

➤ **Curing the 5 Dysfunctions of Team Workshop**



What would be possible if your team had a higher level of trust, more mastery with conflict, clearer commitments, embraced accountability and focused on achieving explicit results? Based on Peter Lencioni's *The Five Dysfunctions of a Team*, the workshop (available in three formats: ½ day, 1 day, or 2 day) lays the foundation for people to make substantial progress toward being a more cohesive, effective team. Follow-on coaching embeds the new behaviors that build trust of trust into the team's DNA.

➤ **Communication Workshop: Effectively Handling Conflict**



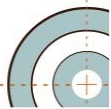
Conflict is the condition in which one person's concerns – the things they care about – appear to be incompatible with another's. Effectively dealing with conflict can be anything but simple, and can derail productivity and performance at many levels. Using the TKI® instrument, participants learn the five conflict-handling modes (competing, collaborating, compromising, avoiding, accommodating), the benefits and tradeoffs of each, and when to use each mode. This two- or four-session workshop gives individuals and teams the opportunity to practice new behaviors and experience effectively handling conflict.

➤ **Improving Performance by Understanding Values**



Understanding values is indispensable for any process of development and change. Values are a key source of our direction and the basis of natural motivation. Unexplored values, expressed through habitual behaviors and automatic choices, limit learning, undermine performance and constrain what's possible. Poorly understood values easily create miscommunication and friction and can cause otherwise competent, dedicated, hard-working individuals to perform below what they desire and know is possible. This ½ day workshop gives individuals and teams access to their potential that creates new levels of performance and satisfaction.

➤ **Improving Performance by Understanding Performance Styles & Ambitions®**



Understanding an individual's performance style helps predict how they will consistently act and react under various work conditions. The Performance Styles® (DISC) tool helps employers understand how to match an employee with a role where they can excel both as an individual, and as a member of a team. The Business Ambitions® tool will identify an individual's drivers—their often unspoken measures of success, and exactly what motivates them. Knowing these, organizations can tailor rewards, incentive programs and compensation plans to improve results.

➤ **The Art of Accountability: Creating a Productive and Satisfying Environment**



We know we can be more productive, but we keep getting tripped up by to-do lists, broken promises, emergencies, misunderstood expectations and other people who don't do what they promised. In this workshop, you will learn how to how to effectively deal with overwhelm, how to build trust, even after it's broken, and how to design a management system based on commitments and time.

➤ **Team Management: Mastering the Soft Skills to Produce Hard Results**



Technology, globalization and a mobile, multi-generational workforce have redefined what constitutes a team — it can be intact, ad-hoc, local, global, dispersed or all of the above. Having people work effectively together, regardless of the circumstances or composition, is a leader's mandate. This workshop focuses on the communication skills that build the foundation for a strong, responsive team and outlines a fundamental structure for leading and managing any project. You will learn the 6 elements of a successful project, how to keep everyone one on the same page, when and what to communicate and how to effectively deal with setbacks.

Please call Camille Smith, 831-685-1480, and schedule the best resource for your people today.