

strategic partners

ONE SOURCE SOLUTIONS CONSULTING COACHING & TRAINING

March 2010

COMPANY FACTS

13+ years coaching, consulting, and training experience

Proven track record with over 50 agencies in the Federal Government

Over 100 standard course offerings, including Skills-based Training, Customized Content, and Adult Learning Principles

30+ consultants, trainers and coaches

Certified Small Business

80% business from existing clients

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GSA MOBIS ADVANTAGE CATALOGUE

Authorized Federal Supply Schedule Price List

Company Overview

Strategic Partners, Inc. is a full service leadership and organizational development firm. We offer a complete range of coaching, consulting, and training services, each especially designed to support and enhance personal growth and organizational effectiveness. Located in Potomac, Maryland, Strategic Partners, Inc. has been serving the needs of over 50 Federal agencies and Fortune 1000 companies for more than 13 years, including: the U.S. Patent and Trademark Office, the U.S. Department of Health and Human Services, BAE Systems, Marriott and Crown Central Petroleum.

Our expertise lies in our ability to offer comprehensive consulting, coaching, and training solutions that are customized to suit each client's specific needs. Our single-source, fully integrated approach to leadership and organizational development means we design solutions with just the right mix of coaching, consulting, and training. Whether it's widespread organizational change or local initiatives, our coaches, consultants, and trainers are experts at helping each client grow to its fullest potential.

CONSULTING SERVICES

Labor Category Descriptions



Principal Consultant – An acknowledged leader in the profession; a skilled communicator comfortable in multiple disciplines; heads consulting/facilitating/training teams; serves as project leader for major projects. Often has 20–40 years of professional experience; has a least one or more advanced academic degrees (Bachelor’s Degree or higher).

Project Manager – The Project Manager is an experienced consultant with at least 10 years experience, either as a consultant or project manager; responsible for managing projects and/or people and having direct day to day contact with client. Has at least one or more academic degree (Bachelor’s degree or higher).

Senior Consultant – A seasoned professional, with often more than 20 years in the consulting/facilitating/training field; has built a reputation for the highest levels of excellence in working with clients; expert in developing effective solutions to complex problems and issues. Usually has at least one advanced academic degree (Bachelor’s Degree or higher).

Consultant – A proof-tested problem-solver and communicator, with at least 10 years of practical experience in the fields of expertise; comfortable and proficient in all aspects of consulting/facilitating/training. (Has earned at least a BS/BA degree.)

Database Designer – A professional with a thorough understanding of database design and the corresponding state of the art systems; has the talents to consult, facilitate, teach, and administer organizational surveys; build on-line learning centers; prepares tools to assist in data collection efforts in support of off site training and meetings; has been in the design field for a minimum of 5 years. Holds a least a BS/BA degree.

Technical Consultant – Provides a thorough working knowledge of contemporary technical system elements and support platforms—and how to link them to client’s needs; provides support and administration to organizational surveys, data collection efforts, and online learning centers; Holds at least a BS/BA degree with at least 5 years experience.

Associate – in multiple functions in the advancement of client project activity, including problem-solving, direct assistance to SPI consultants, documentation, and administration/management of services. Holds at least a BS/BA degree with 3 years of experience.

Administrative/Client Support– Handles all aspects of the clerical/ administrative/accounting elements of SPI client service activity. Holds at least one professional school graduation certificate (high school diploma). Has at least 2 years of administrative experience.

COACHING SERVICES

Labor Category Descriptions

Unique to Strategic Partners, is a team of 12 highly experienced coaches who started providing leadership coaching before it was even fashionable –many are true pioneers in the field, involved with coach education and developing and influencing the standards of practice being adopted industry wide. They have worked together as a team and as sub groups on a variety of large-scale projects requiring both coaching and organizational development expertise.

Coach – Requires a minimum of a masters degree and three (3) years relevant experience or a bachelors degree, five (5) years experience, and ICF certification at the PCC level or above. Coaches must demonstrate experience designing and implementing coaching engagements for mid-senior level professionals, emerging leaders and first time managers and must hold an advanced training certificate from International Coach Federation (ICF) accredited coach training school. Preference is given to those with expertise in managing change, career development, survey development and assessment, communication skill building, talent management, and performance improvement technologies.

