

Mounting Challenges: Working with Difficult People



Edward Deming, the father of quality management, has said that people can face almost any problem except the problem of people. They can work long hours, face declining business, even the loss of a job, but they can't deal with the difficult people in their lives.

Most people can't avoid interactions with a wide range of personality types, including some who are inconsiderate, stubborn, incorrigible or inappeasable. But, the key rests in your ability to work constructively with people who present such challenges.

This workshop is to help identify some ways you may be contributing to some of these problems; methods for managing difficult negative emotions, and difficult people that will bring better balance and productivity to your personal and professional life.



Introduction and Course Overview

- Reciprocal Relationships
- Dealing with Change
- The Agreement Frame
- The Ten Commandments of Personal Behavior
- Preventing Problems, Dealing with Difficulties
- What Causes Difficult Behavior
- Five-Step to Conflict Resolution
- The Change in You
- Negative vs. Positive Interactions
- Why Don't People do what They Are Supposed To?
- Managing Anger
 - Guidelines for Assertive Anger
 - Lessons Learned from Others
- Download Your Stress!
- Workshop Wrap-Up

How You will Benefit

- Recognize how your own attitudes and actions impact on others
- Find new and effective techniques for managing negative emotions
- Develop coping strategies for dealing with difficult people and difficult situations
- Identify those times when you have the right to walk away from a difficult situation
- Learn some techniques for managing and dealing with anger.

Training Highlights

- Instruction by professional facilitator
- Resourceful course material
- Program Handouts
- Participant Workbook

Registration Form

Company: _____
Name: _____
Title: _____
Department: _____
Email: _____
Address: _____
Town: _____
Parrish: _____
Country: _____
Phone: _____
Office: _____ Fax: _____ Cell: _____

WORKSHOP FEE: \$ _____

FORM OF PAYMENT

Credit Card
(check one)

<input type="checkbox"/> MasterCard	<input type="checkbox"/> Visa	<input type="checkbox"/> AMEX	<input type="checkbox"/> Discover
			
Cheque#: _____		Manager's Cheque _____	

Cardholder Name: _____

Card Number: _____

Signature: _____ Date: _____ Confirmation # _____

ATTENDEE INFORMATION: (Please list the complete names of each registrant)

1. _____ 3. _____
2. _____ 4. _____

CANCELLATION POLICY:

All cancellations MUST be in writing to Daniels Communications at: events@dcleadershiptraining.com and must be received seven (7) days prior to the workshop or program. Attendee cancellation requests meeting the guidelines will be honored with a workshop or program transfer, permitting access to another event of equal or lesser value. Transfers must occur within 90 days of the cancellation. No transfers shall be issued for notifications received in less than 7 days.

Organizers reserve the right to cancel and/or re-schedule workshops, programs or courses. In such event, alternative scheduling shall be provided for registrants with notification provided, in writing, via email, or postal service and 10% discount provided off a future workshop registration. For more information, please contact us at: 876.631.7977. You may also visit us online at: www.dcleadershiptraining.com

Please forward to: events@dcleadershiptraining.com
DC / P.O. Box #1/ White Sands / Montego Bay, Jamaica
O: 876.631,7977 www.dcleadershiptraining.com

Embracing Diversity in an Evolving Global Workplace



Audrey Singer, in *The Changing Face of America*, states that in 1970 the United States could be defined, racially, essentially in terms of black and white. But during the past three decades, immigrants from Asia, Latin America, Africa, and the Caribbean have enriched the country's diversity. In terms of economic clout, collectively African Americans, Hispanics and Asian Americans have a collective buying power of over \$2 trillion dollars!

In the past ten years, the workforce has changed dramatically. More than ever, a workplace is a diverse collection of individuals proud of who they are: their gender, their sexual orientation, their religion, their ethnic background, and all the other components that make an individual unique.

These changes represent the fastest growing segment of consumer growth, economic power and new entrepreneurial businesses start ups. At every phase of business, minorities are becoming an integral part of the corporate landscape; consumers purchasing your goods and services as well as prime and subcontracting business partners being links in the chain of your business success!

This in-depth workshop will discuss global cultural changes and its impact on your business operations. Participants will be gain a better understanding of how to navigate within diverse cultures, methods for managing a diverse workforce and how you can make these diverse individuals work as a team. We all know what happens to organizations that don't have effective teamwork: they fail. Failing to embracing diversity can also have serious legal costs for organizations and can financial cripple company profits. In this workshop, you'll learn how you as an individual can celebrate diversity, and leverage leverage it to accelerate performance.

