



**To Enroll!**

Contact: Rachel Deer  
D.P. "Pat" McGowan Workforce Training Center  
[rdeer@holmescc.edu](mailto:rdeer@holmescc.edu)  
Webpage: [www.holmescc.edu/workforce/](http://www.holmescc.edu/workforce/)  
**SPRING 2015**

### **Supervisory/Management Training**

<p><u><b>Fundamentals of Dialogue: Communicating for Synergy</b></u> Cost: \$50.00 Meeting Days and Time: Thursday, 9AM-1PM Dates: February 12, 2015 Instructor: Skip Wilson</p>	<p>In our fast-paced work environment, what we say may be misunderstood and lead to unexpected and undesirable outcomes. And when we attempt to re-communicate, we are often met with resistance, withdrawal, or outright hostility. The question then becomes, How do we create an environment in which people can communicate openly, honestly, and without malice or discontent? This course explores a way to communicate that will help people to address the toughest business and workplace issues in an environment of openness and candor using a process called "dialogue," a process requiring trust, respect, and shared meaning. The result is an environment in which workplace issues and problems can be quickly diagnosed and addressed in less time and with less effort.</p>
<p><u><b>Workplace Diversity: Celebrating Differences</b></u> Cost: \$50.00 Meeting Days and Time: Thursday, 9AM-1PM Dates: February 26, 2015 Instructor: Skip Wilson</p>	<p>A world without diversity would be bland indeed! Differences not only add spice to life, but they are key ingredients for building strong futures based on common goals. In order to grow as individuals and as a team in workplace environment, we must learn how to understand, value, and manage diversity in the workplace.</p>
<p><u><b>Five Waves of Trust: Creating, Extending, and Restoring Trust</b></u> Cost: \$50.00 Meeting Days and Time: Thursday, 9AM-1PM Dates: March 19, 2015 Instructor: Skip Wilson</p>	<p>Trust is the foundation of all enduring relationships. Without it relationships break down. Then everything takes longer to get done. In any organization, that causes costs to rise, taxing the organization's efforts to remain competitive. But if trust is there, organizations enjoy a dividend resulting from their efforts. Things speed up; costs go down. And when you think about trust as the key leadership competency, you begin to see how powerful trust, or the lack thereof, can be. Stephen M.R. Covey, author of the best-selling business book <i>The Speed of Trust</i>, says, "Trust is the one thing that changes everything."</p>
<p><u><b>Resume Writing for the Potential Employee</b></u> Cost: FREE Meeting Days and Time: Thursday, 8AM-</p>	<p>Are you searching for a new job? You know you have the education, experience and skills, but you're having a difficult time getting it all down on paper. Or maybe you keep applying for jobs, but feel your resume is keeping potential employers from looking your way. Or</p>

<p>10AM  Dates: April 9, 2015  Instructor: Sue Malone</p>	<p>maybe you are stuck on how to write the thing to begin with! In this class, we will look at format, tips for writing a successful resume, what to include, what to leave out, and how to build a better resume. A resume that reflects all that you have to offer and hopefully obtain that job</p>
<p><b><u>Interviewing Skills for the Employer</u></b>  Cost: FREE  Meeting Days and Time: Thursday, 1PM-3PM  Dates: April 9, 2015  Instructor: Sue Malone</p>	<p>The job interview is a powerful factor in the employee selection process in most organizations. While it may not deserve all of the attention that it receives, the interview is still a powerful force in selecting the perfect candidate for the job. Want job interview tips to help you select the most qualified employees? These tips will help you assess the skills, experience and fit of the potential employee. We will discuss how to prepare for the interview, screening cover letters and resumes, how to assess the candidate's behavior and skills, illegal questions NOT to ask, and provide sample questions.</p>
<p><b><u>Team Based Problem Solving</u></b>  Cost: \$100.00  Meeting Days and Time: Wednesdays, 8:30AM-4:30PM  Dates: March 20; April 8; May 6; June 3, 2015  Instructor: Michael J. Harbaugh</p>	<p>Are you realizing your full potential? How about the people on your team? Discover a simple and powerful way take your team's problem solving to the next level. An interactive workshop based introduction to the proven "8-D" team-based problem solving process, designed to help participants: establish an effective and fact-based approach to problem solving; understand the objectives of each of the eight disciplines; clearly define a standardized reporting format; outline the appropriate statistical methods for each step in the problem solving process.</p>
<p><b><u>Row, Row, Row Your Boat! and What is a Leader?</u></b>  Cost: \$50.00  Meeting Days and Time: Tuesday, 8:30AM-11:30PM  Dates: February 17, 2015  Instructor: Dianne Dyar</p>	<p><i>Row, Row, Row Your Boat!:</i> This high energy session takes the lines of a popular children's song and inspirational quotes to help participants chart their course for success and have fun along the way!</p> <p><i>What is a Leader?:</i> Leadership is a choice and everyone has the potential to be a leader within their organization. This interactive session provides 12 steps to becoming a leader as well as challenging participants to reach higher than they can imagine!</p>
<p><b><u>W.H.A.T.....Customer Service! and Celebrate!</u></b>  Cost: \$50.00  Meeting Days and Time: Tuesday, 8:30AM-11:30PM  Dates: March 17, 2015  Instructor: Dianne Dyar</p>	<p><i>W.H.A.T.... Customer Service!:</i> In a fast-paced society, often the common courtesies of customer service are last on everyone's list. Welcome, Hear, Accomplish, and Thank are the foundation for great customer service. Participants will discover new methods for excelling at customer service regardless of their job description! This session is great for frontline employees of any business.</p> <p><i>Celebrate!:</i> Having fun at work creates a more productive work environment, happier employees, and ultimately, returning customers! Grocery store finds are the basis for tips you'll take back to the workplace for fun and celebrating!</p>

