

Seminar, Workshop and Educational Offerings

Apostles, Customers, Terrorists and Teammates This quick paced sixty to ninety minute program looks at what we value in the way of customer service, its direct impact upon customer loyalty and retention, and some specific things an organization can do to create and sustain an environment conducive to organic growth and effective teams and teamwork.

Building a High Performance Culture: Combating Organizational Drift This ninety minute session looks at the issues and factors that create and sustain but that can also badly alter an organization's operating methodology and internal value system. Time is then spent discussing the causes of organizational and cultural drift, the symptoms to be on the lookout for, the most effective cures and some highly workable preventative measures.

Creating the Ties that Bind: Teams and Teamwork Belonging to a group is a basic need for all of us. The question is: Is your team a real team or a team in name only? As the teams at the top, the Board and leadership teams tend to set the tone for the entire organization. This ninety minute presentation takes the participants through a discussion of what it takes to create and sustain an effective team. A variety of non-intrusive exercises can be used to illustrate key principles.

Delivering Exceptional Results Through Mission Driven Practices Both people and organizations tend to be more successful when they are intent upon a clearly defined purpose (mission); know and honor their value system; and, have a clear destination in mind. This multidimensional program walks the audience through several very practical steps they can follow if they want to be more effective, enjoy better interpersonal relationships and achieve greater success. The original version of this program was designed as a six hour high intensity workshop but condensed versions are available for those looking for a sixty to ninety minute high impact program.

Ethics and Values in the Workplace This forty-five minute session looks at the challenges to ethical behavior in our daily lives, particularly in the workplace and offers suggestions on steps individuals and organizations can take to ensure a high standard of ethical behavior.

Fear Factor This sixty to ninety minute program begins by closely examining the sources of and impact that *Fear* has on our individual performance and interpersonal effectiveness. We then look at the things we can do to: 1. Deal with our own fears; 2. Overcome the fears of others; and 3. Engage our desires as a primary motivator. Ultimately, the aim is to encourage the participants to breakthrough their fears to action. Thus we conclude with a model for behavioral change.

Getting Staff on Board with the Tough Decisions that Must be Made (So You Can Thrive in a Sea Change) Recent events are producing a host of very profound and in many cases, lasting changes in our economy and a great many of our institutions. How industries, organizations and their leaders deal with those changes will mean the difference between failure, simply surviving for a little while longer, and winning. In this 1 to 3 hour program we will briefly examine why this Sea Change is happening, what the major demographic shifts portend for the future, and how leadership can enlist the workforce's aid in putting out the fires and moving forward.

How to Get More of What You Want and Need From Strategic Planning This program examines what is frequently overlooked in most organizations approach to strategic planning and a few basic things any organization can do to make the process work more effectively. Included are specific steps to make the process deliver better results and greater value to all stakeholders. (Approx. 90 minutes)

Leadership and the Law of Unintended Consequences This fast paced sixty to ninety minute session takes on the challenges of leadership development, management succession, staff retention and delivering top flight customer service by considering the differences in positional paradigms, the eight essential skills of leaders, and the problems that invariably result when leaders at any level fail to lead.

More Money Won't Solve the Employee Retention Dilemma Organizations that want to be successful in the long term are doing things now to create a loyal, highly motivated and technically proficient workforce; and in the process, substantially reduce the very high and real cost of turnover. Win that battle and you may well win the war. In this action packed session you will learn eight things you can do begin solving the retention dilemma including what you must do if you want to appeal to and retain the younger members of your workforce.

Succession Planning - (New!) Absent a well thought-out succession plan the fate of many a leader's life's-work may depend far too heavily upon the mercy, personal drive and goals of someone else. This program offers a model the majority of organizations can follow to help them establish a meaningful and orderly plan for succession of the leaders of the enterprise.

The Success Paradox In Goldsmith and Reiter's book, What Got You Here Won't Get You There (Hyperion, 2007) the authors examine how old patterns, practices and habits that may have contributed to success at one level can very much get in the way of an individual or organization's future effectiveness. We refer to that as "*The Success Paradox*." In this practical program we explore why so many in supervisory and managerial/leadership positions are at risk of falling victim to their own success, why the leadership teachings of the past fifty years have so often fallen on deaf ears, and what it takes to truly become a more effective leader - regardless of a person's position in the hierarchy.

There Has Got to be a Better Way to Turn Plans Into Action - (New!) How to change the way your organization approaches planning and problem solving.

Walking the Talk: Transforming Potential Into Unmatched Performance This highly popular program is based in part on Jim Collins book, Good to Great. During the session we explore the special things required to make the transformation from good to great; the obstacles that frequently get in the way and how individuals and organizations can overcome them. As part of the presentation, each participant will have an opportunity to rate their organization in relation to the special things needed to make the move from "Good to Great" so they can begin developing an action plan to deal with the things that are getting in the way of their ultimate success.

Special Programs for Boards of Directors:

A Perfect 10 - The Keys to an Effective Board This lively seventy-five minute presentation takes the model for nonprofit boards that Max De Pree described in his book, Called to Serve, and recasts it as a model for for-profit organizations. During this session we look at best practices of effective boards of directors including the essential role of the Chair and the things the members owe the various stakeholders including the organization, staff, management, community, customers and each other.

Abstract for an Easy to Administer, Highly Effective Incentive Compensation System This forty-five minute session examines the problems in most incentive compensation systems today and lays out a proven alternative methodology and system that helps to focus everyone's attention on the things that matter most if the organization is to achieve its vision and adhere to its mission and core values. Examples of a working system are shared and discussed.

Enterprise Risk - Better Results Through Better Risk Management This two hour plus conversation examines the variety of risks that banks must effectively manage to create the desired return on shareholders equity. Roughly half the time is spent discussing The Profitability Equation as it applies to a bank using the bank's own financial data compared to its peers as a means of illustrating the key points.

In addition to the programs and topics listed here, we regularly develop and deliver unique workshops that are specifically tailored to fit the needs of a particular in-house audience. As such those talks will tend to address issues related to leadership, staff development and motivation, teamwork, corporate culture and customer service.