



2012 Professional Development Training Catalog





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Training Program Overview

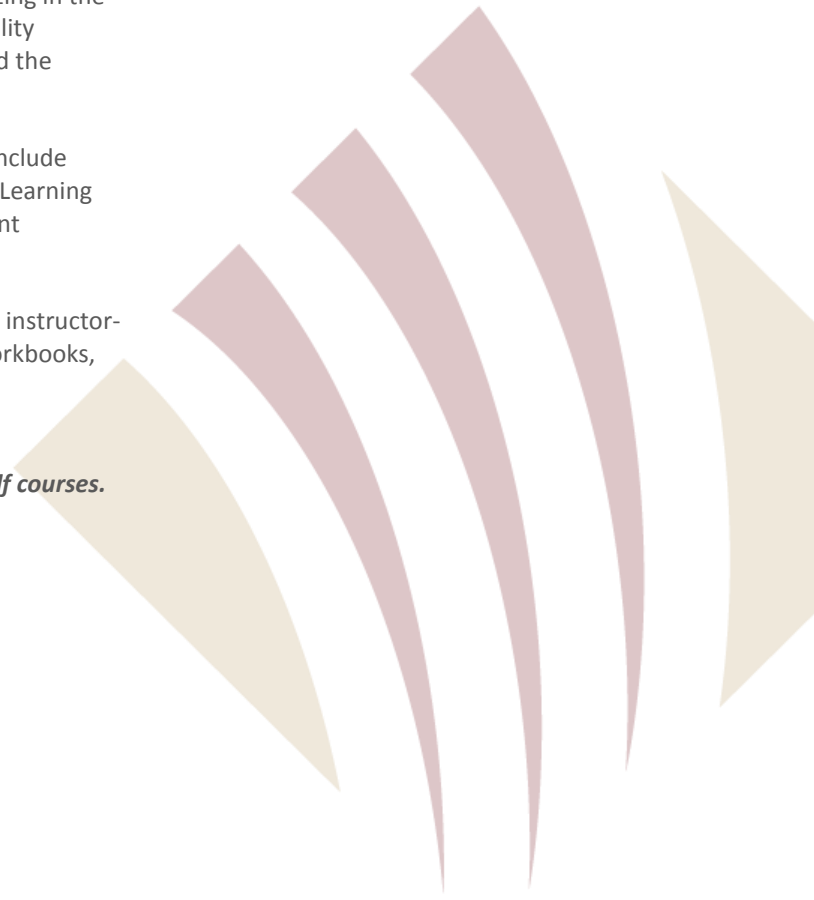
Effective training not only boosts productivity and quality, but also helps to boost employee morale. The key to successful training is a well-designed, comprehensive training program that addresses the specific requirements of the target group.

Myers Technical Services LLC (Myers-Tech) is a management consulting and training company specializing in the learning tools that organizations use to improve performance, increase productivity, and maintain quality standards. We offer onsite training courses for corporate, state and federal agencies seeking to expand the business skills of their human resources.

We “optimize people, processes and technology” by developing customized learning solutions which include Instructor Led Training (ILT), Web Based Training (WBT), Computer Based Training (CBT), and Blended Learning options. We also offer a host of other training support services ranging from curriculum design, content conversion, graphics, and animations, to assessment and testing.

Our team is well versed in the art and craft of instructional design and development of courseware for instructor-led training, which includes the development of educational materials, instructor manuals, student workbooks, and PowerPoint presentations.

We can develop customized training solutions for your organization or facilitate tailored off-the-shelf courses.





Career Development

Building Self Esteem & Assertive Skills

Building self-esteem and having good assertiveness skills are essential for self confidence and success. And it all begins with you. This course will help participants discover some simple assertiveness techniques that dramatically change how you feel about yourself and boost self-esteem. Participants will learn how to recognize the importance of learning self-acceptance, and nurturing your sense of self.