<p><b><u>What You See is What You Get! and Who Burned the Popcorn?</u></b>  Cost: \$50.00  Meeting Days and Time: Thursday, 8:30AM-11:30AM  Dates: April 16, 2015  Instructor: Dianne Dyar</p>	<p><i>What You See is What You Get!:</i> What is your professional image and your brand? Do others see you through your appearance, behavior, communication skills and body language? Activities in this session help participants get to the next level in management!</p> <p><i>Who Burned the Popcorn?:</i> We spend a lot of time at work and often forget that good manners are taken for granted in the workplace. A high-energy, interactive session uses the alphabet to address common problems that may arise when two or more are gathered together to work!</p>
<p><b><u>DIY: What's in Your Toolbox? and Change=Opportunity</u></b>  Cost: \$50.00  Meeting Days and Time: Thursday, 8:30AM-11:30AM  Dates: May 14, 2015  Instructor: Dianne Dyar</p>	<p><i>DIY: What's in Your Toolbox?:</i> Visual reminders are great way to emphasize tools for success! Using a toolbox and all the tools needed to achieve success, participants will focus on their tools for creating success!</p> <p><i>Change = Opportunity:</i> The word change often brings to mind negative images. Participants will use the word opportunity to develop techniques that focus on the positives in life! This session is a hands-on, interactive session.</p>

### **Computer Classes**

<p><b><u>Excel 2010: Basics</u></b>  Cost: \$50.00  Meeting Days and Time: Tuesdays &amp; Wednesdays, 8AM-12PM  Dates: March 3 &amp; 4, April 7 &amp; 8, 2015  Instructor: Jayne Hust</p> <p>NIGHT:  Meeting Days and Time: Tuesdays &amp; Thursdays, 6PM-8PM  Dates: February 10 &amp; 12 &amp; 17 &amp; 19, 2015</p>	<p>In this introductory course to Excel, participants will explore essential Excel activities and learn the many shortcuts and timesaving features in Excel. Start by learning the basics of setting up a worksheet and modifying it, then adding formulas, functions and formatting.</p>
<p><b><u>Excel 2010: Intermediate</u></b>  Cost: \$50.00  Meeting Days and Time: Tuesday &amp; Wednesdays, 8AM-12PM  Dates: February 10 &amp; 11, March 17 &amp; 18, April 14 &amp; 15, 2015</p>	<p>Expand your knowledge of Excel! In Excel, you created, edited, formatted, and printed basic spreadsheets. You will now learn to work with charting, formatting, multiple workbooks, graphics and data management and use more of Excel's built-in functions to perform complex calculations.</p>

