



UNLEASHING HUMAN POTENTIAL



**CLASSROOM
TRAINING**



**INSTRUCTIONAL
DESIGN**



**DISTANCE
LEARNING**



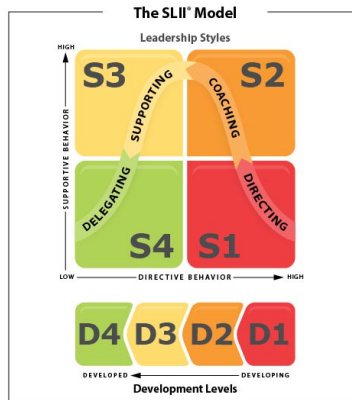
ELEARNING



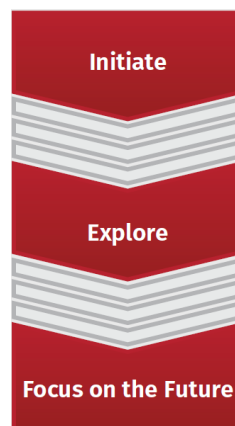
Since 1999, ATW Training Solutions has helped organizations unleash their human potential by providing award-winning products and services. ATW leads the way in client-centered classroom, digital, and virtual talent development solutions. ATW meets clients where they are and helps propel them to success!

World Class Proven Programs

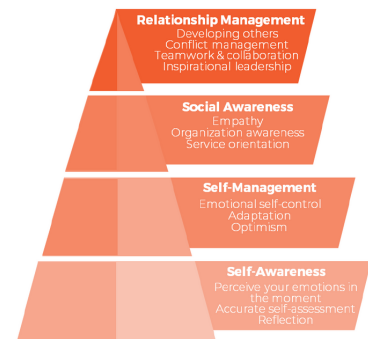
ATW takes a collaborative approach with organizations to improve their leadership, teamwork, communication, and customer service. In addition to public and client-tailored classroom sessions, ATW also offers online live learning programs, eLearning courses, micro-modules, and podcasts. ATW's strategic partnerships, as well as our own programs, position us to deliver sessions on a number of proven topics, including:



SLII®



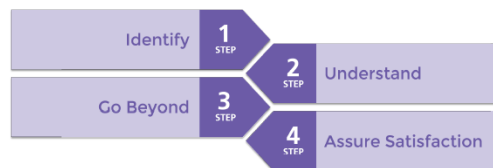
Driving Difficult Conversations



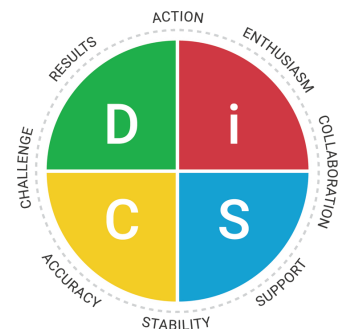
People Smarts: Emotional Intelligence



5 Behaviors of a Cohesive Team®



Exceeding Customer Expectations



DiSC® Behavioral Styles

Talk to your Business Development Consultant for details concerning facilitation fees and any material costs associated with these offerings.

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Leadership



Additional per Person Assessment Fee



Additional per Person Materials Fee

CEO of You: Lead Yourself to Success

We often think we are dependent on others to reach our goals and achieve success. But we don't need to place our future success in the hands of other people – we can design our destiny today. High achievers understand the value of clarity and courage in reaching their goals and they actively work to create opportunities for action. In this session we will help participants examine their sphere of influence, leverage their skills and motivation, and develop a plan for the future.

Length: 3 hours

In this session participants will:

- Explore their role within the organization and the factors that lead to success
- Evaluate their skill level and motivation towards each factor to determine significant gaps
- Discuss best practices to request guidance and coaching from others
- Write an action plan to improve their self-leadership

Empowerment and Delegation

Empowerment as a management practice is about equipping employees so they can take initiative and make decisions to solve problems and improve service and performance. It is based on the idea that giving employees skills, resources, authority and opportunity – and holding them responsible and accountable for actions will contribute to their competence and satisfaction. Empowerment does not mean abdication of the role and responsibilities of a manager. It is about the active role of a manager in developing individuals on the team.

Length: 3 hours

In this session, participants will:

- Explore the benefits of empowered employees and the return on investment of delegation
- Identify responsibilities that are appropriate for delegation
- Utilize a six-step process to successfully delegate tasks and projects

Engaging and Motivating Today's Workforce

Do you like your job? Keeping in mind that the person who has the largest impact on an employee's job satisfaction is his or her manager – how would your employees answer the same question? Based on Patrick Lencioni's bestselling book, "The Truth About Employee Engagement," participants will take a close look at a three-part model for making any job more rewarding and fulfilling. Additionally, they will explore ways to use this approach on the job for the benefit of themselves, their colleagues and the organization's bottom line.

Length: 3 hours

In this session, participants will:

- Discuss the cost of job dissatisfaction to employees, managers and the organization
- Explore the three components of a miserable job: anonymity, irrelevance and immeasurability
- Identify ways to overcome each, regardless of their position within the organization
- Examine ways to employ the model within realistic scenarios

Exploring Management Styles Using Everything DiSC® Management Profile

Become a better manager by discovering your DiSC management style. The DiSC Management Profile explores the one-to-one relationship developed between you and each individual on your team, and shows how to adapt your style to manage, motivate, direct, and develop your team members based on their own DiSC styles. The Everything DiSC Management profile also provides information on how your boss might view you and your style.

Length: 6 hours

In this session, participants will:

- Develop an understanding of how their DiSC behavioral style affects how they manage
- Recognize the DiSC styles of their team members
- Adapt their DiSC style to direct and delegate, motivate, and develop others more effectively
- Apply their understanding of DiSC styles to improve communication and influence with their manager

Great by Choice

Some companies and leaders navigate in a chaotic world exceptionally well. They don't merely react; they create. They don't merely survive; they prevail. They don't merely succeed; they thrive. In chaotic times, we sometimes lose our focus. In this session, you will learn key concepts from the book by Jim Collins, "Great by Choice", and how to focus in order to succeed in chaotic situations. The future is up to us. We can react to what is happening or we can make the choice to be leaders, and have others react to what we do from the leading edge.

Length: 3 hours

In this session, participants will:

- Assess their organization against Collins' 10X leadership behaviors and work with their group to identify related priorities at the organizational level
- Explore how the concepts and tools presented by Collins fit into what their organization is already doing and how they may help fill identified gaps
- Create an individual leadership action plan which supports organizational priorities

Grow Your Leadership Using Everything DiSC® Work of Leaders Profile

Do you know what gets in the way of your leadership effectiveness? Discover how your DiSC leadership style impacts how you lead your team and learn a simple three-step process to help guide your team to success: vision, alignment, and execution. Work of Leaders explores leadership as a one-to-many relationship and encourages leaders to understand their own leadership challenges and how they impact their effectiveness.

Length: 6 hours

In this session, participants will:

- Understand the DiSC behavioral model and how their style informs their team leadership
- Learn about the drivers of vision, alignment, and execution and how their leadership style impacts how they approach each driver
- Apply their understanding of DiSC to become a more effective leader of teams

Helping Your Team Move from Good to Great

In his best-selling book, “Good to Great”, Jim Collins talks about what differentiates good companies from great companies. In this session, we will review those principles and apply them to your organization and more specifically the teams being led. In this thought-provoking session, participants will have an opportunity to review their current status and determine what actions they can take to move from good to great.

Length: 3 hours or 6 hours

In this session, participants will:

- Explore the difference between good companies and leaders versus great companies and leaders
- Identify five key principles to help any team move from good to great
- Develop specific initiatives to implement immediately and begin the journey from good to great

Hiring the Best: Interviewing Skills

Matching the right person with the right job should be more than a guess or hunch and should involve more than a casual discussion about similar interests. Interviewing is a key role of managers as you build a successful team. This session, based on the award-winning video and book, “More Than a Gut Feeling,” introduces the concept of behavior-based interviewing and the belief that the best predictor of future behavior is past behavior. This approach to interviewing will help you identify the right candidate for the job.