What participants will:

- › Learn how to create positive self-expectations
- › Begin setting goals to get more of what they want from life
- › Develop self-talk messages that help build self-esteem
- › Identify communication tools to help them be more assertive
- › Learn how to say no, and when no is the best answer
- › Learn how to make a positive first impression
- › Discover ways to connect with people

Creating a Dynamic Job Portfolio

The job market continues to change, as does the way we look for work. This course examines the value of presenting yourself as a complete package by using a resume as an introduction to an employer and backing it up with a portfolio presented at the interview.

In order to make the most of this course, participants need to have recently completed the Starting Your Job Search workshop, or identified target positions and completed a full skills assessment and goal setting exercise.

Highlights of what participants will learn:

- › Learn how to describe their self using descriptive language
- › Explore the essential elements of cover letters and resumes
- › Understand the need for pre-employment testing and what to expect in their target market
- › Design a personalized portfolio
- › Develop a plan that moves them to a new job within 60 days

1 Day

- › Anxiety Inventory (Pre-Assignment)
- › Building Your Self Esteem
- › Impressions
- › The Johari Window
- › Trust
- › Increasing Self Esteem
- › Self Confidence
- › The Power of Thoughts
- › Ask for What You Want
- › Communication
- › Connecting with People
- › Behavior Cost-Benefit Analysis

1 Day

- › Introduction and Course Overview
- › Who are You?
- › Writing the Resume
- › Creating a Noticeable Package
- › Cover Letters
- › Getting into the Flow
- › The Portfolio
- › Dealing with Awkward Points
- › Getting to a New Job in 60 Days
- › Giving References
- › Thank You
- › Workshop Wrap-Up



Critical Thinking

Many of us are familiar with the idea of information overload. The amount of e-mails and messages we get in a day that try to sell us an idea, product, cause, or lifestyle can be overwhelming. How do you know what to believe? How do you separate the good ideas from the bad ones, or figure out what's best for you when misinformation has become so widespread? Critical thinking training teaches you how to make the most of the information you have, as well as how to present compelling arguments and clearly reason your way to success in the workplace! This one-day workshop provides students with critical thinking development.

Participants will learn to:

- › Identify their critical thinking style, and how to strengthen and improve that style
- › Work through the critical thinking process;
- › Develop and evaluate explanations
- › Prepare and present compelling arguments
- › Use effective reasoning techniques to avoid falling into common pitfalls and illogical traps
- › Develop personal action plan that enables students to refine their critical thinking skills

Communication Strategies for Success

This two-day workshop is designed to help you improve your communication skills with other people in your workplace or at home. This workshop gives participants the opportunity to improve the critical communication skills of listening, asking questions and being aware of nonverbal messages. This workshop can also help participants who are struggling to find that middle ground between being too aggressive and too passive, and how to counter the manipulative tactics of difficult people. Participants also learn more about the six elements of our communication with others that help us reveal appropriate information about ourselves, and get a handle on how to better manage ourselves for a professional image.

Participants will learn to:

- › Identify common communication problems that may be holding you back
- › Develop skills in asking questions that give you information you need
- › Learn what your non-verbal messages are telling others
- › Develop skills in listening actively and empathetically to others
- › Learn how to firmly stand your ground and make your feelings heard
- › Enhance your ability to handle difficult situations without being manipulated
- › Be more aware of six critical elements of our communication with others

1 Day

- › Introduction and Course Overview
- › Understanding Critical Thinking
- › Where Do Other Types of Thinking Fit In?
- › Pitfalls to Reasoned Decision Making
- › The Critical Thinking Process
- › A Critical Thinker's Skill Set
- › Creating Explanations
- › Dealing with Assumptions
- › Common Sense
- › Critical and Creative Thought Systems
- › Putting It Into Practice
- › Workshop Wrap-Up

Day 1

- › What's In This for Me?
- › Ten Commandments of Human Relations
- › Defining Good Communication
- › Questioning Techniques
- › Listening Techniques
- › Six Elements of Our Communication with Others
- › Frame of Reference

Day 2

- › Five Approaches to Interpersonal Relationships
- › Assertive, Passive and Aggressive
- › Persuading Others
- › Managing Stress



Conflict Resolution: Dealing with Difficult People

The easiest way to deal with difficult people is to stay as far away from them as you can, suggests Robert Bramson Ph.D., organizational psychologist, management consultant with Bramson Gill Associates, and author of *Coping with Difficult People*.