<p>Instructor: Jayne Hust</p> <p>NIGHT: Meeting Days and Time: Tuesday &amp; Thursdays, 6PM-8PM Dates: March 17 &amp; 19 &amp; 24 &amp; 26, 2015</p>	
<p><b><u>Excel 2010: Advanced</u></b> Cost: \$50.00 Meeting Days and Time: Tuesday &amp; Wednesdays, 8AM-12PM Dates: February 17 &amp; 18, March 24 &amp; 25, April 21 &amp; 22, 2015 Instructor: Jayne Hust</p> <p>NIGHT: Meeting Days and Time: Tuesday &amp; Thursdays, 6PM-8PM Dates: April 14 &amp; 16 &amp; 21 &amp; 23, 2015</p>	<p>This course enables participants to use advanced Excel 2010 functionality to: export and import data; do advanced data management; use analytical tools including Goal Seeker, Solver, and the Analysis ToolPak; use statistical functions, financial and data functions, and lookups and data tables.</p>
<p><b><u>Word 2010: Basic</u></b> Cost: \$50.00 Meeting Days and Time: Tuesdays &amp; Wednesdays, 8AM-12PM Dates: February 24 &amp; 25, 2015 Instructor: Jayne Hust</p>	<p>With Word, you can create professional looking documents! Learn how to create your first document in Word: type where you want to on a page, fix spelling errors, make a list, change page margins, add emphasis to some words, quickly add some style through tables, page layout, and graphics, then proof and save your work.</p>
<p><b><u>PowerPoint 2010: Basic</u></b> Cost: \$50.00 Meeting Days and Time: Monday &amp; Thursday, 9AM-1PM Dates: March 16 &amp; 19, 2015 Instructor: Chaka Turner</p>	<p>You've been asked to put together a presentation using PowerPoint, and you have no idea how to begin. Get equipped with the skills to do the job. We're not talking fancy; the goal is to prepare you with the basics — how to put content on slides, add notes pages, print handouts, and get ready to present a show. The bells and whistles can come later.</p>
<p><b><u>PowerPoint 2010: Advanced</u></b> Cost: \$50.00 Meeting Days and Time: Monday &amp; Thursday 9AM-1PM</p>	<p>Take your Power Point presentations to the next level! Are you a current Power Point user looking to develop your slideshow presentation skills? This course is what you need to link audio and visual elements to your slideshow, edit slideshows, embed and link objects and</p>

<p>Dates: April 6 &amp; 9, 2015 Instructor: Chaka Turner</p>	<p>hyperlinks, and custom slide layouts.</p>
<p><b><u>Access 2010: Basic</u></b> Cost: \$50.00 Meeting Days and Time: Thursday, 8:30AM-5PM Dates: February 12, 2015 Instructor: Bill Kuriger</p>	<p>Do you want to manage sales and inventory numbers? Student records for a school? Or perhaps your home collection of DVDs? A database can help you enter data easily, find it quickly, use it to create labels or mailings, and summarize it in printed and online reports. This course will help will learn the essential skills needed to create a database, including entering data into forms and tables, running queries to search data, and producing meaningful reports.</p>
<p><b><u>Access 2010: Intermediate</u></b> Cost: \$50.00 Meeting Days and Time: Thursday, 8:30AM-5PM Dates: February 19, 2015 Instructor: Bill Kuriger</p>	<p>Expand on the power of Access by learning more about relations in databases, using lookup fields in related tables, and using advanced queries. Make your forms and reports easier to use by including calculations, graphics, combo boxes and charts. Other topics include PivotTables and PivotCharts.</p>
<p><b><u>Word 2013: Basic</u></b> Cost: \$50.00 Meeting Days and Time: Tuesday &amp; Wednesday, 9AM-1PM Dates: March 31 &amp; April 1, 2015 Instructor: Chaka Turner</p>	<p>With Word, you can create professional looking documents! Learn how to create your first document in Word: type where you want to on a page, fix spelling errors, make a list, change page margins, add emphasis to some words, quickly add some style through tables, page layout, and graphics, then proof and save your work.</p>
<p><b><u>Excel 2013: Basic</u></b> Cost: \$50.00 Meeting Days and Time: Tuesday &amp; Thursday, 9AM-1PM Dates: February 3 &amp; 5, 2015 Instructor: Chaka Turner</p>	<p>In this introductory course to Excel, participants will explore essential Excel activities and learn the many shortcuts and timesaving features in Excel. Start by learning the basics of setting up a worksheet and modifying it, then adding formulas, functions and formatting.</p>
<p><b><u>Excel 2013: Intermediate</u></b> Cost: \$50.00 Meeting Days and Time: Tuesday &amp; Thursday, 9AM-1PM Dates: February 10 &amp; 12, 2015 Instructor: Chaka Turner</p>	<p>Expand your knowledge of Excel! In Excel, you created, edited, formatted, and printed basic spreadsheets. You will now learn to work with charting, formatting, multiple workbooks, graphics and data management and use more of Excel's built-in functions to perform complex calculations</p>

