

ORGANIZATIONAL PSYCHOLOGY SERVICES

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Programs and Services Overview

Welcome to BizPsych's Organizational Development and Training Programs. BizPsych believes that employees are an organization's most valuable resource. We design our services, programs, and trainings to enhance the productivity and well being of employees and customize to meet the needs of your organization.

Organizational Development Services

Are you seeking innovative and strategic ways of developing high performance to meet the challenges of today's fast-paced and volatile environment? As an organizational psychology firm that's been in business for 30 years, we understand the psychology of human behavior and how it relates to leadership, hiring and retention, change, conflict, and teams. BizPsych understands how to link human capital to intended business results. We know how to assess, align, and implement specific processes and plans aimed at enhancing organizational effectiveness. All our Organizational Development services receive follow-up consulting after implementation.

BizPsych has the academic and business expertise to provide sustainable impact and resolve your difficult "people" issues and concerns at individual, team, department, and organizational levels. We are able to link the impact of people issues to your bottom line and then measure the changes made from our intervention for a clear picture of your return on investment. We have over 30 years of successful results at the executive, board, and workforce levels and our experience spans such diverse markets as:

- Manufacturing
- Banking and Finance
- Pharmaceutical and Biotech
- Hospitals and HMO organizations
- Professional organizations and Law Firms
- Municipalities
- Labor Organizations
- News Agencies

Our services are divided into three distinct practice areas

1. Organizational Intervention
2. Systemic Change, Organizational Transformation, and Breakthrough Projects
3. Strategic Management and Leadership Development

Business Development Programs and Workshops

Do you find yourself worrying about the end results and realize that you don't have the steps in place to take you there? We offer a wide variety of Business Development Programs that enhance the effectiveness of your workplace and impact your bottom line. Our programs contain custom-designed content with a combination of purposeful exercises and group participation. We incorporate relevant case studies and realistic business scenarios that give

each participant a new mindset and enhanced skills that apply directly to the individual's work environment. BizPsych's Business Development Programs are designed for those in executive and management positions and focus on specific business issues such as culture and change management, behavioral risk issues, and interpersonal and management skills. BizPysch's programs and trainings can often be used through the MINES and Associates' EAP package or on a fee for service basis.

Program Delivery

In an effort to customize the programs to meet your organization's specific needs, the method of instruction and duration of each program will vary. The business programs are designed as successive workshops or classes and are to be conducted over an extended period of time. Delivered in segments, the programs range from classes that are 2-8 hours in length and are to be offered over a time span, ranging from 1-2 days to a period of up to 12 months. Methods of instruction will include: lecture, interactive exercises, group discussions, role-plays, media clips, field assignments, and handout materials.

ORGANIZATIONAL DEVELOPMENT & CHANGE



Organizational Intervention Services

Do you have key individuals, teams, or even departments whose dysfunctional behaviors are creating problems in your workforce, affecting collaboration, teamwork, and ultimately key business results and timelines?

Statistically, the longer you wait to intervene with dysfunctional behaviors, especially at management and executive levels, the higher the cost in repairing the damage to work relationships, morale, productivity, and results. The ripple effect from just one dysfunctional executive team member or key manager can be exponential by the time it reaches your bottom line.

A dysfunctional team with a key accountability not only fails to produce what is possible in terms of their direct results, they also affect the results of all the individuals and teams that must interact with them day to day.

Most often, organizations wait too long to address these issues and bear the systemic and bottom line consequences.

We will work with you to impact the source of the dysfunctional behavior on an individual and a team level. We will also partner with you to effectively address the collateral damage and bring the organizational behaviors back to a productive state. In most cases, a BizPsych intervention will cause a significant and sustainable improvement in performance and results to levels beyond the expected return to status quo.

Interventions are designed on a case-by-case basis to fit your specific circumstances. Follow up and measurement of results are key to assure sustainable results and to fulfill our commitment to meet your need for a strong return on investment.

Key Executive and Manager Coaching

Sometimes the most focused and impactful approach to a team or departmental issue is designing a one-on-one coaching relationship between a BizPsych executive coach and a key manager or leader.

