Work ✓ Generations Exercise		
Career Development Awareness	✓ Career Development Awareness Slides ✓ Career Path Awareness Handout	Classroom & Webinar	1 to 4 hours
Conflict Management	✓ Reducing Conflict At Work Slides ✓ Conflict Management Style Questionnaire	Classroom	2 to 4 hours

Work Environment

Topic	Program and Resources	Delivery Method	Training Hours
The Email Edge – Sharpening Your E Mail Skills	✓ The Email Edge Slides ✓ The Email Edge Quick Guide ✓ Email Etiquette	Classroom & Webinar	1 to 2 hours
Improving Performance Through Time Management	✓ Make Time to Engage ✓ Activity Log With Sample ✓ Creating And Implementing Effective Goals ✓ My Time Manager ✓ Mode of Time Exercise ✓ Final Tips For Managing Your Time	Classroom	4 to 6 hours
Meeting Management	✓ Meeting Management Slides ✓ Meeting Management Quick Guide ✓ Agenda Template	Classroom & Webinar	1 hour
Building A Sales Culture	✓ Sales Culture Slides	Classroom & Webinar	1 hour
Presentation Workout	✓ Presentation Workout Facilitator Guide ✓ Presentation Workout Participant Manual	Classroom	8 hours

Selecting and Onboarding

Topic	Program and Resources	Delivery Method	Training Hours
Determining Hiring Needs	✓ **Determining Needs Slides** ✓ **Over – Staff Under – Staff Exercise** ✓ **Exit Interview and Stay Interview Questions** ✓ **BEST Profile And Candidate Evaluation Form**	**Classroom & Webinar**	**1 to 4 hours**
Recruiting Engaged Employees	✓ **Recruiting Engaged Employees Slides** ✓ **BEST Profile And Candidate Evaluation Form** ✓ **Case Study Exercise** ✓ **Resume Samples for Exercise** ✓ **Resume Screening Exercise** ✓ **Resume Screening Tips** ✓ **Recruiting Sources Planning Guide** ✓ **Large Program Recruiting** ✓ **Employee Assessment**	**Classroom**	**2 to 4 hours**
Interviewing For The BEST Candidate	✓ **Selecting And Hiring Engaged Employees Slides** ✓ **BEST Interview Checklist** ✓ **BEST Profile And Candidate Evaluation Form** ✓ **Best Reference Check** ✓ **Interview Scheduling Tips** ✓ **Telephone Interviewing Tips** ✓ **Interview Skills Assessment** ✓ **Legal Questions Guidelines** ✓ **Why COMPANY is a great Place to Work** ✓ **Interview Questions Database**	**Classroom**	**2 to 4 hours**
Integrating New Employees	✓ **Integrating Engaged Employees Slides** ✓ **First Week Orientation Checklist** ✓ **Ideas For Staying In Contact With Incoming Employees** ✓ **New Hire Appraisal** ✓ **New Hire Feedback Form** ✓ **Stay Interview Questions**	**Classroom & Webinar**	**1 to 2 hours**
Love 'Em When They Leave	✓ **Exit Interview Questions**	**Classroom**	**1 hours**