<p><b><u>Excel 2013: Advanced</u></b>  Cost: \$50.00  Meeting Days and Time: Tuesdays &amp; Thursdays, 9AM-1PM  Dates: February 24 &amp; 26, 2015  Instructor: Chaka Turner</p>	<p>This course enables participants to use advanced Excel 2010 functionality to: export and import data; do advanced data management; use analytical tools including Goal Seeker, Solver, and the Analysis ToolPak; use statistical functions, financial and data functions, and lookups and data tables.</p>
<p><b><u>Internet for the Beginner</u></b>  Cost: FREE  Meeting Days and Time: Tuesday, 9AM-1PM  Dates: March 3, 2015  Instructor: Chaka Tuner</p>	<p>The internet is a vast, ever changing medium—some would say the most powerful tool ever created. The internet is a way to share and express information and ideas in a simple way that is accessible to nearly 2.2 billion people all over the world. This class will allow you to learn the basics of browsers, how to use a search engine, the fundamentals of website navigation, tips for online safety, and more. Basic knowledge of the mouse and keyboard is strongly suggested before taking this class.</p>
<p><b><u>Project Management Institute</u></b>  Register through Jim Shelton at <a href="mailto:vpeducation@pmicmsn.org">vpeducation@pmicmsn.org</a></p>	
<p><b><u>PMICMS PMP Exam Prep Boot Camp</u></b>  Cost: \$1,000 for PMICMS members;  \$1,250.00 non-members  Meeting Days and Time: Thurs &amp; Fridays, 8:30A–5:00P  Dates: April 30, May 1, May 7, May 8  Facilitator: Jim Shelton</p>	<p>During this four day intensive class, the following modules will be covered: Foundational Concepts, Process Framework, Integration Management, Scope Management, Time Management, Project Network Diagrams, Cost Management, Earned Value, Quality Management, Human Resources Management, Procurement Management and Stakeholder Management.</p>
<p><b><u>ESRI Authorized Courses</u></b>  Offered by the MSU Geosystems Research Institute  <a href="http://www.geospatial.msstate.edu/Courses.htm#multi">http://www.geospatial.msstate.edu/Courses.htm#multi</a>  Free for MS local and state government agency employees IHL and CC/JC employees and students not eligible</p>	
<p><b><u>ArcGIS I: Introduction to ArcGIS Online</u></b>  Non-Grant Participants Fee: \$25  Dates: February 18-19, 2015  Time: 8:30A-4:30P  <b>3 spaces left</b></p>	<p>ArcGIS Online is a collaborative, cloud-based platform that allows members of an organization to use, create, and share maps, scenes, apps, and data, and access authoritative basemaps and ready-to-use apps. This two day introductory course begins with an exploration of the ESRI ArcGIS Online interface. The functionality of both free and organizational (subscriber) accounts is explored. Participants will learn how to create a web map, work with and manage desktop content, create and configure an ArcGIS Online organizational account</p>

	<p>(free 30-day trial subscription), explore member roles for an organizational account, publish feature services, publish tiled map services, and create a web mapping application.</p> <p><b><u>Prerequisites</u></b> Working knowledge of ArcGIS for Desktop (ArcMap)</p>
<p><b><u>Introduction to QGIS (2-days)</u></b>  Non-Grant Participants Fee: \$25  Dates: March 3-4, 2015 OR  March 24-25 2015  Time: 8:30A-4:30P</p>	<p>QGIS is an “open source” geographic information systems (GIS) software package and available to users at no-cost. No prior experience with GIS is required to attend. Topics covered in this course include:</p> <ul style="list-style-type: none"> <li>• What is GIS and how is it used</li> <li>• Map projections and coordinate systems</li> <li>• An overview of GIS data types and how to create GIS datasets</li> <li>• Using GIS data to manage map symbology and labels</li> <li>• Attribute and spatial data analysis techniques</li> <li>• Geoprocessing of spatial data</li> <li>• Designing maps for presentations</li> </ul> <p>The course combines instructor-led presentations and hands-on, practical exercises for participants. Each attendee will receive a course workbook, data used in the exercises and a copy of the latest version of QGIS.</p>

## ***The Manager As A Leader: Eleven Workshops for Developing Leadership in Managers***

This interactive workshop series is based on the Center for Continuous Improvement's (CCI) nationally recognized leadership development process that has yielded measurable positive results in more than 110 different industries over the past 30+ years. This series is designed to develop the full potential of those who are in or are making the transition into a mid- or upper-level management role by helping them internalize known best practices for achieving measurable results with and through others. **Each class can be presented alone, or can be grouped together with one or more other topics.** Collectively this workshop series represents a body of work that, when combined with the CCI Leadership Action Plan series, can be applied toward earning a Certified Management Leader designation.

### ***Workshop 1 – The Manager as a Leader***

Tuesday, January 27, 2015

8:30 a.m. – 12:30 p.m.

Materials Cost: \$50

(provided in both written & audio format)

The Concept of Leadership

Authority and Power

Managerial Types

Facilitator: Michael J. Harbaugh

Countless sources document the critical shortage of managerial talent. Unfortunately, there are a great number of managers, but few who are acknowledged as great leaders. Managerial talent is defined as the behavior exhibited by a manager that increases the amount of productive, results-oriented and profitable behavior on the part of others in an organization on a daily basis. Are you able to show measurable results that impact the success and strategic direction of your organization? The primary challenge facing managers today is in the creation of an environment, a climate, and a culture where your people can satisfy their personal needs and achieve personal goals while accomplishing desired organizational results.

