

# Course Catalog

*Leadership Development*

*Personal Leadership*

*Team Dynamics*

*Train the Trainer*

*Sales Skills*

*Orientation & Onboarding*



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## Note from Leigh-Ann

When you partner with me and my team, we always start by listening because your needs are at the heart of what we do. Your company's goals, culture, budget and specific needs are our highest priority. After discussing your current state and target state we develop a custom program that links individual performance to company objectives. Together we determine the best way to measure the impact and results.



Leigh-Ann Zaharevich



Leigh-Ann Zaharevich

303.981.9088

[laz@AlignedPerformanc.com](mailto:laz@AlignedPerformanc.com)

# Leadership Development

## ■ Transitioning from Peer to Supervisor

You've made the jump; now what?! You are a technical expert, and now new skills must be developed to make a successful transition into your new role. As a manager, you must balance your new responsibilities while learning how to manage each person. You will take away a personal plan so that you avoid the mistakes that most new managers make.

## ■ Management Best Practices

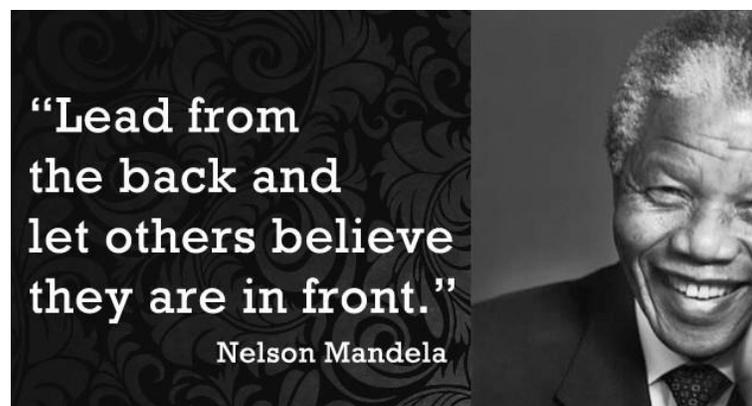
People don't leave jobs, they leave managers. In this course you will explore the mindset, skills and behaviors required to effectively manage and lead a team. A self assessment will lead you to the writing of a personalized action plan to be a great manager.

## ■ Conducting Meaningful 1:1 Meetings

The purpose of one-on-one meetings is to set clear expectations and develop team members. This session presents best practice for planning and conducting meaningful meetings with your team. You will explore the four roles of a manager and when to play each one.

## ■ Planning and Running Productive Meetings

Let's face it – there is never enough time in a day. That's the precise reason that planning before a meeting is so important. Spending just a few minutes to plan up front will save many people a lot of time in the long run. This course shows you how to plan, facilitate and follow up from meetings to make them more productive.



# Leadership Development

## ■ Coaching and Motivating Your Team

This course removes the mystery of what motivates and inspires people, to do a great job or a poor job. Not only will you be able to recognize what could be behind poor performance, but you will practice addressing it in a safe environment. Using the tools and techniques from this course you will be more effective at understanding and thus coaching your team.

## ■ Interviewing for Best Fit

Some people interview well, and then show up as someone different once in the job. Contrarily, there are great candidates who don't do well in interviews. After completing this course you will have all the tools you need to prepare for and conduct interviews so that you can rely on more than just your gut feeling when choosing your next employee. Bringing a current job posting is strongly encouraged.

## ■ Preparing and Conducting Effective Performance Appraisals

While we know that the performance appraisal should not be a surprise, it is still an important conversation and a great opportunity for coaching and motivating. This is why it requires your care and attention. After reviewing best practices and the 12 common pitfalls of performance reviews, you will be well prepared to write, prepare for and deliver effective performance appraisals.

## ■ Leading Through Change

Managing people through change can be challenging. By learning how people feel about and respond to change, and recognizing signs of stress, you will be better prepared to help your team navigate the unknown.