Team Coach – Requires a masters degree and 10 years relevant experience designing and implementing group coaching engagements for middle, senior or executive level leaders in private or public sector organizations. Team coaches are experienced in designing and implementing coaching projects for action learning teams and teams interested in improving performance and maximizing efficiency. Team Coaches must hold an advanced training certificate from International Coach Federation (ICF) accredited coach training school.

Executive Coach – Requires a masters degree and 15 years relevant experience in executive development including experience designing and implementing leadership coaching programs lasting 6-12 months or more for senior and executive level leaders in private or public sector organizations. Preference is given to those with exposure to complex multinational companies or international organizations. Must hold advanced training certificate from International Coach Federation (ICF) accredited coach training school.

Coaching Services

Behavioral Coaching	Coaching for Leadership Development
Strategy Coaching	Career and Life Coaching
Coaching for Organizational Change	Team Coaching



TRAINING SERVICES

Coaching in the Moment

Description of Class:

This highly interactive and powerful workshop provides participants with the tools and approaches needed to conduct highly effective coaching conversations whenever and wherever learning opportunities arise. Coaching in the Moment is designed to give participants the experience of coaching and being coached. Workshops are led by experienced coaches who coach participants to try on new ways of listening, asking questions, and igniting the insight of others, in order to create forward momentum in situations.

Exercising Influence:

Building Relationships & Getting Results

Description of Class:

This two-day accelerated workshop uses a "fitness model" to help participants develop personal strength, focus, and flexibility as influencers. Feedback, gathered before the program, is easy to interpret and gives valuable insights into participants strengths and learning needs as influencers. From the first hour of the program, they learn to use the skills they already have in a far more effective way. They also learn new skills as they work throughout the program on real-world business situations. Through a series of mental exercises, including warm-ups, isometrics, cool-downs and behavior workouts, participants learn how to plan and prepare for important influence opportunities up, down, across and outside their organizations. Exercising Influence is designed to be a just-in-time learning opportunity, enabling participants to apply new skills immediately in resolving problems and conflicts and achieving outstanding business results.

Leading Global and Virtual Teams

Description of Class

Leading Global and Virtual Teams provides participants with processes, techniques, and tools to create and maintain trusting and motivated high-performance teams. This program gives team leaders and members the skills to succeed when working across boundaries of time, distance, and culture.

Mastery of Change:

Thriving in Uncertain Times

Description of Class:

The Mastery of Change: Thriving in Uncertain Times offers sophisticated tools for managers in organizations contemplating or experiencing significant changes as they move toward higher performance. These changes may include new technology, reorganization or relocation, revised mission, philosophy, priorities, or management style. In this two-day workshop, managers and supervisors learn to understand the impact of change and how to take action that will reduce resistance, stress, and conflict, and accelerate the acceptance and implementation of large-scale change.

Intelligent Risk-Taking

Description of Class:

Today's changing working environment challenges leaders to make risky decisions more quickly and more often than ever before. And to ensure that right decisions are made in the right way, it is critical that organizations have a systematic and consistent process in place for intelligent risk-taking.

Each of the four half-day modules in Intelligent Risk-Taking provides participants with practical methods and processes for taking more intelligent risks. Participants identify their own risk-taking style and develop ideas for improving their own risk-taking patterns. They are also given tools to help analyze the risk-taking style of others and to learn ways to influence people to support their risk-taking efforts.

Engaging a Changing Workforce: New Game, New Roles, New Rules

Description of Class:

Engaging a Changing Workforce looks at today's workforce through a generational lens. The workshop focuses on the practical advice, skills and tools that managers and employees need to win in the new workplace. The workshop is an engaging, interactive facilitator led learning experience.