What You Will Cover

- What diversity and related terms mean
- How has diversity changed your world?
- Understanding and identifying stereotypes
- Using politically correct language
- The four cornerstones of diversity
- The STOP technique
- How to discourage diversity
- Dealing with discrimination
- Preventing discrimination
- Managing for diversity

How You Will Benefit

- Understand what diversity and what its related terms mean
- Be aware of how aware you are of diversity and where you can improve
- Understand how changes in the world have affected you and your view
- Be able to identify your stereotypes
- Understand what terms are politically correct and which are not, and why
- Be familiar with the four cornerstones of diversity
- Understand what the pitfalls are relating to diversity and understand how to avoid them
- Develop a technique for dealing with inappropriate behavior
- Develop a management style to encourage diversity
- Know what to do if you or one of your employees feels discriminated against



Training Highlights

- Defining Diversity
- How Does Diversity Affect Me?
- Changes in My World
- Self-Awareness Inventory
- Identifying Stereotypes
- Saying the Right Thing
- The Cornerstones of Diversity
- Knowledge
- Understanding
- Acceptance
- Behavior
- A look at ethnic consumer buying power
- What this means to your business
- Consumer Hot Buttons
- Finding new opportunities to compete in the multicultural global marketplace
- Planning for Success
- Workshop Wrap-Up

Registration Form

Company: _____
 Name: _____
 Title: _____
 Department: _____
 Email: _____
 Address: _____
 Town: _____
 Parrish: _____
 Country: _____
 Phone: _____
 Office: _____ Fax: _____ Cell: _____

WORKSHOP FEE: \$ _____

FORM OF PAYMENT

Credit Card (check one) MasterCard Visa AMEX Discover
 Cheque#: _____ Manager's Cheque _____

Cardholder Name: _____

Card Number: _____

Signature: _____ Date: _____ Confirmation # _____

ATTENDEE INFORMATION: (Please list the complete names of each registrant)

1. _____ 3. _____
 2. _____ 4. _____

CANCELLATION POLICY:

All cancellations MUST be in writing to Daniels Communications at: events@dcladershiptraining.com and must be received seven (7) days prior to the workshop or program. Attendee cancellation requests meeting the guidelines will be honored with a workshop or program transfer, permitting access to another event of equal or lesser value. Transfers must occur within 90 days of the cancellation. No transfers shall be issued for notifications received in less than 7 days.

Organizers reserve the right to cancel and/or re-schedule workshops, programs or courses. In such event, alternative scheduling shall be provided for registrants with notification provided, in writing, via email, or postal service and 10% discount provided off a future workshop registration. For more information, please contact us at: 876.631.7977. You may also visit us online at: www.dcladershiptraining.com

Please forward to: events@dcladershiptraining.com
 DC / P.O. Box #1/ White Sands / Montego Bay, Jamaica
 O: 876.631,7977 [www.dcl leadershiptraining.com](http://www.dcladershiptraining.com)

Managing & Motivating: Being the Best Manager Ever



This workshop is the optimum tool for your leadership development and helping managers reach their greatest potential. It is designed to help you create and accomplish your personal best, and to help you lead others to get extraordinary things done.

At its core, leadership means setting goals, lighting a path, and persuading others to follow. But the responsibility entails much more. Managers must get their message out in a way that inspires, make the most of their limited time, and build roads to precious resources. Managers become great leaders when they learn to maximize their strengths to negotiate alliances, improve their team members, and align the ambitions of the many with the needs of the organization.

Managing Your Team - The German philosopher Goethe said: *"Treat people as if they were what they ought to be and you help them become what they are capable of being."* Managers will also learn how to set goals and objectives that help create a unified focus while providing essential feedback that evaluates team member progress and performance. The end result: growth and development that moves the company vision forward so everyone wins!

What You Will Cover

- Leadership profile and competencies to highlight your strengths and challenges
- Directional and consequential thinking and how to develop these skills
- Strategies for influencing others through improved communication and interaction
- Your role in making meetings effective, both as a leader and as a participant
- Developing standards and goals for performance reviews
- Critical problem-solving skills and the tools and techniques you can use
- How to avoid stereotyping
Ways to manage the change process effectively for sustainable growth

How You Will Benefit

- Identify your leadership profile
- Assess your management competencies and develop your strengths
- Identify those additional skills and tools that can make you a better manager
- Develop your ability to influence and communicate with others.
- Become a better problem-solver and decision-maker
- Discover how you can prepare for and embrace the forces of change
- Create a strategy to actively use these skills back in the workplace
- Work with employees to set performance standards and goals.
- Develop skills in observing and giving feedback, listening and asking questions, for improved performance.