Length: 3 hours or 6 hours

In this session, participants will:

- Recognize the importance of developing an interview plan based on thorough knowledge of the job
- Plan a logical, structured behavioral-based interview that includes pre-planned interview questions
- Understand that a behavioral example is a specific life-history event that can be used to determine the presence or absence of a skill
- Recognize why some questions cannot be legally asked in the interview process
- Use interviewing techniques that allow for interviewer control

Leading Accountability

Accountability – it's one of the greatest challenges leaders face in today's business environment. As organizations have grown lean, the pressure to deliver high-quality results has intensified. From the board room to the front line, leaders need to know how they can make accountability for results come alive in their people.

In this fast-paced workshop you will learn how to see and think differently about accountability for you and your organization. You'll learn how to create a culture in which people choose personal accountability. In the accountable workplace, people own their commitments and the actions required to meet them. And they accept accountability for their results.

Length: 3 hours

Participant kit includes session materials as well as the *Leading Accountability Video Library* to support application of learning to the workplace.

In this session, participants will:

- Explore what it takes to be personally accountable, and make personal accountability a choice for those they lead
- Define clear results within their organization, to drive accountability
- Determine actions required to achieve key results
- Evaluate the level of trust and feedback in their workplace, to promote accountability

Leading Different Behavioral Styles

Whether you have the official title of manager or not, you probably find yourself managing the efforts of others in several different ways just to get your own work done. Building on what we know about the four DiSC behavioral styles, in this session we will look at how we manage others based on their behavioral style. Communicating, developing, motivating, and more are the skills we use to manage, but how do we “flex” them based on the style of the person we are managing?

Length: 3 hours

Prerequisite: DiSC Assessment. Participant kit includes session materials to support application of learning to the workplace.

In this session, participants will:

- Review a people reading process to identify others' behavioral styles
- Evaluate different strategies for managing different styles
- Practice the strategies through case studies

Leading People Through Change®

Leading People Through Change® applies to change initiatives of all types and sizes. Workshops can be delivered to an intact team working on a specific change initiative or in an open-enrollment format to build change leadership capability across your organization. Implement Leading People Through Change in your organization as a 90-minute virtual session with a 35-minute self-paced eLearning pre-work component. This design includes compelling visuals and materials, engaging videos, and proven learning activities. When people are given the opportunity to be involved in the process and their concerns are heard and addressed, they are less likely to resist change. When you have buy-in and commitment early on from the people you are asking to change, they will feel good about the direction of the organization, and you'll get results faster. Don't risk wasted time, effort, and money on failed change initiatives. Equip your leaders to make sure they're a success.

Length: 2 hours

Prerequisite: 35-minute eLearning to supplement debrief session.

In this session, participants will learn:

- The value of leading change with high involvement
- The predictable concerns people have when faced with change
- Ways to involve other in co-creating change

Legal Issues for Managers

To be a good manager or supervisor, you must have knowledge in several areas including employment laws and how they affect you, the organization you work for and your employees. How you choose to manage your people and the decisions you make on a daily basis can determine whether you and the organization are in compliance with employment laws.

Legal Issues for Managers is a program that offers guidance to managers who make employment decisions and who want to ensure they minimize their legal exposure and liability when doing so. In this program, managers will learn about several key legal issues including employment discrimination, discipline, harassment and sexual harassment, and recruiting and hiring.

Length: 3 hours

In this session, participants will:

- Learn how to avoid charges of employment discrimination
- Develop fair recruiting and hiring practices
- Recognize behaviors associated with harassment and sexual harassment
- Learn how to comply with specific laws like the Americans with Disabilities Act

Leading Virtually™

Leading Virtually is a virtual instructor-led course that unfolds over three 2-hour sessions. The virtual sessions offer learners a highly engaging experience that includes instruction, responses, reflection, group activities, and opportunities to practice new skills in a safe setting. The program also offers learners a chance to share stories and best practices in their transition to managing others virtually. Based on almost 20 years of helping managers lead virtually, this program focuses on three key practices proven to boost manager effectiveness in a virtual environment.

Length: Three 2-hour sessions

Manager Boot Camp

Many supervisors and managers are given the opportunity to manage others because they did their jobs well. Unfortunately, what got them the promotion — their technical job skills, doesn't mean they will succeed as a manager. Being a manager requires a whole new set of skills.

In this manager "boot camp", individuals will build on the skills they bring to management and learn a new survival kit of essential management skills. This full-day training session provides practical "real life" examples, scenarios and techniques to enable managers to navigate their landmines.

Length: 6 hours

Participant kit includes session materials, as well as two books ("I Wish My Manager Would Just..." and "Finding 100 Extra Minutes a Day"), and the *Goal Setting* eLearning course to support application of learning to the workplace.

After this session, participants will be able to:

- Utilize their personal management style to be more effective.
- Set clear expectations that others can accomplish.
- Strategically train others to achieve performance expectations.
- Coach to reinforce good performance and redirect poor performance.
- Successfully delegate through use of a 6-step process.
- Utilize time more effectively to accomplish the requirements of being a manager.
- Engage those they are managing to achieve individual, departmental, and organizational results.

On-the-Job Training Techniques

In today's "maximize resources" world, many working leaders are being called upon not only to perform their own duties, but to train others. While showing competency on the job, most working leaders aren't equipped to be effective trainers. In this session we introduce Subject Matter Experts to adult learning theory through case studies, lecture, role play, and discussion. Participants will learn how to structure on-the-job training, encourage dialogue with trainees, recognize learning hurdles, and contribute to expected company results through training efforts.

Length: 3 hours

Participant kit includes session materials as well as the *On-the-Job Training Video Library* to support application of learning to the workplace.

In this session, participants will:

- Identify what adult learners need for successful training
- Explore formal vs. informal on-the-job (OJT) training
- Review a model for effective OJT
- Examine ways to overcome common barriers to learning
- Create an action plan to improve their OJT efforts

Performance Appraisals: Not Just Another Meeting

Managers are expected to multi-task, which often leaves little time for offering employees quality feedback on their performance. However, today's employees want to know if they are meeting expectations through timely, straightforward feedback on a regular basis. In this session, we will evaluate performance standards to use with each employee, discover how to prepare for on-going performance discussions, and learn a feedback model for positive and constructive feedback.

Length: 3 hours

In this session, participants will:

- Learn how to revise the job description to meet the organization's and the employee's needs
- Learn how to evaluate their own performance as a manager, before considering the performance of others
- Learn how to prepare for a positive and constructive performance appraisal, without any personal bias
- Learn how to be specific and candid when giving feedback

Raise the Bar: Improve Performance through Feedback and Coaching

One of the most important responsibilities of managers and supervisors is to provide employees frequent, straightforward, and timely feedback and coaching for a clear understanding of how performance is viewed and of any improvements needed. Unfortunately, many managers provide little feedback and coaching, or do so only during formal performance reviews. In this session, participants learn how both feedback and coaching are used ongoing to reinforce good performance and to redirect poor performance. A simple feedback and coaching model is presented for participants to practice powerful feedback and coaching skills, and to plan how to apply the approach to a real work situation.

Length: 3 hours

Participant kit includes session materials as well as the *Feedback and Coaching Video Library* and the *Go for the Gold! Coaching Your Employees to Success* eLearning course to support application of learning to the workplace.

As a result of this training, participants will:

- Recognize the difference between feedback and coaching, and the value of each
- Demonstrate feedback and coaching techniques to reinforce good performance and redirect poor performance
- Recognize pitfalls in feedback and coaching and ways to avoid or manage them
- Prepare to give feedback and coaching for an actual work situation

Role of the Manager

What skills do you rely on to be a successful manager? What obstacles are you encountering that are keeping you from reaching your potential as a top-notch manager? In this session, we will discuss what the role of the manager necessitates, determine how you fit into the organization's big picture, and learn how to establish credibility with your team as their manager. Optional: Everything DiSC Workplace on Catalyst behavioral styles assessment and debrief.

Length: 3 to 3.5 hours

Participant kit includes session materials as well as the *Goal Setting for Leaders* eLearning course to support application of learning to the workplace.

In this session, participants will:

- Recognize their role as both manager and leader
- Develop strategies to assume the role of manager, including transitioning to “boss”
- Define actions to build trust in their team
- Utilize a model for managing performance that engages and motivates team members
- Establish and communicate a department vision, in alignment with the organization's vision and mission

SLII® Alumni Reboot

SLII Alumni Reboot is an online refresher delivered via Blanchard Exchange for individuals who have completed SLII training. It pushes bite-sized overviews of key content via emails, delivering recommendations approximately every 3–4 weeks over 90 days. Learners can also pull the content they need. The app can be used for 90 days from the date of purchase.