Constructive Negotiation

Description of Class:

Constructive Negotiation uses the metaphor of building construction to teach a positive, productive way of thinking about, planning for, and implementing negotiations. Rather than taking an adversarial or competitive approach to negotiation, this program presents negotiation as a challenging opportunity to build mutual agreements that meet the needs of all parties. Participants work on real-world negotiation issues, so they can gain the experience they need to conduct successful and constructive negotiations back on the job.

TRAINING SERVICES (con't)

Tools for Managing Projects

Description of Class:

In this highly interactive and hands-on workshop, participants will learn and practice the stages of project management (planning, executing, and closing) and will be able to approach future projects systematically. Participants who need project management tools to manage projects that are just one of many other responsibilities will learn practical, easy to implement tools including: the scope statement, project kick-off meeting, Work Breakdown Structure, Gantt Chart/Timeline, Action Plan, and Risk Assessment Matrix, among others. The workshop includes practical tools that will be sent to each participant electronically, so that they are available for use on the job. The problem-solving and decision-making modules of the workshop also provide practice and tools in making high impact decisions and in approaching problems and opportunities in ways that maximize the potential for positive solutions.

Tools for Managing and Leading

Description of Class:

In this highly interactive and hands-on workshop, managers first learn how leadership and management differ and how to do the key activities of both leadership and management. The leadership module uses materials based on John Kotter's Harvard Business Review article, "What leaders really do," along with a simulation, The Mars Rover, that demonstrates the advantages of a facilitative leadership style. In the simulation, teams of participants build a prototype Mars rover vehicle out of toy parts and then race the rovers. Each team's performance is evaluated based on three factors: time (to complete the race course), cost (to build the rover), and leader effectiveness (as evaluated by team members). Teams with the facilitative leaders consistently score higher than teams with traditional or passive leaders. In other course modules, managers learn how to use their knowledge of personality type to improve communication, teamwork, performance management, and problem solving. Managers also learn a coaching approach to management and how to foster an environment that leads to increased employee initiative and motivation. Finally, managers take the Situational Leadership™, Leader Behavior Analysis (self-scoring) and learn the four styles of the situational leader and how to choose the best style for the situation. All cases and examples are written for federal government situations. The course includes prework, including the completion of the Myers Briggs Type Indicator (MBTI) online.

Professional Writing

Description of Class:

This 1-day course teaches staff at all levels how to write emails, memos, letters, and other documents that are clear, concise, correct, coherent, and complete.

Conflict: From Prevention to Resolution

Description of Class:

When people are working together, differences of opinion and approach are inevitable. Conflict can create problems in work productivity and alignment, or it can be used positively to take advantage of diverse perspectives and promote creativity and innovation. This program enables participants to gain a better understanding of the sources of conflict, and learn tools for preventing conflict from arising. It also provides methods for taking advantage of differences. From Conflict to Consensus is a skills-based, constructive approach that can release the energy tied up in conflict, allowing creative resolution and more productive relationships.

Make Your Contacts Count: Networking as a Critical Competency

Description of Class:

Learn the rules and tools for creating, cultivating, and capitalizing on a deep and broad network in order to get things done, get behind organizational initiatives, and get ahead. Reframe how you think of networking and use these collaboration strategies to develop the social acumen that results in rich social capital and the broad influence to get things done.

Inspirational Leadership: Encouraging Others to do Great Things

Description of Class:

Challenging times require extraordinary leaders. In this intensive-program, participants begin by looking inward, focusing on what inspires and motivates them. They learn and practice key skills for inspiring others and then select a project and form action-learning teams to apply what they have learned in a way that helps create an inspiring culture within their organization. This powerful, experiential program provides participants with the insights and skills to inspire team members to believe in the extraordinary work they can do together if everyone contributes and builds the vision of success together.

TRAINING SERVICES (con't)

Core Leadership Skills

Description of Class:

Every supervisor needs a set of skills and a depth of knowledge about leading other people. Without these essential skills and knowledge, managers are at a disadvantage—they make more performance mistakes, have higher turnover rates, question their decisions, and lower morale and trust within their own workgroups. Since most managers today are working managers—that is to say, they generally lead people and handle their own projects as well—having a set of essential skills will help them to achieve their tasks and their leadership responsibilities. In this program, managers are exposed to a wide variety of tools and skills that make leadership more enjoyable and more successful.

