

PREMIUM Training Courses

Adaptive Management: How can leaders adapt their default management style to best suit the specific needs of an individual or team based on the situation at hand? We will explore several models including; Blake & Mouton's Leadership Grid, The Tuckman model of team development, and Situational Leadership. Participants will gain a working understanding of each as well as how to diagnose which management style might be most appropriate to a given situation. 2 hours.

Applied Critical Thinking: An exploration of the "C.R.E.D. Disciplined Thought Process" including; culling information, reviewing assumptions, evaluating arguments, and drawing conclusions. How to review your decision-making and problem-solving thought process to better assure sound reasoning was applied. Participants may be giving the option of taking the "My Thinking Style" self-assessment and discussing results. 2 hours.

Coaching for Performance and Development: Using the GROW Model of Coaching for improved performance and the Developmental Model of coaching to help employees think things through on their own and be more self-managed. 2 hours.

Communicating Effectively: Understanding the challenges of even simple person-to-person communication and how to maximize understanding. Participants will learn their natural communication style along with skills for active listening, giving and receiving feedback, and having difficult conversations.

Conducting Investigations: Participants will learn procedural essentials, the funnel questioning technique, Just Cause and Due Process, NLP/interpreting body language, along with the burden of proof as it applies to employment disciplinary actions. 2 hours.

Conflict Resolution: An exploration of the *Thomas-Kilmann Conflict Mode Instrument*. How and when to use each mode as well as the strengths and limitations of each. Working through the “*Your Turn, My Turn*” approach to mediating parties in conflict. 2 hours*.

Consultative Sales: Create impact by using the consultative selling approach, isolating and overcoming objections, building the customer relationship. How to ask non-threatening questions that reveal the true needs and wants of the customer. 2 hours.

Creating a Cohesive Team: Based somewhat on Patrick Lencioni's book *Overcoming the 5 Dysfunctions of a Team* but also other sources, participants will learn how to build team trust, engage in healthy team conflict, commit to team decisions, hold each other accountable and focus on collective results. 2 hours.

Customer Service Excellence: Based largely on “Knock Your Socks Off Service” and “The Ultimate Question”, this session focuses on the customer relationship, discovering true needs and wants, building trust, and how to respond when things go awry. 2 hours.

Delegation & Empowerment: Discover the 4-quadrant priority matrix and the delegation triangle are presented. Tips for effective delegation and pitfalls to avoid. How to empower employees to better execute their job assignments. 2 hours.

DISC Behavioral Styles: Gain insight into the 4 basic behavioral styles based on the *DISC Model*. Participants complete a short form self-assessment to determine their style. Several learning activities help to demonstrate the tendencies and preferences of each style and how to recognize the style of others to work more effectively together. 2 hours.

Difficult Conversations: Guidelines to prepare for and engage in difficult conversations. What to include, what to avoid, and what general approach to take. Utilizing Active Listening techniques, and the “On-the-Level” model to keep the conversation on track. 2 hours.

Diversity & Inclusion: An awareness and understanding of the value of differences and how embracing diversity and inclusion is essential to a healthy, collaborative, productive and legal work environment. 1 hour.

Emotional Intelligence: Based largely on the *4-quadrant model of Emotional Intelligence by Daniel Goleman*. Participants will learn tools for emotional self-awareness, self-regulation, social awareness, and relationship management. Using the *Johari Window* to elevate self-awareness, and the *4 A's* model for controlling emotional impulses. 2 hours.

Employee Engagement: A discussion on why employee engagement is preferred over employee satisfaction. A presentation of the finding of two studies on employee engagement, Gallop and Towers-Perrin, as well as the “10 I's” model and the Blessing-White Model. 2 hours.

Execution – from Strategy to Action: Studies show that 70% of strategic failures are due to poor execution. Based on principles from 2 books; “Execution: The Discipline of Getting Things Done” and “The 4 Disciplines of Execution” we will explore how to effectively execute strategy. 2 hours.

Fierce Conversations: [company certification required]. A popular method for having effective conversations when much is at stake and discomfort is high. Other modules available would include; confrontation, coaching, collaboration, delegation, accountability, and generations. 4 hours* .

FISH! Embrace the Energy & Release the Potential: Based on the internationally famous fish seller at the Pike Place Market, this training helps you understand why and how to inject fun and play into the workplace to energize employees and engage customers. 1 hour.

Five Dysfunctions of a Team: Patrick Lencioni’s seminal work. A step-by-step process for building team trust, engaging in healthy conflict, truly committing to team decisions, holding each other accountable, and focusing on collective results. 8 hours* (in multiple sessions).