Also included is access to Kenbot™ for SLII®—a chatbot that provides just-in-time support to help leaders apply new skills, access essential tools, and grab resources at work, in the flow of work and when they are on the go. ATW would provide a live virtual launch session, mid series check-in, and a closing session.

Length: Four 1-hour debriefs (contact ATW for options)

In this session, participants will:

- Set better goals for their people
- Understand what their people need from them so they can succeed
- Adjust their leadership style so they can better connect with their people
- Start development conversations based on their people's needs

SLII® Concepts

SLII® is the world's most taught leadership model, because it works! The foundation of SLII lies in teaching leaders to diagnose the needs of an individual or a team and then use the appropriate leadership style to respond to the needs of the person, team, and the situation. You will learn about the three skills of SLII (Goal Setting, Diagnosing, and Matching), and reinforce learning with a video case study and videos on SMART goals and other skills. Knowing these three skills will also help you to a) increase the quality and quantity of your conversations with employees, and b) develop self-reliance within others and yourself. Included in the program is an assessment, the Leadership Behavior Analysis (LBAII), which measures your current leadership flexibility and effectiveness. Through the session, you will gain ideas of how to increase both.

Length: 3.5 hours or 6 hours

In this session, participants will:

- Recognize there is no one best leadership style
- Determine how to diagnose the development need of the employees
- Practice flexing leadership styles to the situation and person
- Explore techniques for avoiding over and under supervising

SLII® Experience

SLII® is a proven and time-tested leadership model and set of tools designed to increase the frequency and quality of conversations about performance and development between managers and the people they work with so that competence is developed, commitment is gained, and talented individuals are retained. The Ken Blanchard Companies learning design—The SLII® Experience—reflects continued research, leverages client and trainer feedback, and incorporates the best thinking available in the learning and development field. The SLII® Experience immerses you in SLII® quickly, deeply, and effectively.

Length: 2 days

In this session, participants will:

- Diagnose the development levels of their employees and choose the appropriate leadership style
- Increase the frequency and quality of conversations about performance and development between themselves and their direct reports
- Create a communication model for all levels of the organization to support cultural change and move toward a high-performance organization
- Become flexible leaders who are highly skilled at goal setting, coaching, performance evaluation, active listening, feedback, and proactive problem solving
- Increase individual and organizational accountability by linking goals and planned intentions to an action plan

SLII® Online

When managers are spread out around the globe, busy executing business strategies or overseeing frontline employees, it can be difficult to take time away for leadership training and development. Yet having great managers who know how to engage, develop, and empower their people effectively is key to your company's future success. That's where SLII® Online comes in. With SLII® Online, you have the ability to deliver the essentials of SLII®—the most widely taught leadership model in the world—to a dispersed workforce, frontline leaders, or managers who prefer online learning.

Length: 4 one-hour debriefs (contact ATW for options)

Successfully Leading Virtual Teams

Teams today often include “virtual” employees – separated by distance in multiple locations or working remotely (including from home). While technology makes collaboration possible, leaders and employees face unique challenges being successful remotely.

Length: 3 hours

In this session, leaders will:

- Explore challenges and “best practices” when managing remote employees
- Focus on four keys to virtual management that increase engagement and accountability
- Review tools that maximize virtual productivity

Unleashing Your Leadership Potential

There is a specific model to lead people that results in the highest levels of commitment. We call this model the Five Levels of Leadership, and it provides a path that demonstrates which leadership behaviors need to be focused on, and when. Most leaders spend exorbitant amounts of time leading efforts and initiatives, but do not have the full commitment from those they are leading. Understanding this dilemma, and what you can do about it, allows you to unleash your leadership potential.

Length: 3 hours, 6 hours, or 6-hour bus tour

Participant kit includes session materials to support application of learning to the workplace.

In this session, participants will:

- Explore a 5-level model for successful leadership
- Recognize and build on unique leadership capabilities
- Build trusting and positive relationships, and foster collaboration
- Lead towards organizational goals
- Develop the potential of others
- Develop an action plan to build their leadership influence

Communication



Additional per Person Assessment Fee



Additional per Person Materials Fee

Be a More Effective Salesperson Using Everything DiSC® Sales Profile

Do you know what drives your customers? Increase your sales effectiveness by understanding your DiSC sales style. Once you understand your DiSC sales style and priorities, you can better understand your customers' priorities, leading to better communication and improved relationships.

Length: 6 hours

After this session, participants will:

- Analyze and understand their DiSC® sales behavioral style
- Practice recognizing and understanding customer buying styles
- Plan how they will adapt sales style to their customer's buying style, to ensure sales success

Building Your Influence

How is it that some people not only have ideas—but get them implemented? Successful individuals understand how to influence others in a manner that gets buy in and gets their audience to take action. In this session, we will focus on specific strategies you can embrace to develop your influence and to interact with and communicate with others in order to be more influential and persuasive.

Length: 3 hours

In this session, participants will:

- Determine when and when not to influence others
- Develop strategies on how to influence others, both internal and external to the organization
- Discover a systemized approach to effectively communicate their message
- Create a personal action plan for influencing others

Communicating With Empathy

Communication is at the heart of our interactions with clients and colleagues in the workplace every day. Through communication, we can improve productivity, increase engagement, ensure client and team satisfaction, build trusting relationships, and so much more. Studies suggest that by being more aware of our connections with others and by increasing our empathy as we communicate and listen, we may reduce the risk of burnout while delivering exceptional service.

Length: 3 hours

In this session, participants will:

- Define empathy and its effects
- Discover why we should communicate with empathy
- Explore considerations for sending a great message and for stepping up your listening skillset
- Identify barriers to empathy and ways to overcome those barriers
- Develop an action plan for increasing empathy in our communication

Communication Essentials

Everything in the workplace revolves around communication. Whether we are communicating face-to-face or virtually, it is essential that you communicate in a manner that ensures the message sent is the message received. During this session, we will cover the fundamentals of communication, which can appear to be so simple, but are difficult to implement effectively and consistently.

Length: 3 hours

In this session, participants will:

- Discover their communication style
- Practice adapting their personal communication style to meet diverse communication needs
- Identify responsibilities of the sender and listener in the communication process
- Discuss and practice active listening
- Learn to deal with communication nightmares
- Develop a personal success plan to help them become better communicators

Crucial Conversations for Mastering Dialogue

Crucial Conversations teaches skills for creating alignment and agreement by fostering open dialogue around high-stakes, emotional, or risky topics—at all levels of your organization. By learning how to speak and be heard (and encouraging others to do the same), you'll surface the best ideas, make the highest-quality decisions, and then act on your decisions with unity and commitment.

Length: 2 days

In this session, participants will:

- Speak persuasively, not abrasively
- Foster teamwork and better decision making
- Build acceptance rather than resistance
- Resolve individual and group disagreements

Driving Difficult Conversations

When people problems arise at work, we have choices. We can manage troublesome situations the way many people do, ignore them. Or we can make a conscious choice to effectively confront issues—even when the issues are complicated, difficult, and lead us out of our comfort zone.

In this course, we will show you how to conduct a difficult conversation that leads to improved relationships and increased productivity. You will leave the session with a better understanding of yourself and others and increased confidence when holding a difficult conversation.

Length: 3 hours

Participant kit includes session materials as well as the *Driving Difficult Conversations Video Library* and the *Driving Difficult Conversations* eLearning course to support application of learning to the workplace.

In this session, participants will:

- Identify common “difficult conversations”
- Use emotional intelligence to respond during difficult conversations
- Prepare to have a difficult conversation
- Use a three-step model to conduct an effective difficult conversation
- Recognize and address potential obstacles that may occur when having a difficult conversation

Exploring Behavioral Styles Using Everything DiSC® Workplace Profile

Understanding behavioral styles can help us relate to others more effectively. Do you focus on results or relationships? Are you a private person or do you tend to share your thoughts and feelings readily? What are the other people you work with like? Based on the work of William Marston, the DiSC® profile will help you understand your dominant style, the needs of people with other styles, and how you can adapt your approach to be more effective with individuals and groups.

