2020

FreshBiz SOLUTIONS

A Brief Introduction & Overview

Introduction

This Brief Introduction includes a sample list of our most popular modules that are usually delivered as half-day, in-person workshops, unless otherwise noted. The modules can be tailored to meet the needs of your target audience and aligned with the key learning objectives for the participants. When combined into a multi-module program they can effectively address specific knowledge gaps and help participants change behaviors to accomplish improved performance and results. Examples of successful program ideas are available upon request.

For ease of reference, the sample programs have been grouped to reflect a focus on:

- Increasing Personal Effectiveness
- Leading Others
- Improving Performance
- Managing Projects

- Working Together
- Sales & Service Excellence
- Diversity & Inclusion
- Special Focus Areas – Full Day Workshops

NOW AVAILABLE – Virtual Workshops for Online Learning

To meet the demands of the current environment, we are now offering our half-day, in-person modules as virtual workshops as well. This new approach incorporates a 120-minute online learning session – delivered live by a skilled facilitator – that allows the participants to complete class assignments before and after the session. By removing the travel time and adding the flexibility of a virtual classroom, we can capture and deliver the best of each workshop and provide additional one-on-one support by the facilitator and the learning community.

Other programs are being customized to fit our clients' needs as hybrid or multi-session workshops.

Our Approach to Meeting Your Needs

It is our preferred practice to work with our customers to understand what objectives are not being met and why, and then to design and recommend one or more solutions to address the specific root causes of the problems. In other situations, we have successfully partnered with key stakeholders and subject matter experts within our customer's organization to design, develop, and implement new and innovative programs to support growth and change efforts.

For more information, recommendations, or ideas, feel free to contact me directly at 303-229-4845, send me an email, or simply schedule a time to meet.

Increasing Personal Effectiveness

Gaining Respect as a New Supervisor

Transitioning into a new management position can be a difficult task. Whether promoted from within or recruited by the organization, the new supervisor is placed in the position of earning respect from their employees and peers. This course will discuss how new supervisors can gain respect by laying a foundation of consistency, fairness, professionalism and integrity.

Developing Yourself as an Effective Leader

All managers have the opportunity to become great leaders. This course will help managers discover how they want to lead and how they are likely to make use of a leadership opportunity. Managers will learn what kinds of leaders they want to follow and discover what kind of leadership people will support. Managers will also determine what types of leaders are needed by the organization.

Understanding Yourself and Others to Increase Effectiveness

The foundation of personal and professional success lies in understanding yourself, others, and realizing the impact of personal behavior on others. Using the DISC© Behavioral Preferences Tool, this course helps managers understand their behavioral profile, how it differs from others and the environment they can create for maximum productivity and success.

How to Manage Your Time More Effectively

Setting priorities and managing time effectively are essential to managing individual and organizational performance. The pressure to find innovative ways to achieve goals, pay attention to the competition, respond quickly to employee and customer needs, and enjoy life outside of work is even more intense in today's workplace. This course provides a self-assessment of natural time management preferences and provides practical ideas for improving time management skills.

Communicating & Presenting Your Ideas

The ability to communicate effectively and present information or ideas that persuade, influence or educate others is an important leadership skill. This course will discuss tips for communicating and presenting effectively, including speaking for impact and how to create an engaging message and presentation.

Becoming an Emotionally Intelligent Leader

There is growing evidence that *emotional intelligence* can be twice as important as other competencies in determining outstanding leadership. This module provides an introduction to this other kind of "smart" that can help participants increase their productivity and interact with those around them more positively.

Leading Others

Setting Expectations & Goals

The most important step in the performance management process is involving the employee in setting clear expectations and goals for performance. This course will provide new managers with the necessary steps to set SMART goals and communicate clear expectations in order to put the employee on the right track for success.

Partnering for an Effective Performance Discussion

Performance discussions – including the mid-year and annual performance review – can be an excellent opportunity for supervisors to communicate with employees, to set goals, provide valuable feedback, analyze career development, evaluate employee satisfaction, and much, much more. This course will help new managers understand the performance discussion, not as an isolated event, but as an ongoing process that takes place throughout the year. With this understanding, they can use this formal meeting to provide the feedback, direction, and leadership that employees need to remain focused and committed to their jobs.

Coaching To Improve Performance

Coaching is a powerful tool that every manager should use with their employees to build commitment, drive performance, develop skills and abilities, and challenge employees to reach higher. This course is designed to provide managers with coaching techniques and mentoring tools necessary to build a strong foundation for improving employee performance.

Using Effective Motivation Techniques

Effective rewards and spontaneous recognition are powerful tools for motivating and retaining valuable employees. This workshop is designed to provide managers with informal ideas for developing motivation techniques to reinforce employee performance.