We offer one-on-one coaching inside of specific time frames and only if tied to specific business results. We believe that coaching brings the most value when the person being coached is committed to producing a specific result. Our coaching relationships work at a deep and individualized level to cause permanent change and development. One on one coaching can include testing, 360-degree evaluations and self-examination as well as a well developed coaching plan.

An investment in a key individual can often make the difference in producing a shift in results at a departmental level.

Creating a High Performance Team

- Is your team lagging behind expectations?
- Are you at risk for missing milestones?
- Are you trying to manage a cross-function team through influence management only and find that people are not keeping their word with you or other team members?

Let BizPsych partner with you to formulate or re-formulate your cross-functional or matrixed teams to produce high performance results.

We will get to the source of what is not working and specifically intervene to get accountabilities, leadership responsibilities, the business case, team member's personal investment, and corporate priorities clear. We will intervene and impact behaviors that if institutionalized will sabotage the teams results.

We will work with you to quantify the results of the team into bottom line figures as well as the value of each milestone met so that the team can present wins to executive groups in a way that enhances executive understanding and willingness to support the team.

Other Organizational Intervention Services

Conflict Management: Most cultures view conflict as a negative occurrence. It is as much a part of our existence as is evolution. How do you resolve conflict so that it can be effective and sustainable? How can you use conflict to build on relationships for the future? BizPsych can tap into obstacles that keep individuals and groups from developing conflict-partnership skills and implement a process that is effective and sustainable.

Family-Owned Business Interventions: How do you work and socialize with members of your own family? The challenges are much different than the typical business operation. BizPsych understands how family dynamics can sometimes hinder work performance and get in the way of leading the company. As experts in human psychology, we implement a strategic process of interviewing both family and non-family employees, examining leadership roles and succession of the next generation, clarifying existing roles, and refining ownership structures and future goals.

Hiring, Retention, and Termination: Have you cultivated a tactical system to maximize your company's most valuable resource? BizPsych can find the gaps in your system so that you can select the right candidates, use employees to find procedural and systemic flaws, and retain the most productive employees. We also provide in-depth coaching for making any necessary terminations amicable and executed in a way that avoids potential lawsuits.

Strategic Change, Organizational Transformation, and Breakthrough Projects

Mergers and Acquisitions

Fact: 70% of all Mergers and Acquisitions (M&A) fail to meet expected return on investment.

Are you going to beat the odds into the successful 30%? If so, it is important to know that 80% of M&A failures were attributed to “people issues” that ultimately can sabotage a perfectly good M&A opportunity.

- Lip service abounds but the workforce failed to authentically align behind a common future or combined strategy
- The culture, work practices, and management styles were not successfully integrated
- People never experienced being included and part of the solution so they became attached to being part of the problem and barriers to collaboration became entrenched
- The company gave lots of information and direction but the barriers to new thinking and behaviors were never effectively identified or addressed

BizPsych will work directly with the executive team to formulate a workforce integration strategy to assure success. We will bring our expertise to the planning and the identification of points of leverage to enhance efficiency in the process as well as participate in the execution phase. We bring our expertise in the science and the art of removing barriers to new ways of thinking and behaving.

We stick with you through execution to assure measurable success!

Successful Execution of Your Strategic Plan or Large-Scale Change:

Coming up with a new strategic direction or a new plan for doing business is a great first step, however there is a large gap between a well-drafted and thought out plan and the execution of that plan by your workforce.

Myth: Inform people about the new plan or change in the way they need to do business, let them know their part in the change, and what they need to do and they will execute it.

- Is your workforce authentically aligned behind your new plan or are they just giving it lip service?
- Are there behavioral barriers or perceptions that are poised to sabotage the plan?
- Do you know the right people and the points of leverage in the organization that can tip the entire organization in the right direction?

Are you thinking, “How am I really going to get this to happen with such a short timeline?”

At BizPsych, we have the experience and expertise to design and implement an execution strategy for your plan or major change that will assure success. We will find the hidden levers that are not mentioned on the organizational charts and work with key stakeholders to include the workforce in the execution process in a way that has them take on the changes as their own. We will identify behavioral barriers and address them head on with key individuals, teams, and departments. All of our execution projects include the institution of measure at all levels to be able to assure that the change has taken place, the workforce is aligned, and your plan is in full execution mode.