Fostering Creativity & Innovation: Enhance your understanding of how to stimulate “right brain” versus “left brain” (out of the box) thinking. Participants will review tools for divergent and convergent thinking, mind mapping, creative/lateral thinking, and methods for adopting alternate perspectives. How to establish an environment that welcomes and supports creativity and innovation. 2 hours.

Ideal Team Player: Based largely on the book by Patrick Lencioni. Participants will complete a self-assessment designed to both diagnose and establish recommendations as to how to become a better team player. The essential components of hungry, humble, and smart will be explored. 1 hour.

Mistake-Proofing (Poka Yoke): A look at many examples of the variations of job, process and tool design that will help reduce or eliminate errors, waste, and rework. Activities that help ensure participants apply the concepts and provide opportunities for integration. 2 hours.

Maintaining a Balance: Keeping a healthy balance between managing the 3 aspects of process-results-relationships. How an overemphasis on any one aspect would manifest and why the balance between the three components is not only preferable, but essential. 2 hours.

Managing & Driving Change: We will explore William Bridges “Transitions” model. Understanding how to embrace change and help others navigate through change effectively. Also, Kotter’s 8-step change model for implementing change. How to overcoming change resistance, build support and momentum for change, and methods to help anchor change. 2 hours.

Managing Difficult Behavior Types: Understanding the “good vs. bad” extremes of attributes. How to recognize common difficult behavior types using the two-spectrum model and how to manage those behaviors. 2 hours.

Manufacturing Concepts: A brief examination of fundamental manufacturing concepts including; the Theory of Constraints, 5-S, Lean, Mistake Proofing/Poka Yoke, Kanban, Just in Time and more. How they're related and why they work. 2 hours.

Meaningful Metrics: How to link measurement tools to key objectives. How to identify and quantify both individual and team performance and how to share those metrics effectively. 1 hour.

Motivation - Theory & Application: Briefly reviewing several well-established theories of motivation. The 10 motivational tools and the 5 possible consequences of behavior. Why caution should be taken when applying rewards. Concluding with Dan Pink's insights on motivation from his book, "Drive". 2 hours.

Negotiation Concepts and Tactics: We will explore the basics of both the Chester Karrass method and the Bob Gibson approach. Interest-based versus positional bargaining. How to identify and close the gaps to get the deal. 2 hours.

On-the-Job Training: The principles of adult learning theory and brain science. How to dissect job tasks and simplify procedures for more effective training. Also, creating and utilizing job aids for reference and better understanding. 1 hour.

Problem Solving/Decision Making: Participants will complete and review individual results of the Decision Style Profile. Divergent and convergent thinking and techniques. Root cause analysis, the spectrum of agreement, and achieving consensus support. Also, how to avoid "group think". 2 hours.

Professional Accountability: The Triad Model and the Oz Principle are covered. "Above the line" and "below the line" behaviors. The value of and difference between being accountable for process, results and relationships. 2 hours.

Project Management (basic): Establishing a project charter, formulating a problem statement and statement of work, the Dr. Grac formula, Gantt charts, Harvey Balls, and critical path tracking, along with understanding why and how to adjust the plan. 2 hours.

Safety Management: Heinrich's Safety Pyramid concept, safety awareness, a behavioral and cultural approach to accident prevention. Plus, for managers, accident investigations, and managing return to work/light duty. 2 hours.

The Seven Habits of Highly Effective People: Based on Stephen Covey's popular book, each "habit" is covered in detail along with practical tools and techniques to improve each. Plus, he later added an 8th habit which will be covered as well. 4 hours.

Strategic Planning: Learn the tools to help create meaningful company mission, vision & values, Traction, the Balanced Scorecard, market niching, SWOT analysis, scenario planning and "futuring" techniques will all be explored. 2 hours.

Succession Planning: Understanding the requisite steps in creating a plan and how to effectively execute each step. Also, some attention will be given to replacement planning and career pathing. 2 hours.

Time Mastery: Use these valuable tools to being more efficient and productive. The Priorities Quadrants and various elements of time management along with plenty of valuable tools and tips. Balance between mindset, concepts and tools. 2 hours.

TQM Basics: The 7 primary quality tools are presented and applied to real work situations. The concepts of Six Sigma and Lean Processes are discussed. 2 hours.

Train the Trainer: Preparing managers and others to be trainers – including on-the-job training. Kolb's Learning Styles, right brain versus left brain and the principles of adult learning. Some theory but leaning toward the practical application. 2 hours.

Workplace Culture: Create the company culture you hope for using the Competing Values Framework and the 4 C's models. How to assess/identify your existing culture to determine what changes to make. Then, learn how to shape workplace culture on a department and company-wide level. 2 hours.

For additional information, visit [Asure Consulting](#).

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