Length: 3 hours

In this session, participants will:

- Develop an understanding of their behavioral style
- Recognize behavioral styles within others
- Accept and appreciate the differences between their style and the style of others
- Use and adapt their behavioral tendencies to interact more effectively with others
- Apply their understanding of behavioral styles to team situations

Goal Setting: Getting Results with SMART Goals

Successful managers understand that individual goals begin with understanding the overall vision and goals of their organization. It is the process of cascading these organizational goals to the department, business unit and individual level that help promote overall organizational success. When setting goals, managers need to set SMART goals. SMART goals are specific, measurable, achievable, realistic and timely. This session will allow participants to build their goal setting skills.

Length: 3 hours

In this session, participants will:

- Identify the key characteristics of effective goal setting
- Practice writing SMART goals
- Discuss how to involve team members in establishing SMART personal goals

Harness the Power of Workplace Conflict with the Everything DiSC® Productive Conflict Profile

Workplace conflict is inevitable. Rather than focus on a step-by-step process for conflict resolution, the Everything DiSC® Productive Conflict assessment helps learners curb destructive behaviors so that conflict can become more productive, ultimately improving workplace results and relationships.

Everything DiSC Productive Conflict helps learners increase self-awareness around conflict behaviors and discover how to effectively respond to the uncomfortable and unavoidable challenges of workplace conflict.

In this session, participants will:

- Explore the destructive and productive conflict behaviors of each DiSC® style
- Understand how to manage their response to conflict situations
- Discover communication strategies when engaging in productive conflict with colleagues

Peer to Peer Feedback

Every day we give and receive feedback as we talk with our teammates. Feedback by nature is our reaction and response to the things happening around us and can be a critical element of success for teams and organizations if done correctly. Done wrong, it can cause confusion, conflict, and chaos.

Length: 3 hours

Participant kit includes session materials as well as the *Peer-to-Peer Video Library* to support application of learning to the workplace.

In this session, participants will:

- Clarify the value feedback can provide to self and peers
- Distinguish between effective and ineffective feedback
- Learn a model for giving and receiving feedback
- Practice using the feedback model in common work situations

Polishing Your Presentation Skills

When you understand that life is a series of presentations you start to understand how presentations skills can be a contributing factor in your success. In this session, we will cover seven skills that will help you be a better presenter whether your presentation is person-to-person, over the telephone or other forms of technology, in a meeting or in a formal presentation to a group.

Length: 3 hours, 6 hours, or 2 days

In this session, participants will:

- Understand the importance of presentation skills in their personal and professional success
- Learn to identify the needs of the audience prior to presenting
- Prepare to develop an outline for their presentation
- Learn ways to open and close a presentation with impact
- Consider techniques to overcome nervousness to become more natural in presentations

Self-Leadership

Imagine how resilient your organization could be if it were filled with people who have the skills and self-confidence to get what they need without unnecessary guidance or wasted time. Organizations don't execute well when individual contributors aren't taking initiative or being as effective as they could be. Performance often stalls because employees don't know how to ask for what they need when they need it. The truth is, people want to be engaged, to make meaningful contributions, and to be appreciated. The success of your organization depends on the empowerment and commitment of every person.

Our Self Leadership program is designed to ensure your team members develop the self-starting mindset needed to move the organization forward. When you arm your individual contributors with the self leadership mindset and skillset, you build an empowered workforce that is productive, innovative, and passionate about their work.

Length: 8 hours or contact ATW for online options

In this session, participants will:

- Learn the Self Leadership framework – mindset and skillset
- Learn the world's most popular leadership model, SL@ II, taught from the perspective of the self leader rather than the manager
- Learn to recognize those perceived barriers, the Assumed Constraints, that can be transcended or avoided
- Learn the five sources of power (Points of Power) at work and how each can be activated to help achieve goals and experience greater autonomy and competence
- Learn how to seek the direction and support they need; learn how to proactively conduct one-on-one conversations with their manager, in which they prepare the agenda

Train-the-Trainer

In today's "maximize resources" world, many subject matter experts (SME's) are being called upon to not only perform their duties but participate in the training of others to increase productivity.

Unfortunately, just being good at the job will not make you a great teacher. In this session we introduce SME's to adult learning theory through case studies, lecture, role play and discussion. Participants will learn how to identify learning styles, how to prepare for a session, secrets to conducting a session and how to handle difficult participants.

Length: 3 hours or 6 hours

In this session, participants will:

- Discover adult learning theories to aid in their training efforts
- Prepare for a successful on-the-job training session
- Review tips to aid in their confidence when training, no matter the size of the session
- Evaluate ideas on how to deal with different types of participants

Writing for Impact

Your personal success and the success of your business are enhanced when you can communicate with others and get them to take action. "Writing effectively is not an academic exercise; it is a business imperative." (Stuart Z. Goldstein) This course will help you convey your written message or request in a clear, concise, and easily understood manner that will make an impact.

In this session, we will share ways to get your messages read and acted upon while saving time and frustration for both you and your readers. The tips and techniques apply to writing letters, memos, business reports and emails.

Length: 3 hours

Participant kit includes session materials as well as the *Elevating Your Email Impact* eLearning course to support application of learning to the workplace.

In this session, you will:

- Determine their communication purpose before starting to write
- Consider the reader, and what is important to them
- Create a simple writing plan, including a focus on the "opening"
- Format their communication for visual impact
- Consider other details that can help their writing make more of an impact

Teamwork



Additional per Person Assessment Fee



Additional per Person Materials Fee

Building Trust

Trust can be hard to earn and easy to lose. The level of trust employees have with colleagues or a leader determines how well they work together, listen to one another, and rely on each other to get things done. In fact, the primary factor affecting employee turnover is whether or not a trusting relationship was developed between the manager and the employee. Yet many people are unaware of the actions that build or erode trust. While almost all employees consider trust in the workplace to be important, only 39 percent of US employees say they trust the senior leaders at their organizations.

Based on the Building Trust Model™, Blanchard's Building Trust program teaches participants how to build trust and, if it's been broken, how to repair it. The elements of trust (ABCD model) form a common language for people to talk about trust without fear. Understanding what behaviors lead to high trust is the first step in developing higher trust with others.

Length: 4 hours

In this session, participants will:

- Explore the Building Trust framework and a three-step process for rebuilding trust
- Develop an action plan to engage in more trust-building behaviors
- Plan and practice trust-building conversations

Developing Emotional Intelligence Using Everything DiSC® Agile EQ

Learn to read the emotional and interpersonal needs of a situation and respond accordingly. By combining the personalized insights of DiSC® with active emotional intelligence development, discover an agile approach to workplace interactions. Learn to navigate outside your comfort zone, empowering you to meet the demands of any situation. The result is an emotionally intelligent workforce that can support a thriving agile culture.

Length: 3 hours

In this session, participants will:

- Discover EQ strengths
- Recognize EQ potential
- Commit to customized strategies for building agility

Diversity and Inclusion

Organizations across the United States, and the world, have been investing into strategies designed to enhance and leverage a diverse workforce more effectively. To fully leverage a diverse workforce, it requires strategic planning and Diversity and Inclusion training programs designed to better understand key concepts.

Length: 2 to 3 hours

In this session, participants will:

- Explore the concepts of diversity and inclusion as critical success factors for increased innovation and productivity in the workplace
- Explore the concept of unconscious bias and how it plays out in the workplace
- Discuss strategies to mitigate biases
- Create an action plan and shared vision to be adopted post session

People Smarts: Emotional Intelligence

Most of us have been conditioned to believe that emotions are not welcome in the workplace, that team and work decisions should be based upon cold, logical reason. In short, we "leave our emotions at home." Today there is a growing body of science in the emerging field of emotional intelligence (EI), indicating that proper understanding, and use of, emotions can be critical to helping us be more effective workers and better communicators.

Length: 3 hours

Participant kit includes session materials as well as the <i>Emotional Intelligence Video Library</i> to support application of learning to the workplace.
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In this session, participants will:

- Define emotional intelligence and discuss its importance in the workplace
- Explore the four domains of emotional intelligence (self-awareness, self-management, social awareness, & relationship management)
- Recognize techniques to develop within each of the four domains
- Practice strategies for using emotional intelligence in a variety of situations

Ethics for Everyone

Organizations don't make ethical decisions, people do. Ethics is all about knowing and consistently doing what's right. This program will help people in both areas. Participants learn that ethics is displayed in everything they do, and that everything they do counts. They see why ethics is crucial to their success in life and how it can make or break an organization.