Don't step over or give minor attention to the "people issues" and find yourself without the results that held such promise in your plan. Partner with BizPsych for success.

Breakthrough Projects:

- Do you need to produce a specific business result and it looks unlikely to impossible, given your history, your workforce, and your business circumstances?
- Would a specific breakthrough business result put your strategic plan into high gear?

We have a strong track record of being able to formulate, train, and coach a breakthrough team to produce unpredictable and unprecedented results in a specific time frame. Your investment with us can pay back exponentially in the results the team produces and the long-term skill sets they can then bring to other projects or leadership positions.

Ask us about our results and see if we can apply our Breakthrough Process to your issue.

Management and Leadership Development

Most corporate executives are clear about the benefits of developing their leaders and managers from within, but for many companies, the heightened pace of meeting day-to-day expectations and putting out fires prevents them from spending the time to specifically develop people to step into future roles.

Many companies today find themselves with a leadership gap somewhere between the executive team and the workforce.

Are you sick of spending time and money on bringing in outside managers and leaders and finding that they do not fit with your culture, or that their management style clashes with the workforce?

BizPsych will work with you to identify the right candidates and build a customized leadership and management development program to fit with your present strategy and your future vision for the company. We will execute the program with the identified candidates and customize our follow-up to fit the needs of your organization. Our program development process includes:

- Leadership/Management GAP analysis
- Testing and identification of candidates
- Customized program development
- Follow up and coaching tied to specific measurable results
- Internet based follow through and measures
- Statistical reporting of progress and results
- Training for HR or internal OD to take over long term

Labor Relations Development

With over 30 years of working with management and unions, BizPsych knows how to bring pragmatic solutions to the collective table. By facilitating dialogue between all parties and understanding work performance issues, group dynamics, and interdependence between management and labor, BizPsych will work with both sides to illuminate the common ground and build on shared needs.

BUSINESS DEVELOPMENT PROGRAMS



Business

An Innovative Approach to Benchmarking

Traditionally, benchmarking has been defined as a continuous, systematic process for evaluating the products, services, and work processes of organizations that are recognized as representing best practices within their industry. This program provides a hands-on approach, complete with models and templates to facilitate personal and team accountability for improved productivity, customer services, and sales. *Recommended format: Full-day seminar for overview of material with 1-3 months follow-through on benchmarking project.*

Hiring the Right Candidates Using Behavior-Based Interviewing

Candidates who fit both the company culture and the technical qualifications are more productive and tend to stay with the company. Participants will draw on their own staffing challenges and organizational needs to develop the ideal candidate profile. The next step involves designing interviewing questions to assess appropriate cultural and personal fit. In this hands-on session that combines information and skill practice, participants will know the key components of behavior-based interviewing, and identify technical competencies, as well as personal competencies. *Recommended format: Half-day to full-day seminar for assessment. Intervention would take approximately 1-3 months per department.*

Employee Retention: Holding on to High Performers

Replacing an employee may cost up to one to one and a half times the departed worker's annual salary. In addition, it results in wasted, unproductive time and work for managers and employees. This presentation will provide you with highly effective strategies to achieve dramatic reductions in turnover and significant improvements in employee retention. Participants will also learn what it takes to become an employer of choice in order to foster a culture that promotes loyalty and longevity with highly qualified and talented employees. *Recommended format: Half-day to full-day seminar for information. Follow-up for assessment and intervention, which would include coaching and workshops, approximately 3-6 months.*

Emotional Intelligence: Raising the Bar on Performance

Emotional Intelligence is a set of skills anyone can acquire covering both personal competence (self-awareness, self-management) and social competence (social awareness, social skills). EQ ensures we excel at productivity and teamwork. It helps us increase customer satisfaction, reduce turnover, and manage diversity. People with EQ handle stress and conflict better, communicate better, build on their strengths, and are able to form crucial alliances. In this program, participants will learn what to look for in gauging emotional intelligence, the 20 competencies that comprise EQ, and strategies to increase EQ (for self, associates, your organization). *Recommended format: Full-day seminar for information followed with successive workshops to develop and measure EQ skills.*

