

# 2025 Course Catalog



# ELEVATE

**“Consulting and Training Services”**



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*All our courses can be taught both virtually and/or on-site unless otherwise specified.*

*\*All the courses in this category can be paired with a behavioral assessment. Please refer to the following page for more information.*

# Enhance your learning experience with advanced assessment technology!

Assessments are a tool to measure the many different personality factors of an individual, such as their behaviors, what motivates them, and their strengths & weaknesses. Assessments reveal the true human potential and their results provide valuable insight to support the growth of an individual, both personally & professionally. They can be used by employers in the hiring process to determine who is the right person for a job or they can be used by an individual to help one find a new career, job, or companion. They can be used to build your skills and discover your strengths and they are an extremely effective tool to create cohesion in the workplace.

With use of advanced assessment technology, Elevate decodes the behaviors of an individual and pinpoints their strengths so the impact of their interactions is exponentially greater! ***The true value in our assessments is being able to develop a system to capitalize on your value and build on your strengths!***

## Elevate's advanced assessment technology helps you:

Communicate **better.**

Understand yourself and your co-workers **better.**

- 
- ✓ Helps you communicate clearly with other employees or with clients
  - ✓ Increase efficiency in teams
  - ✓ Reduce turnover
  - ✓ Identify the best employees and help them grow!
  - ✓ Hire people ideally suited for the job
  - ✓ Gain insight into your ideal work environment
  - ✓ Gain an understanding of what you bring to the job
  - ✓ Identify your natural & adapted style of dealing with people, problems, & procedures
  - ✓ Discover your preferred method of communication
  - ✓ Reveal your specific talents and behaviors that you bring to the job
  - ✓ Reduce workplace conflict & stress

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Do you think you & your fellow employees will benefit from assessments? ***Absolutely!***  
***And, we can prove it with doing a one-hour debrief with you and your co-workers.\****

Our assessments can be paired with any of our seminars to enhance your learning experience and gain a deeper understanding of everyone you work with when you and any 5 of your co-workers take an assessment and enjoy a 60-minute debrief together.

**SHARE THIS INFORMATION WITH YOUR TRAINING MANAGER TODAY!**

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## Choose an assessment that is right for YOU!

- ✓ Everything DiSC ®
- ✓ 5 Behaviors of a Cohesive Team ®
  - ✓ Behaviors & Motivators
  - ✓ 360 Assessment
- ✓ Gallup's CliftonStrengths ®
- ✓ Myers-Briggs Type Indicator
  - ✓ Emotional Intelligence
  - ✓ TriMetrix®EQ

For more information on how you can integrate assessments into your trainings:

**Sales | (646) 415-8713**

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- LP Leading People
- RD Results Driven
- BA Business Acumen
- BC Building Coalitions
- FC Fundamental Competencies
- COMPLIANCE GSA Compliance

**FEDERAL GOVERNMENT**

**No Fear Act**

LP BA FC COMPLIANCE

The No-FEAR act requires all government agencies to conduct bi-annual training for employees and managers on how to remedy workplace discrimination and retaliation problems. Elevate’s required compliance training includes information on what practices are prohibited and the remedies available to someone who thinks they have been harassed or discriminated against because of race, color, religion, sex (including pregnancy), national origin, age (40 or older), disability or genetic information or if appropriate accommodation was not made for an employee’s religious practices or any disabilities. Our comprehensive training not only helps supervisors and staff learn about the protections of the No- FEAR Act, but it also helps them understand the difference between harassment/bullying and conflicts and how to resolve both using behavioral management techniques.

**Ethics Awareness Training**

LP BA FC COMPLIANCE

Ethics Awareness - Agencies must provide new employees with a minimum of one hour of duty time to either review the ethics materials stated in 5 CFR 2638.703 or receive ethics training, within 90 days of their entrance on duty. Agencies are required to provide annual ethics training to employees identified in the regulation, such as political appointees and contracting officers. Elevate provides comprehensive ethics training.

**Federal HR Management for Supervisors and Managers**

LC LP RD BA BC FC

Being promoted into a position of leadership is a challenging transition. You now must juggle being the boss and maintaining positive relationships with your employees. Not only do you get a whole

new set of responsibilities, you have many new skills to learn as well. This course will orient you to your changing role as a supervisor and help you understand your rights and responsibilities as a supervisor, as well as the rights of your employees. You will be introduced to the Federal Government’s core and leadership competencies, proficiency rating scales, merit system principles, and prohibited personnel practices and how they apply to you as a supervisor. In addition, you will understand the different types of leave, what approving and disapproving leave entails, and various work schedules. You will also receive an overview of different documentation requirements and categories to present alternatives to taking formal action against an employee and to become familiar with available resources allowing you to carry out your Human Resources Management (HRM) duties and responsibilities more effectively.

**Financial Literacy: Essentials for Federal Budgeting**

LP RD BA BC

This one-day course is an introduction to the federal budget process. Participants will learn what a budget is, how a budget is prepared, and understanding of the federal budget, and federal financial management. Learn how a budget is developed and executed and how it may affect other budgets in the organization.

**Ethics in Federal Contracting**

LP BA FC

This course is for both federal government and contractor personnel that need to understand federal ethics laws, regulations, and standards. The understanding of Federal ethics laws, regulations, and standards will help you and your organization be prepared to face ethical issues such as bribery, fraud, and other ethical dilemmas that can occur while contracting. You will learn to identify and avoid problem areas through awareness and adherence to ethical laws and regulations. You will use case study exercises and real-world examples to examine situations in which an ethical decision needs to be made.

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**Federal Equal Employment Opportunity (EEO)** LP BA FC

Learning and applying the basic foundation of Equal Employment Opportunity in the workplace can help you to recognize your ability and responsibility to ensure a more productive staff. EEO provides a framework for the supervisor to prevent issues and resolve those that may arise. Participants will analyze hypotheticals and real-life case studies to apply EEO principles including Reasonable Accommodation and will learn proactive measures they can take to manage more effectively.

Elevate’s EEO training takes a proactive approach to management and employee relations. Our training teaches how to work with managers and employees to create a work environment that is free from discrimination, harassment, and fear. Handling management/employee problems is a monumental task with growing regulations, reporting requirements, and the sensitive legal climate. Current concerns such as sexual harassment, affirmative action, the American with Disabilities Act (ADA), workplace violence, drug testing, and compliance with the EEOC make this situation even more complex for employees and agencies alike. We seek to distill these processes into simple guidelines that allow employees to understand their rights and obligations. This training highlights the latest EEO procedures, Sexual Harassment Prevention so each member of the workforce is equipped to recognize inappropriate behavior, report discrimination, and understand their responsibilities.

**Federal Employee Retirement System: Retirement Planning Training:** LC RD BA FC

Whether you’re in the middle of your federal career or nearing retirement, Elevate’s *FERS Retirement Planning Training* will provide you with the most up-to-date information and a planning strategy for long-term retirement plans. Learners will; describe the benefits of long-term retirement planning, setting and monitoring goals, translate the need for budgeting, tracking expenses, managing and staying out of debt, and constructing a financial plan using TSP, interpreting TSP fund allocation and the consequences of borrowing from your TSP.

**Micro-Purchase** LP BA FC COMPLIANCE

Agencies spend millions, if not billions of dollars each year and their employees are expected to know the rules regarding the micro-purchase process. You will learn the guidelines to use micro-purchasing, understand laws surrounding the use of micro purchasing, and know your responsibilities as a micro-purchaser.

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**ADMINISTRATIVE SKILLS\***

All of these courses can be paired with a DISC Assessment\*\*

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**Administrative Power Skills Series (9-part series) \*Each course can be sold á la carte** LC LP RD BA BC FC

Once known as Soft Skills, Power skills have always been an important part of an exceptional administrative professional’s skill set. The importance of these skills has only grown more urgent as the global workforce navigates the changes of the last few years. Skills related to leadership, teamwork, communication, productivity, and wellness are critical to every administrative professional’s performance. These skills aren’t just nice to have. They are essential for organizational growth and development.

Elevate’s Administrative Power Skills Series will develop your administrative team’s skills and empower them to collaborate, communicate effectively, manage up, and take the lead on any project, and give them the power skills they need to be successful.

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Professional Development Skills:

1. **Assessing Your Business Potential** - Self-directed leadership involves taking responsibility for our outcomes, setting direction for our lives, and having tools to manage priorities. Self-directed leadership requires a commitment from individuals to decide what they want from life and what they need to do to get the results they want. This one-day workshop will help participants internalize the four pillars of self-directed leadership and to make meaningful, empowered choices while taking action to get where they want to go.

2. **The Art of Self Promotion: Career Advancement** - Who knows about you? That is an important question. Because if nobody knows you, all your talent, all of your ambition, and accomplishments mean nothing. You need to get your name out there. Elevate USA's The Art of Self Promotion: Career Advancement will give participants ideas and actions on how to tout their abilities and accomplishments without bragging and ultimately advance their careers. Learn how to promote yourself in a way that gets notice and helps to advance your career.

Leadership Skills:

1. **Leading Up** - Some people are leaders because they are tasked to be leaders. But others do not have to be in a position of leadership to be a leader. Leadership is a learned technique. Participants will learn their purpose and their personal power. They will learn to motivate, persuade, inspire, and influence others to realize their potential. Participants will learn to make a difference no matter what position they hold by putting the skills of great leaders into practice.

2. **Boosting Your Emotional Quotient (EQ)** - What are people feeling? What are they thinking? Knowing a person's motivations is a key path to working successfully. A high EQ (Emotional Quotient) is a signifier of the ability to read the emotions in others and counsel them in ways that can help them achieve their goals. Emotional Intelligence training is a key factor in boosting one's EQ.

3. **Strategic Decision Making** - The purpose of this course is to provide participants with the knowledge and skills necessary to facilitate an effective problem analysis that leads to good decisions in their working scenarios. Participants will come to understand their own mind, brainstorm effective solutions, and work with several instructor-led exercises that build upon each other to learn how to identify causes and to recognize the difference between actions and conditions. Despite all the natural decision-making that goes on and the problem-solving we do; some people are very uncomfortable with having to make decisions.

Project Management Skills:

- **Time Management Essentials** - As you know, rarely do you ever have just one priority or project to work on. In the business world the ability to juggle multiple responsibilities and tasks is essential. At times it can get a bit overwhelming. Our workshop will show you how to cope with several demanding priorities at a time while giving them all the attention and care they deserve.
- **Project Management Basics** - This training introduces the concept of project management and how administrative business professionals can fulfill their job duties of "getting work done through the efforts of others" as well as work on innovative projects that focus on improvement opportunities.

Communication Skills:

1. **Writing for Results** - In this fun-filled session, we clear up many grammar rules that you may have partially or completely forgotten. We will revisit the rules of proper punctuation, good grammar, and give you tips and techniques to create error free documents. Additionally, we will discuss the best practices whether you are working from home or working in the office.

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**2. Presentation Skills** - Do you get nervous when presenting at company meetings? Do you find it hard to make conversation at gatherings and social events? Do you lock up in awkward social situations? If so, this one-day workshop is just for you! It is aimed at anybody who wants to improve their speaking skills in informal situations. We will give you the confidence and the skills to interact with others, to speak in informal situations, and to present in front of small groups.

**Business Acumen** LC RD BA FC

Business acumen is usually defined as the ability to assess an external market and make effective decisions. With training on Business Acumen, participants will improve their judgment and decisiveness skills, and provide that additional edge of increase productivity. Business Acumen is all about seeing the big picture and recognizing that all decisions, no matter how small, can have an effect on the bottom line. Business Acumen training will help your participants recognize learning events, manage risk better, and increase their critical thinking as well as increase their financial literacy and improve their overall business sense.

**Leadership Skills for Administrative Professionals** LC LP RD BA BC FC

In the modern workplace, administrative professionals are asked to do much more than answer phone calls. To survive (and thrive) administrative professionals require a very specific set of skills to complete the daily tasks that keep companies running smoothly. Communication, problem solving, and priority setting are paramount skills that any assistant must have. We will show you how to sharpen your skills with advanced training that goes beyond typical job functions. When clear goals are associated with learning, research has consistently demonstrated that it occurs more easily and rapidly. Keeping that in mind, at the end of the session, participants will be able to:

- See and embrace the vision for your organization.
- Understand the need to develop and implement a risk management strategy.
- Practice literacy by embracing and using the key financial levers.
- Develop strategic and critical thinking skills.
- Practice the use of business management acumen.

**Business Succession Planning Workshop** LC RD BA FC

Succession planning is the process of identifying the critical positions within your organization and developing action plans for individuals to assume those positions. Taking a holistic view of current and future goals, this process ensures that you have the right people in the right jobs today and in the years to come. A succession plan identifies future staffing needs and the people with the skills and potential to perform in these future roles. In the long term, succession planning strengthens the overall capability of the organization by:

- Identifying critical positions and highlighting potential vacancies.
- Selecting key competencies and skills necessary for business continuity.
- Focusing on the development of individuals to meet future business needs.

This course will demonstrate how to develop a succession plan ensuring that the plan is closely tied to strategy and goals. Participants will gain an understanding of the importance of engaging executive and senior leaders in the process so that they can clearly define the development of key talent while ensuring that staff understand their role in the process and know what is expected of them.