### ***Workshop 2 - Goal Setting For Success***

Tuesday, February 10, 2015

8:30 a.m. – 12:30 p.m.

Materials Cost: \$50

(provided in both written & audio format)

The Goal Setting Process

Criteria For Effective Goal Setting

Developing Your GPS

Facilitator: Michael J. Harbaugh

Ironically, most people spend more time and energy planning a one-week vacation than to planning the other 51 weeks of the year. Workshop 2 will provide leadership knowledge in three key areas necessary to achieve more goals more often. Participants will learn the time-tested WHYSMART process for setting goals that will substantially improve their ability to get results faster, easier, and cheaper than if they continue to do things the same way they have always done them. They will also discover the four types of goals and an easy to remember set of criteria to test their goals against in order to determine the likelihood of achievement. Developing Your GPS provides critical tools and a consistent framework for the decision making and problem solving that is necessary to achieve any personal, professional, and organizational goal.

***Cancelled***

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### **Workshop 3 - Turning Solutions Into Action**

Tuesday, February 24, 2015

8:30 a.m. – 12:30 p.m.

Materials Cost: \$50

(provided in both written & audio format)

The Importance of Action Steps

Dealing Effectively With Procrastination

Developing Courage

Facilitator: Michael J. Harbaugh

Knowledge is not power, applied knowledge is power. This workshop will provide leadership knowledge in three areas, focusing on the key best practices necessary to turn ideas into goals, goals into action steps, and action steps into desired results. Most people deal with the issue of procrastination at one level or another. For those who are new to leadership this can be one of the most devastating effects of their fear and frustration. Workshop participants will learn the causes and most effective tools for overcoming the habit of procrastination, and for developing the courage necessary to overcome obstacles.

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### ***Workshop 4 – Organizational Goal Setting***

Tuesday, February 26, 2015

8:30 a.m. – 12:30 p.m.

Materials Cost: \$50

(provided in both written & audio format)

What Are Organizational Goals?

Developing Organizational Goals

Criteria For Meaningful And Measurable

Organizational Goals

Facilitator: Michael J. Harbaugh

Organizational goals provide the purpose and the direction for the organization. As they are carried through every department, business unit, or division, they provide the cornerstone to the organizational structure. They give people something they can sink their teeth into, provide guidelines for achievement and recognition, and promote pride in the organization. In Workshop participants will learn what organizational goals are, why they are important, and how they can harness their power to achieve exceptional performance in their area of responsibility. They will leave with an understanding of the three most important categories of organizational goals and have developed their own individual goals for each.

### ***Workshop 5 – Time Strategies***

Thursday, March 24, 2015

8:30 a.m. – 12:30 p.m.

Materials Cost: \$50

(provided in both written & audio format)

Common Enemies Of Time

Planning With A Purpose

Designing A System That Works

Facilitator: Michael J. Harbaugh

The great dividing line between a leader's success and failure can be summed up in five words: "I did not have time." A leader's most precious commodity is time. Whether they manage time, or time manages them... whether they stay ahead of things, or fall farther and farther behind... in a large degree depends on how they invest the available seconds, minutes, and hours of their workday. Workshop participants will self-discover their time management skills and gaps, understand the best practices of time management, and develop time strategies that will help them get more done in less time with less stress on themselves and others.

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### *Workshop 6 – Project Management*

Tuesday, April 7, 2015

8:30 a.m. – 12:30 p.m.

Materials Cost: \$50

(provided in both written & audio format)

What Project Management Is, and Isn't  
The Laws of Project Management  
Proven Project Management Strategies

Facilitator: Michael J. Harbaugh

Project Management is the discipline of organizing and managing a department's, division's, or business unit's resources, its people, in such a way that projects are completed on time, within budget, and with a defined scope to achieve desired results. The overall objective of most projects is to create value or opportunity that results in some kind of financial gain. Clearly know where you are going and what resources are necessary to get there provides the road map necessary for success. Participants will leave with a clear definition and an understanding of the best practices associated with Project Management

### *Workshop 7 – Motivation And Confidence*

Tuesday, April 21, 2015

8:30 a.m. – 12:30 p.m.

