

Representative Development and Improvement Options

<u>Category</u> <small>(in alphabetical order)</small>	<u>Goal</u>	<u>Format Options*</u>	
		<small>minimum</small>	<small>maximum</small>
Assertive Communication	Participants should develop the ability to express thoughts clearly and honestly without appearing offensive or demanding to the listener.	½ day	1 day
Coaching and Counseling Skills	Participants learn skills that are critical to communicating with others to improve job performance.	½ day	1 ½ days
Conflict Management	Participants learn how to make conflict a constructive energy within an organization. Emphasis is placed on diagnosis and intervention techniques.	½ day	1 week
Continuous Quality Improvement Interventions	Participants learn various quality “tools” used to make decisions and monitor organizational progress.	½ day	1 ½ days
Customer Service	Participants learn importance of and application for various customer service skills, including questioning, listening, interpersonal skills, and relationship building.	½ day	1 day
Diversity Appreciation	Participants develop greater awareness of the <u>MANY</u> differences that characterize any work force, and how those differences enhance quality.	½ day	1 day
Email Communication Skills	Participants will learn techniques of effective email messages, including organization, etiquette, and legal implications.	½ day	½ day
Ethics in the Workplace	Participants will learn characteristics of “ethical” employees and employers, importance of personal values, and conduct a personal assessment of work behaviors	½ day	½ day

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Getting Along with Coworkers	Participants gain understanding of individual behavior and compatibility of differences in the workplace.	½ day	½ day
Goal Setting	Participants learn the importance and components of good goals designed to measure organizational improvement.	½ day	1 day
Taking Initiative at Work	Participants will learn various elements of persuasion and formulating a climate for taking ownership in one's job	½ day	½ day
Interpersonal Skill Building	Participants will learn critical interactive skills that are essential for success in any leadership position.	½ day	1 day
Interviewing	Participants learn the ingredients, skills, and legal limitations of an effective interview.	½ day	1 day
Listening	Participants learn the discipline and mechanics of active listening; and how to ensure shared understanding.	½ day	2 days
Managing Change	Participants learn the inevitable and essential benefits of planned change, and how it contributes to improvement.	½ day	2 days
Mediation	Participants learn various behavioral skills required to be a successful mediator.	½ day	½ day
Meeting Management	Participants learn the components and mechanics of a good meeting from the standpoint of both the leader and the participants.	½ day	1 ½ days
Negotiation	Participants learn various negotiation strategies suitable for audiences with whom you expect multiple ongoing transactions. NOT GIMMICKS	1 day	3 days
Non-defensive Communication	Participants learn how to approach people with an emphasis on performance rather than personalities.	½ day	1 day

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Orientation to Employee Involvement	A slide presentation illustrating the rationale and the appropriate steps to pursue in attempting to gain involvement from a broader employee base.	½ day	1 day
Peer Leadership	Participants learn specific behaviors that will enhance their status and respect among their peers.	½ day	1 day
Presentational Skills	Participants learn the basics of good public presentations and are given the opportunity to practice each skill.	½ day	1 day
Problem Solving	Participants learn specific problem solving and decision-making techniques, i.e. fishbone, multiple voting, forced field analysis, etc.	½ day	1 ½ days
Quantitative and Qualitative Needs Assessments	Participants use a variety of assessments to pinpoint areas in the workplace that are productive and areas that need improvement.	?	?
Retaining the Best Employees	Participants learn strategies and ideas for knowing when an employee may be contemplating leaving an organization as well as minimizing this occurrence.	½ day	½ day
Self Directed Work Teams	Participants will learn strategies and skills for working in a highly participative work environment.	½ day	1 day
Sexual Harassment	Participants learn the “do’s and don’ts” of workplace behavior from both a preventive and remedial perspective.	½ day	1 day
Stress Management	Participants learn the elements of stress and different techniques for coping and/or eliminating distress.	½ day	1 day
Team Building	ComSult facilitators lead established teams through various exercises and /or activities designed to promote cooperation , clarify focus, and clarify individual responsibilities within the team	1 day	2 days

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Time Management	Participants learn how to organize work for greater efficiency by establishing prioritizing techniques and identifying unnecessary time “killers”	½ day	1 day
Training the Trainer	ComSult staff works with those entrusted with internal training responsibilities. Emphasis is placed on assessing need and audience, constructing materials, facilitation techniques, and measuring results.	1 day	?
Violence in the Workplace	Participants learn strategies for identifying potential violent behaviors and develop a plan to deal with crises when they occur.	½ day	1 day

* All time frames can be adjusted to meet organizational needs.

Team Design and Development

ComSult can contribute to your attempt to utilize teams by:

1. Assessing your “readiness” for Team Based Work Units
2. Helping in the design of TBWUs based on “best practices” from numerous organizational sectors
3. Providing training to support the newly designed TBWUs
4. Providing survey assistance to assess and guide your improvement efforts
5. Serving as an “ad-hoc” resource for unique organizational challenges

We would be honored to discuss your improvement efforts with you to better determine whether or not there is a way ComSult Associates can contribute to your organizational success.

Costs: (Assumes 1 day minimum)

Jerry W. Mayes	\$1,500/day plus normal expenses
ComSult Associates	\$1,250/day plus normal expenses
Survey Work	Calculated on an individual basis