Being the Consummate Professional

Proper protocol and business etiquette contributes to employee morale, enhances your

corporate and personal image, and plays a major role in generating profit. This program will cover questions faced in everyday dealings with others ranging from communication practices (such as email etiquette, voice mails, cell phone use, language) to social situations (greetings, dining, appropriate dress, and business functions). *Recommended format: Half-day to full-day seminar.*

Enhancing Performance Management

This program will focus on establishing clear linkages between talent management processes such as performance management and succession planning to organizational performance. Participants will gain an understanding of how to facilitate the process of developing organizational performance measures and linking them to talent management efforts. Key issues covered include performance appraisal versus performance management, components of a performance management system, developing performance management competencies, and implementing performance management development plans. *Recommended format: Minimum time investment of 6 months or longer to develop comprehensive program and implement measurements to quantify results.*

Producing Breakthroughs Intentionally

It used to be that one big breakthrough could sustain an organization's life through multiple generations. However, the ever increasing rate of change in today's environment requires organizations to rapidly resolve highly difficult and complex problems and produce breakthroughs as "business as usual." In this workshop, key issues covered include convergent vs. divergent problems, facts vs. interpretations, compromise vs. consensus, effective brainstorming and analysis, and a reliable process for producing breakthroughs, particularly with divergent problems. *Recommended format: Full-day seminar for information. If client is interested in engaging the services of BizPsych to facilitate a breakthrough project, creating a breakthrough project half-day to full-day seminar, the minimum time investment is 6-12 months.*

Culture and Change Management

The Power of a Promise: Aligning Strategy, Culture, and Leadership

A characteristic of all highly successful organizations is strong alignment between their business strategies, their employees, and their leadership. In this interactive program, you will articulate the promise your company makes every day. You will be pushed to examine the degree to which you are able to keep that promise. You will identify specific strategies and tactics to put into action in your own organization to ensure that your organization is overtly focused on aligning culture, strategy, and people. Key issues covered include identifying the ideal profile, recruiting and hiring for the profile, orienting to the promise, training and developing, creating expert managers and leaders, communicating and engaging those who keep the promise, and rewarding and recognizing the desired behaviors and actions. *Recommended format: Two-day informational workshop. Creation and implementation of cultural alignment, approximately 1-2 years.*

Achieving Strategic Alignment

Results don't happen by chance. They happen when managers create an environment that is uncompromisingly aligned with the strategic focus of their company. An aligned environment is comprised of people and business processes with an organizational structure that produces desirable results. A strategic alignment model will be offered and applied to actual business problems from the group and then provide a methodology for diagnosing misalignments. In addition, practical suggestions for correcting misalignments will be given. Participants can apply these tools and techniques to a range of business challenges including strategy implementation, organizational change, and workforce motivation. *Recommended format: Two-day workshop to create strategic alignment plan.*

Tipping Point: How to Get Lasting Change in Your Company

What makes a major company change effort actually happen? Research shows that 70-80% of company change efforts fail because the methodologies (like TQM, reengineering, coaching, teambuilding, etc.) are rarely set up correctly. As a result, such efforts fade away quickly, causing the "Flavor of the Month" phenomenon that plagues most companies. "The Tipping Point" is an interactive business simulation about making organizational changes last. Taking lessons learned from business, public health, and systems thinking, this program gives participants seven sustainable strategies and time to practice them. These seven proven strategies will increase "positive infection" – the acceptance and implementation of major change among employees. *Recommended format: Full-day to two-day informational seminar.*

Organizational Culture and Impact on the Bottom Line

There is a way of looking at culture: not as a large, amorphous entity, but as a series of identifiable elements. These elements relate closely to general business structure and operation. They serve not only to demystify culture, but also to provide linkage to the bottom line. This program outlines steps to organizational cultural including: education to gain executive commitment regarding cultural renewal, objective assessment of your current

cultural status, development of a foundation within which to effect change within your culture, training to equip your managers to become cultural leaders and utilization of a practically defined process to determine and prioritize specific steps which need to be taken to creating a positive cultural and improving bottom line results. *Recommended format: Full-day to two-day informational seminar.*