Length: 3 hours

In this session, participants will:

- Explore what constitutes ethical behavior
- Address conflicting "rights" through the use of an ethical action test
- Learn strategies for the occasional "gray area"

Finding 100 Extra Minutes a Day

Can we manage time? Can we buy more time? No! We can only manage ourselves in relation to time. In this session, we evaluate current time usage through a daily time log system. We will focus on setting and achieving priorities, maximizing personal energy cycles, understanding procrastination and how to overcome it, improving organizational skills and discussing tips for effective delegation.

Length: 3 hours

In this session, participants will:

- Identify the time wasters in their lives
- Explore how to use an effective time management system
- Evaluate the importance of prioritizing
- Identify tips on how to avoid procrastinating
- Discover ways to improve their organizational skills
- Identify actions to take when delegating

Five Behaviors of a Cohesive Team®: Team Development

The Five Behaviors of a Cohesive Team is a session that helps participants and their organizations learn how to work better and more effectively on teams, leading to a noticeable improvement in morale, productivity and results. The model is based on “The Five Dysfunctions of a Team”, Patrick Lencioni’s best-selling book that outlines the five behaviors that are essential to a healthy, well-functioning team: building trust, mastering conflict, achieving commitment, embracing accountability, and focusing on results.

Length: Three 6-hour days for full program – 3-hour overview of report only – 3-hour overview of report with follow up focus on specific modules for 2-4 hours per module after overview session.

In this session, participants will:

- Learn about The Five Behaviors™ model
- Discover how their team rates in all five areas via the assessment
- Recognize how their DiSC® behavioral style influences their behavior
- As a team, explore strengths and challenges and create an action plan

The Five Behaviors of a Cohesive Team®: Personal Development

Teamwork starts at the individual level. In a modern workplace that is diverse, fast-paced, and constantly changing, how can individuals quickly build team cohesiveness and deliver results? How can an individual become a better teammate? *The Five Behaviors™: Personal Development* is designed to equip individuals become improved team contributors; participants do not need to be part of the same team. The course is created to develop a culture of teamwork within your organization.

The Five Behaviors™ model is based on “The Five Dysfunctions of a Team”, Patrick Lencioni’s best-selling book that outlines the five behaviors that are essential to a healthy, well-functioning team: building trust, mastering conflict, achieving commitment, embracing accountability, and focusing on results.

Length: 3 hours

In this session, participants will:

- Explore *The Five Behaviors™* model and the results of their pre-session assessment
- Discover personal tendencies as a teammate
- Examine challenges and best practices for each of *The Five Behaviors™*
- Create an action plan to become a better teammate

Generations in the Workplace

Our organizations are ever changing, as well as our workforce. What is important to one employee may not be to another. What motivates one may not motivate another. We are all different. One way the differences show themselves is through the attributes of the four different generations that make up our workforce and what each generation expects from their co-workers, let alone their organization. In this session we will review each generation's unique characteristics and how to handle any misunderstandings that may impact productivity.

Length: 3 hours

In this session, participants will:

- Identify the characteristics of the four generations
- Discuss where stress or tension may occur because of generational differences
- Review a model for creating dialogue to move from disagreement to collaboration

Improving Your Personal Productivity

If your email box is full, your desk covered with paper piles, and your brain packed with your "To Do" list, this workshop is just what you need. More than a time management course, this workshop will show you how to manage your workflow so you can be more productive with less stress.

Length: 3 hours

Participant kit includes session materials as well as the *Improving Personal Productivity* eLearning course to support application of learning to the workplace.

In this session, participants will:

- Use a simple system to capture all the "stuff" they have to do
- Examine a model to process their email and paper inboxes to zero every day
- Set up a filing system to easily store and retrieve both electronic and paper information
- Review, prioritize, and plan their action items
- Actually DO the work that will deliver the results

Personal Accountability – It's About Choice

With today's speed of change and the constant need to do more with less, it's easy to feel stressed and overwhelmed in your job. If you work hard to keep your commitments, but something just gets in the way, then this workshop can help you hit the mark with your results.

In this session, you'll learn a new way of seeing and demonstrating personal accountability, so you can consistently deliver the desired results – even under challenging circumstances. And as an added bonus, you can use the workshop concepts and tips in your personal life as well!

Length: 3 hours

In this session, participants will:

- Identify their commitments
- Clarify commitment so everyone knows who's doing what, when, and why
- List actions needed to deliver results
- Discuss ways to renegotiate assignments and priorities through joint problem solving

Preventing Harassment and Discrimination in the Workplace

Employees are entitled to work in a workplace free from harassment and discrimination. Unfortunately, what one person sees as acceptable behavior may be seen as unacceptable to others. These situations and more can cause organizations lawsuits, low morale and other employee issues. In this session, we will discuss different types of harassment including sexual. We will talk about the role that we each play in ensuring a workplace free from harassment and discrimination.

Note: A supervisory version of this course is available to help supervisors, managers and leaders deal with harassment in the workplace.

Length: 1 hour; 90-minute version with supervisor content; or more fully client-tailored up to 3 hours

In this session, participants will:

- Understand and identify potential dangerous harassment and discrimination situations
- Learn how to deal with harassment situations if it happens to them
- Identify actions they can take to keep themselves and their organization out of court

No Problem! Problem Solving in the Workplace

Nearly everyone in the workplace is expected to solve problems. Frequently, however, people deal with symptoms rather than the underlying “root cause” of problems. As a result, the problems are not resolved and reappear to be dealt with again. In the session, participants learn a simple (but not simplistic) five-step problem solving model. Tools are illustrated for each step of the model and are applied to an actual workplace problem.

Length: 4 hours

Participant kit includes session materials as well as a Quick Reference card deck of techniques to support application of learning to the workplace.

In this session, participants will:

- Assess their problem solving approach and style
- Utilize a problem solving model
- Explore tools for each step of the problem solving model
- Apply the problem solving model and tools to a workplace problem

Taking ACTION: A Proactive Approach to Change

Change is inevitable whether we thrive on it or hide from it. Despite your personal feelings about change, your role is to help team members embrace change and maximize its benefits. We will help you understand the impact of change on your team members, review the positive and negative impacts of change, and formulate a plan to communicate change in your organization to reduce resistance and gain commitment.

Length: 3 hours

In this session, participants will:

- Identify the changes they are facing in their work groups
- Discuss the natural reactions to change and how to deal with them
- Explore the ACTION model and how to take ACTION with change opportunities

Team Essentials – Succeeding Together

This program explores the essentials team members and leaders need to understand for team success. Included in the session is discussion around the different types of teams, the four stages of team development and how to understand and deal with different personalities on the team.

Length: 3 hours

In this session, participants will:

- Discuss the importance of working together collaboratively
- Review the stages of team development
- Identify different behavioral styles within the team, and tips to better interact with each other

Team Performance Concepts

Understanding the mechanics and dynamics of teamwork has never been easy. However, this session introduces you to the key concepts for building and sustaining effective, high performing teams.

Team Performance Concepts is based on several research-based models and strategies from the Blanchard organization, including the Team Performance Process, a systematic method for increasing the effectiveness in any team —regardless of its nature or purpose.

Length: 3.5 hours

In this session, participants will:

- Learn the framework for creating and sustaining high performance teams – the five-step Team Performance Process
- Learn how to diagnose team development stages
- Identify how to match leader behaviors to a team’s development needs
- Create an action plan to increase team performance

The Secrets of Meeting MAGIC Revealed

Have you ever seen a famous magician perform? It probably seemed like you were watching a one-person show, didn't it? But you weren't. In reality, you were watching a team perform: stage assistants, lighting and special effects people, sound technicians, etc. as well as the magician. Sure, the magician may wave the wand and pull the rabbit out of the hat, but the real secret to making magic is a group of people all working together. A meeting is much like a magic show. You have a group of people trying to reach a common goal. If you have good leadership and share the work, you can produce magical results. This session will reveal the secrets to becoming a meeting magician.

