

3D Consulting

Design, Develop and Deliver Leadership Training



Workshop Outlines



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Table of Contents

Effective Presentation Skills	3
Enhancing Your Coaching and Empowerment Skills	4
Creating a Positive Work Environment.....	5
Assertive Communication	6
Facilitating Meetings	7
Listening.... Do You Really Know How To?	8
Questioning and Feedback Skills	9
Conflict Resolution	10
Exceptional Customer Service	11
Communicating with Influence.....	12
Leadership Essentials	13
Train the Trainer	14
INSIGHTS® Personal Effectiveness.....	15
INSIGHTS® Team Dynamics	16
Patricia Ann Spiteri, B.A, M.A.	17

Effective Presentation Skills

OVERVIEW

Throughout our careers and perhaps in our personal lives, we are required to make presentations. The fear of doing presentations never really disappears, but we can learn some strategies for overcoming our fears. The first and most important is the skill in delivering your message. Once you know the “ingredients” of what makes a successful presentation, you can enhance your skills through practise.

This course is designed to develop and enhance the skills necessary for effective presentations. Through planning, preparation, delivery and feedback, each participant will gain the confidence to deliver their message.

Each participant will prepare to present and receive a DVD of their success for personal review after the course.

OBJECTIVES

At the conclusion of this **2 day** workshop, each participant should be able to:

1. plan, organize and prepare an effective presentation
2. utilize the *keys to making effective presentations*
3. incorporate various motivating and attention-building techniques to develop rapport with the audience in their presentations
4. avoid common problems with presentations
5. handle objections
6. deal with presentation fears
7. appeal to adult learning styles
8. and deliver a successful presentation

Enhancing Your Coaching and Empowerment Skills

OVERVIEW

This course will develop two very important skills necessary in an environment that demands accountability and performance. The Coaching module will provide you with an overview of the coaching skills required to motivate others to achieve higher levels of performance and productivity. Coaching empowers employees, allowing them to take responsibility for their own performance and supports them for continued improvement. The coaching principles developed in this module will get results through increased commitment and accountability of individuals and work teams.

Empowerment is the next step in developing employees. It offers a way to achieve recognition, involvement and a sense of worth in their jobs. Improved relations between management and staff are a result of successful empowerment. Through effective human relations, leaders become more approachable, reduce tendencies to dominate and increase tolerance for differing points of view. This module will examine ways and means that you can empower your work unit.

OBJECTIVES

At the conclusion of this **1 day** workshop, each participant should be able to:

1. define what coaching is and discuss why it is an increasingly important skill
2. identify and use the steps in the coaching process
3. identify the elements of successful coaching
4. describe how to use a performance formula to focus your coaching approach based on the needs of your team members
5. describe the following coaching tools: credibility, contracting, consequences, contact
6. choose the most appropriate coaching approach for each coaching situation
7. identify strategies for improving relationships with team members and colleagues
8. describe the true meaning of empowerment
9. describe specific actions which you can take to empower your work group
10. and identify strategies to address the barriers to empowerment

Creating a Positive Work Environment

OVERVIEW

Motivating has always been a challenge. The knowledge and skills found in this program are designed to challenge leaders to find strategies and actions to create a positive work environment for themselves and the employees of their work units.

Producing results based on corporate goals and objectives requires not only that employees know what is expected of them, but that they are engaged and motivated to provide the best results possible. In a positive work environment, people want to produce, to be effective and are proud of their contributions.

Leaders will learn the skills required to deal with the human side of the work environment -- what makes employees want to contribute to achieving results.