Successful Performance Management

Description of Class:

This course stresses the importance of establishing clear expectations and performance measures and providing ongoing feedback to ensure effective employee performance. The course includes self-assessments, small group activities and practice, games, and discussions to ensure that participants acquire key skills for managing performance.

Strategic Thinking: Leadership Practices for Innovative Organizations

Description of Class:

Dynamic and innovative organizations require leaders at all levels who can think strategically, anticipate issues, solve problems, and make decisions based on new and emerging information while keeping the long-term vision in mind. In this workshop, you will have the opportunity to work with a variety of tools, applying them to an important challenge or opportunity in your own organization. You will develop greater awareness of your own biases and assumptions that may stand in the way of achieving results. You will learn how and when to apply different types of thinking—systems thinking, critical thinking, and creative thinking—to a problem or opportunity and how to work with stakeholders to make and implement decisions.

Applied Creativity Solving Problems and Responding to Opportunities

Description of Class:

Creativity is the aptitude that has enabled human beings to survive and to thrive under challenging and changing

circumstances. Research suggests that everybody has the ability to think and act creatively, but many organizations are not taking enough advantage of the creativity of their staff members. In this program, participants will learn tools and processes that will enable them to apply their own and others' creativity in solving persistent problems and responding to business opportunities. The foundation of individual, team, and organizational creativity is a creative attitude. An attitude that stimulates, nurtures, and supports creativity enables us to gain the greatest value from our creative resources. There are many practical tools and methods for putting that attitude to work on real individual, team, and organizational challenges..

Managing Innovation

Description of Class:

In this program, participants will come to see the management of innovation as a powerful and practical way to create value by selecting and exploiting the best new ideas – both for improvement and for radical change in products, processes, positioning, or paradigm. The program is based on research by David L. Francis, Ph.D. and his colleagues at CENTRIM (The Centre for Research in Innovation Management.), identifying the best practices of successfully innovative organizations and leaders.

Successful Performance Management

Description of Class:

This course stresses the importance of establishing clear expectations and performance measures and providing ongoing feedback to ensure effective employee performance. The course includes self-assessments, small group activities and practice, games, and discussions to ensure that participants acquire key skills for managing performance.

Conflict Resolution Strategies

Description of Class:

All individuals within organizations experience conflict; this is not unusual. What is unusual—and very effective—is when leaders can handle this conflict in a way that encourages problem-solving and solutions in which all parties get their needs met. This way of managing conflict creates lasting resolutions. Conflict can be resolved by using a Communication Cycle which gets at the root issues and causes of conflict. In this way, conflict does not become a debilitating reason employee and customer needs are not met.

TRAINING SERVICES (con't)

Successful Decision Making, Skillteach

Description of Class:

Determine appropriate situations to be autocratic or inclusive in decision making, establish clear consequences and how they relate to the objectives of the decision, ability to create a solid implementation plan for decisions made.

Constructive Debate

Description of Class:

To be successful as global competitors, leaders in today's organizations must establish and maintain an environment that supports the open exchange and exploration of ideas, leading to fuller participation, greater innovation, and better decisions. Executives, thought leaders, key contributors, and managers need to move beyond debate as a source of conflict. It is essential to model and use critical thinking and clear communication so that ideas and proposals undergo a thorough process of development. Minimizing the impact of internal competitiveness, defensiveness, and vested interests, and maximizing the use of tools and processes allows good ideas to become true innovations. In this two-day seminar, participants learn how to establish the conditions that encourage constructive debate and to eliminate those conditions that prevent potentially useful ideas from getting a hearing or allow poorly thought-through ideas to be implemented.

Interaction Styles in Action

Description of Class:

As leaders and team members, we must effectively handle interactions with people who have a variety of styles. While we may wish for commonality and consistency in the way we deal with others, this is not the case. Seventy-five percent of the people we deal with are different than ourselves. When we can spot cues and subtle differences in the way others interact, we are advantaged. We more effectively deal with team members, employees, peers and customers. We have flexibility to tailor our speech, body language and approach so that others more readily listen and accept our ideas. As flexible individuals, we can capitalize on interactions with others, especially in critical business situations—when selling, problem-solving, working on a team and providing outstanding customer service.