Length: 3 hours

In this session, participants will:

- Determine whether a meeting is needed or not
- Identify actions as follow up to a meeting
- Review and utilize a meeting agenda template to plan their next meeting
- Review guidelines to keep their meeting on track
- Discuss ways to get involvement from meeting attendees before, during, and after their meetings

The Six Types of Working Genius

The Working Genius assessment is 20% personality and 80% productivity. People who understand their genius show up to work happier, are more effective, and play well with others. In this session, we help individuals and teams learn about and leverage their Working Genius results, leading to more effectiveness, productivity, and team cohesion.

Length: 90 minute debrief or 3 hours

In this session, participants will:

- Clarify which types of work give them joy and energy and which types are draining and difficult
- Learn to avoid making unfair and inaccurate judgements about team members motivations
- Alleviate guilt about struggles they may have with certain types of work
- Explore ways to improve dialogue and directives in team meetings
- Identify ways to make quick and concrete adjustments to roles and responsibilities to better tap into one another's strengths, and avoid other's weaknesses
- Develop an action plan to better tap into their strengths

Customer Service



Additional per Person Assessment Fee



Additional per Person Materials Fee

Exceeding Customer Expectations

Successful organizations recognize the value of improving customer service at all levels. In today's world of connectivity, delivering exceptional customer service is paramount; simply satisfying customers is not good enough. One "average" experience can lead customers to seek an alternative. To attract and develop loyal customers, we must consistently exceed expectations.

Length: 3 hours

Participant kit includes session materials as well as the *Customer Service* Video Library and the *Exceeding Customer Expectations* eLearning course to support application of learning to the workplace.

In this session, participants will:

- Clarify the importance of service to the continued success of their organization
- Explore the organization's service vision and the part they play in making the vision a reality
- Implement a four-step strategy to exceed customer expectations

Exceeding Customer Expectations for Leaders

We know that every employee is responsible for providing above and beyond service, but it is leaders who set the tone in creating a customer-focused organization. When leaders are focused on developing a culture of service, the organization, employees, and customers succeed and thrive.

Length: 3 hours

Participant kit includes session materials as well as the *Customer Service* Video Library and the *Exceeding Customer Expectations* eLearning course to support application of learning to the workplace.

In this session, participants will:

- Clarify the importance of service to the continued success of their organization
- Explore the organization's service vision and the part they play in making the vision a reality
- Implement a four-step strategy to exceed customer expectations
- Recognize the role of all employees as customer service providers
- Explore the role of the leader in creating a culture of service excellence
- Identify potential obstacles and actions needed with their teams

Customer Service: Phone Skills

At one time, the telephone was thought of as THE tool in providing customer service. Now, with other forms of communication like the internet, the telephone and how it is used is sometimes taken for granted. In this session, we will look at the fundamentals of using the telephone as a communication and customer service tool.

Length: 3 hours

In this session, participants will:

- Identify customers (internal & external) and their needs
- Identify elements of good customer service
- Recognize the importance of basic communication skills including: vocal tone, listening and vocabulary
- Identify similarities and differences between customer service in-person and via telephone
- Identify elements of customer service that could be considered “professional” or “unprofessional”

Legendary Service

Using the CARE acronym to teach the Legendary Service concepts (Committed, Attentive, Responsive and Empowered), this program focuses on developing participants’ personal service vision in alignment with the organization’s imperatives. Skill building includes active listening skills, resolving difficult situations, and using best practices when interacting with customers.

Length: 3 hours or 6 hours

In this session, participants will:

- Develop a personal service vision
- Identify internal and external customers’ needs and wants
- Learn and practice skills for serving customers more effectively
- Expand their sources of empowerment
- Create an action plan for delivering Legendary Service to their customers

Legendary Service for Managers

Legendary Service for Managers is a half-day workshop for managers where leaders focus on the critical role and responsibility of implementing the company’s service culture through their employees, as well as crafting a plan to support those employees to better serve THEIR customers. It uses the CARE acronym to teach the Legendary Service concepts: Committed, Attentive, Responsive and Empowered. This program is designed to follow the Legendary Service program.

Length: 3 hours

In this session, participants will:

- Understand the role and responsibilities of a service champion
- Draft a service vision and goals for their work unit
- Identify coaching strategies to develop the competence and commitment of their service providers
- Determine ways to empower their service providers
- Create an action plan for delivering Legendary Service to their service providers

ATW eLearning Courses

Behavioral Styles in the Workplace

Understanding your dominant style, the needs of people with other styles, and how you can adapt your approach to be more effective with individuals and groups can help you succeed personally and professionally.

Courageous Change: Succeeding in a Changing World!

Almost every instance of leadership that pushes us toward progress involves change. Unfortunately, we have been trained to fear change, to look at it as a negative. Today's leader needs to be courageous when it comes to change—looking for ways to take advantage of opportunities that present themselves.

Courageous Inclusion

Courageous Inclusion™ teaches people a mindset that promotes diversity and inclusion, as well as a process to become more knowledgeable and active proponents of inclusion in their workplace. This road-map approach is what makes Courageous Inclusion uniquely powerful for increasing inclusivity in your culture and creating a workplace where everyone feels they belong. Participants will understand the benefits of inclusion for themselves, their coworkers, and their organization overall. They will also know how to create a personal action plan to advance their stage for at least one aspect of diversity, equity, and inclusion.

Creating a High Performing Team

This course shows new leaders, experienced leaders taking on a new team, or leaders who wish to re-define their team how to get that group of individuals to work as one unit. We'll focus on how to inspire and supervise a team through the process of creating the team dynamics by themselves. Your supervision will lead your team to finding a pride of ownership in their team as they work through their charter and define how they should be organized.

Driving Difficult Conversations

In life, we're often faced with difficult conversations. We talk about hard topics with people we know well and perhaps with people we don't know well. Step in the driver's seat and approach those conversations with confidence. We'll introduce you to tips and techniques that enable more effective dialogue and provide you with opportunities to practice what you've learned.

In this online course, you will:

- Review conversation considerations and preparation steps
- Examine three steps for holding a difficult conversation
- Explore real-life scenarios and practice utilizing the model

Elevating Your Email Impact

When email is your communication method, put your best foot forward. In this module, explore six practices for improving your email impact: Set Up for Success, Write for Your Reader, Get to the Point, Stick to the Point, Format for Visual Impact and Easy Reading, Proof Your Work for Accuracy.

Exceeding Customer Expectations

Successful organizations not only deliver on customer expectations they exceed those expectations. In this online course, we'll help you consider the impact of your support role – and recognize the value of customer service to your organization. And, whether service is provided in person or virtually, we'll show you how to implement a 4-step strategy to exceed expectations.

Feedback Essentials

Giving effective feedback is a vital skill for managers. When managers give effective and timely feedback, they improve performance, enhance employee engagement, and most importantly, build trusting relationships with their employees. This course puts you in the driver's seat to review common workplace issues and determine when and how to give feedback.

In this online course, you will:

- Review the definition of feedback and its impact in the workplace
- Determine when and how to deliver effective feedback to employees
- Utilize the situation-behavior-impact model for giving feedback

Goal Setting for Leaders

As a leader, it is critical for you to both set and follow through on goals for your organization, your team and yourself. In this course, you will learn how to write goals and provide feedback in order to not only achieve, but hopefully exceed the goals you and your team want to accomplish.

Go for The Gold! Coaching Your Employees to Success

Coaching your employee is vital to their success – and to yours! In a game-like format, you are encouraged to progress toward gold medal status by learning about feedback and coaching, and then by putting yourself in the role of the manager as you respond to several real-life scenarios and work on your own coaching scenario.

Improving Personal Productivity

In this fast-paced world of multi-tasking it can be hard to actually be productive. Our emails fill up faster than we can read subject lines, our to-do lists only get longer and the stress is enough to burst your desktop stress ball.

Keeping Your Workplace Free from Harassment and Discrimination

A workplace free from harassment and discrimination is vital to every company. Failure to provide this kind of workplace has long-term effects on the company, including a bad reputation, loss of productivity, and legal repercussions and costs. Thru this course, employees and managers will learn not only how to recognize harassment in all its forms, but also how to respond to it and prevent it.

Leadership 101

Understand that leadership is the willingness and ability to influence those around them at all levels. Explore different methods for being more influential. Identify leadership behaviors for in a variety of situations. Determine ways to develop committed team members. Develop a vision, mission and goal.