OBJECTIVES

Upon completion of this 1 day workshop, participants should be able to:

1. define motivation
2. identify what motivates people and relate the impact of motivation to organization effectiveness
3. develop an understanding of the basic needs of people in the work environment;
4. identify the inter-relationship of job satisfaction, motivation and productivity
5. define by employee, job satisfaction
6. distinguish between job enlargement and job enrichment
7. list the benefits of job satisfaction to the organization, the leader and the employee
8. understand how Maslow's Needs Hierarchy relates to the work environment
9. and demonstrate the 3 C's; Creating Challenge, Maximizing Contribution and Building Commitment in a positive work environment

Assertive Communication

OVERVIEW

Being a leader we bring our own style of communication to the workplace. How do you know what is the appropriate style for the situation?

This course will provide information and skills necessary for developing an assertive approach to interpersonal communication. Assertive behaviour is the most effective way to achieve our goals and enhance the self-esteem of both ourselves and those with whom we interact.

As a manager or supervisor you deal a lot with conflict and difficult people. Assertiveness skills demonstrated by you will educate your staff. Solutions will be much easier to obtain.

OBJECTIVES

Upon completion of this 1 day workshop, each participant will be able to:

1. define passive, assertive, aggressive and passive-aggressive behaviour
2. assess their level of assertiveness
3. recognize their rights and the rights of others in the workplace
4. identify the benefits of applying assertive skills
5. improve self-concept to increase assertive behaviour
6. understand the nature of conflict
7. examine your management style of conflict
8. demonstrate your ability to shift into assertive communication
9. follow a successful recipe for assertiveness
10. identify and implement strategies for improving assertive behaviours
11. develop an action plan

Facilitating Meetings

OVERVIEW

This course has been developed for employees who are called upon to attend meetings either in the capacity of a meeting leader or as a meeting participant. For the meeting leader, it provides the knowledge and skills necessary to plan, conduct and follow up an effective meeting. The course also describes the competencies required to be an effective meeting participant and how to take minutes.

This course ensures employees will be able to realize the objectives of a meeting and lead it accordingly. When called upon to participate in a meeting, employees will be able to demonstrate the desired behaviours of a participant.

OBJECTIVES

At the conclusion of this 1 day course, the participant will be able to:

1. evaluate if a meeting should be held
2. prepare a meeting agenda which contains a clear objective
3. identify techniques for facilitating interaction
4. lead a group to reach consensus
5. identify strategies for handling challenging participants
6. describe how to take appropriate minutes
7. describe how to be an effective meeting participant
8. demonstrate the leader and participant roles in a meeting

Listening.... Do You Really Know How To?

OVERVIEW

Are you someone that hears everything and remembers nothing? Do you know people that say they hear you, but never do as you've asked them?

This workshop will explore what it really means to be an active listener. Once you can demonstrate how to listen actively, you can lead by example and others may follow your techniques. True listening is a skill that must be understood before it can be practised.

You will have the ability to know what to do when you are listening in a difficult situation. You will also be able to remove some barriers to help the person that is listening to you.

Empathic listening goes beyond active listening. Most of us don't listen effectively because we are self-oriented instead of other-oriented. That means we focus on the words we are listening to, rather than the holistic style of listening. What is the other person really saying? Do you read between the lines...body language, tone of voice, eye contact, social antenna, etc.?

You will learn to "read" what the speaker is really saying, not just what their words are saying. Empathic listening and active listening will enable you to develop and enhance relationships for the benefit of everyone involved.

OBJECTIVES

Upon completion of this 1 day workshop, each participant should be able to:

1. identify the three types of listening
2. assess their listening preference style
3. identify barriers to listening and ways to overcome them
4. define and explain how to use the five techniques of effective listening
5. demonstrate active listening
6. identify the characteristics of an empathic listener
7. understand the benefits of empathic listening
8. demonstrate strategies to respond with empathy
9. identify and demonstrate how to reflect the content of interpersonal messages
10. interpret the challenges of non-verbal communication and make them work effectively

Questioning and Feedback Skills

OVERVIEW

Do you spend too much time asking questions to get the answer you're looking for? Most of us do. We usually blame the receiver of the question for not knowing how to answer our question, when in reality we're not asking the right type of question.