# Leadership Development

## ■ Managing to Others' Styles

People who adapt their management style to the preferences of their team members are more apt to be successful in their role. The three phases are 1) understanding your preferences and communication style, 2) recognizing and understanding others' preferences and communication styles and 3) adapting styles to more effectively communicate, especially with those who are least like you. *Additional investment in DiSC assessments required.*

## ■ Effective Delegation

This course unveils the four main reasons people don't delegate and what to do about it. You will learn the five steps that set a project up for success, and the best practices to follow. You will practice using a proven model to determine what to delegate to whom.

## ■ Communication for Managers

Both formal and informal leaders are expected to have excellent communication skills. This workshop lays the foundation for advancing management and leadership skills such as coaching, giving feedback, managing performance and training. You will complete a self-assessment of your listening skills and leave with an action plan to improve your communication.



## ■ Giving and Receiving Feedback

For some, feedback is hard to deliver whether it is positive or negative. It can also be hard to hear. The workshop presents a 4-step model to plan meaningful feedback and minimize the emotion that can come up during those conversations.

# Personal Leadership

Anyone can be a leader. You don't need a fancy title or corner office. We are leaders in our community, our businesses and in the world. Our personal development courses help everyone in the organization develop varying aspects of "personal leadership".



## ■ Personal Accountability

Personal accountability is about seeing a situation for what it truly is, owning your part in creating the situation, identifying possibilities for improvement and taking action toward the end goal. In this session you will discover what it means to perform 'above the line' and how that contributes to company performance.

## ■ Setting Meaningful Goals

Well written goals keep people on track to achieve what is relevant and avoid inessential activities that waste time and resources. In this session you will articulate measurable goals that are aligned with business objectives. You will consider stretch goals and accountability in this process.

## ■ Communicating for Influence

Often, we think about what we are going to say without much thought as to the impact we want or need to have on the audience to influence them. Use a logical four-step model, you will prepare to communicate critical messages that influence people to behave or think differently.

## ■ Polishing your Presentation Skills

The only way to get better at presenting is to do it. Bring a topic to this highly interactive workshop to practice preparing and presenting. Each participant will present and receive valuable feedback to polish their skills. *Limit 8 people.*

# Personal Leadership

## ■ Handling Conflict

You will first uncover your own “go-to” response, or natural tendency, when conflict arises. Then, using the Thomas-Kilmann model, you will identify when different approaches could be beneficial. You will leave with several techniques for actively working toward a collaborative approach.

## ■ Thriving Through Transition

Managing change is an important skill in any work environment. Recognizing how you and others respond to change will help you navigate the unknown. You will explore how you deal with change and what you can do to thrive, not just survive, through change.

## ■ Attention Management

Managing your attention means doing the right things at the right time. In this workshop you will identify your top time wasters and articulate criteria for prioritizing projects and tasks. You will learn how to manage situations when priorities conflict.



## ■ Planning and Prioritizing Multiple Priorities

Successful projects require excellent planning. In this workshop you will explore the many factors that impact the setting of realistic deadlines. Bring a list of your active projects to practice real-time using a very easy tool to prioritize them. You will learn how to engage others in managing your time and priorities. Take away tips and techniques to use when planning to ensure you don't over-commit.

# Personal Leadership

## ■ Managing Emotions and Behavior

According to Andrew Coleman, Emotional Intelligence (EQ) is the ability to monitor one's own and other people's emotions, to discriminate between different emotions and label them appropriately, and to use emotional information to guide thinking and behavior. Studies have shown that people with high EQ have greater mental health, respond more evenly when stressed, perform better on the job and have more effective leadership skills. During this course, you will learn about the biology of emotions. You will assess your own EQ and then develop a plan for changing your behaviors when under stress.

## ■ Personal Excellence ~ Success From the inside

It's been shown again and again that happy people are the most productive, they're good listeners with a sharp learning curve. Happy workers are highly creative, easy to be around and good team players. This workshop helps take accountability for your 'success' both professionally and personally, however you define it. You will set goals that are aligned with those of the organization and create a plan achieve them.



# Team Dynamics

Anytime two or more people get together, there is a potential for conflict and miscommunication. There is also the potential for surpassing expectations and accomplishing more than a single person or team could on their own. Team sessions are not intended to ‘fix’ a team, but rather to help them perform at the next level. Each initiative is unique and customized to meet the needs of the group. Sessions are typically held off-site and could be in a meeting room, park or at a horse ranch. They are engaging, experiential and fun, and always result in action plans and new commitments. Here are a few examples of team sessions.