Materials Cost: \$50

(provided in both written & audio format)

Understanding What Motivates People  
The Power Of Attitude Motivation  
Building Confidence

Facilitator: Michael J. Harbaugh

Motivation is defined as a circumstance or set of circumstances that prompts an individual to act in a certain way, or it is the reason explaining an individual's thoughts, feelings, actions, or behaviors. Participants will learn how to identify what motivates themselves and their team members individually, and as a group. They will leave Workshop 8 with a clear understanding of the most effective strategies for creating a motivational environment for their team. Workshop 7 will develop participant's confidence to actualize what they have learned through specific goals and action steps to make positive changes in the way they interact with their team members, peers, and manager.

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### **Workshop 8 – Decision Making**

Tuesday, May 5, 2015  
8:30 a.m. – 12:30 p.m.

Materials Cost: \$50  
(provided in both written & audio format)

Elements of Decision Making  
Ethics and Integrity  
The Role of Courage and Emotions

Facilitator: Michael J. Harbaugh

Managers make decisions and deal with problems every day that impact their team's or their department's results. Over a period of weeks, months, and years those decisions can cost the organization many thousands of dollars, or worse. Workshop 8 is designed to provide participants with a foundation of principles that will help them make better decisions faster. They will also leave with a process for objectively analyzing decisions, problems, and their impact, that will give them the tools and confidence to apply the process effectively in their daily lives.

### **Workshop 9 – Transactional Analysis for Managers**

Tuesday, May 19, 2015  
8:30 a.m. – 12:30 p.m.

Materials Cost: \$50  
(provided in both written & audio format)

Understanding Transactional Anyalysis  
Ego States  
The Power of Affirmations

Facilitator: Michael J. Harbaugh

Much has been written about the power of the human mind, its effect on recovering from illness, overcoming obstacles in life, and ultimately determining success your success for failure. Yet very little practical information has been made available that tells you how to understand and develop this potential in yourself and others. This workshop provides participants with a practical approach to understanding Transactional Analysis that will help them apply the theory and improve real-life performance.

## ***The Manager As A Leader: Eleven Workshops for Developing Leadership in Managers***

This interactive workshop series is based on the Center for Continuous Improvement's (CCI) nationally recognized leadership development process that has yielded measurable positive results in more than 110 different industries over the past 30+ years. This series is designed to develop the full potential of those who are in or are making the transition into a mid- or upper-level management role by helping them internalize known best practices for achieving measurable results with and through others. **Each class can be presented alone, or can be grouped together with one or more other topics.** Collectively this workshop series represents a body of work that, when combined with the CCI Leadership Action Plan series, can be applied toward earning a Certified Management Leader designation.

### ***Workshop 10 - Communications***

Tuesday, June 2, 2015  
8:30 a.m. – 12:30 p.m.

Materials Cost: \$50  
(provided in both written & audio format)

Principles of Communication  
Emotions Within Communication  
Active Listening

Facilitator: Michael J. Harbaugh

The purpose for any type of communication is to prompt some form of behavioral response or action. It is the exchange of ideas between two people. Effective communication involves total understanding, not just telling someone something. Studies shows that managers under-communicate by a factor of ten during routine operation. When change happens that factor grows exponentially. Why is it that, when people in organizations are surveyed, poor or non-existent communication ranks as the top problem? This workshop will provide participants with a solid understanding of the key principles of effective communication and written specific goals to apply the learning in everyday situations.

### ***Workshop 11 – Dealing with Negative Behavior***

Tuesday, June 16, 2015  
8:30 a.m. – 12:30 p.m.

Materials Cost: \$50  
(provided in both written & audio format)

The Role of Emotions  
The Environment  
Creating a Problem Solving Environment

Facilitator: Michael J. Harbaugh

One bad apple can spoil the whole bushel. The symptom is that most managers either ignore or try to wish a person's negative behavior away, the problem is that managers don't have an understanding of what causes negative behavior and how to effectively deal with it. Over time, this leads to frustration among the rest of their employees. Participants in this interactive workshop will leave with a set of tools and actions that they can use and begin to apply immediately in dealing with negative behavior in their team.

## ***Exceptional Team Leadership: Twelve Workshops for Developing the Exceptional Team Leader***

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### ***Workshop 1 - What Is Successful Team Leadership?***

Monday, January 26, 2015  
8:30 a.m. – 12:30 p.m.

Materials Cost: \$50  
(provided in both written & audio format)

The Role and Function of a Leader  
Meeting Today's Leadership Challenges  
Your Ability To Lead

Facilitator: Michael J. Harbaugh

Today's Team Leader is perhaps even more critical to the success of the organization than ever before. Participants in Workshop 1 will gain an understanding of the best practices for what is required to be successful as a team leader. In Role and Function, participants will understand the five elements in the continuous cycle of team leadership. In Meeting Today's Leadership Challenges, participants will self-assess against criteria required for success in leading others in today's complex work environment and develop an action plan to address development gaps. Your Ability To Lead provides participants with key concepts necessary to achieve desired results with and through others, and will help them internalize what is necessary for them to become the person that the position demands.