Training Highlights

The Learning Organization	Trust
Time Management	Leadership (with LEAD analysis)
Personal Mastery/Visions	Change
Managers vs. Leaders	Problem Solving
Mental Models	Delegation
Types of Thinking	Criteria for Useful Feedback
Shared Vision	Body Language
Ethics 101	Skillful Speaking
Team Learning	Personal Development
Influence Strategies	Relationships
Systems Thinking	(including tips on dealing with conflict)

Meetings: Preparing for Meetings, Managing, & Presentation Tips



Registration Form

Company: _____
 Name: _____
 Title: _____
 Department: _____
 Email: _____
 Address: _____
 Town: _____
 Parrish: _____
 Country: _____
 Phone: _____
 Office: _____ Fax: _____ Cell: _____

WORKSHOP FEE: \$ _____

FORM OF PAYMENT

Credit Card (check one) MasterCard Visa AMEX Discover
 MasterCard Visa AMEX Discover
 Cheque#: _____ Manager's Cheque _____

Cardholder Name: _____

Card Number: _____

Signature: _____ Date: _____ Confirmation # _____

ATTENDEE INFORMATION: (Please list the complete names of each registrant)

1. _____ 3. _____
 2. _____ 4. _____

CANCELLATION POLICY:

All cancellations MUST be in writing to Daniels Communications at: events@dcleadershiptraining.com and must be received seven (7) days prior to the workshop or program. Attendee cancellation requests meeting the guidelines will be honored with a workshop or program transfer, permitting access to another event of equal or lesser value. Transfers must occur within 90 days of the cancellation. No transfers shall be issued for notifications received in less than 7 days.

Organizers reserve the right to cancel and/or re-schedule workshops, programs or courses. In such event, alternative scheduling shall be provided for registrants with notification provided, in writing, via email, or postal service and 10% discount provided off a future workshop registration. For more information, please contact us at: 876.631.7977. You may also visit us online at: www.dcleadershiptraining.com

Please forward to: events@dcleadershiptraining.com
 DC / P.O. Box #1/ White Sands / Montego Bay, Jamaica
 O: 876.631.7977 www.dcleadershiptraining.com

Tackling Time Stealers to Effectively Manage Your Work



As a manager, sales person, administrative assistant or an executive, Time is your most valuable asset. And, at the root of every business belief, Time is money. The bridge between both is that if you waste your time you waste your life. This workshop will address reducing disorganization and disruption to maximize your Time management skills. Get a grip on your office space, organize your work flow, learn how use your planner effectively, say no without guilt, and delegate some of your work to other people.

This one-day workshop helps you organize as well as prioritize for greater workplace efficiency. The workshop will provide ideas for organizing your work area and your paperwork and working on the "right" things.

Get out of your mental rut. Think new thoughts about the time you have while discovering new ways of doing things so you feel more in control of your life!

Workshop Topics

- Develop useful techniques for setting and achieving goals
- Identify strategies for using a planner effectively
- Better organize yourself and your workspace for peak efficiency
- Identify the right things to do and develop plans for doing them
- Learn what to delegate and how to delegate well
- Performance workload analysis to make sure your time is being used efficiently

Workshop Highlights

- Pre-workshop assignment
- Five ways to manage e-mail
- Setting goals and targets
- Planning and planning aids
- Organizing your work area
- Organizing your files
- Managing projects
- Workload analysis
- Delegating

Session Outline

- 1 Pre-Assignment
- 2 Introduction and Course Overview
- 3 Left Brain/Right Brain
- 4 Case Study: Another Day at the Office
- 5 Setting Goals
- 6 Planning Tools
- 7 The Four D's
- 8 Organizing your Workspace
- 9 Organizing Files for Retrieval
- 10 Managing Your Workload
- 11 Delegation
- 12 Projects
- 13 Set a Ritual
- 14 Workshop Wrap-up

Registration Form

Company: _____
 Name: _____
 Title: _____
 Department: _____
 Email: _____
 Address: _____
 Town: _____
 Parrish: _____
 Country: _____
 Phone: _____
 Office: _____ Fax: _____ Cell: _____