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### 21st Century Business Protocol LC LP RD BA BC FC

Business protocol & etiquette refer to the requirements and expectations of social and business behavior, practices and conduct that are prescribed by social convention, and a code of ethical behavior among professionals. It is simply the consistent use of good manners. Business etiquette and protocol training is a key part of effective use of soft skills & effective communication. This course will examine the basics of being considerate of others. It will cover dress/appearance, the workplace versus social situations, business meetings, use of social media platforms, proper introductions, communication skills/small talk, different personalities, cultural differences affecting domestic and international business opportunities, dealing with interruptions, and proper business email, and social media/smartphone etiquette.

At the end of this session, participants should be able to:

- Define business protocol and etiquette while providing examples of how proper use can be of value to a company or organization.
- Identify the 3 C's of a first impression and brand messaging.
- Identify and practice ways to remember names and identify a person's dominant personality style.
- Gain an understanding of the four types of communication and how they impact the effectiveness of your message.
- Gain an understanding of the evolving business attire in today's business environment.
- Gain an understanding of and apply the best practices for Social Media standards in the workplace.

### Techniques of the Great Administrative Professionals I & II (1 or 2 days) RD BA FC

Elevate's Techniques of the Great Administrative Professionals will provide participants the skills to handle any crisis, customer, or task, juggle a hectic workload, make a good impression on your supervisor, and those you work with, and become an invaluable part of the machinery in your

workplace.

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## COMMUNICATION SKILLS\*

All of these courses can be paired with a DISC Assessment\*\*

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### Influence and Persuasion LP BC FC

Whether you are a seasoned leader or have been promoted into a position of leadership you have to juggle being the boss and maintain a positive relationship with your employees. By drawing from the skills of many of the world's best change agents and combining them with five decades of social science research, Influence and Persuasion training creates a powerful and portable model for behavior change. This program will help participants to become confident leaders and manage their teams to get desired results, ease conflict, delegate, problem solve, and communicate in a way that keeps everyone accountable. Having the skill to influence and persuade people to your way of thinking for some is a gift, for others it is a learned behavior. Either way this two-day program will teach you powerful strategies to effectively influence, persuade, and motivate others to change behaviors.

### Excellent Customer Service RD FC

This program will help participants deal with difficult people, identify the root of customer requests or problems, and develop a smooth process for resolving customer issues. Key modules include communication, creative problem solving and critical thinking skills, and conflict resolution to ensure satisfying customer service remedies.

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**Mastering Emotional Intelligence: Strategies for Workplace Excellence (2 day)**

LC LP RD BA BC FC

This 2-day course features a deep dive into the realm of emotional intelligence (EI), emphasizing its role in fostering personal growth and professional success. Through a series of interactive activities, and real-world scenario analyses, participants will strengthen their EI competencies. The focus will be on the four pillars of EI: Self-awareness, Self-regulation, Motivation, and Social Skills. By the end of the course, participants will be equipped with practical tools and strategies to enhance interpersonal relationships, manage emotions effectively, and leverage emotional data for decision-making, leading to a harmonious and productive work environment.

**Interpersonal Skills**

LP BC FC

Elevate’s Interpersonal Skills training will teach participants how to effectively communicate within a team environment. Communication skills must be learned. Most often, poor communication and behavior styles need to be corrected and replaced with approaches that are more conducive to creating harmony in the workplace. Successful navigation of every scenario within a team environment is crucial to making sure that everyone feels accounted for and that as a team the message is clear.

**Enhancing Collaboration**

LP BC FC

In today’s workplace you need to collaborate with a multi-generational staff. People younger than you may hold positions of power or compete for the same promotion. There are now five generations working together, each with a radically different way of communicating and completing tasks. This training shows you how to collaborate with and amongst coworkers in different age groups.

**Interviewing Skills**

LC BA FC

Interviewing is an art. Participants will learn about facilitating open communication, understanding people and how we communicate, communicating with emotional intelligence and effective listening skills. This course will then teach how to prepare for an interview, the dos, and don’ts of questioning, and how to handle interviews in tense or conflict situations.

**Six Secrets to Thinking on Your Feet**

LC RD BA FC

The Six Secrets to Thinking on Your Feet: Have you ever hung up the telephone or walked away from a conversation thinking— I wish I said...instead? This seminar teaches your workforce how to think effectively on their feet. By the end of this workshop, your employees will have the tools and techniques to think and speak in a short amount of time without getting flustered and adapt strategies on the go. Your employees will be calm and effective. They will learn the secrets of how to manage on-the-spot conflict confidently, prevent communication problems, and become better communicators.

**Applied Communication Skills**

LC LP RD BC FC

The objective of this instructional segment is to assist participants in effectively applying interpersonal abilities in demanding situations to attain positive results. The framework covers fundamental techniques for fostering a two-way communication process and enables the practice of these core skills with a work-related context.

**Emotional Intelligence in the Workplace**

LP RD BC FC

What are people feeling? What are they thinking? Knowing a person’s motivations is a key path to working successfully. A high EQ (Emotional Quotient) is a signifier of the ability to read the emotions in others and counsel them in ways that can help them achieve their goals. Emotional Intelligence training is a key factor in boosting one’s EQ.

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**Communicating with Tact & Professionalism**

LP RD BC FC

Most experts agree, to get ahead in life you need that certain something. Call it what you will, charisma, confidence, a combination of both. Every top operator, from CEOs to presidential candidates, has one thing in common – the ability to relate easily to everyone. Communicating well is a skill that will take you far, perhaps even farther than you imagined. Our instructors will arm you with every tool in their arsenal, so you too can go out there and communicate effectively.

**Dealing with a Difficult Workforce**

LP RD BC FC

Sometimes an entire division or pocket of the workforce can prove difficult for managers and supervisors. What do you do when the problem extends beyond a single individual? Elevates trainers and coaches will help managers identify the root of the problem and the best ways to address it without inflaming tensions. This can lie in behavior clashes, unfair workload, communication problems, or other underlying issues. By taking a comprehensive approach, participants will learn how to uncover and meet the problem head on in a way that satisfies all parties.

**How to Communicate & Collaborate on a Team**

LP RD BC FC

No matter who you are, no matter how powerful or productive you might be, you are nothing without a team behind you. An effective team will not only empower you and your project, but it will increase your abilities many times over. Teams must work as a well-oiled machine if they are going to be productive. This training will help you communicate and collaborate with team members to get the results you need. This training is totally interactive. Participants will work in teams competing against each other using the dynamics of leadership, teamwork, communication, and collaboration. Through planned exercises and challenges, each team will compete against the other to complete the challenges.

**Leading a Multi-Generational Workforce**

LC LP BC FC

It doesn't matter if you are a Baby Boomer nearing retirement or a Gen Z making your workforce debut, in today's workforce you need to interact across generational lines. Leading a Multi-Generational Workforce will help you bridge generational gaps at your company by recognizing the unique strengths of a diverse workforce. In a complex and ever-changing work environment, effective leaders need to fulfill their roles in ways that provide the right guidance to those they lead. The key to effective leadership is finding the right balance, which requires individual leaders and teams to step out of their comfort zones and adapt to what the organization needs to accomplish its goals. This training program will give leaders and understanding of their leadership styles, the five roles they play, and their application within their team and organizational goals.

**Active Listening**

LP BC FC

Communication skills are at the heart of everything we do each day, whether at home, at work, or at play. Active listening encompasses the best of communication, including listening to what others are saying, processing the information, and responding to it in order to clarify and elicit more information. This one-day workshop will help participants develop and practice their active listening skills.

**Smart Salary Negotiations**

LC RD BA BC FC

Today's job market is not the same as it was five years ago. Whether you are already amid a job search or just thinking about it, this workshop will help you to determine what your skill set is made up of, and how to negotiate your worth. Learners will:

- Identify your strengths and weaknesses to make appropriate changes to get the salary you want.
- Perform a self-assessment of your personal and professional values and skills.
- Demonstrate the ability to negotiate with confidence.

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**Navigating Difficult Conversations** LC LP RD BA BC FC

Initiating and participating in difficult conversations is a two-way street, sometimes fraught with emotional reactions. You will learn how to balance tact and assertiveness, encourage others to speak up and not shut down, and de-escalate emotional conversations to avoid resentment and conflict.

Learning Objectives:

- Create a safe environment that promotes conversation to reduce defiance.
- Recognize when conversations become critical and what to do when it happens.
- Manage sensitive topics with ease and diplomacy.
- Learn conflict management skills that de-escalate confrontation.
- Reset difficult conversations.

**Crafting an Elevator Speech That Works** LC BC FC

Can you sum up your job description or business proposal in thirty seconds or less? More importantly, can you make the prospect listening to you want to know more? That's the key to an elevator speech. Brevity and a good hook. At the end of this seminar every attendee will leave with a rough draft of a great elevator speech that will have people engaged and interested in what you have to offer.

**Communicating with Challenging Personalities** LC LP RD BA BC FC

We've all had to deal with an insufferable co-worker, client, or vendor. Some people just have the talent for getting under your skin. But, in business, the worst thing you can do is lose control. This course will provide you with a list of techniques guaranteed to help deal with different and challenging personalities by diffusing potentially explosive situations in a positive way. Participants will:

- Learn how to pinpoint and deal with the most difficult types of people.
- Identify different challenging personalities.
- Develop proactive strategies to handle challenging employees.
- Develop a proactive approach to discipline and criticism of poor performers.

**Managing Up in a Hybrid Environment** LC RD BC FC

Effectively "managing up" isn't just important in your career – it can also ensure you and your team get the resources and support it needs to make projects a success. However, Managing up in a hybrid environment can prove difficult especially if you spend all or part of your week only communicating with your manager via phone and video. Whether in person or working remotely, success comes from aligning your priorities and efforts with your manager's expectations and objectives and understanding how your contributions impact the company's top and bottom lines. Elevate's Managing Up in a Hybrid Environment course will provide tips and techniques to develop a better relationship with your boss, ensure your successes are noted and your opinions considered more effectively.

**Communicating for Results** LC LP RD BC FC

This training will help participants clearly and effectively transmit technical and enterprise concepts, ideas, feelings, opinions, and conclusions orally and in writing, listen attentively for comprehension, and reinforce words through empathetic body language and tone. Key modules include grammar, writing, and presentation skills. Participants will learn how to communicate for results through individual and group learning exercises in the form of scenario-based activities, knowledge checks, and facilitated group discussion.

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**Mastering Communication: Verbal and Written Strategies for Success (2 days)**

LC LP RD BA BC FC

This 2-day course is designed to sharpen your communication skills in both verbal and written forms. On Day 1, you'll focus on verbal communication, learning how to deliver clear, engaging presentations, use storytelling effectively, and enhance your message with visual aids. Day 2 shifts to written communication, where you'll develop skills to write concise, well-structured documents and tailor your content to your audience. By the end of the course, you'll have practical tools to communicate more effectively, ensuring your messages are clear, impactful, and well-received. Upon completion of the workshop, learners will:

- Enhance verbal communication skills through effective speech pace, active listening and audience engagement.
- Develop presentation skills using storytelling and visual aids to simplify complex information
- Improve written communication by structuring documents clearly and using concise language.
- Apply audience analysis to tailor communication strategies for different audiences.
- Utilize feedback to continuously refine and improve communication practices.

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***CONFLICT & STRESS MANAGEMENT***

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**Identifying Workplace Bullying** LC RD FC

Employees should feel safe and protected in the workplace; however, inappropriate, and unwelcome behavior in the form of bullying—from leaders and co-workers alike—has the opposite effect. Whether being humiliated in a group meeting or dealing with veiled threats tied to one’s job performance, workplace bullying has far-reaching adverse effects to include loss of productivity and in some cases even workplace violence. Workplace bullying is at epidemic

proportions, and insightful organizations are proactive in identifying and prohibiting this behavior.

**Managing Stress for Supervisors** LC RD FC

Today’s supervisors are experiencing job burnout and stress in epidemic proportions. They oftentimes feel stressed out, insecure, and misunderstood. For most supervisors, the demands of the workplace, combined with the demands of home, have become too much to handle. Today’s program explores the causes of such stress and suggests general and specific stress management strategies that supervisors can use every day.

**Wellness & Life Balance** LC RD BC FC

A healthy employee is a happy employee. This program provides the tools needed to stay on top of your life and your workload. In Elevate’s **Wellness and Life Balance** seminar, we will teach you how to plan, prioritize and balance life’s challenges. You will be amazed at what you can accomplish and how much better you can feel when you can set goals to achieve success with ease.

**Anger Management** LP RD FC

The co-worker who can productively confront his teammate about his negative attitude increases his team’s chance of success as well as minimizes destructive conflicts. The customer service agent who can defuse the angry customer not only keeps her customers loyalty but makes her own day less troublesome. This one-day workshop is to help give you and your organization that edge.

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**Stress Management** **LC RD FC**

This workshop helps increase employee productivity with stress management training tailored to meet the needs of your organization. Employees learn how to cope more easily with heavy workloads, demanding expectations, and the daily dramas that cause stress at work and at home. This workshop will give your employees the tools to increase their mental toughness and decrease the likelihood they will be distracted by negative emotions while under pressure. The members of your workforce will spend more time being focused and productive and less time feeling annoyed and frustrated.

**Conflict Management & Resolution** **LP RD FC**

Elevate’s Conflict Management and Resolution training will teach participants how to effectively communicate and how to satisfactorily resolve disputes. Communication and conflict resolution skills must be learned. Most often, poor communication and conflict resolution styles must be corrected and replaced with approaches that are more conducive to create peace in the workplace and at home.