Influencing for Impact

Description of Class:

Individuals who have the responsibility for managing, supervising or leading others need an essential set of skills. These skills allow

leaders to effectively and appropriately respond to the performance challenges that are inevitable to anyone in a position of leadership. Not only are these skills invaluable in leading others, they allow the leaders to harness important energy necessary in dealing with customers and achieving high organizational standards. When an individual has these core skills, he or she is able to communicate well with employees, peers, superiors, vendors and customers.

Emotional Intelligence

Description of Class:

This course provides information about what emotional intelligence is and how to develop it. Participants are encouraged to target areas of emotional intelligence in which increased facility will help them be more effective supervisors, team members, and colleagues.

Doing the Tough Stuff Well

Description of Class:

Ask leaders what the toughest parts of their jobs are and likely you'll hear something such as "Giving bad news" or "Talking to someone about poor performance." The truth is that very few people enjoy holding difficult conversations and even fewer do it well. In this session, leaders learn how to use assertive and respectful communication to deliver messages that are tough for the sender to give and for the receiver to hear. Through practical examples and real-world practices, the leader gains confidence to tackle the "tough stuff" that faces the GPI leader.

Achieving Results with Stakeholders

Description of Class:

Critical to an individual contributor's success is identifying the project stakeholders and understanding their needs. This builds the foundation for a partnership and collaboration. Many workers believe that if they had formal authority—the job title or position of power—getting others to work with them would be easier. In this intensive workshop, participants identify their stakeholders, plan for interaction with them, and learn a model for being influential without formal authority or power. This program teaches a new perspective that success increases when everyone works together in partnership. A successful environment begins with listening, then making decisions about goals and next steps based on shared responsibilities.

TRAINING SERVICES (con't)

Leading in Turbulent Times

Description of Class:

You may want to participate in this learning process if...

Your business, department, or team feels as if it is being bombarded with an unprecedented number of changes.

You, and others, are often surprised by situations and there seems to be little predictability to what is being altered.

You are frequently faced with the need to deliver unpopular news to others, sometimes about decisions you didn't make.

Your direct reports, peers, and team members look to you for direction when a challenge hits.

In the midst of difficult situations, you wonder if you should be involving others more—or simply handling decisions on your own.

You wish that you could be less reactive to difficult situations and changes and more in control of your work outcomes.

Your team members and direct reports don't seem to be able to handle change and challenges as well as you would expect for their level of experience and knowledge.

Writing for Results

Description of Class:

This fast-paced, hands-on workshop will take participants through a no-nonsense grammar and punctuation review before embarking on the fundamentals of business writing. Participants will practice editing others' writing and developing their own written documents.

Additionally, participants will gain substantive tips on how to write persuasive e-mails and how to avoid the traps and dangers of electronic communication.

Valuing and Leveraging Diversity

Description of Class:

This workshop provides tools and awareness about key issues related to an increasingly diverse workforce. This workshop uses a series of video case studies, which provide an opportunity to analyze real-life situations, discuss them, and then watch as employees handle them effectively.

Self-Management: The Use of Time

Description of Class:

Using time effectively to balance job, family and personal needs translates into increased productivity and successful self-management. In this workshop, employees will understand how managing their workload starts with managing themselves. An employee's attitude dramatically influences their productivity and performance. Understanding what is considered important and urgent both personally and professionally is the first step to managing time more efficiently. Participants will evaluate their current use of time, and determine how to create a better balance between their job, family and their personal needs.

The Skillful Leader

Description of Class:

Individuals who have the responsibility for managing, supervising, or leading others need an essential set of skills. These skills allow leaders to effectively and appropriately respond to the performance challenges that are inevitable to anyone in a position of leadership. Not only are these skills invaluable in leading others, they allow leaders to harness important energy necessary in dealing with customers and achieve high organizational standards. When an individual has these core skills, he or she is able to communicate well with employees, peers, superiors, vendors and customers.