Delegating & Monitoring

Anyone who understands management knows the importance of delegation. When new managers learn how to delegate properly, they can stop doing the work themselves and spend more time managing their staff. Conversely, they teach their employees new skills and expertise to make them more productive, and instill a sense of self-reliance in their staff, thereby improving morale and increasing motivation. This course focuses on how to effectively delegate while maintaining the appropriate level of monitoring and control.

Correcting Performance Problems

Managers need to know when and how to conduct a discussion about the need to improve performance and use discipline effectively. This course provides participants with techniques they can use to get individual performance back on track while sustaining morale and commitment. It also shows how thorough preparation lays the groundwork for a constructive discussion about performance, and the importance of effective, accurate, and honest documentation.

Improving Performance

Giving and Receiving Constructive Feedback

This unit emphasizes the importance of communication in today's high-paced and constantly evolving professional environment. It offers a process for communicating critical information in a way that supports ongoing learning and mutual respect. Managers will learn why everyone in the organization needs to be able to give and receive constructive feedback in a spirit of openness and mutual respect, as well as how to constructively give and receive feedback.

Problem-Solving

One of the most important ongoing assignments for any manager is to solve problems so that his or her team can achieve established goals. When difficulties or obstacles remain unaddressed, they can affect both the quantitative performance of the team, and the qualitative aspects of employee morale. This course will focus on how to identify and solve the right problem, in order to maintain efficiency and productivity – two of the most important indicators of success.

Planning & Facilitating Effective Meetings

Meetings can be seen as a necessary evil of doing business or as an opportunity to bring together a team of people to produce extraordinary results. Any well-planned and facilitated meeting has key aspects that make it effective. In this workshop, participants will learn how to plan, facilitate and hold meetings that yield measurable results.

Moving Your Team & Organization Forward

Organizations today must be able to adopt new goals and change strategies and directions quickly - not just once, but time and again. The challenge is in realigning the work of each group and individual every time the organization changes direction. This responsibility falls to the leader as he or she helps people strengthen the link between what they do and what's important to the organization. The faster organizations change, the more critically important this responsibility becomes. In this module, participants will learn how to prioritize work and ensure it directly supports organizational goals, strategy, or direction.

Improving Performance

In order to improve performance, it is important for managers to first understand what performance is, and what factors can impact it. This course will provide managers with a working model to discover and analyze performance gaps, select and implement the right solutions to fix the problems, and evaluate the results of their solutions.

Managing Projects

Championing Change Efforts (1 Day)

This one-day workshop is intended for senior leaders that are accountable for selecting, supporting, and directing project teams and the outcome of their work. The program provides participants with the essential knowledge and tools to successfully lead and oversee change efforts. It will explore the critical role of the *Project Sponsor* or *Champion*, from selecting the right project and team, to providing the appropriate support and direction, to ensuring that the project is completed and the opportunities realized for the organization.

Fundamentals of Managing Projects (3 Days)

This three-day program provides participants with the essential knowledge and tools to lead a project team and change effort from beginning to end. Through the review of proven methodologies and best practices, participants discover how to apply these principles to their unique challenge and create the blueprint they need to succeed.

Participants should come to the workshop with an assigned project, ready to begin the work shortly after the session. This focus on the timely application of the knowledge and on the desired results enables the organization to quickly capitalize on the learning investment. Projects can be launched and completed on time and on budget, and success can be achieved for the team and the organization.

Whatever type of project participants may be considering or managing, this module will help them develop the Planning, Organizing, Leading, and Controlling skills needed to succeed, while giving them a basic knowledge and understanding of Project Management concepts.

Ready! Set! Launch! (2 Days)

This two-day program is intended to accelerate the work of intact project teams as they prepare to launch their efforts. It provides participants with the essential knowledge and tools they need to be successful as a team. Through the use of best practices, effective questioning, and facilitated small-group work the new Project Manager and his/her team can clarify the purpose, objectives, and parameters of their work, while working towards a realistic and actionable plan to achieve the desired results.

This interactive process enables teams to jump-start their efforts and quickly gain momentum as they strive to realize opportunities or solve problems for the organization. The learning and team-building enhance the effectiveness of team members, while reinforcing the competence and confidence of new project leaders. The result is a quicker return on the organization's investment and an expanded skill-set for employees.

Working Together

Creating a Collaborative Workplace

Organizations today require a workplace where everyone is willing and able to work together in new and collaborative ways. Collaboration and teamwork have a positive impact on productivity, quality, customer satisfaction, and overall organizational performance. This module, explores five techniques or principles that lead to strong, positive interactions with others and can help participants develop collaborative relationships that lead to enhanced teamwork and performance.

Building a High-Performing Team

The key to getting the job done and reaching departmental goals is overall team effectiveness. A healthy team environment provides team members the opportunity to contribute their knowledge, skills and abilities in order to reach a common goal. This course will give new managers the tools necessary to develop a shared sense of vision with their team, as well as how to clarify the roles and responsibilities of all team members.