**Balancing Life & Work When Working from Home** **LC RD BC FC**

We have all been thrown a curveball with being forced to merge our work and life as offices are closing because of COVID-19. While it is nearly impossible to separate the two at this point, there is a healthy balance that will lead to a more productive workday when being bombarded with energetic kids and a stressful work adjustment all at once. By balancing your work with your home life, you will find yourself more productive when working and more attentive to life’s other responsibilities when dealing with things around your house. You will become healthier, mentally, and physically, and gain the ability to increase productivity.

**Practicing Mindfulness to Reduce Stress** **LC LP RD BA BC FC**

The practice of mindfulness has been shown to be a powerful resource for stress management, physical and psychological health, enhanced brain function, and productivity. Participants will learn how to engage in mindfulness practices both situationally and as a primary life function. In this 3-hour training, participants will:

- Learn about the origins of mindfulness concepts, the science, and holistic impacts.
- Commit to mindful practices including detachment, forgiveness, and gratitude.
- Engage in mindfulness activities including breathing, relaxation, and awareness.
- Create a plan of action.

**Stress Management in a Post-Pandemic World** **LP RD FC**

The pandemic has affected the workforce in many ways. Elevate’s *Stress Management in a Post-Pandemic World* explores the causes of such stress and implements proven techniques to cope with post-pandemic related stress. Learners will:

- Recognize the symptoms that tell you when you have chronic stress overload.
- Walk away with techniques to reduce stress and burnout.
- Create an action plan to monitor and manage stress.

**Dealing with Criticism & Discipline** **LP RD FC**

Nothing is harder than handling criticism and discipline. This program will teach staff and managers how to address these hot button issues with tact, professionalism, and transparency to avoid hurt feelings and enforce positive corrective behavior for the benefit of the organization.

## 2025 Course Catalog

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### Productive Conflict LC LP RD BC FC

Disagreements, misunderstandings, and clashes of perspective are inevitable in any workplace or personal setting. This course will equip you with essential tools to change how you view and address conflict. Instead of avoiding or dread, you'll learn to leverage conflict as a force for growth, stronger relationships, and collaboration.

Learning Outcomes:

- Adapt DiSC® styles to better handle conflict
- Describe the nature of conflict and its origins
- Recognize how our attitudes and actions impact others
- Recognize the importance of good communication skills, the influence of gender & cultural differences, persuasion, perception, and power in conflict resolution
- Adapt to successfully handle all types of conflict
- Utilize tools to minimize and, in some cases, prevent conflict

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## HR LAW

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### HIPAA Compliance RD BA COMPLIANCE

The Health Insurance Portability and Accountability Act (HIPAA) requires organizations to provide training for all employees, new workforce members, and periodic refresher training. However, most organizations train all employees on HIPAA annually. This is considered to be best practice. Regulations are updated yearly, so it can be difficult for practices to stay current. After this training participants will walk away with a better understanding of HIPAA and how to use a checklist for compliance. Objectives:

- Understanding the four rules of HIPAA compliance
- Five standards listed under the Technical Safeguards section.
- Implementing security standards: 9 Technical Safeguards
- HIPAA physical safeguards explained.
- Implementing ten physical safeguards for compliance

### FMLA—The Family Medical Leave Act LP BA FC COMPLIANCE

This program covers the application and legal guidelines of the Family Medical Leave Act. Ensure your organization is compliant by defining the law, addressing what it means for you and your staff, and what your rights are.

### Personnel Law for Managers RD BA COMPLIANCE

Do you suspect that there are fraudulent FMLA and Worker's Comp claims in your organization? Is there a high turnover? Do you have trouble retaining good employees? Do you think that some employees are "working the system"? If you answer yes to any of these questions you need this seminar. Managers and Supervisors need to know the law and how it works. This course will focus on the E.E.O.C. and the DOL and the important role they play in our organizations. Do not worry if you are unfamiliar with the alphabet soup (Title VII, FLSA, EPA, ADEA, FMLA, ADA, HIPAA, GINA, OSHA, etc.) you will understand by the time this course is finished!

### Ethics in the Workplace LC LP BA

Elevate's Ethics in the Workplace training will teach participants how to draw clear lines in the blurry world of office ethics and how to encourage ethical practices to improve their workplace.

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**Human Resources Management** RD BA COMPLIANCE

Stay up to speed with the latest employment laws, privacy rules, health insurance, and other regulatory compliance. This program will give HR professionals the tools they need to save your organization money, and legal penalties, and maintain a happy workforce. Conflict management will help resolve disputes and understand the liability your organization could face in the event of workplace violence, sexual harassment, or other discrimination. HR professionals who participate will gain the knowledge necessary to provide pertinent information to managers and staff on an everyday basis.

**Equal Employment Opportunity (EEO)** LC LP BA FC

This has been designated to provide management and employees with a better understanding of what Equal Employment Opportunity (EEO) is and the laws, regulations and policies relating to the fair treatment of employees.

**Sexual Harassment** LP BA FC COMPLIANCE

What is sexual harassment? What is not considered sexual harassment? What is third party sexual harassment? What is quid pro quo? Which type of sexual harassment is the worst in the eyes of the law? All of these questions will be answered and more in this enlightening seminar. Attention H.R. Professionals as you will need to get your pen out. Action plans as well as policies revisions will be discussed. New legislation will be covered which will cause everyone to make changes in how we behave with one another in the workplace.

**Holding Employees Accountable for Performance & Conduct** LP BA FC COMPLIANCE

Elevate’s Holding Employees Accountable for Performance and Conduct training will provide supervisors at all levels with the information to keep employees accountable in the Federal workplace.

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**PRESENTATION SKILLS**

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**Speak with Clarity & Confidence** LC LP RD BC FC

It is a common myth that some people are born with “the gift of gab” – that is, the ability to chat away effortlessly and connect with people, whether it be in a business or casual environment. While some people do possess a natural affinity for conversation, it is a learned talent. You too can master this talent. Much like writing, to become competent in conversation you simply have to tackle a few basic skills to communicate with the best.

**Briefing Strategies** LC BC FC

Information overload is common these days. From cellphones to email, face-to-face communication is becoming obsolete. With new types of communication, however, there is a certain amount of information that is lost, and misunderstanding can easily occur. That is why in-person briefings are becoming more important to convey information accurately to your coworkers. Elevate’s Briefing Strategies training will teach you and your team how to develop effective ways to brief your team without losing valuable time, how to stay on track with projects, how to stick to priorities, and how to manage staff feedback and questions.



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**Presentation Skills (2 days)** **LC BC FC**

Elevate’s Presentation Skills training will teach you how to prepare powerful and persuasive presentations, deliver presentations effectively, develop yourself into a confident and competent speaker, and prompt action from an audience. This training is interactive. All participants will have numerous chances to practice their presentation skills.

**Become a Master Public Speaker** **LC BC FC**

A true leader can motivate people through the power of speech. Becoming a master speaker isn't just about overcoming the number one fear of most people, it's about motivating your employees, coworkers, family, or friends. Unlock the keys to speaking in front of groups and unlock the power to change your life and the lives of others.

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**TIME MANAGEMENT**

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**Managing Multiple Priorities** **LC RD BC FC**

As you know, rarely do you ever have just one project to work on. In the business world the ability to juggle multiple responsibilities and tasks is essential. At times it can get a bit overwhelming. Our seminar will show you how to cope with several demanding priorities at a time while giving them all the attention and care they deserve.

**Maximize Productivity: Monotasking vs. Multitasking** **LC LP RD BA BC FC**

Time is money, the saying goes, and lots of it gets lost in disorganization and disruption. We also deal with a constant barrage of technology, people, and tasks that can contribute to that disorganization. Often people move from one task to another, trying to get everything done, but

often falling short. People monotask and multitask to complete work, and both methods serve different purposes and can prove extremely effective in getting work done. In this one-day workshop, you will learn how each of these time management methods can help you maximize your productivity. Participants will gain techniques on:

- How to better organize yourself and your workspace for peak efficiency.
- The importance of, and the most useful techniques for, setting and achieving goals.
- Analyze the difference between monotasking and multitasking.
- How to determine when to monotask or multitask
- How to plan and schedule your time efficiently
- Setting priorities and making decisions
- What to delegate and how to delegate well.
- How to take control of things that can derail your workplace productivity.
- How to create order and get organized.
- How to manage your workload.

**Professional Accountability: Meeting Your Deadlines** **LC RD BC FC**

This very special time management course will help participants discover how to:

- Meet deadlines when you cannot add more hours to the day.
- Learn to differentiate between a desired deadline and a real deadline.
- Create accountability within the organization, department, or team.
- Manage multiple projects.
- Learn how to communicate with supervisors, co-workers, and subordinates.
- Create processes for meeting deadlines and accountability.

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## CHANGE MANAGEMENT

### Leading Through Transition and Change LC LP RD BA BC FC

Whether you are considering a small or big change, it's typical for others to feel uneasy as they are taken out of their comfort zones. Elevate's Leading Through Transition and Change training, based on the most widely known and applied model in the world, will help facilitate a smooth transition to any new scenario in an organization.

### 21st Century Open Office Environment LC LP RD BA BC FC

The Pandemic forced companies to find ways to keep employees connected and collaboration easier. Collaboration encourages your team members to work towards one goal in the most efficient and sustainable way possible, without needing to be forced to cooperate. In this four-hour workshop, you will learn how to make the new open office environment the collaborative environment it is designed to be using enterprise social media. Participants will learn:

- Analyze the 21st-century tools for team cohesiveness.
- How to determine when to use Messaging, Phone Calls, and Email to collaborate
- How to build a collaborative work environment using enterprise social media
- How to organize team-building activities through your enterprise's social media channels

### Organizational Change LC LP RD BA BC FC

Change is constant in many of our lives. All around us, technologies, processes, people, ideas, and methods often change, affecting the way we perform daily tasks and live our lives. This training course will give any leader tools to implement changes more smoothly and to have those changes accepted. Participants will gain an understanding of how change is implemented

and some tools for managing their reactions to change.

### Change Anything LC LP RD BA BC FC

The irony of change is that the more control you think you have—the more you rely on personal willpower—the less likely you are to succeed. Many of us are blind to and outnumbered by the ways in which the world is organized to drive our current behavior. Elevate's Change Anything program will show participants how to identify and cope with obstacles in their work environment and how to do more with less. This program will teach participants how to break bad habits and instill long-lasting change for better work performance and efficiency. The result? A highly focused and productive workforce ready to take on challenges.

### Creativity & Innovation Improv. LC LP RD BA BC FC

Learn how to use creativity to move forward. Stop talking about innovation and start adding value today—in your job and agency. You will learn to look at things through the eyes of an innovator! This seminar teaches you how to discover and create something new and different to tackle the challenges coming your way.

### Innovation—Everybody's Business LC LP RD BA BC FC

Use creativity to develop innovative strategies for your workplace. Develop critical thinking strategies that promote innovative approaches to new and existing problems that will prompt your workforce to see issues in a new light that can lead to enhanced productivity, creative thinking, and problem-solving.

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## COMPUTER SKILLS

### Microsoft Office Suite Overview

RD BA FC

A complete rundown of all critical and widely used Microsoft Office Suite resources and software. The program can be taken as a whole or broken into smaller sections based on ability level and software.

### Microsoft Access (I-III) (1 to 3 days) *cannot be taught virtually.*

RD BA FC

Learn the basics of design and progress to fully functional databases. This new seminar from Kyle McCloud will teach you everything from creating tables and forms to making it functional by designing macros and switchboards. Keep your information organized and easy to retrieve with your new Access abilities.

### Microsoft Excel (I-III) (1 to 3 days)

RD BA FC

We are taking you beyond the basics with our in-house computer expert. With this engaging seminar you will learn all the advanced techniques that will transform an ordinary spreadsheet program into one of the most powerful tools in your business arsenal. Keyboard shortcuts, advanced options, we cover it all.

### Microsoft Outlook

RD BA FC

Elevate’s Microsoft Outlook training will cover the crucial features of the program business professionals cannot do without. Features that simplify and streamline their work, boost productivity, scheduling a calendar for important meetings and events, managing contacts, creating and executing a to do list, managing mail and more. This training will provide the shortcuts, tips and strategies to making the most out of Outlook.

### Microsoft Word (I-II) (1 to 2 days)

RD BA FC

With Elevate’s Microsoft Word (I-II) training, participants will discover a world of benefits as they unlock features to boost their productivity. Uncover hidden shortcuts to creating reports, newsletters, tables, charts, and articles. This training will prepare participants for any kind of document.

### Microsoft PowerPoint

RD BA FC

Elevate’s Microsoft Power Point training will cover the basic essentials of this program and provide them with the tricks and strategies that will give their presentations the extra ‘wow’ effect that will make an impact on their audience.

### Google Applications

RD BA FC

Elevate’s Google Applications will teach you how to navigate Google’s G-suite. Participants will learn the fundamentals of Google’s Drive, Docs, Sheets, Slides, Calendar, and Forms. They will gain the knowledge of how to create and maintain projects and collaborate within Google’s cloud-based applications.