## ■ Horse Power Leadership™

Since humans and horses are both herd animals, horses have a lot to teach us. They too experience hierarchies, friendships, conflict and love. This powerful course takes us to the wild west (*right in Boulder*) where we throw on the boots and work with horses to learn about communication and leadership. While observing, leading and working the horses, we explore such questions as...

- What is the difference between leading and influencing?
- What does it mean to authentically communicate?
- What is the impact of a leader on team dynamics?

Each experience is always unique. Ground work only – no experience required. [Learn more](#)



## ■ Building Stronger Teams

This session provides a forum for people to better understand themselves and each other. With better understanding, teams can adapt their communication styles to enhance their collaboration and effectiveness. Team members identify and share preferences for communicating and performing work.

## ■ 5 Building Blocks of High-Performing Teams

This is a twist to Patrick Lencioni’s dysfunctional team model. We take a positive approach to building effective teams. Team members assess their own teams and write an action plan for steps that they can personally take to improve team performance. We step through the model from the foundation of trust to having respectful debate, to commitment and accountability and end with results. Team members assess the team’s performance and commit to individual action plans to bring the team up as a whole.

# Train the Trainer

It takes more than being a Subject Matter Expert (SME) to be a great trainer. Having information down cold is an important attribute of a good trainer, but it's just the beginning.

This 'train the trainer' program is jam-packed with proven techniques, best practices that work, and opportunities to put your skills into action.

## ■ The Trainer's Edge™

The Trainer's Edge presents a complete process for creating powerful, effective training programs through six core modules:

- Planning Effective Training
- Developing Content
- Creating the Learning Environment
- Managing Time & Energy
- Handling Difficult Situations
- Testing & Evaluating Training

*Easily customized. Class size may be limited.*

[See full course description](#)



## ■ Superior Selling Skills

Selling today is more competitive than ever before. Sales success in this market demands a new breed of top-caliber professionals with advanced selling skills. Whatever got salespeople to where they are today is not enough to keep them there. Corporate survival today is absolutely dependent on a world-class sales force. As many as 70% of companies do no sales training at all. The ones who do will control the markets of tomorrow. By fielding the best-trained, most highly-skilled salespeople, the company can control its own destiny.

### Modules

- The New Realities of Selling
- The Winning Edge
- Personal Sales Planning
- Prospecting Power
- Relationship Selling
- Selling Consultatively
- How Buyers Buy
- Building Customer Relationships
- Asking Your Way to Success
- Identifying Needs Accurately



## ■ Win Resales and Referrals

The investment in “Win Resales and Referrals” is proven to be a fraction of the cost of finding a new customer! For a company to become a market leader, its staff must understand the psychology of success. First learn why some people are more successful than others and then apply sales techniques. Establish personal and professional goals to maximize and sustain the skills-based knowledge acquired from the world’s leading sales training program.

### Modules

- The Key to Peak Performance
- Taking Charge of Your Life
- The Master Skill of Success
- Seven Steps to Goal Achievement
- Talent Insights Debriefing Workbook
- The New Realities of Selling
- Prospecting Power
- Identifying Needs Accurately
- Selling on Non-Price Issues
- Overcoming Price Resistance

# Orientation & Onboarding

## ■ New Employee Onboarding

The purpose of onboarding is to help get new employees quickly up to speed in their role, acclimated to their team and engaged in the company. It typically includes an orientation which may range from two hours to two days. During orientation new employees meet people from different areas of the company and learn basic information like the company's history, vision and values.

The onboarding process continues with specific training and development regarding the person's role and their department or team. This process may be as long as six months depending on the complexity and responsibilities of the job. Sound onboarding programs result in consistency across the organization. They also set clear expectations and performance objectives.

When we help you design your onboarding program, we pay attention to the small details that make a big difference to someone just starting out. We help you plan an engaging orientation along with meaningful job-specific onboarding plans.