Oral Communication: Presentation Skills

Description of Class:

Presenting effectively means success beyond the speech given at a conference or meeting. It means talking about your company's strengths and strategy with customers, giving an answer that diffuses a hostile question at a business meeting, and persuading your vendors to provide improved service at a reasonable cost. In all these situations, and others, your success depends upon how well you present—yourself, your company, your needs. Top-notch presentation skills allow you to have confidence regardless of the presentation setting and, most importantly, to ensure you inform and persuade in a way that guarantees your audience is receiving the message you intend to send.

Change Management

Description of Class:

In this one-day course managers will learn how to effectively manage the changes that occur in their organizations. They will understand what causes resistance and how to deal with both individual and group resistance. They will know how to help employees better manage the workplace changes they face. Managers will acquire skills for managing both personal and professional change and will add to their tools for successfully encouraging, implementing, and managing organizational change.

Influencing for Results

Description of Class:

Leaders must effectively handle interactions with people who have a variety of styles. While leaders may wish for commonality, and thus, consistency in the way they deal with others, this certainly is not the case. Seventy-five percent of the people leaders deal with are different in behavioral preferences than these leaders. And while there is no best style, interpersonal flexibility creates success in more effectively dealing with employees, peers, and customers. Leaders can have flexibility to tailor their speech, body language, and approach so that others more readily listen and accept their ideas. These leaders capitalize on interactions with others, especially in critical business situations—when selling, delivering performance feedback and providing customer service.

TRAINING SERVICES (con't)

Business Correspondence

Description of Class:

Many communication tools expand the reach of any message. This click-and-send functionality increases an organization's need for effective writing skills that deliver the intended message. Today's workforce faces many communication challenges and opportunities. Organizations require business formality and professional presentations. Effective communication demands planning and editing to ensure the message will be received by the intended audience. Yet the speed of click-and-send technology and the informality of some collaboration tools often encourage some workers to take a relaxed approach. Business e-mails and documentation get sent without review or editing. Individuals will receive practical solutions to common writing situations. We'll present professional writing standards for developing successful presentations, reports and letters. This workshop enables workers to become editors of their own writing. Participants will learn to express themselves using accepted business formats and gain confidence through practice.

Leadership Effectiveness

Description of Class:

Individuals who have the responsibility for managing, supervising or leading others need an essential set of skills. These skills allow leaders to effectively and appropriately respond to the performance challenges that are inevitable to anyone in a position of leadership. Not only are these skills invaluable in leading others, they allow the leaders to harness important energy necessary in dealing with customers and achieving high organizational standards. When an individual has these core skills, he or she is able to communicate well with employees, peers, vendors and customers.

The Problem Solving Workshop

Description of Class:

This 1-day workshop teaches tools for both creative and systematic problem solving. Activities and games provide practice in how to maintain an open mind and apply proven techniques to thinking outside the box. Solutions to at least three fourths of business problems can be found through applying the different approaches of creative problem solving.

Powerful Presentation Skills

Description of Class:

The best method to ensure an audience is receiving the intended message is skillful delivery of the presentation. Presentations are more than the verbal delivery of formatted information. They include observation and listening, and the ability to think on one's feet to meet

the needs of an audience. Powerful presentation skills can diffuse a hostile question at a business meeting, or persuade a vendor to provide improved service at a reasonable cost. Paying attention to the energy of the audience or any customer is just as important as knowing the content of your speech. This program will ensure participants can present information with confidence and respond to the particular needs of any audience.

Creativity and Innovations

Description of Class:

Most individuals associate creativity with those in "artistic" fields rather than in the business world. Creativity in the business world results in improvements, new products, problems solved and improved change resilience in the employee population. This skill-based program breaks creativity into usable and, most importantly, learnable components. Managers, supervisors, leaders and individual contributors can implement an entire creativity process with a team or work independently to generate new ideas and solve problems. Each participant works on a group project as well as a "real life" project from the workplace. All learn that creativity is an important part of business growth and customer satisfaction in the workplace.