Customer Focused Service

This presentation uncovers the mystery surrounding customer service and provides an outline for how to give the best service possible. Learn how to develop a Client-Centered Customer Service Team that will enhance your company's image and in turn generate more profits. Find out why your customers stop doing business with you and how to get them back. Learn to understand your customer's needs, develop your own in-house training programs, evaluate and improve your company's commitment to service, and deal effectively with the difficult client and turn them into a cheerleader for your company. *Recommended format: Half-day to full-day informational seminar.*

Leadership

Any of these programs can be integrated and customized to create an in-depth leadership program to help your organization achieve the desired results.

Creating an Empowering Personal Vision

A personal vision statement is a description of the "ideal future state" for that individual. It is a source of energy for mobilizing and focusing the behaviors and events that enable an individual to live their vision. A well-stated and effectively communicated vision state empowers the individual and creates enthusiasm among the various key stakeholders. It describes the unique and distinctive contributions that the individual will make in their personal and professional fields of endeavor and influence. Outcomes of this highly interactive program include an in-depth understanding of the personal visioning process and a Personal Vision Packet, which will include a Personal S.W.O.T. Analysis, a focused Personal Mission Statement, an operationally defined set of core values, a personal vision statement, and a confirmed set of personal strategic priorities. *Recommended format: Half-day to full-day seminar for information overview, followed with successive workshops over a 3-month period.*

How to Build Influence Skills for Managers

Motivating and influencing others is the key to "getting things done through people." Usually the secret behind a truly productive environment is a great, insightful motivator. This energetic and fast-paced presentation draws on the findings of motivational theories and illustrates how they can be applied to increase employees' motivation and productivity. Participants will walk away with strategies they can use immediately to encourage others as well as an understanding of how to avoid the behaviors that demotivate. Key issues covered include a practical overview of motivational theory, observation and understanding of the clues to unlocking your strategy, asking questions that illicit useful information, communication, flexibility, and coaching. *Recommended format: Half-day to full-day seminar for information overview, followed with successive workshops and coaching over a 6-month period.*

How to Create, Design, and Run a Leadership Development Program

In this program, participants will learn the reasons why a CEO should develop a leadership development program for his or her company, the core curriculum or best practices that are embodied in the most effective leadership programs being run in corporate America today, and the steps that should be followed when designing such a program. In addition, there will be an overview of the basic types of leadership development programs and a discussion of the current resources that exist and are available. Finally, the program will cover the costs associated with the design and development of a leadership program, when a CEO should and should not hire a leadership development consultant, and what to look for in a leadership development consultant. *Recommended format: Full-day seminar for information overview, followed with successive workshops. Implementing full program tied to measurable business results takes approximately 6-12 months.*

Inspired Leadership

In this program, participants will have the opportunity to peel away the layers and explore their true nature to discover what ignites them. They will learn how to bring together the physical, mental, emotional, and social aspects that make up their personality to create a powerful and persuasive presence. This program emphasizes human performance concepts, such as acting skills, confidence building, and anxiety management. Participants will be supported to stretch their limits, acknowledging their fears and weaknesses and go beyond their comfort zone in order to rediscover and build on their strengths. *Recommended format: Half-day to full-day seminar for information overview, followed with successive workshops and coaching over a 6-month period.*

Socratic Leadership: Developing a Culture of Appreciative Inquiry

In this interactive, engaging, and insightful program participants are introduced to a mind/brain approach to developing better leadership skills within themselves and others. Incorporating the latest brain research, participants explore Socratic questioning techniques and how these tools can increase the effectiveness of goal setting, team building, team meetings, decision-making processes, improved client relationships, retained employees, and organizational transformation. After participating in this program, participants will know how leaders can use questioning techniques to inspire, influence, and achieve results; how to construct specific and attainable goals for individuals and teams; how to utilize question-based formats/processes to better manage individuals/teams; how to develop one's own unique Socratic leadership style and philosophy; and how to develop a corporate culture of appreciative inquiry. *Recommended format: Full-day seminar for information overview, followed with successive workshops and coaching over a 3-month period.*

