

# Course Catalog

*Manager Training*

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## Note from Leigh-Ann

When you partner with me and my team, we start by listening to deeply understand your needs, which are at the heart of everything we do. Your company's goals, culture, values, budget, and specific needs are our highest priority. After discussing your current and target states, we develop a custom program that links individual performance to company objectives. Together we determine the best way to measure the impact and results. Let's get started!



A handwritten signature in black ink that reads "L. Zaharevich". The signature is fluid and cursive.

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# Manager Training

Customize your Manager Development Program based on immediate needs, budget and time constraints. Sessions are delivered in-person or virtual, ranging from 45 minutes to 3.5 hours.

## ■ Transitioning from Peer to Supervisor

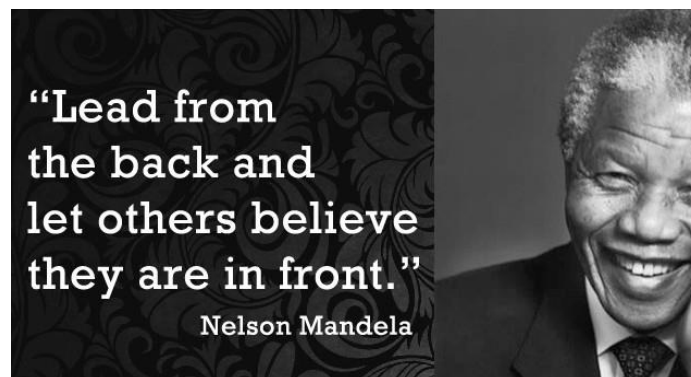
You've made the jump; now what?! You are a technical expert, and now new skills must be developed to make a successful transition into your new role. As a manager, you must balance your new responsibilities while learning how to manage each person. In this course, participants explore the four roles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

## ■ Managing Time and Focus for Managers

Having new and different responsibilities means managing time differently. In this workshop, participants evaluate how their time is currently spent and what shifts need to be made. They use a simple tool to prioritize their priorities to see in black and white what should get their attention.

## ■ Conducting Meaningful 1:1 Meetings

One-on-one meetings allow the time to build rapport and trust, develop team members and help them set and achieve goals. This session presents best practices for planning and conducting meaningful meetings with team members. Participants are provided a bank of coaching questions for various scenarios to ask in these conversations, beginning with the first meeting with a new team member.



# Manager Training

## ■ Providing Feedback and Coaching to Motivate Your Team

This course removes the mystery of what motivates and inspires people to do a great job or a poor job. 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. Participants practice applying a sound coaching method for a real-life situation.

## ■ Interviewing for 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. Participants bring a job description for an open role to prepare questions that align to the company's goals and values. They also draft critical questions to predict success in the role.



## ■ Preparing and Conducting Effective Performance Appraisals

Whether performance is evaluated quarterly, yearly or ad hoc, performance appraisals should not be a surprise. Preparing for and conducting the conversation require care and attention. After reviewing best practices and the 12 common pitfalls of performance reviews, participants will be well prepared to write, prepare for and deliver performance appraisals that motivate team members.

# Manager Training

## ■ Using DiSC® to Manage to Others' Styles

People who adapt their management style to the preferences and styles of their team members are more apt to be successful in their role. This workshop shows participants how to adapt their style to communicate most effectively, especially with those least like themselves. *Requires investment in DiSC® assessments.*

## ■ Delegating to Empower Others

This course unveils the main reasons people don't delegate and what to do about it. Participants will learn the seven steps that set a project up for success, and the best practices to follow. They will practice using a proven model to determine what to delegate to whom while considering risks and benefits. Participants utilize our *Delegation Guide* to assess risks, set clear expectations, and properly prepare the delegate to succeed.

## ■ Planning and Running Productive Meetings

Time spent in meetings is time *not* spent doing actual work. That is why meetings need to be efficient and productive. This course shows you how to plan, facilitate and follow up from meetings to make them useful and valuable. Participants use our provided template and guidelines to plan a meeting, including who is responsible for what before, during and after a meeting.



# 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. *Group size is limited.*

# 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 successful outcome when conflict arises.

## ■ 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.

## ■ Managing Time and Focus

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. Bring a list of your active projects to practice real-time using a very easy tool to prioritize them.

## ■ 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.



# Building Cohesive Teams

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 can be held 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 examples of our popular team sessions.

## ■ Using DiSC® to Improve Communication

Everything DiSC® is a personal development learning experience that measures preferences and tendencies based on the DiSC® model. This simple yet powerful model is not intended to put people in a 'box'; it serves as a tool to improve communication. Participants receive personalized insights that deepen their understanding of self and others, making workplace interactions more enjoyable and effective.

## ■ 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 with 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](#)



## ■ The 5 Behaviors of a Cohesive Team

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.

The Trainer's Edge™ 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 and facilitating engaging training session through seven core modules:

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

*Easily customized. Class size may be limited.*

[See full course description](#)



# Orientation & Onboarding

## ■ Customized 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 design an engaging orientation along with job-specific onboarding plans.