WORKSHOP FEE: \$ _____

FORM OF PAYMENT

Credit Card (check one) MasterCard Visa AMEX Discover

Cheque#: _____ Manager's Cheque _____

Cardholder Name: _____

Card Number: _____

Signature: _____ Date: _____ Confirmation # _____

ATTENDEE INFORMATION: (Please list the complete names of each registrant)

1. _____ 3. _____
 2. _____ 4. _____

CANCELLATION POLICY:

All cancellations MUST be in writing to Daniels Communications at: events@dclleadershiptraining.com and must be received seven (7) days prior to the workshop or program. Attendee cancellation requests meeting the guidelines will be honored with a workshop or program transfer, permitting access to another event of equal or lesser value. Transfers must occur within 90 days of the cancellation. No transfers shall be issued for notifications received in less than 7 days.

Organizers reserve the right to cancel and/or re-schedule workshops, programs or courses. In such event, alternative scheduling shall be provided for registrants with notification provided, in writing, via email, or postal service and 10% discount provided off a future workshop registration. For more information, please contact us at: 876.631.7977. You may also visit us online at: www.dclleadershiptraining.com

Please forward to: events@dclleadershiptraining.com
 DC / P.O. Box #1/ White Sands / Montego Bay, Jamaica
 O: 876.631,7977 www.dclleadershiptraining.com

No Broken Links in This Chain: Building High Performing Teams



Teams have become a principal building block of the strategy of successful organizations. Whether the focus is on service, quality, cost, value, speed, efficiency, performance, or other similar goals, teams are the central methodology of most organizations in the private, non-profit, as well as government sectors.

With teams at the core of corporate strategy, your success as an organization can often depend on how well you and other team members operate together. How are your problem-solving skills? Is the team enthusiastic and motivated to do it's best? Do you work well together?

How You Will Benefit

- Defining Teams
- What is a Team?
- Types of Teams
- Establishing Team Norms
- Characteristics of Teams
- Ground Rules
- Team Contracts
- Working as a Team
- Building Team Trust
- The Stages of Team Development
- Communication
- Defining and Listening
- How the Listener Controls the Speaker
- Becoming a Good Team Player

What You Will Cover

- Understanding and appreciating different communication styles.
- The role of leadership and the strength of a
- TEAM – standing alone we all fail...LINKED together we are victorious!
- Participating in an interactive exercise that fosters positive communication, problem solving while establishing trust and having fun.
- Facing challenges as a team.
- Identifying personality traits that promote cohesive work relationships.
- Learning to embrace and work toward the common team mission.
- Creating a focused, determined and enthusiastic work environment.

Training Highlights

- Your team player style
- The strengths of each style
- The challenges for each style
- Establishing team norms
- Building team trust
- Working through the stages of team development
- Communication skills

Registration Form

Company: _____
Name: _____
Title: _____
Department: _____
Email: _____
Address: _____
Town: _____
Parrish: _____
Country: _____
Phone: _____
Office: _____ Fax: _____ Cell: _____

WORKSHOP FEE: \$ _____

FORM OF PAYMENT

Credit Card
(check one)

MasterCard Visa AMEX Discover
Cheque#: _____ Manager's Cheque _____

Cardholder Name: _____

Card Number: _____

Signature: _____ Date: _____ Confirmation # _____

ATTENDEE INFORMATION: (Please list the complete names of each registrant)

1. _____ 3. _____
2. _____ 4. _____

CANCELLATION POLICY:

All cancellations MUST be in writing to Daniels Communications at: events@dcladershiptraining.com and must be received seven (7) days prior to the workshop or program. Attendee cancellation requests meeting the guidelines will be honored with a workshop or program transfer, permitting access to another event of equal or lesser value. Transfers must occur within 90 days of the cancellation. No transfers shall be issued for notifications received in less than 7 days.

Organizers reserve the right to cancel and/or re-schedule workshops, programs or courses. In such event, alternative scheduling shall be provided for registrants with notification provided, in writing, via email, or postal service and 10% discount provided off a future workshop registration. For more information, please contact us at: 876.631.7977. You may also visit us online at: www.dcladershiptraining.com

Please forward to: events@dcladershiptraining.com
DC / P.O. Box #1/ White Sands / Montego Bay, Jamaica
O: 876.631,7977 www.dcladershiptraining.com