Psycholinguistics: The Connection Between Leadership and Language

In this program, leaders and managers will have an opportunity to develop a new way of understanding the entire domain of language itself. Language will be examined as highly active, generative, and creative, not merely as a passive or descriptive tool for communication. Participants will take a look at themselves as "conversational engines," examine how they engage in conversations, and hone in on their speaking and listening skills in such a way that produces desired results. Key topics covered include change and learning (for the organization and individual); leadership and creating context; a new understanding of language; listening vs. hearing; observing moods and emotions; and results, assessments, and assertions. *Recommended format: Full-day seminar for information overview.*

Benchmarking Effective Leadership

Most people have had to develop their leadership potential through observing others or they have had to figure it out for themselves. However, many have not had the opportunity to benchmark their leadership effectiveness against others. Still, others might not really know how effective they are in their own organizations. In this program, an overview on getting results through effective leadership will be provided and leadership practices from the more successful Fortune 500 companies will be reviewed. Some of the key points that will be discussed include

a breakthrough formula for effective leadership; a leadership physical; ways to begin assessing your skills; how to give and get honest feedback; keys to attracting, growing, and retaining talent; and ways to measure the "soft side" of the business. *Recommended format: Full-day seminar for information overview, followed with successive workshops and coaching over a period of 6-12 months.*

Situational Leadership

In this program, CEO and Senior Managers will gain a clear understanding of the leadership skills required for maximizing the performance of their employees. Participants will have a greater appreciation for the critical importance of the role of leadership within their respective businesses, be introduced to the important concept of "Situational Leadership" and prepared to understand and utilize different styles of leadership depending on the context of the situation. Participants will be exposed to the most contemporary theories and profiles in the field of leadership development. They will also be given the unique opportunity to examine their own leadership skill sets and the impact they are having on the performance of their employees. *Recommended format: Full-day seminar for information overview, followed with successive workshops and coaching over a period of 6-12 months.*

Fundamental Principals of Leadership Communication

"If People Don't Understand Me, It's My Problem." In this program, leaders will develop their ability to successfully inspire, persuade, influence, and lead people so they can contribute to the success of their organization. This program focuses on powerful, but easy-to-apply, communication skills that will produce immediate results and help you transition from simply being a "manager" to being an effective leader. Specifically, you'll learn what it means to be an excellent communicator, key communication techniques used by successful leaders, common communication bad habits, and an assessment of the participant's communication strengths and weaknesses. *Recommended format: Full-day seminar for information overview, followed with successive workshops and coaching over a period of 3-6 months.*

The Pivotal Role of Emotional Intelligence and Leadership

"Because of the furious pace of change in organizations today, difficult-to-manage relationships sabotage more business than anything else – it is not a question of strategy that gets us into trouble, it is a question of emotions." - J. Cotter, Harvard Business School. Emotional intelligence (EQ) – our ability to manage ourselves and others around us – is the single greatest contributor to personal excellence and leadership. Increased EQ can move individuals and organizations to higher performance and greater personal leadership. This program will offer specific, actionable steps to drive personal leadership including managing strong emotions, working with difficult people, dealing with the fear of giving real-time feedback to move communication from breakdown to breakthrough, and living a life of purpose and deep meaning. *Recommended format: Full-day seminar for information overview, followed with successive workshops and coaching over a period of 6-12 months.*

Sales and Marketing

The Art of Negotiation

Master negotiators understand how to use the negotiating process to build relationships and trust. Good negotiators get what they want more quickly, more easily, and more often whether closing a multi-million dollar deal, asking (or being asked) for a raise, making a sales presentation, or setting a production schedule. Highlights of this program include negotiating with customers and suppliers you can't afford to lose, ethics in Win-Win negotiations, cross-cultural negotiations, negotiating from a position of strength or weakness, elegant ways to say "no," gracious ways to buy time to think, dealing with intimidation and difficult people, and intra- and inter-organizational challenges. *Recommended format: Half-day to full-day seminar for information overview, followed with successive workshops and coaching.*

