



Training Course Offerings

Table of Contents

	Page
Leadership and Organizational Effectiveness	
Power, Politics and Partnership.....	2
Creating Organizational Culture.....	2
Merging Cultures.....	2
Principles of Effective Management	3
Supervisory Skills and Performance Management.....	3
How to Build a Balanced Scorecard for IT	3
Step Up and Talk!	3
Team Effectiveness	
Leading and Organizing Information Technology (IT) Teams.....	4
Rapid Team Development.....	4
Managing Corporate Change for IT Professionals.....	4
Productive Relationships for IT Professionals	4
Myers-Briggs Type Indicator	5
Thinking Styles	5
Conflict Management	5
Building Effective Teams	6
Effective Meetings	6
Project Management	
Accountability for Program Success.....	7
Project Planning and Control	7
Data Warehousing Overview	7

Leadership and Organizational Effectiveness

COURSE TITLE: Power, Politics, and Partnership

- **Summary:** The Power, Politics & Partnership Workshop is a two-day experiential learning opportunity that explores the roles that individuals play within the organizational “system” by illuminating new possibilities for creating partnership. The Power, Politics & Partnership Workshop is particularly helpful during turbulent times, when “business as usual” doesn’t work anymore. Participants experience first-hand what life is like in other parts of the organizational system so everyone can experience, appreciate and understand one another’s worlds.
- **Audience:** People at all levels and in all functions of an organization.

COURSE TITLE: Creating Organizational Culture

- **Summary:** What is “culture?” Why does it matter? What levers exist that help executives and managers shape culture? This highly-interactive four-hour overview class will provide participants with an understanding of the culture making process. And, when combined with actual results from the survey, the eight-hour session will provide participants with a baseline of where the organization currently is and produce a quantifiable graphic that can be applied immediately to the establishment of priorities.
- **Audience:** People at all levels and in all functions of an organization.

COURSE TITLE: Merging Cultures

Summary: The Merging Cultures Workshop is a one-day experiential learning opportunity that helps deepen participants’ understanding of the merger process so they are able to develop a unified, high-energy organization.

- **Audience:** People at all levels and in all functions of an organization.

COURSE TITLE: Principles of Effective Management

- **Summary:** Principles of Effective Management (PEM) teaches the basics of managing people. From Dealing With Difficult People to Project Management, PEM is an essential training program for new and experienced managers. It aims at teaching managers the skills they need to get people to work smarter and to maximize their time. It results in saving time, effort, and money in getting things done—and ultimately in more profit for the company.
- **Audience:** Managers, Supervisors and Team Members

Leadership and Organizational Effectiveness

COURSE TITLE: Supervisory Skills and Performance Management

- **Summary:** The goal is to give supervisors exposure to and practice in basic supervisor skills including coaching, providing feedback and managing performance using the existing appraisal/performance management system.
- **Audience:** Supervisory Staff

COURSE TITLE: How to Build a Balanced Scorecard for IT

- **Summary:** Harvard Business Review has named the Balanced Scorecard one of the top management ideas of the past 75 years. Far from being merely a reporting tool, as it has often been presented, the Balanced Scorecard is in fact a way to generate higher levels of dialog about how various business functions can support the organization's strategic objectives, and align individual employees' actions with those goals. This course focuses specifically on achieving this alignment in IT organizations.

The Balanced Scorecard has proven particularly useful for support functions, such as IT, to:

- Focus on the needs and values of internal customers
 - Align departmental initiatives with overall organizational goals
 - Demonstrate that alignment to senior management
 - Ensure that large projects stay focused on business benefits
- **Audience:** This workshop is most useful when presented to the entire management team of a business or business unit. The course can be customized to use actual organizational or departmental strategies and objectives.

COURSE TITLE: Step Up and Talk!

- **Summary:** Research has shown that people who are able to handle difficult conversations tactfully – resolving the issue while enhancing the relationship – are perceived as influential, powerful, and effective. This four-hour session will help you master even your most difficult conversations. You will learn how to speak with increased candor and make it easier for others to speak candidly as well.
- **Audience:** Managers and Supervisors

COURSE TITLE: Leading and Organizing IT Teams

- **Summary:** Information technology projects struggle with a variety of issues that chronically inhibit success. Many of these issues are not unique to IT projects yet continue to be the “lessons not learned.” Is your IT team struggling with change, unclear roles and responsibilities, lack of agreement, finger-pointing, unresolved conflict? Regardless of your position on the IT team, this entertaining class will provide you with practical tips and techniques to manage uncertainty, achieve cross-functional integration, provide career development opportunities, and create flexible structures that last longer than a month?
- **Audience:** IT Managers, IT Supervisors, and IT Team Members

COURSE TITLE: Rapid Team Development

- **Summary:** A team is a collection of individuals who need one another to succeed. Unfortunately, the individuals on project teams do not always know how to work together. Worse, they may arrive at the project with conflicting agendas. Project timelines do not usually permit haphazard, gradual or “natural” formation of these individuals into a high performing team. Indeed, the “teaming” of these individuals must be engineered, and swiftly, by the project manager. The goal of this course is to provide skills, tools and techniques to project managers so that they can successfully meet their customer’s expectations, and bring their projects in on time and within budget.
- **Audience:** Beginning to intermediate-level project, program managers and project team members.