Making the Most of Your Performance Review Conversation

Employees want and deserve feedback on how they are doing in their job. This feedback should be done on an ongoing basis but will also be done during a more formal performance review process. Many consider the managers role in providing feedback as critical, but the employee has an important role in the performance review meeting as well. Preparing for the meeting, actively listening to feedback, seeking clarification, being emotionally intelligent and focusing on the future are all actions employees can take to make the most of their performance review.

The Manager's Guide to Dynamic Performance Review Conversations

As Managers, a critical task is providing employees feedback on how they are doing in their job. They don't just need it, they deserve it. Your feedback should be done on an ongoing basis but will also be done during a more formal performance review process. Preparing for the meeting, sharing feedback, actively listening to feedback, seeking clarification, being emotionally intelligent and focusing on the future are all actions that you as a leader can take to help make the most of the time you spend doing performance reviews.

Networking with Style

In this online module, we'll give you the tools to build and maintain lasting, mutually beneficial relationships. Let us help you reframe your thinking regarding what networking is. Center your networking around building relationships, the exchange of ideas, and the willingness to help others that will result in both professional and personal success. As Danny Beyer, author of *The Ties That Bind: Networking with Style* and co-author of this course says, "We are all essentially networking all of the time, we just don't realize it!"

The Secrets of Meeting Magic Revealed

This course will you make the most of meetings, whether in person or virtual - and feel good about how you've invested your meeting time and what you accomplished. Based on the book by Tony Jeary and George Lowe, this concise 20-minute program module includes multiple job aids, templates, and tips on how to help you lead and participate in great meetings. Whether you are challenged by unproductive meetings, too many meetings, lack of ownership of action items, or limited involvement by attendees you are sure to find some helpful tips and tricks for conducting magical meetings.

Time Bandits

As we approach our days, we want to maximize how we use our time well. We want to get things checked off our lists and move important work forward. Unfortunately, we all battle "time bandits." In this course, learn how to take back control of our time with a focus on our mindset and with strategies to combat time wasters. As part of this program you will assess your own time bandits and utilize worksheets to create your battle strategies.

Application Video Libraries

Each eLearning course includes a six-video, micro-learning collection of skills and best practices related to the topic.

Customer Service

This collection establishes the value of a customer service culture to your organization and offers a four-step strategy that will help your organization exceed customer expectations.

1. Our Customer Service Brand - We know that customer service is about our reputation—when service is good, customers come back and hopefully tell others about their experience. Where we differentiate ourselves from other organizations is with our customer service brand. When we talk about brand, we mean the image the customer has when they think about us and the service we provide.
2. Step 1: Identify - The first step in the model for Exceeding Customer Expectations is to identify the product or service you provide AND identify the customer you serve.
3. Step 2: Understand - The second step to Exceeding Customer Expectations is to understand your customer's needs and expectations and understand yourself—what you can and can't do in your role.
4. Step 3: Go Beyond - Go beyond with the right skills, teamwork, and in every moment. Utilize the “right” skills for customer service. Embrace teamwork. And treat every opportunity with a customer as a moment of truth, a make-or-break experience for your customer.
5. Step 3: Go Beyond: When Things Go Wrong - One of the most critical times to exceed customer expectations is when things go wrong. Mistakes happen and when they do, we've got to be prepared to handle them.
6. Step 4: Assure Satisfaction - The last step in our model for exceeding customer expectations is to assure satisfaction. We do this in two ways—by asking for feedback and measuring satisfaction.

Driving Difficult Conversations

This collection reinforces the importance of facing a difficult conversation and preparing for it. Additionally, videos progress through the three steps for holding the conversation successfully.

1. Why You Should Have Difficult Conversations - We're often tempted to put off difficult conversations and when we are tempted, we should think about what will happen if we don't have the conversation.
2. Preparing for a Difficult Conversation - Preparing for a difficult conversation makes us more effective and shows that the issue is important and that we care.
3. Difficult Conversation - Step One: Initiate - Starting the conversation takes courage and our approach will determine the direction of the conversation.
4. Difficult Conversation - Step Two: Explore - It's important to ask for the other person's perspective during a difficult conversation.
5. Difficult Conversation - Step Three - Focus on the Future: As the conversation draws to a close, focus on a desired outcome and action items.
6. The Importance of Listening in Difficult Conversations - Bring your best listening skills to a difficult conversation to help the other person feel heard.

Emotional Intelligence

This collection explores emotional intelligence and provides strategies for improvement. Emotional intelligence is an awareness of our emotions. It implies that we know how to reflect on OUR emotions and then choose appropriate behaviors. It also focuses on being aware of the emotions of OTHERS. By using the awareness of our emotions and the awareness of the emotions of others, we can then be deliberate about how we interact with others to achieve better results.

1. What is Emotional intelligence? Having emotional intelligence isn't easy. It's something we must be mindful of often & put into practice daily, in order to be successful in the workplace.
2. Self-Awareness - Self-Awareness is our ability to accurately recognize our emotions as they happen and understand how we respond to different people and situations.
3. Self-Management - Self-Management is the ability to reasonably control your emotions instead of your emotions managing you
4. Social Awareness - Social Awareness is our ability to read others' emotions through the words they say, how they say it and the body language associated with what they are saying.
5. Relationship Management - Relationship Management is about your interpersonal communication skills. It's your ability to get the best out of others, to inspire and influence them, to communicate and build bonds with them, to help them change, grow, develop, and resolve conflict.
6. Emotional Intelligence... So now what? Do any of these Emotional Intelligence domains & their competencies stand out to you as areas to improve? If so, it's time to take action!

Feedback and Coaching

This collection differentiates feedback from coaching, introduces just-in-time tips for giving feedback, and introduces a five-step model for coaching.

1. The Difference Between Feedback and Coaching – Feedback is information that lets people know how they are doing; coaching is direction on ways to be more effective.
2. The S-B-I Feedback Model – Effective feedback focuses on a person's behavior in specific situations and the resulting impact.
3. Why You Should Give Frequent Feedback – Employees deserve to know ongoing how their contribution is viewed so they recognize what they are doing well and where they need to improve.
4. Model for Powerful Feedback and Coaching – To get the best contribution from their people, managers can use five simple steps to provide feedback and coaching.
5. Importance of Listening – When providing feedback and coaching, your best listening skills are needed to understand what people need and to help them be successful
6. When You Coach, You Show You Care – Leaders who care about their employees address performance concerns candidly and openly; they do not sweep issues under the rug, pretend there is no problem, and avoid difficult conversations.

Leading Accountability

This collection explores a model for accountability - and practices for leading each step of the model.

1. Your Role as a Leader - Leaders set the tone for accountability by establishing clear expectations and by consistently dealing with any gaps between what is expected and what actually happens.
2. The Blame Zone - Effective leaders keep employees from wasting time in the Blame Zone. By recognizing the warning signs, you can help employees be responsible, accountable, and avoid the trap of blaming.
3. Accountability – A Personal Choice - Being accountable is a personal choice. In other words, accountability is not imposed externally – you can't "make" someone accountable. Personal accountability involves making important choices to take ownership, take action, and take responsibility.
4. Take Ownership - Helping people take ownership means gaining their agreement to accomplish a desired result or outcome. Only when people have committed to achieve something they are clear on – and understand the importance of in their day-to-day responsibilities - will they be "all in" and fully accountable.
5. Take Action - As a leader, you set the example for how to take action. Help your people be accountable by taking action on the right things.
6. Take Responsibility - When an employee takes responsibility, they answer personally for the outcome, positive or negative. They need a safe environment to learn from mistakes and from negative outcomes. Help your employees grow and become more capable and successful by holding them accountable.

On the Job Training Techniques

This collection highlights the importance of OJT for new and developing employees doing all types of work at all levels in the organization. Discover how adults learn best and explore a model for on-the-job training that includes trainer actions before, during and after training.

1. Learning on the Job - On the job training helps people navigate the four stages of acquiring new skills. Learning success comes not by skipping steps, but by working through each step to reach the point of mastery.
2. How Adults Learn - Adults learn better – and faster – when they can learn at their own speed and when they feel there is a practical application. They want to know "what's in it for me?" to learn something new.
3. A Model for On-the-Job Training - A simple model for on-the-job training includes actions to take before, during, and after training. You don't simply show up and train. To be successful, 'lean in' to the process.
4. Before Training – Prior to providing training, take time to prepare yourself and the person being trained.
5. During Training - To train both efficiently and effectively, follow a sequence of "tell – show – do – review."
6. After Training - Don't back away immediately and completely after training. You have an ongoing role.