Focused Feedback Workshop

Description of Class:

Companies gain their competitive advantage by building high-performing teams that provide excellent service to their customers. One factor in creating a high-performing team culture is instilling an environment of continuous growth and learning. Continuous growth stems from everyone's ability to give and receive feedback - no longer is manager to employee feedback once a year or once a quarter enough. Performance and communication increases dramatically when employees at all levels have the skills and confidence to provide productive non-threatening feedback to their manager, team members, and colleagues. The Focused Feedback interactive one-day workshop presents a practical proven model for providing and receiving feedback to others while maintaining a clear goal. The overall goal of feedback is to provide information that assists others in building their potential to achieve optimum results while building their self-confidence.

TRAINING SERVICES (con't)

Building Business Partnerships

Description of Class:

The cost of acquisition versus retention is a well-known fact – it is much more expensive to acquire new clients than to retain current clients. In much the same way, substantially more time and energy is required to fix relationships where constructive and collaborative practices are not in place. Partnering strategies positively impact all aspects of building, maintaining, and enhancing business relationships, including vendors and alliance partners. By fully leveraging the opportunities made available through effective partnering strategies, your business will profit from better solutions, lower costs, higher revenue and more successful projects. The Building Business Partnerships one-day workshop focuses on how to optimize client relationships – a key measure of success. Participants learn to understand the value of partnering and apply partnering strategies to enhance their impact in client relationships. Furthermore, they learn that partnerships are driven by elements such as common goals, values, trust, commitment, open communication and collaboration. Ultimately, joint accountability and responsibility are essential to working as a partner and the key to success.

Essentials of Consultative Partnering

Description of Class:

This highly interactive two-day workshop equips professionals with the tools and skills needed to build influential partnerships with both internal and external clients to optimize service delivery and results. The ability to build business partnerships has become a critical competency in today's business environment. It is no longer enough to provide "off the shelf" services or solutions. Clients need and want to work with professionals who understand their business issues and can provide customized solutions that meet their specific revenue or productivity objectives. The workshop not only enhances client interactions, but also teaches participants a consultative process for working through all phases of client projects. The results are an ongoing partnership in which new opportunities are identified, solution ideas are generated, and the client involves participants more in strategic business discussions. During the workshop, participants engage in dynamic discussions and job-specific application activities using customized cases and real-life examples, and receive feedback through self-assessments and coaching. They focus on their team and individual situations during the workshop, spending over 75% of the course time on interactive and experiential activities

Management Skills for New Leaders

Description of Class:

Many organizations promote their leaders from within their companies; still others select leaders from outside. In both of these cases, the new leaders face challenges and opportunities: establishing open and direct communication with peers and employees, managing performance, coaching, staffing their units, and facilitating effective problem-solving meetings. When presented with skills in handling these issues successfully, new leaders are able to affect results much more quickly and with more confidence than when left to learn on the job. This program ensures new leaders have practical, usable skills for handling the day-to-day issues they will face in a position of leadership.

Advancing Client Interactions

Description of Class:

Every interaction has the potential to build credibility and trust with your clients while improving their business results. Increasing your skills to effectively manage interactions will lead to increased client satisfaction and more opportunities to provide broader solutions to your clients. The Advancing Client Interactions one-day workshop provides an intensive focus on communication, influencing and partnership skills. This dynamic workshop is designed to enable you to become more confident and successful in all interactions with clients and team members. This includes planning and preparing for interactions, having a roadmap for managing interactions, being flexible "in the moment" while staying on task, and most importantly, truly listening to what is important to the client to achieve optimum results.

C.O.A.C.H. For Peak

Description of Class

This workshop builds on the knowledge and experience of those who coach outstanding individuals and teams preparing for important performances or competitions. The successful conduct of business is as much a performance art as world-class skiing, ballet, or basketball. When people are focused on an important upcoming performance, their desire to learn and improve their skills is at its peak. In this program, participants learn how to take advantage of that readiness-to create a successful coaching relationship that can achieve outstanding performance and business results.