



On-Site Professional Development Training Programs for State and Local Governments

MANAGEMENT/SUPERVISORY SKILLS

- Applying Discipline in a Fair and Equitable Manner
- Behavioral Interviewing
- Building a Mindful Culture
- Coaching Employee Performance
- Coaching to Unlock Full Potential
- Collaborative Decision Making
- Communicating for Effective Leadership
- Giving Feedback – Supervisor Strategies
- Kaizen: Creating a Continuous Improvement Culture
- Leading and Managing Service Excellence
- Leadership Academy (up to 12 customized modules)
- Making a Strategic Plan a Reality
- Managing Employee Development
- Meeting Magic
- Motivating for High Performance
- Performance Management
- Process Improvement
- Process Mapping
- Shaping Organizational Values
- Shaping a Strong Culture: Leading Leaders
- Situational Leadership
- Supervision in Government (8 modules)
- The Art of Effective Delegation
- The Art of Influence
- The Art of Servant Leadership
- The Recognition Revolution
- Team Building: The Key to Success in the Workplace
- Train the Trainer



On-Site Professional Development Training Programs for State and Local Governments

ALL PEOPLE SKILLS

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| <ul style="list-style-type: none"> • Accountability for Results • Adaptability in an Ever-Changing Work Environment • Advancing Productivity in Organizations • Administrative Support Development: Managing Workplace Dynamics • Administrative Support Development: And The Oscar Goes to • Assertiveness: Skills to Inspire Confidence • Building Trust: Creating Productive Relationships • Business Writing for Results • Change Your Attitude...Change Your Life • Civility in the Workplace • Let's Talk...Communicating for Success • Communicating in Sync • Communicating Upward: Interacting Effectively with Your Supervisor • Conflict without Controversy • Constructive Confrontation • Contract Management Essentials • Coping with Workplace Changes • Creating a Positive Work Environment • Creating Public Value • Critical Thinking Strategies • Heartbeat of Change • Here to Service: Customer Service for Enforcement and Emergency Personnel • Dealing with Difficult People • Effective Interpersonal Skills • Effective Report Writing • Emotional Intelligence • Giving and Receiving Constructive Criticism • Grammar Essentials | <ul style="list-style-type: none"> • Harmonizing Generations at Work • HR Training: Anti-Harassment, Workplace Violence, Drug Free Workplace • Improving Mindfulness • Influencing for Results • Interviewing for Success • Keeping Excellence Alive • Landscape Inspections: Plan Reviews to Field Plant Inspections • Life Happens: Guide to Managing Stress • Listening Skills for High Performance • Motivation Boot Camp • Office Improvement Program • Open Government in the State of Florida: Public Records Laws and Government in the Sunshine • Organizational Skills: Getting There and Staying There • Quality Customer Service in the Public Sector • Perception is Reality • Powerful Presentation Skills • Problem Solving/Decision Making • Projecting a Winning Image • Public Records Management • Sparking Creativity and Innovation • Specification Writing for Government Employees • Time Management: 25 Hours in a Day • True Colors • Using Communication to Manage Interpersonal Relations • Workshop for Coordinators to Code Enforcement Boards and Special Magistrates |
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