Strategic Planning

Developing a Successful Strategic Plan

All CEO members do some form of strategic planning. This program will take a hands-on approach to strategic planning and be directly focused on the needs of the participants. Participants will be asked to discuss current results created in the past from their strategic initiatives as well as their current strategic business plan. Participants will take away answers to each of these and other questions: why an organization should have a strategic plan, who should be involved in the plans' creation, what components are necessary to strategic planning and why, what are typical symptoms seen in an organization lacking a successful plan, how to use the output of plans to generate profits, and how important top team participation is to overall plan success. *Recommended format: Full-day seminar for information overview with 3-month follow-up for development of the strategic plan.*

Strategic Process Redesign

Re-engineering, TQM, empowerment, etc. may all be past management buzzwords, but the core concept of "process redesign" is alive and well. Redesigning business processes is critical to more effectively and efficiently meet the desired outcomes of organizations, customers, and stakeholders. This program will help participants develop strategic processes that will improve organizational efficiency (cutting costs and cycle time), organizational effectiveness (delighting customers), and process flexibility (rapid change). In this highly interactive program, members will learn an ingenious state-of-the-art technology "The Redesign Roadmaps." This enables managers to establish a new process for incremental improvements or innovative gains, improve any existing business process, problem-solve any process, and manage and monitor any business process for greater results. Participants will be able to take the techniques presented and implement them within their organizations to generate results. *Recommended format: Two-day seminar for information overview, followed with successive workshops and coaching in order to make informed decisions about moving forward with a process redesign.*

Team Development

These trainings can be used in an intervention to impact a team to achieve desired results or they can be taken as an information seminar. You can have a team participate in any of the programs, or extend the program throughout the entire organization.

Collaboration: Building High Performance Teams

In this highly interactive program, participants will learn how to take their organizations from command and control to a culture of collaboration, harness the collective intelligence of the entire organization, and implement core practices of collaboration. Participants will take away practices and techniques that will enable them to build rapport and resonance among team members and operating agreements for team norms and accountability. In addition, participants will develop outcome criteria to measure the team's success and performance. *Recommended format: Half-day to full-day seminar for information overview, followed with successive workshops and coaching.*

The Dysfunctions of Teams: How to Make them Healthy

This highly interactive program will be tailored to needs of the participants and will be structured to be a combination presentation/coaching session. Key issues covered include how teams develop, various stages of team development, what to do if and when a team gets broken or stuck, what a leader can do to fix it, what team members can do to fix it, how to prevent the team from breaking again, and how to build and structure a strong team. Participants will leave understanding how their teams got into their current situations and how to get out of broken situations and stay out. *Recommended format: Half-day to full-day seminar for information overview, followed with successive workshops and coaching.*

Leading Out: Insight into Group Dynamics

Drawing on the work of Wilfred Bion, Kurt Lewin, and Jerry Harvey, this program combines a powerful theoretical base with extensive experience with real teams. Principles of group dynamics from the behavioral sciences will be applied so that participants can gain clear insights and develop practical applications for their organization's managers and leaders. Components of the program include an overview of the relationship between individuals and groups, the role of the leader in creating performance and cohesion in a team, the essentials of team development, a comprehensive view of group dynamics, a way to accurately interpret team performance problems, and a method to get a troubled team back on track. In addition, participants will receive clear team development approaches that can be effectively implemented, ways of spotting and understanding trouble in a team, and a straightforward path back to full productivity when problems arise. *Recommended format: Half-day to full-day seminar for information overview, followed with successive workshops and coaching.*

“Playing to Win”: Coaching Your Staff into an Effective Team

In this highly experiential program, participants will be presented with the specific techniques used by the greats in business, athletics, and the arts to create spectacular results. The

facilitator will train you and your team in the same techniques used by high performers so that your organization can gain a competitive edge, learn to play smarter with strategic planning, achieve over the top goals, and to win the game by building a winning team. *Recommended format: Half-day to full-day seminar for information overview, followed with successive workshops and coaching.*

BizPsych

Your solution is here.