## DIVERSITY\*

All of these courses can be paired with a DISC Assessment\*\*

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### Improving Cross-Cultural Communication

LC LP RD BA BC FC

In this training, you will learn how to communicate and leverage the full potential of diverse teams and colleagues in your workplace. Learners will:

- Develop useful cross-cultural attitudes.
- Communicate effectively across cultures.
- Effectively manage employees from different cultures
- Help teams overcome cross-cultural and virtual barriers.
- Promote acceptance and awareness in your organization to help create a multicultural environment.
- Develop skills to help you recognize and take action to manage bias.
- Create a goal-setting plan to work toward becoming more inclusive by managing your unconscious bias.

### Becoming an Ally: How to Turn Intentions into Actions

LC LP RD BA BC FC

An ally is a member of the advantaged social group who takes a stand against social injustice directed at the targeted. An ally works to be an agent of social change rather than an agent of oppression. This training will help members of advantaged social groups create space to raise concerns, interrupt behavior, or question conventional practices that fail to respect diversity and inclusion.

### Generational Blending in the Workforce

LC LP RD BA BC FC

A comprehensive course that covers the four main generations in the current workforce. This involves identifying various communication, conflict resolution, and work styles, and the incentives each require to perform as they should. A competent manager will be able to draw on this knowledge and facilitate an even flow between each generational group for maximum productivity, team cohesion, and output.

### Working in a Multi-Cultural Workplace

LC LP RD BA BC FC

Many challenges face our workforce in the midst of our ever-changing demographics. However, these challenges can be turned into opportunities to provide exceptional service to the community by becoming more culturally and Diversity aware. In this training, participants will gain information to prepare them in a culturally sensitive fashion better, become aware of biases and how to address them, gain tools to better communicate with people of different backgrounds, and strategies for mitigating conflict.

### Cultural Competency

LC LP RD BA BC FC

The main challenge with any diverse workforce is cultivating a genuine culture of respect among its members. Creating this culture requires an understanding of diversity, its benefits, and the subtle ways it can be disrupted that can lead to unnecessary conflicts, reduced outcomes and diminished success. A diverse culture is an asset that can lead to a more engaged workforce and a positive outlook for employees and managers that welcomes differing perspectives.

### Creating a Safe Culture for LGBTQIA+ Individuals

LC LP RD FC

Years of research and countless studies have repeatedly shown that discrimination threatens not only access to housing but the stability of communities. Members of the lesbian, gay, bisexual, transgender, queer (LGBTQIA) community are more likely to become homeless, and once homeless, more likely to endure discrimination and harassment that extends their homelessness. In this course, we will focus on the culturally sensitive language used to answer questions and concerns for the LGBTQIA community using case studies and skills practice.

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### Understanding the Effects of Unconscious Bias LC LP RD BA BC FC

In this program, participants will develop their own awareness of and sensitivity to the wide variety of people that surround them every day. Participants will gain insight and understanding that diversity goes beyond the superficial, and biases can be both explicit and implicit, and how to implement change. Participants will uncover unconscious bias and become aware of their own personal barriers to communicate and interact effectively with co-workers whose background, culture or personality may be different than their own. The result is a more harmonious and enjoyable work environment for all. Learners' skill gained:

- Establish a foundational understanding of how bias affects decision-making.
- Explore the impact of three kinds of biases that impact selection and other decision-making processes: implicit or unconscious bias, cultural bias, and systematic bias.
- Provide an understanding of how biases are formed in our unconscious.
- Establish some literacy, provide examples, and examine the impact of most common forms of everyday bias in the workplace.

### Workplace Civility: Promoting Respect in the Workplace LC LP RD BA BC FC

Elevate's Workplace Civility is about the desire for employers, employees, and coworkers to treat each other with dignity and with respect. When staff members believe that employers and coworkers promote respect in the workplace, they will do the same in return. People admire those who show good qualities and capabilities, and they believe they are worthy of their regard and admiration. Participants will learn techniques to demonstrate those qualities by acting in ways that show they are aware of their colleagues as people who deserve respect. As such, staff members recognize that they have rights, opinions, wishes, experience, and competence.

Learning Objectives:

- Learn how to define respect.
- Learn tips and techniques for demonstrating respect.
- Learn how disrespect can be prevented.
- Learn what to do should you encounter disrespect as a victim or witness.

### Uniting Diversity in the Workplace (2 days) LC LP RD BA BC FC

Understanding and mitigating the impact of unconscious bias is a crucial 21st-century global leadership skill. With awareness of unconscious bias and actionable steps to manage it, you will be able to make the best decisions for your organization, your colleagues, and your team. Managing unconscious bias is a vital step in building workplaces that are innovative, dynamic, and inclusive. In this training, through research-based assessments and exercises, you will move from awareness to action, learning how to interrupt bias and leverage the full potential of diverse teams and colleagues in your workplace.

- Develop useful cross-cultural attitudes.
- Communicate effectively across cultures.
- Effectively deal with employees from different cultures
- Help teams overcome cross-cultural and virtual barriers.
- Promote acceptance and awareness in your organization to help create a multicultural environment.
- Develop skills to help you recognize and take action to manage bias.
- Create a goal-setting plan to work toward becoming more inclusive by managing your unconscious bias.

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**Essentials of Diversity & Inclusion Series (1-3 days)**



Success in today’s business climate depends on several components. One of them is organizational culture, and the individual cultures of the employees of an organization. Since culture defines many aspects of how we think, feel, and act, it can be challenging for organizations to bridge cultural differences and bring employees together into a functioning team. Culture also influences people’s biases—those both implicit and explicit in nature. This 2-part series includes an optional facilitated debrief.

- Day 1: Diversity & Inclusion Awareness

In this training, participants will gain a better understanding of cultural diversity which is aimed at increasing the participants’ cultural awareness, knowledge, and skills in order to benefit an organization by increasing the inclusion of different identity groups and by promoting better teamwork. More than ever, a workplace is a diverse collection of individuals proud of who they are: their gender, their sexual orientation, their religion, their ethnic background, and all the other components that make an individual unique. One of the challenges for workplace leaders is how these diverse individuals work as a team. We all know what happens to organizations that don’t have effective teamwork: they fail. Failing to embrace diversity can also have serious legal costs for corporations.

- Day 2: Diversity in the Workplace

While we cannot completely rid ourselves of unconscious bias, we can learn how to recognize it and lessen its impact in the workplace. These are skills that everyone can learn. Most people are not aware of how their unconscious biases can affect their behavior, but unchecked, it can have enormous impact in the workplace and throughout one’s everyday life. Understanding and mitigating the impact of unconscious bias is a crucial 21st-century global leadership skill. With awareness of unconscious bias and actionable steps to manage it, you will be able to make the best decisions for your organization, your colleagues, and your team. Managing unconscious bias is a vital step in building workplaces that are innovative, dynamic, and inclusive. In this training, through research-based assessments and exercises, you will move from awareness to action,

learning how to interrupt bias and leverage the full potential of diverse teams and colleagues in your workplace.

**Leveraging Diversity in the Workplace Series for Managers & Supervisors (2day)**



Prepare yourself and your workforce to meet every challenge by celebrating diversity to include a broader vision for a brighter future. Elevate’s groundbreaking program *Leveraging Diversity in the Workplace* for Managers and Supervisors will not only guide your leadership team through the steps needed to develop or maintain a comprehensive DEIA program but will also give them the tools needed to navigate through tough conversations around race, religion, and sexual orientation. This program will help managers to build trust, instill confidence, and create unity for the most diverse workforce in history.

- Day 1

We start the day discussing the necessary building blocks to develop and maintain a successful DEIA program. We focus on the necessary mindset you need to develop a high level of engagement with employees who will demonstrate a commitment to diversity, inclusion, and to become an organization that continually strives to promote trust among leaders and employees. Learning Objectives:

- *Tools to ENGAGE Your Team*
  - ❖ Six Steps to Building/Maintaining Your Program:
    - Step 1: Educate
    - Step 2: Needs Assessment
    - Step 3: Galvanize Participation
    - Step 4: Adopt, Adapt, and Adjust Program
    - Step 5: Go Deeper Through Feedback
    - Step 6: Expound and Expand

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•Day 2

○ *Navigating Difficult Conversations*

This program will prepare you to engage in difficult conversations where tact and assertiveness are needed. You will learn how to balance both as well as how to encourage others to speak up and not shut down. Ultimately, you will understand how to de-escalate emotional conversations and how to avoid conflict and resentment. Learning Objectives:

- ❖ Identifying when and how a conversation turns difficult.
- ❖ Create an effective dialogue between you and your colleagues.
- ❖ Manage sensitive topics with ease and diplomacy.
- ❖ Create a safe environment that promotes conversation to reduce conflict.
- ❖ Reset difficult conversations.

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## PROJECT MANAGEMENT

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### Basic Tools for Process Improvement LC RD BA FC

In this course, participants will focus on basic tools for process improvement. They will learn how to set organizational priorities for process improvement, how to execute process improvement projects, and how to sustain the initiative for continuous improvements. Participants will:

- Understand the roles of process improvement.
- Relate underlying principles to frameworks and techniques used for process improvement.
- Apply analytical techniques for tactical decisions in a process improvement project.

### Project Management: Assessing & Recovering Troubled Projects (2 day) LC RD BA FC

This course explains and reinforces the need for project control throughout the recovery of the challenged projects. It helps you determine the symptoms of a challenged project, create an assessment and recovery process, and prevent future challenged projects. This is consistent with the knowledge areas of Project Management Institute's A Guide to the Project Management Body of Knowledge.

### Critical Thinking & Creative Problem Solving LC RD BA FC

The purpose of this course is to provide participants with the knowledge and skills necessary to facilitate an effective problem analysis that leads to good decisions in their working scenarios. Participants will come to understand their own mind, brainstorm effective solutions, and work with several instructor-led exercises that build upon each other to learn how to identify causes and to recognize the difference between actions and conditions.

### Project Management (1 – 3 days) LC RD BA FC

All leaders want their projects to be well-executed, on time, and on budget. There is a true art (and science) to project management. Without the core of effective management, a project can be crippled in the preparation and implementation. In this workshop, Elevate will demystify the processes of project management. Participants will gain time-saving tools and valuable information to ensure their projects will be successful. Learning Objectives

- Definition of a project and an understanding of the Project Life Cycle
- Identify key constraints within which a project must be managed.
- Demonstrate techniques to identify and work with stakeholders.
- Effectively manage project team development and maintenance
- Utilize tools for planning, scheduling, and monitoring progress of the project.
- Create successful strategies for solving problems and making decisions.

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### The Effective Use of the Work Break Down Structure LC RD BA FC

In Elevate’s *The Effective Use of Work Breakdown Structures* participants will delve into the nuances of creating an impactful Work Breakdown Structure, identifying the one that aligns most with their requirements. The curriculum covers an in-depth examination of the Project Management Life Cycle, as well as an exploration of project scope, scheduling, cost management, resource identification, and change control intricacies.

### Project Management Methodologies LC RD BA FC

Elevate’s Project Methodologies provides a thorough examination of different project methodologies and life cycles. It empowers learners to skillfully choose and apply the most suitable approach for each project’s specific requirements. This course takes a comprehensive look at the characteristics of Waterfall (Traditional), Agile, and Hybrid methodologies, exploring their unique advantages, limitations, and practical use through real-world examples. The curriculum covers an in-depth examination of the Project Management Life Cycle and provides a roadmap for how a project will be planned, executed, monitored, and completed, in addition to outlining the key processes, activities, and deliverables associated with each phase of the project. By completing this course, participants will gain proficiency in the methodologies that form the foundation of effective project management, ensuring versatility and success across diverse project scenarios.

### Project Management: Managing Stakeholder's Expectation in a Government Environment (2 Day) LC RD BA FC

Focus on a stakeholder-based approach in projects and examine what it takes to build and manage relations with stakeholder management planning, managing, and controlling stakeholder engagement actively and successfully. Key inputs, various tools and techniques, and critical outputs are discussed in detail. Participant’s practice using tools designed to aid in the discovery and management of stakeholder and team expectations.

### Leadership in Project Management: PMI Talent Triangle LC LP RD BA FC

This course offers a comprehensive exploration of leadership skills within the context of project management, focusing on the three key areas of the PMI Talent Triangle: technical project management (Ways of Working), leadership (Power Skills), and strategic and business management (Business Acumen). Participants will delve into effective leadership strategies, communication techniques, and the ability to align project goals with overarching business objectives. Through practical case studies and interactive learning, participants will develop the leadership acumen necessary to excel in managing projects across various industries and complexities.

### Introduction to the Scrum Framework LC RD BA FC

Embark on an insightful exploration of agile project management through Elevate’s “*Introduction to the Scrum Framework*.” This course delves into the fundamental principles and practices of Scrum—an agile methodology widely recognized for its impact on project delivery, especially in software development. You’ll develop a thorough understanding of the Scrum framework, its collaborative nature and its role in driving projects forward with iterative feedback loops and ongoing enhancement. This course covers essential aspects of Scrum leadership, coaching, and facilitation, enabling you to leverage team members’ strengths and optimize project progression through incremental steps.



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**Introduction to Analytics** LC RD BA FC

This course presents an introduction to the concept of data analysis, the role of a Data Analyst, and the tools that are used to perform daily functions. You will gain an understanding of the data ecosystem and the fundamentals of data analysis, such as data gathering or data mining. You will then learn the soft skills that are required to effectively communicate your data to stakeholders, and how mastering these skills can give you the option to become a data-driven decision-maker.