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### ***Workshop 2 - Preparing Yourself For Team Leadership Success***

Monday, February 9, 2015  
8:30 a.m. – 12:30 p.m.

Materials Cost: \$50  
(provided in both written & audio format)

Balance: The Secret of Success  
Authority, Power, and Responsibility  
What Type Of Leader Do You Want To Be?

Facilitator: Michael J. Harbaugh

***Cancelled***

Why do so many team leaders live daily with frustration, failure, and want? Primarily because they haven't been properly prepared to be successful in the role of team leader. Upon completion of Workshop 2 participants will have acquired knowledge in three important areas. Balance focuses on leveraging the natural goal-seeking nature of participants to drive the emotional and intellectual changes necessary to be successful in their role as a team leader. Authority and Power will provide participants with an understanding of how to grow and use their personal power judiciously. Participants will also analyze the three categories of formal leadership, make decisions on what type of leader they want to become within this framework, and develop specific goals and action steps necessary to achieve that objective.

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### ***Workshop 3 - Lead Others? First Lead Yourself***

Monday, February 23, 2015  
8:30 a.m. – 12:30 p.m.

Materials Cost: \$50  
(provided in both written & audio format)

The Importance of Understanding You  
Focusing On The Positive  
The Ladder Of Success

Facilitator: Michael J. Harbaugh

Fortunately, most team leaders already possess most of what they need to keep from being limited in their personal and professional growth. Workshop 3 leverages this truth by adding three more critical competencies to the leader's toolbox. Participants will learn how to evaluate their three 'selves' and understand the role and power of early conditioning on their attitudes and behaviors. Two team leaders can see the same situation differently, one sees the glass half empty, another the glass half full. Participants will learn the value of consistent optimism and the tools that will guarantee their ongoing success. The Ladder of Success details the four 'rungs' that must be scaled in order to become successful as a Team Leader. Each rung requires specific emotional and intellectual transitions that move the individual towards success in their formal leadership role.

### ***Workshop 4 - Goal Setting For Success***

Monday, February 25, 2015  
8:30 a.m. – 12:30 p.m.

Materials Cost: \$50  
(provided in both written & audio format)

The Goal Setting Process  
Criteria For Effective Goal Setting  
Developing Your GPS

Facilitator: Michael J. Harbaugh

Ironically, most people spend more time and energy planning a one-week vacation than to planning the other 51 weeks of the year. Workshop 4 will provide leadership knowledge in three key areas necessary to achieve more goals more often. Participants will learn the time-tested WHYSMART process for setting goals that will substantially improve their ability to get results faster, easier, and cheaper than if they continue to do things the same way they have always done them. They will also discover the four types of goals and an easy to remember set of criteria to test their goals against in order to determine the likelihood of achievement. Developing Your GPS provides critical tools and a consistent framework for the decision making and problem solving that is necessary to achieve any personal, professional, and organizational goal.

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### ***Workshop 5 - Turning Solutions Into Action***

Wednesday, March 23, 2015

8:30 a.m. – 12:30 p.m.

Materials Cost: \$50

(provided in both written & audio format)

The Importance of Action Steps

Dealing Effectively With Procrastination

Developing Courage

Facilitator: Michael J. Harbaugh

Knowledge is not power, applied knowledge is power. This workshop will provide leadership knowledge in three areas, focusing on the key best practices necessary to turn ideas into goals, goals into action steps, and action steps into desired results. Most people deal with the issue of procrastination at one level or another. For those who are new to leadership this can be one of the most devastating effects of their fear and frustration. Workshop 5 participants will learn the causes and most effective tools for overcoming the habit of procrastination, and for developing the courage necessary to overcome obstacles.

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### ***Workshop 6 - Leveraging The Power Of Organizational Goals***

Monday, April 6, 2015

8:30 a.m. – 12:30 p.m.

Materials Cost: \$50

(provided in both written & audio format)

What Are Organizational Goals

Developing Organizational Goals

Criteria For Meaningful And Measurable

Organizational Goals

Facilitator: Michael J. Harbaugh

Organizational goals provide the purpose and the direction for the organization. As they are carried through every department, business unit, or division, they provide the cornerstone to the organizational structure. They give people something they can sink their teeth into, provide guidelines for achievement and recognition, and promote pride in the organization. In Workshop 6 participants will learn what organizational goals are, why they are important, and how they can harness their power to achieve exceptional performance in their area of responsibility. They will leave with an understanding of the three most important categories of organizational goals and have developed their own individual goals for each.

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### ***Workshop 7 - Making The Most Of Your Time***

Monday, April 20, 2015  
8:30 a.m. – 12:30 p.m.

