

Program Descriptions



Choosing an appropriate training program can be a challenge. Here are several workshop descriptions with objectives to get you started.

Any of these programs can be customized for your organization's unique needs.

Leveraging the Animal Within You for Improved Relationships and Productivity

Each of you have behavioral tendencies based on your personality and temperament. Based on Dr. John Trent's strengths' assessment depending on whether you are more of a Lion, Otter, Golden Retriever, or Beaver you will have predictable tendencies on how you respond or react. As you develop a deeper understanding of your preferences and that of others, you can learn to choose responses that will increase the likelihood of positive outcomes. In this fun, highly interactive program you will:

- Assess if you are more of a Lion, Otter, Beaver, or Golden Retriever
- Evaluate your own personality tendencies
- Discover techniques to quickly assess your coworkers' and even a stranger's type and predictable preferences
- Determine appropriate modifications in your approach
- Practice non-manipulative techniques to build better relationships
- Leverage your animal type for greater productivity

Motivating Yourself and Your Team During Challenging Times

Who motivates the motivator? In order to motivate your team more efficiently and successfully you must first be able to motivate yourself. This session will help you to:

- Assess when to use the carrot and when to just use the stick to motivate
- Interpret how the current data on employee engagement applies to you
- Determine what to do with the employee who is just not on the team
- Review 20 no-cost ideas to motivate your team

Developing a Survival Mindset: Preparing for an Active Shooter

Increasingly, mass shootings are in the headlines and a concern to businesses, organizations and institutions. Would you know how to respond if you heard shots fired in your building? There are many steps that can be taken to increase your odds of survival if you should have such an incident. In this well-researched program you will:

- Review strategies recommended by Homeland Security
- Move from condition white (oblivious) to condition yellow (aware)
- Discuss the numerous response considerations and how to choose the most appropriate option for your scenario
- Create an individual and group response plan to an active shooter threat
- Develop a survival mindset

Nonverbal Communication: What you do speaks so loudly -- I can't hear what you say

Research shows that 55% of the message received in face-to-face communication is communicated nonverbally, whether intended or not! Are you making the most of your interactions by consciously choosing your nonverbals and efficiently reading the messages being sent to you? In this session you will:

- Create a heightened awareness of the impact of nonverbal communication
- Review the three major forms of nonverbal communication and how to make them work for you
- Tune into the messages you are sending (consciously and subconsciously)
- Practice reading/interpreting gestures and body language
- Gain a new perspective on human interaction

Developing Engaging Presentations in Half the Time

Learn directly from Rick Capozzi, a highly evaluated, international speaker and presentation coach who delivers as many as 160 presentations per year, how he cut his preparation time by 75%. Simultaneously, he made his delivery more engaging and impactful, resulting in innovative change. You will have the opportunity to practice the development and delivery techniques that will aid in long term retention and application of your new skills.

- Review techniques to significantly reduce presentation preparation time and anxiety
- Utilize mind mapping to be able to “see” your presentation and reduce or eliminate your need for notes
- Share best presentation practices

- Interpret the listeners’ nonverbal feedback you are receiving and adjust accordingly
- Assess how to modify your presentation on the fly to fit almost any mix of people and situation that may arise
- Determine when (and when not) to incorporate technology
- Lay out your next presentation in six minutes for a more concise and articulate message.

Set Goals & Manage Time to Achieve Success

People are constantly expected to get more accomplished in less time and with even fewer resources. Are you managing your time and your tasks or are they managing you? Perhaps you are dealing with a lengthening to-do list to which tasks are being added more quickly than they are being marked ‘complete.’

In this engaging, on-line program, you will have the opportunity to step back and get a fresh perspective on what really matters. Rick Capozzi will help you see how to achieve greater results while eliminating the interruptions and tasks that drain your energy and productivity. This 90-minute webcast is chock-full of insights, ideas and best practices to help you to focus on the 20% where your real results originate. At the same time, you will gain insights on how to reduce the 80% that causes negative stress and slows your success. In this session you will:

- Discover ways to leverage people, finances, and other resources for maximum efficiencies
- Discuss how to set goals and develop action plans
- Create the vision of your success
- Prioritize effectively and learn a technique to say, ‘no’ respectfully
- Develop ‘old school’ as well as modern techniques for greater results

Practical & Professional Etiquette to Enhance Your Image

How are you doing at making those critical first impressions? Are you aware of the seemingly insignificant behaviors that can make or break a relationship? This engaging seminar will help you to be confident in a variety of situations, whether you are making introductions, doing business while dining, determining when it is appropriate (or not) to use your smartphone, or dealing with an influential leader who has had too much to drink. In this fast-paced and practical session you will:

- Discover the controllables in making a great first impression and learn the seven steps to a great handshake
- Practice the tricks and techniques to memorizing people's names and faces
- Review fine dining etiquette dos and don'ts
- Discuss best practices in dealing with mobile technology (smartphone, iPad, Bluetooth, etc.) depending on the situation
- Determine how to deal with an egomaniacal (and sometimes obnoxious) patron

Email Etiquette: Communicating your message effectively

One email message can demonstrate your image of professionalism... or destroy it. Email communication is one of the most frequently used modes of business communication today. Are you maximizing your impact by using it effectively? This no-nonsense program will help you to:

- Improve your professionalism
- Review the most common email etiquette mistakes
- Discuss how "private" email really is (It's not.)
- Review the challenges in email standards
- Consider options on dealing with those practicing poor email etiquette
- Draft subject lines that get your email read
- Be smart with your smart phone or tablet

- Review protocols when forwarding, replying, and replying to all
- Create effective signature blocks and away-messages that make you more productive
- Comprehend why to never use BCC and what to do instead
- Review tips to reduce liability
- Determine how to adjust the style and format of your email based on the context and the preferences of the receiver

Dining Etiquette: It's Not About the Rules

If when you sit down to fine dining you need to pause as you figure out which water glass is yours or as you decide which fork you should use, you may be surprised at how much you will learn as you enjoy a 4-course meal in a fine dining environment where the foundations of dining etiquette will be reviewed and practiced.

Each course will be introduced with etiquette tips and ideas to build your confidence in your dining skills so that when you are in a high-stakes dining situation, you can be focused on the business at hand and not worried about which fork to use. You will learn a lot... enjoy a great meal... and have some fun. During this hands-on the forks program, you will:

- Review fine dining etiquette dos and don'ts
- Reinforce good dining habits while you abandon the ones you thought were correct but weren't
- Discuss the difference between etiquette and manners (and why it's not about the rules)
- Discuss the options if a big-check donor accidentally grabs your water glass
- Review basic differences when dining with people of other cultures
- Ask questions about anything that is unclear
- Consider what to do when you don't know what to do
- Discover how to be a local when out of town
- Gain fine dining confidence that will stick-to-your-ribs, and have a lot of fun!

How's Your Memory?

Do you struggle with remembering people's names? Do ever get frustrated trying to recall all of your different passwords? Do you ever walk down the hall to get something but seconds later forget why you are there? Good news – it's fixable! If you struggle to remember names, lists, numbers, etc., it is probably not because you don't have the capacity, but that your memory has not been trained.

If you are willing to incorporate the techniques shared in this program, you should see an immediate enhancement in your memory. In this interactive program that is chock-full of innovate memory techniques and a few tricks, you will:

- Discover the simple technique that psychologist say will improve your ability to remember a person's name by 17%
- Discuss what we do remember and why
- Review a variety of memory methods and determine how to choose which to use
- Reduce the time it takes to recall facts and figures
- Create memorable passwords that meet your security requirements
- Customize the techniques to fit your needs
- Gain a fantastic memory!

20 Tips on Working with Your Board

Your organization's board really does want to see you and your organization flourish, but perhaps you find yourself dreading going to those BOD meetings or getting nervous if you have to present at them. You know your organization needs to evolve, but sometimes it is really a challenge to get the board "on-board." This session will provide 20 valuable tips on making the process something you and your board will look forward to. During this program you will:

- Develop a board member mindset
- Assess how to give them what they are looking for to get what you need
- Determine how to choose the best approach in almost any situation
- Review what not to do in front of your board, ever
- Interpret the subtle feedback you are receiving when presenting new ideas
- Determine how to win over that board member that is never happy

Speed Reading 101

Imagine the knowledge you could gain simply by being able to read, process, and retain at a significantly faster pace. How much more could you accomplish if you could reduce your reading time by 50% while making it more enjoyable? Whether reading books, reviewing emails, scanning articles, or browsing social networks, this hands-on program will help you:

- Significantly increase your reading speed and retention
- Assess how to overcome subvocalization, fixations, distractions, jump backs, and slow page turning
- Discover techniques to develop a more energized focus
- Review strategies to take bigger reading bites
- Practice conditioning drills that will increase your words per minute speed immediately
- Increase the bandwidth between the lines of text and your brain.

Book-based programs

Choose a book that will benefit your team and have a customized program developed to fit their needs. Key points will be highlighted and interactive discussions will lay the groundwork for application of the main points.