**PMP Test Preparation (5 days)** *cannot be taught virtually.* LC RD BA FC

Test preparation for the Project Management Professional (PMP) exam based on the Project Management Institute’s Guide to the Project Management Body of Knowledge and the Certified Associate in Project Management certification. Review includes practice materials, discussions with the instructor, and practice exercises and test questions. Perfect for project team members or entry-level project managers.

**Artificial Intelligence in Project Management** LC RD BA FC

Discover the integration of Artificial Intelligence (AI) within the realm of project management. This course delves into the practical applications of AI techniques that enhance project initiation, planning, execution, and decision making processes. Explore how AI technologies can streamline data analysis, risk assessment, and resource allocation, enabling more informed and efficient project management strategies. Gain insights to optimize project outcomes and adapt to dynamic challenges. By course completion, learners will be equipped with the knowledge and tools to harness AI’s capabilities, ensuring your ability to lead and manage projects effectively in today’s technologically advanced landscape.

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**LEADERSHIP SKILLS\***

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**Accountable Leadership (1-2 Day)** LC LP RD BA BC FC

Whether you are a seasoned leader or have been promoted to a position of leadership you must juggle several responsibilities. You must balance your leadership role with your team while keeping your superiors happy and maintain a positive relationship with everyone involved. Elevate’s Accountable Leadership program will help participants to become a confident leader, manage a high performing team, and motivate people to get results. Participants will learn how to ease conflict, delegate, problem solve, and communicate in a way that keeps everyone accountable.

Learning Objectives:

- Define accountability.
- Communicate to get results and achieve higher performance.
- Motivate peers and staff to make a positive contribution.
- How to handle conflict
- Learn how to delegate responsibly.
- Build a highly successful team.

**Executive Presence & Personal Brand** LC LP RD BA BC FC

Some people immediately command attention and respect when they walk into a room. Do you have that kind of presence? If not, is it something that you would like to develop? This training will help you do just that by building your credibility, improving your personal appearance, honing your networking skills, and enhancing your ability to communicate effectively.

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### Criticism and Discipline for Leaders



Proper management of performance problems is vital in the effort to help employers stave off the high cost of litigation. Indeed, employers are often subject to million- and even billion-dollar lawsuits based on decisions managers make every day about employee performance.

Participants will learn to:

- Identify leadership styles and how they affect others.
- Identify different challenging personalities.
- Develop proactive strategies to handle challenging employees.
- Develop a proactive approach to discipline and criticism of poor performance.
- Determine ways to manage optimum performance.
- Understand how to give effective feedback.
- Recognize poor performance and develop ways to deal with it effectively.

### Train the Trainer I - III (1-3 days)



In today's digital world things are moving at a faster pace than ever before. Training techniques that were once considered common practice have been eliminated in favor of more dynamic teaching styles. These days it takes a very special blend of knowledge, showmanship, and follow-up to be a top trainer. Our instructors - who benefit from decades of experience and being on the front lines of corporate training - will teach you everything you need to know to stay competitive.

### Leading Virtual and Remote Teams



As social distancing becomes the norm, workplaces around the world are enjoying the power and opportunities of being linked virtually through technology. However, many virtual teams do not succeed because they fail to recognize that virtual collaboration has to be managed in specific ways. The leader of a virtual or remote team must successfully apply special insights and

techniques to guide performance and work relationships with employees who may be hundreds or thousands of miles away. This powerful training course is designed to help participants build truly synergistic and effective long-distance teams. Participants will return to work with the tools and methods they need to manage and lead virtual and remote teams with success and complete confidence.

### How to Manage a Hybrid Workforce



To be successful the leader of a hybrid team must successfully apply insights and techniques to guide performance and work relationships with all employees. Elevate's course How to Manage a Hybrid Team will answer the most pressing questions and give useful tools and techniques to manage various circumstances while treating everyone fairly. Participants will learn how to hold effective meetings and group sessions and use tools to build trust and confidence among all employees. They will also learn effective ways to communicate with team members, and how to ensure the remote workers and those in the office are in sync. Upon completion, participants will know how to manage a hybrid team through any project.

### Transitioning from Staff to Supervisor



Being promoted into a position of leadership is a challenging transition. You now have to juggle being the boss and maintaining positive relationships with your employees. Not only do you get a whole new set of responsibilities, but you also have many new skills to learn as well. This course will teach participants how to become a confident leader and manage a team to get desired results. Participants will learn new skills and techniques to ease their transition from day one. They will learn how to manage their new staff, ease conflict, delegate, problem solve, ease into managerial duties, and more.

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### Motivation and Engagement LC LP RD BA BC FC

Whether you're an employee with a team or one without a team, when you think of engagement and motivation, many things come to mind. For example, as a manager you might think that more money, a bigger office, a promotion, or a better quality of life would motivate team members. Conversely, if you're focused on motivating customers and clients, you might think of ways to make your interactions easier. The truth is, no matter what we offer people, true motivation must come from within. In this course participants will learn how to engage people and become great motivators using popular motivational and engagement models.

### Supervisor Rights and Responsibilities LC LP RD BA BC FC

Participants will be introduced to core leadership competencies, proficiency rating scales, merit system principles, prohibited personnel practices and how they apply to supervisors. In addition, participants will understand different types of leave, what approving and disapproving leave entails, and various work schedules. Participants will also receive an overview of different documentation requirements and categories to present alternatives to taking formal action against an employee and to familiarize them with available resources allowing them to conduct their Human Resources Management (HRM) duties and responsibilities more effectively.

Participants will:

- Understand the responsibilities of a supervisor.
- Identify basic and inherent supervisory rights including assigned and delegated HRM program responsibilities.
- Describe various roles supervisors perform.
- Identify basic employee rights.
- Identify the type of supervisory traits you demonstrate in your capacity as a supervisor.
- Describe the *Merit System Principles and Prohibited Personnel Practices* that form the foundation of supervisors' legal and HRM responsibilities and apply it to everyday work situations.
- Understand how to consider sound supervisory advice before acting or making decisions.
- Identify available resources and self-care strategies.

### Creative Leadership for Managers LC LP RD BA BC FC

These days it is not enough to simply "manage." Instead, you must inspire creativity and bring about positive change to keep you workforce engaged and motivated. Sounds difficult? It doesn't have to be with our breakthrough new seminar. We'll teach you everything you need to know to creatively manage you employees in new, exciting directions.

### Characteristics of Highly Successful People (2 days) LC LP RD BA BC FC

Elevate's Characteristics of Highly Successful People training will teach participants the common characteristics of people who have achieved remarkable success. You will learn how to use these traits to identify your strengths to improve your performance. You will be motivated and enthusiastic about your professional and personal empowerment plan. Participants will learn what it takes to become more effective, more efficient and how to achieve excellence. Upon completion of the training, participants will:

- Define traits of highly successful people and how to apply them to your life.
- Develop your path to success and excel.
- Get motivated to take responsibility and accountability for your success.
- Learn how to communicate to persuade and influence.
- Use Emotional Intelligence in tricky situations.
- Critical thinking and creative problem-solving techniques

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- BA Business Acumen
- BC Building Coalitions
- FC Fundamental Competencies
- COMPLIANCE GSA Compliance

## Creating a Positive Work Environment LC LP RD BA BC FC

Everyone has a responsibility to create and maintain a positive work environment. Even if this is not a companywide reality you can seek to provide this type of environment for your department/ division or those within your sphere of influence. This one-day course will give you tools to be able to create the type of company environment that you crave through building and nurturing effective workplace relationships.

## Why Good Leaders Fail LC LP RD BA BC FC

Successfully leading and managing a workforce can be challenging. Why Good Leaders Fail will teach participants the difference between management and leadership. The biggest difference between managers and leaders is the way they motivate the people who work for or follow them, and this sets the tone for most other aspects of what they do. Participants will learn new skills and techniques to easily transition from being just a manager to being a true leader. They will learn how to manage their new staff, ease conflict, delegate, problem solve, ease into managerial duties, and more. Upon completion, participants will:

- Understand leadership vs. management.
- Learn your leadership style and how to use it most effectively.
- Learn how to communicate to gain the best results.
- Gain strategies to effectively lead through conflict.
- Inspire your team to aim high and succeed.

## Perfecting Performance Reviews LC LP RD BA BC FC

As a manager, you are responsible for delivering annual performance reviews for all your employees. While this task is an opportunity to provide feedback and set goals, it is one of the most dreaded & daunting administrative processes that managers and supervisors face. For most employees, this is an opportunity to highlight their successes and growth, acknowledge room for

improvement, and collaborate on future goals.

- How to set daily, monthly, yearly goals
- Clearly define employee job duties and your expectations
- Communicate frequently and constructively.
- How to manage a coaching meeting
- How to conduct a disciplinary meeting
- Stress Management

## Enhancing Your Professional Image LC LP RD BA BC FC

Who knows about you? That is an important question. Because if nobody knows you, all of your talent, all of your ambition, and accomplishments mean nothing. You need to get your name out there. Elevate's Promoting from Within: Career Advancement will give participants ideas and actions on how to tout their abilities and accomplishments without bragging and ultimately advance their careers. Learn how to promote yourself in a way that gets notice and helps to advance your career.

## Emerging Leaders Series LC LP RD BA BC FC

The Emerging Leaders Series is a two-part series designed for emerging leaders, team leaders, new supervisors, and first-level managers. Part one of the series is a three-hour Management and Leadership course that will help new leaders understand the challenges and requirements of their new role, as well as the importance of harnessing the mission and vision of their work unit and how it supports the larger organizational goals. Part two of the series is a Self-directed Leadership course, where participants will internalize the four pillars of self-leadership and make meaningful, empowered choices while taking action to get where they want to go.

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### Managing Unacceptable Employee Behavior LC LP RD BA BC FC

A disruptive employee can be a supervisor's worst nightmare. It is every manager's job to supervise staff behavior, identify employees with performance issues and negative attitudes, and motivate them to change. Elevate's Managing Unacceptable Employee Behavior program will show participants how to detect the warning signs, legally coach and discipline problem employees, and how to diffuse potential conflicts. Participants will learn the essential tools to approach each case individually, uniquely, and how to avoid the ugliest situations.

### Performance Management, Coaching and Discipline LC LP RD BA BC FC

Managers and Supervisors need to know what is expected of them and how their performance is being measured. Do they give the same courtesy to their employees? Some do and some do not. Why? Most of them have not been taught some of the most important skills: coaching, disciplining, recognizing good performance, rewarding employees, team building, motivation, goal setting, etc. This program focuses on how to improve performance in the workplace. It is appropriate for up-and-coming supervisors as well as those that have been on the job for 20+ years.

### Facilitating Effective Meetings RD BA BC

In this training, participants will explore the facets of meeting planning and facilitation. Whether you are facilitating a teleconference or an in-person meeting, this training was designed to help managers and leaders host productive meetings. Facilitators will learn the tools to get everyone engaged, build consensus, come to a group agreement, and overcome conflict and disagreement, while your employees will discover how they can get the most out of every meeting they attend. Using discussion and activities to plan appropriate facilitation sessions, participants will learn principles of effective communication, investigate group management, and meeting best practices. In this training you will:

- Review core components of effective facilitation
- How to prepare an effective meeting
- Apply problem analysis and resolution techniques.
- Demonstrate conflict management strategies.
- Discuss strategies for building consensus.
- Managing agreement in group communication

### Leading Effective Teams LC LP RD BA BC FC

Using assessment results Elevate's Leading Effective Teams live virtual training will teach participants how to grow employees into highly driven individuals dedicated to getting results. Participants will learn how to foster cooperation within their teams with effective decision-making tools that will inspire and motivate your team for success. Woven throughout the program are essential presentation and public speaking skills for effective leadership. In this training participants will:

- Learn how to foster cooperation in their teams.
- Learn decision-making tools for their teams.
- Learn how to inspire and motivate their teams.
- Go from conflict to resolution.
- Learn how to spot potential conflict and put out fires.
- Learn how to do collaborative problem-solving.

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### Leadership Skills for Professionals LC LP RD BA BC FC

The most important skill for you as a professional involves taking responsibility for your outcomes, setting direction for your lives, and having tools to manage priorities— self-directed leadership! Self-directed leadership requires a commitment from individuals to decide what they want from life and what they need to do to get the results they want. This one-day training will help participants internalize the four pillars of self-directed leadership and to make meaningful, empowered choices while taking action to get where they want to go.

### Effective Delegation, Coaching & Counseling LC LP RD BA BC FC

Elevate’s Effective Delegation, Coaching & Counseling training will provide participants with the information to become more decisive, capitalize on their team-building skills, and be a mentor to their team. In this training participants will:

- Learn how to put together an effective team.
- Plot your team’s performance.
- Learn to be the right coach, find the right players and build a loyal team.
- Learn key skills for leading a loyal team.
- Learn how to motivate and increase enthusiasm.
- Learn how to maintain morale to maintain loyalty.
- Discover how to brainstorm the right way.
- Help the “problem” team members.
- Learn how to hold effective counseling sessions.
- Learn to deal with the unexpected
- Discover the best secrets to maintain a successful mentor relationship.
- Empower your relationship.
- Discover how to plan for each team member’s needs.

