

# Organizational Development Training

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## Creating Customer Loyalty

*Quality customer service that creates long term loyalty doesn't just happen by itself. We need to examine and understand our customers' wants, needs and perceptions.*

- Seven essential principals that every employee should embrace
- Strategies and skills for dealing with difficult customers
- Five key areas that customers use to evaluate service
- Role playing to increase confidence and commitment

## Leadership Skills for Effective Management

*This training combines various leadership techniques necessary in today's workplace. Personal identification and small group activities will increase understanding and confidence for today's leader.*

- Learn your leadership style and how it's perceived
- Qualities employees want in a job and a supervisor
- Leadership survey to identify areas of improvement
- Identifying strengths and incorporating for effectiveness

## Managing Angry & Negative Employees

*Steps for effective consequence management will be addressed, as well as techniques for creating a more positive workplace. Discussions will relate to the underlying emotions of anger and effects of the disengaged worker.*

- Increase knowledge & understanding of emotion
- Identify underlying emotions of anger
- Set the stage for success
- Define effective assertive behavior
- Manage negative behaviors using a four step model
- Explore how to keep your own emotions in check

## Problem Solving for Solutions

*Effective decision making is necessary in a productive organization. Discussions will include steps to creating a solution including brainstorming and solution implementation.*

- Identifying who owns the problem
- Effective steps in problem solving
- Collaboration vs. competition
- Overcoming barriers and obstacles
- Communication for successful outcomes

## Teambuilding & Improving Employee Morale

*Engaged employees are productive employees. Supervisors will discover and identify techniques to create a motivational work environment where everyone works together to get the job done.*

- Effective teamwork processes
- Five keys to improve morale
- Seven skills to build the team
- Ways leaders inspire and motivate
- How to maximize your return for caring

## Teambuilding: Interactive Group Experiences

*Designed as a hands-on, interactive training session, you will learn effective techniques for creating a cohesive workgroup. After self-assessment, discussion will include individual strengths & challenges and how to apply those to a successful team. Activities may include:*

- Three Truths and a Fib
- Draw a Bug
- The Human Knot
- Marshmallow Tower
- The Balancing Nail Act
- Additional Activities

## Thriving on Change

*Change is constant. In a dynamic culture, workplace changes also occur. This training will focus on developing skills for managing stress associated with change and exploring ways to turn events into opportunities for growth and development.*

- Personal change assessment
- Four phases of change
- Basic mistakes and methods of survival
- The three R's for managing change
- Seven principles of successful change