Materials Cost: \$50  
(provided in both written & audio format)

Common Enemies Of Time  
Planning With A Purpose  
Designing A System That Works

Facilitator: Michael J. Harbaugh

The great dividing line between a team leader's success and failure can be summed up in five words: "I did not have time." A team leader's most precious commodity is time. Whether they manage time, or time manages them... whether they stay ahead of things, or fall farther and farther behind... in a large degree depends on how they invest the available seconds, minutes, and hours of their workday. Workshop 7 participants will self-discover their time management skills and gaps, understand the best practices of time management, and develop time strategies that will help them get more done in less time with less stress on themselves and others.

### ***Workshop 8 - Motivation And Confidence***

Monday, May 4, 2015  
8:30 a.m. – 12:30 p.m.

Materials Cost: \$50  
(provided in both written & audio format)

Understanding What Motivates People  
The Power Of Attitude Motivation  
Building Confidence

Facilitator: Michael J. Harbaugh

Motivation is defined as a circumstance or set of circumstances that prompts an individual to act in a certain way, or it is the reason explaining an individual's thoughts, feelings, actions, or behaviors. Participants will learn how to identify what motivates themselves and their team members individually, and as a group. They will leave Workshop 8 with a clear understanding of the most effective strategies for creating a motivational environment for their team. Workshop 8 will develop participant's confidence to actualize what they have learned through specific goals and action steps to make positive changes in the way they interact with their team members, peers, and manager.

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### **Workshop 9 - Building A Successful Team**

Monday, May 18, 2015  
8:30 a.m. – 12:30 p.m.

Materials Cost: \$50  
(provided in both written & audio format)

Team Competency And Trust  
Principles Of Effective Delegation  
You And Your Boss

Facilitator: Michael J. Harbaugh

Everyone in an organization plays an important role in its overall performance. It is no longer enough to be good, you must be exceptional. It is no longer enough to have satisfied customers, you must seek to develop loyal and delighted customers. It is no longer enough to maintain... you must be aggressive, responsive, and quick. The role of an effective team leader is to build the best, strongest, and most productive team possible. Workshop 9 participants will discover the key requirements for analyzing and creating a skilled team with a high level of trust. They will learn principles for effective delegation and the power of using delegation as a way to develop their people individually and as a team. Lastly, participants will leave with a set of guiding principles for creating a positive professional relationship with the manager to whom they report.

### **Workshop 10 - Creating And Sustaining Top Performance**

Monday, June 1, 2015  
8:30 a.m. – 12:30 p.m.

Materials Cost: \$50  
(provided in both written & audio format)

Set The Stage For Performance  
Sustaining Performance  
Principles Of Performance Reinforcement

Facilitator: Michael J. Harbaugh

By making the commitment to develop their team, a team leader will have better and more productive employees, a boss who's impressed with their abilities, and more time, less work, and less pressure. Team members need and want opportunities to grow and develop. Workshop 10 provides participants with the understanding of the critical elements for creating and sustaining a high performance team of people. From establishing expectations, to providing continuous feedback, to providing individualized reinforcement, participants will leave with a set of goals and action steps necessary to implement the ideas and concept in the real world.

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### **Workshop 11 - Employee Evaluation And Discipline**

Monday, June 15, 2015  
8:30 a.m. – 12:30 p.m.

Materials Cost: \$50  
(provided in both written & audio format)

Conducting The Evaluation  
Measuring Performance  
Discipline That Gets Results

Facilitator: Michael J. Harbaugh

When properly done, employee evaluations can help a team leader motivate team members to higher levels of performance. When performance is measured, performance tends to increase. When performance is measured and the results are shared with the individual, or the individual is involved in the measurement, the performance evaluation process results increase dramatically.  
Participants will leave Workshop 11 with a knowledge of the best practices for setting and utilizing performance measurement standards, and getting the most positive results possible from performance evaluations and disciplinary actions.

### **Workshop 12 - Making Decisions And Solving Problems**

Monday, June 29, 2015  
8:30 a.m. – 12:30 p.m.

Materials Cost: \$50  
(provided in both written & audio format)

Decisions, Habits, And Attitudes  
The Process Of Decision Making  
Solving Problems, Once And For All

Facilitator: Michael J. Harbaugh

Team leaders make decisions and deal with problems every day that impact their team's or their department's results. Over a period of weeks, months, and years those decisions can cost the organization many thousands of dollars, or worse. Workshop 12 is designed to provide participants with a foundation of principles that will help them make better decisions faster. They will also leave with a process for objectively analyzing decisions, problems, and their impact, that will give them the tools and confidence to apply the process effectively in their daily lives.