Leaders establish and maintain employee performance through providing constructive feedback and recognition. The ability to provide constructive feedback is based on the trust level the employee has with the manager.

The manager must establish a positive working relationship with the employee for constructive feedback to be optimally effective. Managers should also provide their employees with recognition for achievements beyond the formal reward system of the organization to sustain employee performance. The purpose of this workshop is to provide managers with the processes and skills required to provide both constructive feedback and recognition.

This workshop will explore the various types of questions and their application.

Effectively communicating includes questioning appropriately for the situation you are involved in. Learn to reduce some stress in your environment, by simply asking the right type of question and being able to give and receive feedback

OBJECTIVES

Upon completion of this 1 day workshop, each participant should be able to:

1. identify four different types of questions
2. determine the purpose of each type of question and their applications
3. identify hazards to avoid when asking questions
4. demonstrate effective questioning skills
5. define constructive feedback
6. identify the benefits of giving feedback
7. list the six strategic steps of constructive feedback
8. demonstrate the use of the strategic steps

Conflict Resolution

OVERVIEW

Perception plays a large role in conflict resolution. Each of us “sees” conflict differently depending on our past experiences with conflict.

Is conflict good or bad? Think of where you learned to handle conflict? Have your skills increased through work experience, or are you still using “childhood” conflict resolution skills?

Conflict is inevitable. Managers and leaders are responsible for the morale of the work team. Their conflict resolutions skills must be learned, practiced and continually demonstrated for their team members to learn from.

This module will discuss the nature of conflict, good and bad. We will focus on negotiation and mediation skills. Open communication is the foundation for effective conflict resolution.

The goal of this module is to bring participants to the awareness that relationships with family, friends and co-workers merit the investment in time and energy required for disagreements to be resolved in such a way that both parties feel like winners.

OBJECTIVES

Upon completion of this 1 day workshop, each participant should be able to:

1. identify the nature of conflict
2. understand your own conflict style and how it impacts on situations
3. identify the different approaches to conflict resolution
4. identify the importance and benefits of managing anger
5. describe reactive and preventative strategies to resolve conflict
6. identify the ground rules for managing conflict successfully
7. identify and address the barriers to effective conflict resolution
8. identify “win-win” strategies
9. conduct an interpersonal conflict resolution session
10. develop an action plan to improve conflict resolution skills

Exceptional Customer Service

OVERVIEW

Customer service skills are important for growth in any organization. Without customers, most of us wouldn't have a job. Some people have personalities that work well with most people while others have to work at developing people skills. Customer service skills are needed to successfully complete any customer interaction, whether it is in person, via phone or on line. These skills are not directly measurable such as active listening, taking ownership and treating the customer with dignity and respect. The difference between a favourable and unfavourable customer experience translates into more or less revenue for the company. Ninety percent of dissatisfied customers go elsewhere!

OBJECTIVES

Upon completion of this 1 day workshop, each participant should be able to:

1. define extraordinary customer service
2. identify what constitutes extraordinary customer service
3. return on service investment
4. building customer rapport
5. are you part of the problem or part of the solution?
6. influential communication i.e. eye contact, body language, tone of voice, listening, questioning
7. serving customers in person, on the phone and on line
8. keeping cool when the customer is angry
9. commit to some actions to put learning into practice

Communicating with Influence

OVERVIEW

Verbal communication is the most frequently used method of communication. We are leaving impressions with people every time we speak to them. It's not what you say; it's how you say it.

This workshop will give you a strategy for speaking effectively. Speaking to others is the number one fear in North America, yet we do it every day. By understanding how to say what you want to say, your confidence level will rise. Say what you really mean to anyone in your organization, regardless of his or her position.

This workshop is intended to develop your speaking skills to save you time from repeating yourself. You will leave with a process that will allow you to speak comfortably and effectively and be confident you delivered your message with influence.