Peer to Peer Feedback

This collection highlights the importance of feedback in the workplace at a peer level, as well as offers practices for effectively giving and receiving that feedback.

1. Power of Peer Feedback - People need feedback. We don't really know how well – or how poorly – we are doing if others don't let us know where we are performing effectively or where we might be falling short of what is expected.
2. Reinforcing and Redirecting Feedback - There are two reasons for peer feedback: to reinforce good performance, and to redirect poor performance. Both types of peer feedback are vitally important.
3. Ineffective and Effective Feedback - Peer feedback must be delivered in a skilled way in order to be effective. Explore key differences between ineffective and effective feedback.
4. Steps for Giving Feedback - Peer feedback follows the same steps as manager feedback. A very effective way to give feedback is by using the Situation-Behavior-Impact, or S-B-I, feedback model.
5. Receiving Feedback - Giving feedback is one side of a coin; receiving feedback is the other, equally important, side. Ironically, sometimes it can be just as difficult to be on the receiving end as on the giving end.
6. Creating a Feedback Rich Culture on Your Team - You can create a culture of rich peer feedback on your team when you combine three important components: competency, caring, and courage.

ATW Design Services

In addition to the quality classroom delivery of content you've come to know from over 20 years in business, ATW Training Solutions has also provided our clients with custom learning solutions. And now we are even more dedicated to providing our design and development services. If you have a skills or time gap on your team, let us help you turn your content into tools you can use to develop your team. We create classroom and eLearning courses, videos, and support tools to equip your employees to be successful in the workplace and beyond.

eLearning

From micro-modules to full courses, ATW Design Services turns content into easily consumed information for the self-paced learner. Whether your audience is your entire workforce for compliance-related training needs, or a specific audience with a need to skill build, our eLearning design and development services are streamlined, professional and affordable.

Videos

ATW brings its extensive experience in designing products that promote behavior change and combines it with over 30 years of training video production experience to develop the perfect messaging for your needs. The utilization of "green-screen" production, teleprompters and our ability to go onsite can help you make an impact with your audience.

Custom Instructional Design

Have a topic you want professionally designed and developed? We can bring it to life for you! Our team includes instructional design and graphics professionals. We'll work with you through the process to hit your targets-with the right content and platform to meet the needs of your learners where they are, when they need it.

Graphic Design

If you need your ideas brought to life, our graphics professionals can work with you to create support materials to meet your needs.

Custom Version of ATW Programs

If you are lucky enough to have training professionals to deliver your training, why not utilize proven content from ATW? You can customize our award-winning content to meet your particular needs and provide it internally through a licensing agreement.

Want to discuss your specific design needs further? Contact us today to schedule a free consultation!
515-727-0731 | contactatw@atwtraining.com

Management Development Program

For nearly ten years ATW's Management Development Program has been the favored program for organizations striving to build management competency in their organizations. ATW's blended-classroom series has helped thousands of managers transform critical skills into lasting habits.

Our award-winning program is also available in a distance learning format that maintains the integrity of our blended approach while meeting the needs of those wanting to increase their leadership impact where they are with a flexible learning experience. Both virtual and classroom series are kicked off quarterly.

This program will help your current and future leaders learn how to:

- Set the stage for success with the right team members.
- Set expectations that promote accountability.
- Provide coaching and feedback to improve work performance.
- Learn how to deal with difficult employees and situations.
- Develop high-performing teams.

Blended-Classroom

Management Development Program Schedule		
TOPIC	DATE	TIME
MDP Virtual Launch	Month 1	11:30 a.m. – 12:30 p.m.
Exploring Different Behavioral Styles	Month 1	8:30 a.m. – 12:00 p.m.
Role of the Manager	Month 2	8:30 a.m. – 12:00 p.m.
HR Essentials for Managers	Month 3	8:30 a.m. – 12:00 p.m.
Improve Performance Through Feedback and Coaching	Month 4	8:30 a.m. – 12:00 p.m.
Empowerment and Delegation	Month 5	8:30 a.m. – 12:00 p.m.
SLII® Concepts	Month 6	8:30 a.m. – 12:00 p.m.

Blended Distance Learning

Virtual Management Development Program Schedule		
TOPIC	DATE	TIME
VMDP Launch	Month 1	3:00 p.m. – 4:00 p.m.
Exploring Different Behavioral Styles	Month 1	2:00 p.m. – 4:00 p.m.
Role of the Manager	Month 2	2:00 p.m. – 4:00 p.m.
HR Essentials for Managers	Month 3	2:00 p.m. – 4:00 p.m.
Improve Performance Through Feedback and Coaching	Month 4	2:00 p.m. – 4:00 p.m.
Empowerment and Delegation	Month 5	2:00 p.m. – 4:00 p.m.
SLII® Concepts	Month 6	1:00 p.m. – 4:00 p.m.

Emerging Leader Program

Empower your team members to excel and influence others with confidence! Send your high-performing individuals who are eager to elevate their skills to the next level to the ATW Emerging Leader Program (ELP). This tailored training is designed for individual contributors who aspire to grow their influence, take charge of their development, and potentially emerge as future leaders within their organization. Invest in their growth today to foster a stronger, more dynamic workforce tomorrow."

Who should attend:

- High performing employees who want to take their skills to the next level.
- Individuals not currently in a formal supervisor, manager, or leadership-level position.
- Individuals who want to build their influence across all organizational levels (up, down, and across)

The program helps participants assess their own development needs, improve communication, and build their influence.

Emerging Leader Program Schedule		
TOPIC	DATE	TIME
Series Prework: Self Leadership Questionnaire and Virtual Launch	Month 1	9:00 a.m. – 10:00 a.m.
Self Leadership Framework	Month 1	8:30 a.m. – 12:00 p.m.
Self Leadership Application	Month 2	8:30 a.m. – 12:00 p.m.
Peer to Peer Feedback	Month 3	8:30 a.m. – 12:00 p.m.
Building Your Influence	Month 4	8:30 a.m. – 12:00 p.m.

ATW Training Consortiums

Are you looking for a great opportunity to maximize your talent development budget? Are you seeking award-winning training that transforms critical skills into lasting habits? Are you frustrated with trying to offer classes that make an impact, but don't break your budget?

At ATW Training Solutions we provide solutions to companies faced with these challenges. ATW has successfully coordinated training consortiums for over 20 years to organizations across the Midwest. The consortium concept allows your organization to combine needs with other organizations facing similar challenges and get behavior-changing training at a reduced cost.

How it works:

- ATW consortiums allow multiple organizations to group together into a “buying club”.
- Organizations review the selected series of programs and determine interest in four sessions on various leader/manager and employee topics.
- An organization can choose the number of seats they would like.
(Choose 3, 6 or 9 seats for each session)
- ATW connects with other organizations with similar needs to fill the class. (Minimum 18 seats purchased is required to provide a vibrant learning opportunity.)
- Participants in each session can shift. For example, by purchasing 3 seats for each of the four sessions you could send 12 different individuals, or you could choose to send the same three to all sessions. The choice is yours.
- ATW will work with internal stakeholders to coordinate, communicate and will host all sessions.

Government Solutions

Federal Employee Management Course

The Federal Employee Management Course (FEMC) fulfills the training requirements ([5 CFR 412.202](#)) for Federal employee managers and supervisors and provides additional professional development modules. The course is designed to assist new and seasoned Federal managers and supervisors to understand their role, challenges, and requirements as they manage federal employees. ATW trainers have prior federal experience and not only provide excellent coverage of curriculum but understand the importance of providing valuable real-world insights.

Length: 3 days

Materials: Participant kits included power point slides and related resource materials that impact the success of a federal manager.

Federal Employee Retirement Seminar

The Federal Employee Retirement Seminar assists federal employees at crucial points of their career; as a new employee, mid-career, and as they near the end of their careers. The course is designed to provide a comprehensive understanding of retirement benefits available through the federal retirement system and provides a hands-on experience that instills a clear understanding of benefits and critical actions to take to maximize those benefits for retirement security.

Length: 2 days

Materials: Participant kits included power point slides and related resource materials that enhance the understanding of retirement as a Federal Employee.



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