COURSE TITLE: Managing Corporate Change for IT Professionals[®]

- **Summary:** From technology implementations, to enterprise software solutions, to CRM, the old contract for how work is done is being changed. The question is - will people successfully adjust to these changes or be overwhelmed by them taking performance, productivity, and profits with them. This transformational course has helped individuals and organizations adjust to changes in technology and technical projects with impressive results.
- **Audience:** This workshop is appropriate for all employees. Specifically leaders, key influencers, end users, and participants of projects and programs where behavioral changes are required for the project to be successful.

COURSE TITLE: Productive Relationships for IT Professionals[®]

- Summary:** PRODUCTIVE RELATIONSHIPS has been teaching people how to do just that for 17 years. Teaching IT professionals the real skills and practical philosophy that allows them to build the relationships they need to get the job done everyday. The course is highly experiential, transformative, and taught through the real issues people bring with them to the course.
- **Audience:** This workshop is appropriate for all employees.

COURSE TITLE: Myers-Briggs Type Indicator

- **Summary:** The Myers-Briggs Type Indicator (MBTI) is one of the most widely used psychological instruments in the world. It is statistically valid and reliable and is cost effective. The MBTI has been used to help individuals and teams manage conflict, value diversity, improve communication, manage change, build cohesive teams, improve group problem solving and decision making, develop self awareness and develop leadership skills.
- This program begins with a 30-minute, in-person introduction to the instrument. This is critical to assure comfort with the instrument and describe how the results will be used, thereby improving candor in responses. A custom-designed program is then created based on stated objectives and the typography of the individual or group. The program length varies from two to eight hours.
- **Audience:** People at all levels and in all functions of the organization.

COURSE TITLE: Thinking Styles

- **Summary:** Thinking Styles is about both self awareness and understanding and appreciating opposite thinkers. It illuminates pathways to the logic and creativity of opposite thinkers and removes barriers to engaging and influencing them. It recognizes that neither kind of thinking is better than the other – just different. Thinking Styles is not about stereotyping or pigeonholing people. It's not a way to determine who is best suited for which job, but a way to determine how best to use each party's natural abilities to get the job done.
- **Audience:** People at all levels and in all functions of the organization.

COURSE TITLE: Conflict Management

- **Summary:** The focus in many organizations today is on results: finding better solutions – faster. To optimize performance, we must be able to effectively resolve issues, settle differences and implement solutions. Utilizing the Thomas-Kilmann Conflict Mode Instrument (TKI), participants are able to discover how their conflict styles affect performance. Participants are introduced to five basic conflict-handling modes. They learn how and when each mode is typically most appropriate and get eye-opening insights about how overusing or under-using any one mode can create unwanted situations for themselves and the people around them.
- **Audience:** People at all levels and in all functions of the organization.

COURSE TITLE: Building Effective Teams

- **Summary:** Building Effective Teams teaches proven ways to work together more effectively. This workshop examines each team member's personality preferences in areas such as communication, decision-making, and handling conflicts. It results in improved clarity, increased management effectiveness, enhanced cooperation, more effective resolution of conflict, and a reduction in stress within the team.
- **Audience:** Managers, supervisors and team members.

COURSE TITLE: Effective Meetings

- **Summary:** Recent data suggests that 25-50% of meeting time is 'wasted.' When you consider that many people, especially managers, spend up to *half* their work week in meetings, improving meetings is a good investment. This class is based on five modules that, taken together, form the basis of successful meetings: 1) Preparing for the Meeting; 2) Leadership & Facilitation; 3) Group Dysfunction & Conflict Management; 4) Problem Solving; and 5) Building Consensus.
- **Audience:** People at all levels and in all functions of the organization.

COURSE TITLE: Accountability for Program Success

- **Summary:** Accountability is the conduit for achievement within the project organization. To the extent that accountabilities are clear and effective, projects and programs succeed. Conversely, almost every failed initiative has problems with accountability. Program and project managers must not only be able to give crystal clear direction but must know how to apply appropriate accountability systems to ensure work will actually get done. This intensive two-day course helps them do that, elevating “accountability” from a cliché to a practical course of action for program and project managers by providing skills, tools and techniques to project managers so that they can successfully meet their customer’s expectations, and bring their projects in on time and within budget.
- **Audience:** Beginning to intermediate-level project, program managers and project team members.

COURSE TITLE: Project Planning and Control

- **Summary:** Planning, scheduling and controlling - these are the essentials of project management. This course offers a foundation in the well-established principles, tools and techniques required for effective planning and control. Participants in this course will find the knowledge gained in this course immediately applicable to any size project. This course requires no expertise in project management software. However, students who do use project management software will find themselves much better armed once they understand the concepts behind the software - the concepts taught in this course.
- **Audience:** Beginning to intermediate-level project, program managers and project team members.

COURSE TITLE: Data Warehousing Overview

- **Summary:** Data warehousing is more than a reporting wrapper surrounding our operational systems. In order to leverage the full value from a warehousing environment, companies must first understand what warehousing is and how it’s different from operational processing. Further, through years of experience, we’ve learned that operational systems development methodologies bring chaos and disaster to warehouse development. Warehousing environments must be deployed incrementally over a series of coordinated projects. And it’s the program charter that provides the overall coordination. We need to understand the components of a program charter so that our warehousing environment is delivered in a logical, meaningful sequence that brings measurable value to the business.
- **Audience:** Business knowledge workers, program managers, project managers, decision support analysts, data designers (modelers), data architects, acquisition designers, ETL developers, and source system support staff