The morale in your environment will increase as a direct result from effectively saying what you mean to say.

OBJECTIVES

Upon completion of this 1 day workshop, each participant should be able to:

1. identify the key elements in a communication process
2. list the major communication methods used in organizations
3. identify barriers to communication and the methods of overcoming these barriers
4. list the four basic skills of communication
5. identify the three styles of communication
6. define the principles of one way and two-way communication
7. understand the benefits of oral communication
8. identify the 5 strategy steps of effective speaking
9. demonstrate the 5 steps of effective speaking
10. demonstrate the techniques of good oral communication

Leadership Essentials

OVERVIEW

Whether you are new to a leadership role or you've been a leader for a while, have you ever questioned where you learned your leadership skills? Leaders are developed! Some personality qualities enable some people to adapt easier to the role of being a leader. Sharing experiences with other leaders confirms we are doing things well and offers alternative ways to handle certain situations all leaders are challenged with.

OBJECTIVES

Upon completion of this 1 day workshop, each participant should be able to:

1. define leadership
2. distinguish the difference between management and leadership
3. identify the characteristics, behaviours and skills of an effective leader
4. develop self-management skills of their employees
5. identify their leadership style preference
6. assess their leadership negotiation style
7. develop leadership capability through different types of power
8. appreciate how assumptions about employees influence leadership style
9. increase employee performance through effective leadership
10. develop leadership skills by developing relationships with informal leaders
11. develop an action plan for leadership

Train the Trainer

OVERVIEW

In order to effectively conduct a training session, the trainer needs to develop a number of skills. These skills will significantly enhance the delivery of the training session and will allow the trainer to be more comfortable and confident during the training session.

Training is not about being the subject matter expert. It's important you know what you're talking about however, it is crucial you know who you're speaking to.

Getting your skill level into the heads and hands of the receiver of your message is your goal.

When a person receives training from you, they should be able to return to their work environment and repeat the behaviours (skills) that you shared with them.

Happy training.....

OBJECTIVES

Upon completion of this half-day workshop, participants will be able to:

1. demonstrate training and facilitation techniques
2. train people using adult learning principles
3. identify four learning styles and adapt to their needs
4. demonstrate the skills used for effective training
5. develop an action plan to increase their personal training skills

INSIGHTS® Personal Effectiveness



Are you searching for an inspiring personal development experience?

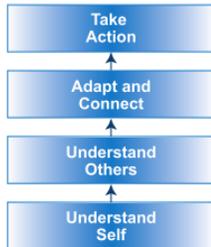
Do you want to improve the interpersonal dynamics of your people?

Are you looking for a way to help individuals understand their personal impact?

How can you help individuals to better understand themselves and others?

The Insights Personal Effectiveness Programme provides an introduction to the Insights Discovery learning system and the Insights Discovery Personal Profile. The approach is fun and interactive, and gives participants a language and framework for understanding themselves and others better which they can put into practice immediately.

The programme explores a simple model:



Using each participant's Insights Discovery Personal Profile, the programme enables individuals to understand their own personality better, to identify other types of personalities and adapt to different communication needs. The use of four colour energies - Fiery Red, Sunshine Yellow, Earth Green and Cool Blue - creates a memorable common language and framework on which participants can base their interactions in the future.

The Insights Personal Effectiveness Programme is tailored to customer requirements, and can range from a 90-minute executive briefing to modular sessions over a period of weeks and months.

Programme Overview

- The Power of Perception
- The Insights Colour Energies
- Jung's Preferences
- The Insights Discovery 8-Types
- The 72 Sub-Types
- The Insights Discovery Personal Profile
- Recognising Others' Styles
- Adapting and Connecting Techniques
- Action planning and Keys to Success

The Insights Discovery 4-Type Wheel



Memorable, fun and fascinating introduction to Insights Discovery.