### Tactical to Strategic Thinking LC LP RD BA BC FC

Strategic thinking skills are any skills that enable you to use critical thinking to solve complex problems and plan for the future. These skills are essential to accomplish business objectives, overcome obstacles, and address challenges—particularly if they’re projected to take weeks, months, or even years to achieve. Upon completion of the program, participants will:

- Identify the difference between tactical thinking and strategic thinking.
- Understand the components of strategic thinking.
- Apply best practices to develop analytical skills.
- Define active listening and its key components.
- Create a listening mindset using framing, positive intent, and focus.
- Build relationships to create an authentic communication experience.
- Develop skills in asking questions that give you useful information.
- Apply communication skills in building and maintaining a harmonious workplace.
- How to apply problem-solving steps and tools
- How to analyze information to clearly describe problems.

### Developing Your Employees LC LP RD BA BC FC

Employee development requires producing an effective, well-incentivized team. This requires the ability to inspire high-quality work, build an environment of trust and mutual respect, identify areas for improvement, and develop critical skills. Employee development can take on many dimensions, but central to every approach is the concept of employee ownership and development plans for continued improvement.

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### Ethical Leadership

LC LP RD BA BC FC

What exactly makes a decision ethical? The problem with ethics is that what may seem morally right (or ethical) to one person may seem appalling to another. This workshop will not provide you with an easy way to solve every ethical decision you will ever have to make. It will, however, help you define your ethical framework to make solving those ethical dilemmas easier. We will also look at some tools that you can use when you are faced with an ethical decision. And we will look at some techniques you can use so you do not get stuck in an ethical quandary. Best of all, we will look at a lot of case studies so that you can practice making decisions in a safe environment.

### Courageous Decision Making

LC LP RD BA BC FC

Decision making is the process of making choices by identifying a decision, gathering information, and assessing alternative resolutions. Using a step-by-step decision-making process can help you make more deliberate, thoughtful, and courageous decisions by organizing relevant information and defining alternatives. This approach increases the chances that you will choose the most satisfying alternative possible. Upon completion of the program, participants will:

- Explain how biases affect our capability to make decisions creatively and critically.
- Seek out knowledge and facts to dissolve assumptions and lead to better options.
- Ask applicable questions that lead to good decisions.
- Factor the unknown and uncertainties into decision making.
- Assess risks in any situation.
- Make well-informed decisions.

### Coaching Skills for Managers and Supervisors

LC LP RD BA BC FC

Coach, Role Model, Counsellor, Supporter, Guide.... Do these words ring a bell? Being a coach involves being a role model, sometimes a counsellor or supporter, and always a guide. Coaching is

based on a partnership that involves giving both support and challenging opportunities to employees. Knowing how and when to coach is an essential skill that can benefit both you and your organization.

#### Learning Objectives:

- Understand how coaching can be used to develop your team.
- Develop coaching skills that help improve individual performance.
- Demonstrate the behaviors and practices of an effective coach.
- Recognize employees' strengths and give them the feedback they need to succeed.
- Identify employee problems and ways you can help to correct them.

### Emotional Intelligence & Self Awareness for Leaders

LC LP RD BA BC FC

What are people feeling? What are they thinking? Knowing a person's motivations is a key path to working successfully. A high EQ (Emotional Quotient) is a signifier of the ability to read the emotions in others and counsel them in ways that can help them achieve their goals. Emotional Intelligence training is a key factor in boosting one's EQ. Today's workforce boasts a diverse community and leadership structure. Building trust between Senior Leaders and their staff is an essential step in creating an intimate working relationship based on mutual understanding and shared goals.

### Coaching & Mentoring C-Level

LC LP RD BA BC FC

Elevate's *Coaching and Mentoring C-Level* is a focused course tailored for experienced professionals looking to excel as mentors and coaches for top-tier leaders. Develop advanced techniques to guide and empower senior executives, offering strategic insights to drive their growth. Through interactive sessions, learners will gain the skills to navigate intricate leadership dynamics, provide constructive feedback and facilitate transformative discussions.

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### Building High Functioning Teams LC LP RD BA BC FC

Building High Functioning Teams training will teach participants how to grow employees into highly driven individuals dedicated to getting results. Participants will learn how to foster cooperation within their team with effective decision-making tools that will inspire and motivate their team for success. Learners will identify different types of teams and promote trust and rapport by exploring team player styles and how they impact group dynamics. They will recognize the key elements that move a team from involvement to empowerment and how to give these elements to a team. Participants will walk away with strategies for dealing with team conflict and common problems and understand how action planning and analysis tools can help a team perform better.

### Brave Space in the Workplace: Trust Leadership LC LP RD BA BC FC

Built on the concepts of Harvard professor Amy Edmondson's book *The Fearless Organization: Creating Psychological Safety in the Workplace for Learning, Innovation, and Growth* this training will provide evidence-based ways to create fairness and increase morale. Participants will be challenged to analyze their leadership style and identify and correct personal and professional integrity gaps in a safe, non-judgmental environment. Upon completion of the course, participants will:

- Develop bravery, courage, candor, vulnerability, and perspective-taking to create psychological safety.
- Create a healthier work environment and culture for employees.
- Build interpersonal trust.
- Develop, enhance and maintain trust in working relationships.

### Leading from the Middle LC LP RD BA BC FC

Leading from the Middle is a leadership development program focused on equipping middle leaders with skills and strategies to meet the demands from above while providing resources to and meeting the needs of those below. Working hard and helping others has gotten you this far in your career, but now, new skills are required to keep you advancing. This program will provide participants with tools and strategies to succeed as a manager in the middle, focusing on personal accountability, resiliency, communication, influence, flexibility & self-awareness. Participants will learn to:

- Develop and build your personal leadership identity.
- Apply critical thinking skills to decision-making and communication.
- Deconstruct and address conflict in the workplace.
- Communicate with diplomacy and professionalism.
- Understanding the role of culture and the diverse workforce
- Building teams and coalitions & leading through transition and change

### Leading Through Mental Health Awareness LC LP BC FC

Talking about mental health in the workplace isn't easy. Given the mental health statistics in the U.S. and our experience with the pandemic, we know these discussions are critical. Supporting mental health in the workplace goes beyond offering programs and apps. Leaders play a crucial role in setting the tone and sending the message that our emotional wellness is just as important as our physical wellness. This training will help leaders recognize the significance of their role in creating a work environment that can positively or negatively impact their employee's overall physical and mental health. Participants will:

- Recognize basic concepts of personal mental health.
- Identify the factors influencing personal mental health on your team.
- Explore strategies to ensure your mental well-being.
- Create a strategic plan to lead mentally healthy employees.



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### Effective Mentorship (1-3 days) LC LP RD BA BC FC

Effective mentorship requires complex skills that can be taught, practiced, and mastered, that will generate measurable benefits for mentees and mentors. There are core behaviors of mentees and mentors that are more likely to build effective mentoring relationships, regardless of whether they are created formally or informally. Such as aligning expectations, building rapport, maintaining open communication, and facilitating mentee agency. Evidence shows that mentors who exhibit these behaviors have mentees who rate the quality of their mentoring relationships favorably. Effective mentorship behaviors also include addressing diverse factors and being mindful of equity in the mentoring relationship.

- **Part 1: Mentors** – We use a highly facilitative approach where mentors will learn and discuss the processes, behaviors, and mindset of mentorship.
  - Learn the benefits of using the mentoring relationship model.
  - Learn collaboration and listening skills.
  - Putting the mentee first
  - Understand the four mentoring stages for mentors.
  - Practice mentor-mentee communication techniques
- **Part 2: Mentees** – Often, people consider the "burden" of the Mentor/Mentee relationship to be on the mentor. Using the six stages of mentorship participants will learn strategies and techniques to be more proactive and take responsibility for their role to get the most from the experience.
  - Preparing self
  - Finding a mentor ... or two ...
  - Meeting for the first time
  - Cultivation
  - Managing up
  - Separation

- **Part 3: Facilitated Discussion – Mentors & Mentees** – The purpose of this session is to bring together Mentors & Mentees as a meet and greet session, to answer questions and define the relationships with the help of our SME. It is highly engaging and a fun and effective way to build trust and confidence in the program.

### Leading When Not in Charge LC LP RD BA BC FC

John Maxwell sums up his definition of leadership as "leadership is influence – nothing more, nothing less." Some people are leaders because they are tasked to be leaders. But you don't have to be in a position of leadership to be a leader. Leadership is a learned technique. In this program you will learn your purpose and your personal power. You will learn to motivate, persuade, inspire, and influence others to realize their potential. Make a difference no matter what position you are in by putting the leadership skills of the great leaders into practice.

### Presence with a Purpose LC LP RD BA BC FC

Successful leaders can connect authentically, build confidence in others, and inspire and motivate people into action. Leaders with purpose stay focused and committed to leading through the myriad of everyday organizational challenges. This workshop will help leaders become more confident, composed, and credible. Making them able to connect authentically with the thought and feelings of their team to motivate and inspire them toward a desired outcome. Participants will:

- Explore the characteristics of a purpose-driven leader.
- Analyze the building blocks of purposeful leadership.
- Recognize the three building blocks of purposeful leadership.
- Build confidence in your leadership abilities.
- Utilize communication best practices to build accountable teams.
- Create, sustain, and enhance team motivation.

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**Team Building: Appreciating the Styles of the Team** LC LP RD BA BC FC

The success of a team is only as good as the team itself, and it is highly dependent on how well the team operates. How are their problem-solving skills? Are they enthusiastic and motivated to do their best? Do they work well together? While there are many ways to create and foster a collaborative workplace, the most successful work environments typically have some important features in common. This training is a practical look at current collaborative team practices that take the Team Player Style of each member into consideration. Initiating and participating in difficult conversations is a two-way street, sometimes fraught with emotional reactions. You will learn how to balance tact and assertiveness, encourage others to speak up and not shut down, and de-escalate emotional conversations to avoid resentment and conflict. Learning Objectives:

- Create a safe environment that promotes conversation to reduce defiance.
- Recognize when conversations become critical and what to do when it happens.
- Manage sensitive topics with ease and diplomacy.
- Learn conflict management skills that de-escalate confrontation.
- Reset difficult conversations.

**Behavioral Based Interview** LC RD BA FC

This highly interactive course teaches you the art of behavioral based interviewing. We will teach you how to prepare quality behavioral questions to elicit the responses you require to make good hiring decisions. You will practice behavioral interview techniques, evaluate responses based on competencies, and learn how to select the very best candidates for the job.

**Team Building & Coaching** LC LP RD BA BC FC

In today's business world the occasional "good job" to your employees just does not cut it anymore. Research has shown that progressive managers who employ coaching techniques to motivate their employees not only boost productivity, but also overall workforce happiness. We'll

show you all the tips and tricks in our arsenal so you can move forward with these incredible new tactics to inspire your employees to do great things.

**DEIA Train-the-Trainer** LC LP RD BA FC

Empower your organization with Elevate's *DEIA Train-the-Trainer*. Designed to develop skilled advocates of Diversity, Equity, inclusion, and Accessibility (DEIA), this program equips participants with the tools to facilitate impactful training sessions. Delve into the training basics and the different ways in which you can help participants learn. Navigate through the difficult training scenarios and the best methods to diffuse them. Discover what your characteristics are like as a facilitator, review and apply the Four Stage Learning Cycle, and master the power of role-play.

**Strategic Planning** LC LP RD BA BC FC

Elevate's Strategic Planning course will help you set priorities, focus energy and resources, strengthen operations, ensure that employees and other stakeholders are working toward a common goal, establish agreement around intended outcomes/results, and assess and adjust the organization's direction in response to a changing environment. It is a disciplined effort that produces fundamental decisions and actions that shape and guide what an organization is, who it serves, what it does, and why it does it, with a focus on the future. Effective strategic planning articulates not only where an organization is going, and the actions needed to make progress, but also how it will know if it is successful.

Objectives:

- Who, what, why of the Mission/Value Statement
- Develop the grand mission statement to your team, department, and self.
- Learn the essentials of the strategic planning process.
- Apply mission/value statement objectives to the strategic planning model selected.
- Prioritize strategies to refine tasks to take mission to action.

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**Creative Leadership for Managers** LC LP RD BA BC FC

These days it is not enough to simply “manage.” Instead, you must inspire creativity and bring about positive change to keep you workforce engaged and motivated. Sounds difficult? It doesn’t have to be with our breakthrough new seminar. We’ll teach you everything you need to know to creatively manage you employees in new, exciting directions.

**Memory Power** LC RD FC

Memory is central to everything you will ever do. This course will give you the confidence to remember important information in any situation—work, home, and school. Being able to remember boosts your confidence and your productivity. Participants will describe and differentiate systems of memory, outline the principles that underlie effective encoding, storage, and construction of memories, understand how the brain works with your memory, and describe strategies for memory improvement techniques to help you remember information.

**Leadership Training Workshop (3 days)** LC LP RD BA BC FC

Join our 3-day *Leadership Training Workshop* for a transformative experience. Prior to the training, each participant will be assessed on Wiley’s Everything DiSC®. On Day one, learners will delve into ‘Work of Leaders’ for effective leadership insights. Day two explores ‘Leadership Challenges’ addressing conflict resolution, change management, and navigating difficult conversations. Day three’s ‘Leading with Confidence’ focusses on mentorship, emotional wellness, and fostering a positive work environment.