Navigating Change

The relationship between "Leadership" and "Change" is critical, especially as organizations turn to leaders for more than just the vision for change, but also for their active involvement at all levels of the organization in championing change. This course provides practical insights for navigating through change that help managers step up to new challenges, develop new skills and attitudes, and also help them let go of old ways of thinking and working.

Handling Conflict with Confidence

Conflict is any disagreement between people over methods, results, attitudes, or perceptions. This course gives participants the skills they need to turn conflicts into opportunities to achieve positive, productive results. Participants identify their typical approaches to conflict; explore the pitfalls common to dealing with conflict in today's organizations; and practice the specific skills they can use on the job

Handling Tough Conversations with Courage

We all have an inner voice that tells us when we need to have a tough conversation with someone, but often we allow our fears to drown that inner voice and we put the conversation off. However, the consequence of not having that tough conversation can be costly. Handling tough conversations requires skill and empathy, but ultimately, it requires the courage to go ahead and do it. For those unsure of how to best approach a tough conversation, this module has some great tips, tools, and a step by step guide to help.

Sales & Service Excellence

Selling with a Purpose: Managing the Customer Interaction

This workshop provides participants with practical insights for handling customer interactions, taking charge and guiding the sales conversation, and overcoming barriers to closing the sale. The intended audience is participants that are client-facing and have responsibility for achieving sales for their organization.

This workshop can be enhanced with the use of the **DISC Profile** instrument to help participants understand their personal communication style and preferences, while exploring how to adjust to the styles and needs of others. Additionally, they will work on how to apply the skills presented in the session to their own unique situations and business environment.

Building Client-Centered Relationships

Consultant will prepare and facilitate a half-day workshop focused on identifying and managing client expectations, building strong client relationships, and maintaining the proper attitude towards serving the client's long-term needs. The intended audience is participants that are client-facing and have responsibility for developing, managing, and growing client relationships for their organization.

This workshop can be enhanced with the use of the **DISC Profile** instrument to help participants understand their personal communication style and preferences, while exploring how to adjust to the styles and needs of others. Additionally, they will work on how to apply the skills presented in the session to their own unique situations and business environment.

Diversity & Inclusion

Embracing Workplace Diversity

During this workshop, participants focus on gaining a common understanding of what diversity is, and is not. Through videos, individual exercises, and group discussions, they explore their personal attitudes towards diversity, and learn about the benefits of embracing diversity for themselves and the organization as a whole.

Managing Multiple Generations in the Workplace

Today's workplace is the most generationally diverse in our history: Baby Boomers, Gen Xers, Millennials, and Gen Zers. How can you create an environment that meets the needs of so many different work styles and still benefit from the strength each can bring to your team? This is a lively presentation that will provide participants with practical insights related to key characteristics and drivers of the various generations currently found in the workplace. It's a great opportunity for managers of generationally diverse teams to gain a fundamental understanding of how and why each group operates and explore ideas to maximize the contribution of different team members.

Special Focus Areas – Full Day Workshops

Transitioning into a new management position can be challenging. In that pivotal role between employees and management, the supervisor must navigate the expectations of both groups, manage competing priorities, achieve results through the work of his/her team, and resist the temptation to be the team's top-performer or Super-Doer!

Gaining Respect as a New Leader

Whether promoted from within or recruited by the company, the new supervisor is placed in the position of earning respect from employees and peers. By laying a foundation of consistency, fairness, professionalism, and integrity, new supervisors can quickly gain respect and become effective leaders. This session will help supervisors discover how they want to lead and how they can best support their teams in their new role. Participants will also explore what kinds of leaders they want to follow, and discover what kinds of leadership people will support.

Setting and Reviewing Performance Goals and Expectations

Two critical parts of the performance management process involve setting the right expectations and goals, and following up to review and provide feedback on the performance and results. This session will help participants understand the performance discussion, not as an isolated event, but as an ongoing opportunity to create an effective partnership for feedback, career development, and much more.

Managing Time and Tasks Effectively

Setting priorities and managing time effectively are essential to managing individual and team performance. This session provides participants with insights into their natural time management preferences and provides practical ideas for improving time management skills; steps for planning, facilitating, and holding meetings that yield measurable results; and ways to effectively delegate while maintaining the appropriate level of monitoring and control.

Building a Motivated and High-Performing Team

The key to getting the job done and reaching departmental goals is overall team effectiveness. A healthy team environment provides team members the opportunity to contribute their knowledge, skills and abilities in order to reach a common goal. This session will give participants the tools necessary to develop a shared sense of vision with their team, a way to clarify the roles and responsibilities of all team members, as well as some informal ideas for developing motivation techniques to reinforce employee performance.