Summary

- Memorable, fun and fascinating introduction to the Insights Discovery learning systems
- Each participant receives their Insights Discovery Personal Profile
- Interactive and participative approach accommodates all learning styles
- Enables participants to improve their interpersonal relationships immediately
- Creates a positive common language enabling people to discuss personality and preference and the differences between people in a positive way
- Participants learn about their strengths and areas for development and how to be more effective

The Insights Discovery 8-Type Wheel



Our Clients Say:

"The Insights Discovery Personal Effectiveness Programme has given a new meaning to effective communication here at the Minnesota School of Business. The Discovery Profile is the best tool I have seen to underpin a personal and professional development programme for all employees. This is powerful stuff!"

Ken Belterton
Corporate Training Director
Minnesota School of Business



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INSIGHTS® Team Dynamics



Discovery[®]

Team Dynamics Programme

Do you want to develop and foster real team spirit within your organisation?

Do you want teams to recognise and value the contribution of each team member?

How can your teams work smarter and work together?

How can you ensure all your teams are greater than the sum of their parts?

Good teamwork is about relationships. It's about each team member understanding their role and contribution to the group and feeling valued for the part they play in helping the team succeed. When relationships are respectful, valuing and positive, the sky's the limit!

Our Insights Team Dynamics Programme helps team members gain a unique insight into who they are and who their team members are and enables the group to explore how relationships can be optimised. This is achieved by examining individual style, the team dynamic and the various inter-relationships between group members.

At the heart of the programme is the Insights Discovery Learning System.

Insights Discovery Eight Types Team Dynamics Wheel



Programme Overview

- The power of perception
- The four colour energies in a team context
- Jung's preferences
- The Insights Discovery Wheel
- The Insights Discovery Personal Profile
- Exploration of individual contribution and value to the team
- Disclosure of preferred communication strategies
- Review of team Discovery Wheel and it's implications for group objectives
- Group and individual action planning

Our approach is high-energy, interactive and fun. We also encourage reflection and group discussion to allow a clear team action plan to be developed.

A transformational learning experience for teams.

Summary

- Uses a simple and memorable model to aid individual and group understanding
- Enables the team to quickly understand their strengths and challenges
- Creates a positive, non-threatening environment for discussing differences, challenges and resolving conflict
- Reinforces the message that all have a positive part to play in achieving team objectives
- Structured to enable participants to take immediate individual and team action

Insights G-WAVE Planning Model



PATRICIA ANN SPITERI, B.A, M.A.

Pat is a corporate trainer and consultant specializing in the area of leadership/management development. As a committed leader and coach, she thrives on the challenge of being able to tap into the learning potential of each person.

She is a creative yet critical thinker with excellent interpersonal communication and conflict resolution skills. She steps beyond the traditional education concepts and challenges each individual to their potential.

Pat's formal education, a M.A. in Adult Education and a B.A. in Psychology have complemented her skills in the management and leadership fields.

She brings energy and enthusiasm to all her workshops. She strongly believes in delivering practical material that all participants can implement into their everyday lives. She believes in what she delivers.

She **designs, develops, and delivers** various workshops for both the public and private sectors. She's been Director of Education and Development for her company, 3D Consulting for over 24 years.

Some of 3D's clients

Schulich School of Business	Humber College	TVO
Canada Post Corporation	Ministry of Attorney General	AGF Investments Inc.
Town of Ajax	City of Vaughan	Bell Canada
Winpak	Municipality of Peel	Canadian National
Gay Lea Foods	WSIB	Canadian Plastics Training Ctr.
Longo Brothers Fruit Market	Magna International	Air Canada
Teva	Canadian Depository for Securities Ltd	Citi
Xenos Group Inc.	Cook Canada	Paramount Pallet Inc.
CIBC	The Regional Municipality of Halton	Osler, Hoskin & Harcourt LLP
William Osler Health Centre	Contract Pharmaceuticals Ltd. Canada	Food Services (Ontario) Inc.