**Leadership Development Series – Communicate & Motivate (1-5 days)** *\*Each course can be*

LC LP RD BA BC FC *sold á la carte.*

Elevate created this dynamic series for Leaders, Managers, Supervisors, Emerging Leaders, and Team Leads to take a deeper dive into the leadership field. Specifically in the following areas:

- 1) Motivating staff in the workplace
- 2) Dealing with Challenging Personalities

This program can be provided as a series or stand-alone training. The program can also be tailored to include all employees who can learn to exhibit leadership qualities within their work group.

- 1. Coaching Skills:** Coach, Role Model, Counsellor, Supporter, Guide... what do these words mean to you? Being a coach involves being a role model, sometimes a counsellor or supporter, and always a guide. Coaching is based on a partnership that involves giving and getting both support and challenging opportunities. Knowing how and when to coach is an essential skill that can benefit you, your team, and your organization.

***Depending on your organizations level of audience this training can be customized for both non-managers or managers, supervisors & emerging leaders***

**Learning Objectives for Non-Managers:**

- o Understand how coaching can be used when not in charge.
- o Develop coaching skills that help improve team and team member performance.
- o Demonstrate the behaviors and practices of an effective coach.
- o Recognize other’s strengths and know when and how to give effective feedback.
- o Identify and resolve problems quickly with tact and professionalism.

**1.a Learning Objectives for Supervisors, Managers, Emerging Leaders:**

- o Understand how coaching can be used to develop your team.
- o Develop coaching skills that help improve individual performance.
- o Demonstrate the behaviors and practices of an effective coach.
- o Recognize employees’ strengths and give them the feedback they need to succeed.
- o Identify employee problems and ways you can help to correct them.

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- 2. Communicating Effectively:** Interpersonal skills, often referred to as people skills, must be learned. Most often, poor communication and behavior styles need to be corrected and replaced with approaches that are more conducive to creating harmony in the workplace. Successful navigation of every scenario within a team environment is crucial to making sure that everyone feels accounted for and that as a team the message is clear. This course will teach participants how to effectively communicate within a team environment. Learning Objectives:
- o Identify your level of self-awareness and how it affects your interpersonal skills.
  - o Identify various communication and behavior styles.
  - o Develop skills in asking questions that give you useful information.
  - o The critical role communication skills play in building and maintaining a harmonious workplace.
  - o Promote trust and rapport by exploring your team player style and how it impacts group dynamics.
- 3. Problem Solving:** The purpose of this course is to provide participants with the knowledge and skills necessary to facilitate an effective problem analysis that leads to good decisions in their working scenarios. Participants will come to understand their own mind, brainstorm effective solutions, and work with several instructor-led exercises that build upon each other to learn how to identify causes and to recognize the difference between actions and conditions. Learning Objectives
- o Explain how biases affect our capability to make decisions creatively and critically.
  - o Seek out knowledge and facts to dissolve assumptions and lead to better options.
  - o Use a variety of techniques to generate creative ideas and solutions.
  - o Ask applicable questions that lead to good decisions.
  - o Generate more ideas.
  - o Factor the unknown and uncertainties into decision-making.
  - o Assess risks in any situation.
  - o Make well-informed decisions.

**4. Communicating with Challenging Personalities:** We have all had to work with a co-worker, client, or vendor, who we find to be difficult. Rather than letting it get under your skin, the tips in this course will help you overcome your frustration and remain under control. Cool as a cucumber! This course will provide you with techniques and communication skills guaranteed to help with different and difficult personalities by diffusing potentially explosive situations in a positive way.

- o Learn how to pinpoint and communicate with the most challenging personality types.
- o Learn how to manage your emotions under pressure.
- o Learn how to go from conflict to resolution.
- o Find new and effective techniques for diffusing conflict and clearing misunderstandings.
- o Develop coping strategies to stay calm when facing difficult situations.

**5. How to Motivate Staff:** Whether you are an employee with a team or one without a team, when you think of engagement and motivation, many things come to mind. For example, as a manager you might think that more money, a bigger office, a promotion, or a better quality of life would motivate team members. Conversely, if you are focused on motivating customers and clients, you might think of ways to make your interactions easier. The truth is, no matter what we offer people, true motivation must come from within. In this course participants will learn how to engage people and become great motivators using popular motivational and engagement models. Learning Objectives

- o Learn how attitude and actions can determine level of engagement.
- o Motivation for individuals and teams
- o Sustain an energetic level driving other forward.
- o Know your vision and share your vision.
- o Delegate responsibility but be accountable.
- o Establish trust and align others to reach a common goal.
- o Drive towards excellence in yourself and others.

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**Introduction to Growth Mindset** LC LP RD FC

This training focuses on research that shows the view you adopt for yourself profoundly affects the way you live your life. With the right mindset, leaders can motivate colleagues and help them to accept more challenges. You will explore the concept of Fixed vs. Growth Mindsets. Upon completion of the course, learners will: recognize what people think about intelligence and why people are different, define and understand fixed and growth mindsets and their effect on learning, develop strategies that enhance learning and accomplishment, improve IQ and uncover new knowledge about what changes intelligence, develop a plan for self-control and creating change personally and in the workplace., and maximize your time at work based on focus and knowledgeable planning.

**Successful Negotiations** LC LP RD BC FC

This course is designed to introduce the fundamentals of negotiation. It focuses on practical skills and strategies that can be applied in everyday work scenarios as well as in potential management roles. Participants will engage in interactive activities, role-plays, and discussions to build their negotiation skills in a practical, hands-on environment.

Learning Outcomes:

- Recall basic negotiation concepts and terminology.
- Explain the importance of negotiation in everyday situations.
- Demonstrate negotiation strategies in role-play scenarios in everyday work settings.
- Identify different negotiation styles and their appropriate use in various situations.
- Critique negotiation strategies and approaches based on real-life case studies.
- Develop a personal negotiation strategy plan applicable to your role.

**Breaking Through the Brick and Mortar: Crafting Your E-Commerce Strategy for Revenue**

LC RD BA BC FC

This course is designed to guide participants through the process of shifting their business into the virtual realm for increased revenue generation. Explore innovative techniques for establishing a strong online presence, optimizing user experiences, and navigating the evolving e-commerce landscape.

**Courageous Leadership (3 days)** LC LP RD BA BC FC

This 3-day Leadership Development Program, designed for U.S. Probation and Pretrial Services, targets foundational aspects of leadership, namely team communication, change management, and organizational growth. Participants will enhance their communication skills and navigate change effectively. The curriculum leans into practical application, allowing attendees to practice newly acquired skills in real-life scenarios. It will provide participants with a 360-degree view of leadership, equipping them for future challenges. Learning Outcomes:

- Identify and adapt to diverse communication styles, effectively employ active listening techniques, and provide actionable feedback.
- Recognize the value of diverse generational perspectives, identify challenges in multi-generational communication, and propose strategies to bridge these gaps.
- Distinguish leadership traits, appreciate the role of mentorship, and actively engage in mentor-mentee role-plays.
- Grasp the significance of performance reviews, understand the importance of continuous training for talent retention, and suggest improvements for talent development strategies.
- Comprehend the stages and significance of change management, design stakeholder engagement plans, and evaluate change management strategies.
- Identify the components of EI, engage in conversations on race and biases, champion inclusivity strategies, and reflect on personal growth in these areas.

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**Developing Facilitation Skills (2 days)** LP RD BC FC

This course is for the employee who facilitates meetings, team projects or in the classroom. This two-day course is designed to give facilitators the tools needed to initiate and manage meetings. Participants will utilize case studies, gamification, brainstorming, interactive role play, and templates to practice these skills in a safe environment. They will learn how to plan for productive meetings using meeting management techniques that will engage attendees and leave a positive and lasting impression. Attendees will learn how to use meeting templates to reduce waste and make meetings more efficient as well as intervention strategies to keep meeting participants focused. Meeting facilitators will learn how to successfully deal with members of the group who tend to dominate the proceedings while maintaining an open atmosphere. Course Learning Objectives:

- Define the terms “presenting” and “facilitating.”
- Explain the key differences between presenting and facilitating.
- Implement strategies to manage varied audience behaviors, including addressing difficult attendees, responding to unexpected questions, and managing unanticipated distractions.
- Employ both traditional and non-traditional methods to actively engage an audience, including during Q&A sessions.
- Describe the significance of pauses and silences in facilitation and the reasons not to perceive them as voids to be filled.
- Identify instances of one’s own unconscious biases during facilitation exercises.
- Apply strategies to counteract unconscious biases in facilitation settings.
- Tailor facilitation techniques appropriately for diverse settings including virtual meetings, panel discussions, group sessions, executive meetings, and more.
- List the key components of effective body language during facilitation.
- Evaluate feedback given during facilitation exercises, discerning between constructive criticism and personal opinion.
- Construct a personal development plan based on feedback received, ensuring the separation of personal feelings from professional growth objectives.

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**WRITING SKILLS**

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**Effective Business Writing, Grammar & Proofreading (2 days)** RD BA FC

During the two-day course employees will learn to compose, review, edit, and issue written materials for a diverse audience. By the end of the training, the participants will have the effective writing techniques to consider the topic and intended reaction before writing a response with clarity, correct grammar, and formatting. Participants will learn how to use appropriate tone, avoid a passive voice, proofread their own work, and develop a strong call to action. Additionally, participants will leave with the knowledge to properly contextualize and order information for maximum impact and to continue their own further development of communication skills. Every participant will write and complete a piece during the two-day session.

**Writing at the Executive Level** RD BA FC

Organizations greatly benefit from having a professional cadre who can produce clear, well-organized, grammatically correct documents of the work they perform. Today’s professionals are expected to communicate effectively, and writing plays a vital role in how one’s work is presented to colleagues, subordinates, and the community as a whole.

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**Writing a Statement of Work Training** RD BA FC

During this training, participants will learn the fundamentals of Writing a Statement of Work (SOW). They will focus on:

- The Anatomy of a Statement of Work?
  - Organizing Information
  - Using and Modifying Templates
  - What to Reinforce
  - Requirements to Write a Clear and Concise SOW
- How SOW relates to Solicitation
  - Writing a SOW to Get a Better Result
  - Different Types of SOW
- Writing Tips
  - Less Q & A
  - Simplifying: Tips for Engineers
  - Writing in Plain Language
  - Precision
  - What to Avoid

**Technical Writing (Fundamentals, Intermediate, Advanced - 1 day each)** RD BA FC

Organizations greatly benefit from having a professional cadre who can produce clear, well-organized, grammatically correct documents of the work they perform. Today’s professionals are expected to communicate technically, and technical writing plays a vital role in how one’s work is presented to key customers, and the research community as a whole. Skills obtained from this technical writing course will help participants to communicate with others inside and outside of the organization through reports, instructions, procedures, e-mails, letters, abstracts, case studies, etc.

Writing Technical Documents can be a one-day, two-day or three-day course, depending on how many topics you wish to incorporate.

**Administrative Professional Capstone Program: Polish and Shine Your Writing for Top Brass Readers (4-month series)**

RD BA FC

During this Capstone Program participants will compose, edit, proofread, and issue written materials for review by our subject matter expert, peers, and supervisors. By the end of the program, participants will have gained effective writing techniques to write with purpose, to consider the topic and intended reaction before writing a response with clarity, correct grammar, and formatting. Participants will increase productivity and enjoy less rewriting, editing, and irritating mistakes that take up too much time. This four-month Capstone Program will include:

- Month 1: Business Writing: Participants will gain the knowledge to edit, write with brevity, and create effective written correspondence (i.e., email, letters, reports, meeting minutes, etc.) in a professional manner.
- Month 2: Grammar: Words are perhaps the most powerful tools on the planet. You use them every day, in your speech and in your writing. How you write reflects your level of competence to those around you.
- Month 3: Editing/Proofreading: Do you read what you write? A thorough editing and proofreading will help improve the readability, clarity, and tone of the text. Based on completed assignments, this session will focus on practical editing and proofreading techniques to improve work.
- Month 4: Capstone
  - Submit final assignment for SME review.
  - Debrief with peers, supervisors, and executive-level stakeholders to showcase participant's improvement and knowledge gathered through the duration of the program.
  - Acknowledge completion and graduation of course.

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**Business Writing and Email Etiquette** RD BA FC

In today's competitive business environment proper and professional e-mail communication is the key to success. This training session will teach you how to write powerful and professional emails that get results. At the end of the program, you will be prepared for the type of professional communication that you are likely to engage in during your career.

**Clear Writing through Critical Thinking** RD BA FC

The ability to clearly reason through problems and to present arguments in a logical, compelling way has become a key skill for survival in today's world. This training will give you some practical tools and hands-on experience with critical thinking and problem solving to ensure that your writing is clear, concise, and persuasive. This one-day workshop will help you teach participants how to:

- Make their writing clear, complete, concise, and correct.
- Improve sentence construction and paragraph development.
- Deal with specific business requests.
- Thoroughly document sources that they use in their writing.
- Define critical and non-critical thinking.
- Identify your critical thinking style(s), including areas of strength and improvement.
- Work through the critical thinking process to build or analyze arguments.
- Develop and evaluate explanations.
- Improve key critical thinking skills to write more effectively.
- Use analytical thought systems and creative thinking techniques.
- Prepare and present powerful arguments.

