

# Subjects Available March 2004 – June 2004

## How do I get the teleclasses I want?

We offer teleclasses-on-demand – we schedule specific subjects based upon the demand from people like you. This gives you several options:

- 1) Look over this list of subjects and let us know which ones you are interested in. As soon as 5 people express an interest, we will call you to arrange convenient timing for a class. (Usually at lunchtime.)
- 2) Find four other people at your workplace who are interested in the same subject and we will arrange for a teleclass to start right away. And we'll even tailor it to specific situations at your workplace.
- 3) Arrange for a private, one-on-one training teleclass which can be started anytime you're ready.

**So don't hesitate. Contact us now and start taking your career to the next level.**

## Teleclasses for Managers and Supervisors

### **The Manager as Coach – Introduction to Coaching and Motivating**

- Comparison of business coaching to coaches in sports, theater and personal development
- The role of the coach in business: supporting the “players” from the sidelines
- Fundamental Principles of Coaching & self-assessment
- Overview of the key steps of coaching – the five step coaching model

### **Clarifying Expectations and Expectations**

- How to clarify a work assignment that is win-win and gets results
- Principles of C-L-E-A-R delegation
- Setting clear expectations to create a mutual understanding of required results
- Checkpoint management accountability system to foster trust in the relationship

### **Acknowledging Through Feedback**

- Relationship building between coach and individuals
- Acknowledging performance through feedback, “the breakfast of champions”
- Motivational and formative coaching feedback
- Determining the cause of poor performance
- How to receive feedback from others without getting defensive

### **Change Management to Handle Turbulent Times**

- A close look at change and why people react to it as they do
- Models of change – how people move through it
- Specific techniques to help employees through the change process

### **Teamwork & Team Building Basics**

- Experience the power of teamwork in producing results through team exercises
- Identify specific actions to take to develop your personal teamwork effectiveness
- Self-assess your own contribution to team success
- Understand different types of teams
- Four stages of team building
- Recipe for a successful team and plan for your team

## **Planning and Organizing Skills for Managers**

- What does it mean to manage – overview of management & supervision
- Characteristics of modern employee-centered management
- Management planning – strategic, operational, tactical planning
- Methods of organizing work of a group while involving employees

## **Leadership Skills**

- Learn what makes a leader successful.
- Plan to develop the skills of leadership.
- Understand what motivates your employees.
- Learn how to inspire enthusiasm and communicate a clear vision for different Styles of employees.

## **Teleclasses for Administrative and Executives Assistants**

### **Basic Skills of Managing**

- What does it mean to manage – overview of management & supervision
- Characteristics of modern employee-centered management
- Management planning – strategic, operational, tactical planning
- Methods of organizing work of a group while involving employees

### **Managing Your Manager – Dealing Confidently with Upper Management**

- Be proactive and have a win/win approach with your manager
- Determine the best way for your manager to work with you and give relevant feedback
- Support your manager in setting goals, working job descriptions

### **Assertiveness Training for Assistants**

- Understand differences in three types of communication: aggressive, assertive and passive
- Which type of communication you typically use and why
- Understand your assertive rights and responsibilities
- Learn to use specific techniques of assertive communication

### **Conflict Management for Support Staff**

- Understanding the causes of conflict
- Recognizing conflict as a normal part of interactions between people
- 5 conflict styles of different people
- Conflict style inventory instrument to determine your conflict style
- Needs and currencies of conflict management

### **Setting Personal Goals & Visions**

- Identify all the different areas of life in which you need to set goals
- How to write a SMART goal statement
- Developing objectives and strategies to meet your goal
- Visioning using all your senses to help reach the goal

### **How to Say No Without Creating Problems**

- When and why it is necessary to say “no” – situation identification
- Value of an early “no” versus a late “no”
- Establishing the right to say no
- Model of the gentle refusal

### **Prioritizing in a Deadline Environment**

- Determine priorities when everything is an “A”
- Learn tested methods of handling priorities
- Understand your own behavior concerning deadlines
- Use self-management techniques to help with deadline pressures