**Getting Results with Clear Writing and Dynamic Presentations (Series 3 days)** RD BA FC

Elevate's 3-day program focuses on improving both oral and written communication for people who write e-mails, reports, memos, business letters, meeting minutes, and who give presentations to influence and persuade. We take a fun approach to grammar review, and all three days are packed with activities, skill practice, and practical application so that participants can use what they learn immediately back on the job. Each day can be presented as a stand-alone session.

- **Day 1: Grammar:** This adult-directed seminar will focus on the following areas in grammar:
  - Punctuation
  - Active vs. Passive Voice
  - Sentence Structure
  - The Run-On Sentence and the Fragment
  - Usage
  - Grammar Myths
  - Subjects of sentences including definite and indefinite pronouns while remembering to be gender neutral.
  - Agreement
  - Numbers
- **Day 2: Writing:** Participants will learn to edit, write with brevity, and create effective written correspondence (i.e., email, letters, reports, meeting minutes, etc.)
- **Day 3: Presentation Skills:** Elevate's Become a Master Public Speaker training will teach you how to deliver presentations effectively, develop yourself into a confident and competent speaker, and prompt action from an audience.



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**Succinct Plain Language** RD BA FC

Teach your staff writing using plain and concise language in compliance with the Plain Language Act of 2010. The law requires that all government employees, agencies, and documentation use “clear Government communication that the public can understand and use.” This course draws on the basics of good grammar and written communication with emphasis on structuring ideas and writing to an audience based on clarity. This can be applied to simple or complex writing scenarios – such as press releases, SOWs, or translation of multi-layered reports and data analysis into simple language.

**Effective Writing for Military and Government Officials** RD BA FC

*Effective Writing for Military and Government Officials* is designed to enhance participants’ writing skills according to the AR-50 Army Writing Style principles. The course focuses on developing clarity, coherence, accuracy, and brevity in writing. Participants will engage in a series of interactive sessions that build upon each other to provide a comprehensive understanding of effective writing techniques. Upon completion of the course, participants will be able to:

- Differentiate between various writing styles and identify the key principles of the Army Writing Style.
- Construct clear, concise, and coherent sentences and paragraphs.
- Develop unified and organized documents with a clear purpose and thesis.
- Apply principles of accuracy, brevity, and clarity to military and government documents.
- Utilize active voice and concrete language to enhance the effectiveness of their writing.
- Identify and correct common writing errors, including wordiness, jargon, and misused modifiers.

**Business Writing & Mistake Free Grammar (2 days)** RD BA FC

Words are perhaps the most powerful tools on the planet. You use them every day, in your speech and in your writing. How you write reflects your level of competence to those around you, so it’s important to maintain a high level of proficiency. Our business writing training and grammar will give you the basic and advanced skills you need to boost your quality of writing for maximum efficiency and clarity of thought.

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## BEHAVIOR ASSESSMENTS

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Elevate Inc. offers over twenty different assessments to determine staff and management relationship styles. These extend beyond the personal and can be used to determine leadership, communication, emotional intelligence styles, and more. These assessments include DISC, Motivators, Driving Forces (what motivates individuals to succeed on a personal and professional level), Emotional Intelligence, Management-Staff Relationship, Team Reports, Sales, and more. Assessments are not only useful for determining information about oneself, they also provide an insight into the motivations of others. Assessments are delivered online and are validated by certified trainers. Some assessments can look at up to 384 different behavior styles. Assessments are designed to demonstrate not discriminate against any of the protected Equal Employment Opportunity (EEOC) legislated classifications.

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### Wiley's Everything DiSC® LC LP RD BA BC FC

Wiley Brands'® Everything DiSC® is a personal assessment tool aimed at enhancing workplace communication and interpersonal effectiveness. The tool categorizes individuals based on four primary personality traits: Dominance (D), Influence (i), Steadiness (S), and Conscientiousness (C). By taking an online assessment, participants receive a detailed report highlighting their primary behaviors and offering insights into how they might interact with others. This framework provides a common language for understanding and adapting behaviors in a workplace setting. Organizations deploy Everything DiSC® for diverse purposes, including leadership development, team building, and conflict resolution, aiming to foster a more collaborative and efficient working environment.

### Wiley's The Five Behaviors® LC LP RD BA BC FC

The Five Behaviors® profile system is based on The Five Dysfunctions of a Team by Patrick Lencioni. The five behaviors Lencioni identified will result—if each is maximized—in a team that operates as efficiently and effectively as possible. The characteristics of a cohesive team are Trust, Conflict, Commitment, Accountability, and Results. Each behavior in the model builds upon the previous and supports the others. The team profile and facilitated program lets team members know how they and the team are doing, and how they can become more cohesive.

### Clifton Strength-Finders® Assessment LC LP RD BA BC FC

The Clifton Strength-Finders assessment helps people discover their natural abilities – some they may never have the opportunity to use on a day-to-day basis. A clear understanding of these sometimes obvious, sometimes subconscious strengths enables Elevate trainers to unleash untapped potential in participant's working environments. This also helps identify knowledge gaps that can be improved upon for continuous well-rounded success.

### TTI-SI DISC® LC LP RD BA BC FC

Learn your talents, inner strengths and weaknesses through the power of the DISC Assessment administered by a certified DISC trainer. You will be able to capitalize on abilities you never knew existed and will have a newfound knowledge about yourself, the people you deal with and the challenges you each face.

### Myers-Briggs Type Indicator LC LP RD BA BC FC

Elevate trainers are certified to administer the MBTI, a personality type assessment based on theories of C.G. Jung. The assessment makes these classifications understandable to the layman and useful in training participants' everyday personal and professional lives. By assessing seemingly random behaviors, assessment takers will be classified into several orderly and consistent models based on perception and judgment. Understanding one's MBTI will prepare participants to better understand their personal decisions in the workforce.

### 360 Assessments LC LP RD BA BC FC

360 assessments are used to gather feedback from peers, subordinates, and superiors. Groups, individuals, or entire divisions can get an accurate picture of their workplace performance, strengths, and weaknesses. This is done by submitting assessments to individuals that have regular contact with the subject. Based on the results, subjects will work closely with a coach or trainer to improve areas targeted in the 360 feedback. Elevate will help organizations determine targets for assessment, monitor participation by evaluators, determine the process of feedback, crunch the data, and plot a path forward.

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### Emotional Intelligence LC LP RD BA BC FC

Elevate’s Emotional Quotient assessment looks at a person’s emotional intelligence, which is the ability to sense, understand and effectively apply the power and acumen of emotions to facilitate higher levels of collaboration and productivity.

### Behaviors and Driving Forces (formally Motivators) LC LP RD BA BC FC

The Behavior and Motivators assessment analyzes individual’s behavioral style. It will delve into how people do things, how they act, and how they respond to their environment. Metrics from the assessment will gain an understanding of what an individual brings to the job, identify an individual’s natural and adapted style of dealing with problems, and discover your employee’s preferred method of communication.

### TriMetrix® EQ LC LP RD BA BC FC

Examines the behaviors individuals bring to the job, the motivators that drive them, and an understanding of their own emotional intelligence. This report blends all three sciences together in an integrated section that will illustrate the impact emotional intelligence has on core behavior as well as the top two motivators’ styles as it applies to influence and persuasion. These reports consist of three sciences: behaviors, driving forces/motivators, and EQ.

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## LEADERSHIP COMPETENCIES

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**LC LEADING CHANGE:** This core qualification involves the ability to bring about strategic change, both within and outside the organization, to meet organizational goals. Inherent to this ECQ is the ability to establish an organizational vision and to implement it in a continuously

changing environment.

- **Creativity and Innovation** - Develops new insights into situations; questions conventional approaches; encourages new ideas and innovations; designs and implements new or cutting-edge programs/processes.
- **External Awareness** - Understands and keeps up-to-date on local, national, and international policies and trends that affect the organization and shape stakeholders' views; is aware of the organization's impact on the external environment.
- **Flexibility** - Is open to change and new information; rapidly adapts to new information, changing conditions, or unexpected obstacles.
- **Resilience** - Deals effectively with pressure; remains optimistic and persistent, even under adversity. Recovers quickly from setbacks.
- **Strategic Thinking** - Formulates objectives and priorities and implements plans consistent with the long-term interests of the organization in a global environment. Capitalizes on opportunities and manages risks.
- **Vision** - Takes a long-term view and builds a shared vision with others; acts as a catalyst for organizational change. Influences others to translate vision into action.

**LP LEADING PEOPLE:** This core qualification involves the ability to lead people toward meeting the organization's vision, mission, and goals. Inherent to this ECQ is the ability to provide an inclusive workplace that fosters the development of others, facilitates cooperation and teamwork, and supports constructive resolution of conflicts.

- **Conflict Management** - Encourages creative tension and differences of opinions. Anticipates and takes steps to prevent counter-productive confrontations. Manages and resolves conflicts and disagreements in a constructive manner.
- **Leveraging Diversity** - Fosters an inclusive workplace where diversity and individual differences are valued and leveraged to achieve the vision and mission of the organization.

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- **Developing Others** - Develops the ability of others to perform and contribute to the organization by providing ongoing feedback and by providing opportunities to learn through formal and informal methods.
- **Team Building** - Inspires and fosters team commitment, spirit, pride, and trust. Facilitates cooperation and motivates team members to accomplish group goals.

RD **RESULTS DRIVEN:** This core qualification involves the ability to meet organizational goals and customer expectations. Inherent to this ECQ is the ability to make decisions that produce high-quality results by applying technical knowledge, analyzing problems, and calculating risks.

- **Accountability** - Holds self and others accountable for measurable high-quality, timely, and cost-effective results. Determines objectives, sets priorities, and delegates work. Accepts responsibility for mistakes. Complies with established control systems and rules.
- **Customer Service** - Anticipates and meets the needs of both internal and external customers. Delivers high-quality products and services; is committed to continuous improvement.
- **Decisiveness** - Makes well-informed, effective, and timely decisions, even when data are limited, or solutions produce unpleasant consequences; perceives the impact and implications of decisions.
- **Entrepreneurship** - Positions the organization for future success by identifying new opportunities; builds the organization by developing or improving products or services. Takes calculated risks to accomplish organizational objectives.
- **Problem Solving** - Identifies and analyzes problems; weighs relevance and accuracy of information; generates and evaluates alternative solutions; makes recommendations.
- **Technical Credibility** - Understands and appropriately applies principles, procedures, requirements, regulations, and policies related to specialized expertise.

BA **BUSINESS ACUMEN:** This core qualification involves the ability to manage human, financial, and information resources strategically.

- **Financial Management** - Understands the organization's financial processes. Prepares, justifies, and administers the program budget. Oversees procurement and contracting to achieve desired results. Monitors expenditures and uses cost-benefit thinking to set priorities.
- **Human Capital Management** - Builds and manages workforce based on organizational goals, budget considerations, and staffing needs. Ensures that employees are appropriately recruited, selected, appraised, and rewarded; takes action to address performance problems. Manages a multi-sector workforce and a variety of work situations.
- **Technology Management** - Keeps up to date on technological developments. Makes effective use of technology to achieve results. Ensures access to and security of technology systems.

BC **BUILDING COALITIONS:** This core qualification involves the ability to build coalitions internally and with other Federal agencies, State and local governments, nonprofit and private sector organizations, foreign governments, or international organizations to achieve common goals.

- **Partnering** - Develops networks and builds alliances; collaborates across boundaries to build strategic relationships and achieve common goals.
- **Political Savvy** - Identifies the internal and external politics that impact the work of the organization. Perceives organizational and political reality and acts accordingly.
- **Influencing/Negotiating** - Persuades others; builds consensus through give and take; gains cooperation from others to obtain information and accomplish goals

FC **FUNDAMENTAL COMPETENCIES:** These competencies are the foundation for success in each of the Executive Core Qualifications.

[FEDERAL GOVERNMENT ADMINISTRATIVE SKILLS](#)  
[COMMUNICATION SKILLS](#)  
[CONFLICT & STRESS MANAGEMENT](#)  
[HR LAW](#)  
[PRESENTATION SKILLS TIME MANAGEMENT](#)  
[CHANGE MANAGEMENT](#)  
[COMPUTER SKILLS](#)  
[DIVERSITY](#)  
[PROJECT MANAGEMENT](#)  
[LEADERSHIP SKILLS WRITING SKILLS](#)  
[BEHAVIOR ASSESSMENTS](#)  
[LEADERSHIP COMPETENCIES](#)

- **Interpersonal Skills** - Treats others with courtesy, sensitivity, and respect. Considers and responds appropriately to the needs and feelings of different people in different situations.
- **Oral Communication** - Makes clear and convincing oral presentations. Listens effectively; clarifies information as needed.
- **Integrity/Honesty** - Behaves in an honest, fair, and ethical manner. Shows consistency in words and actions. Models' high standards of ethics.
- **Written Communication** - Writes in a clear, concise, organized, and convincing manner for the intended audience.
- **Continual Learning** - Assesses and recognizes own strengths and weaknesses; pursues self-development.
- **Public Service Motivation** - Shows a commitment to serve the public. Ensures that actions meet public needs; aligns organizational objectives and practices with public interests.

- LC Leading Change
- LP Leading People
- RD Results Driven
- BA Business Acumen
- BC Building Coalitions
- FC Fundamental Competencies
- COMPLIANC GSA Compliance

***For more information, please check us out on the web.***



***If Human Services courses are what you're looking for please refer to our Health and Human Services Catalog.***