Great advice for those who work by themselves at home; it's a doable option. But the vast majority of people can't avoid interactions with a wide range of personality types, including some who are inconsiderate, stubborn, incorrigible, inappeasable, indecent, or downright sleazy.

Participants will learn:

- › How their attitudes and actions impact others
- › New and effective techniques for dealing with difficult people
- › Coping strategies for dealing with difficult people and difficult situations
- › How to identify times when they have the right to walk away from a difficult situation
- › Techniques for managing and dealing with anger

Emotional Intelligence 101

Emotional intelligence, also called EQ, is the ability to be aware of and to manage emotions and relationships. It's a pivotal factor in personal and professional success. The mean and the meek and all those in between can teach us more than they realize. What differentiated them was not their IQ but their EQ – their emotional intelligence. This one-day course will give participants the EQ edge.

Participants will learn to:

- › Understand what emotional intelligence means
- › Recognize how our emotional health and physical health are related
- › Learn techniques to understand, use, and appreciate the role of emotional intelligence in the workplace
- › Understand the different emotions and how to manage them
- › Create a personal vision statement
- › Understand the difference between optimism and pessimism

1 Day

- › Pre-Workshop Activity
- › Introductions, Objectives and Agenda
- › Discussion of Self-Assessment
- › The Importance of Good Communication
- › Managing Anger
- › Dealing with Difficult Situations
- › Difficult People: The Classic Types
- › Formula for Changing Attitudes of Difficult People
- › How to Overcome the Feelings
- › Difficult People
- › Personal Action Plan
- › Review and Evaluation

1 Day

- › Introduction and Course Overview
- › History of Emotional Intelligence
- › Emotional Intelligence
- › EI Blueprint
- › Optimism
- › Validating Emotions in Others
- › Emotions
- › Setting Your Personal Vision



Conquering Your Fear of Public Speaking

This public speaking training workshop is for anyone who wants to improve their public speaking skills in informal situations. Improve public speaking and presentation skills with proven methods to capture your audience.

Learning objectives:

- › To enhance the ability to speak one-on-one with others
- › To develop the confidence to feel at ease speaking socially or small groups such as meetings
- › To practice developing these skills in a safe and supportive setting

Leadership Skills for Supervisors

For a supervisor, skillful leadership draws out the best from an employee. An effective leader is organized and adaptable, as well as a skilled communicator, coach, and observer.

Topics:

- › The Situational Leadership Model
- › Situational Leader Effectiveness and Adaptability
- › What is Communication?
- › The Four Elements of Communication
- › The Coaching Model
- › The Dialogue Model
- › Consequences and Benefits
- › Seven Steps to Ironing Things Out

1 Day

- › Benefits of good communication skills
- › Barriers that prevent communication
- › Being a good listener
- › Appropriately sharing yourself with others
- › Designing yourself for strength
- › Projecting professionalism
- › The Art of conversation
- › Maximizing meetings
- › Attitude is everything
- › Sticky situations
- › Overcoming nervousness

1 Day

- › Introduction and Course Overview
- › Managing Your Time and Your Energy
- › What Makes a Good Leader?
- › Communication as a Leadership Tool
- › The Commitment Curve
- › Employee Development Models
- › Dealing with Conflict and
- › What Successful Leaders Do.
- › Workshop Wrap-Up



Negotiating for Results

This is a one-day workshop that provides participants with an interactive approach to negotiations. The skills they acquire will help them in their role as mediator and negotiator as well as in their day-to-day responsibilities. Participants will be encouraged to focus on interests rather than positions, so they can develop relationships of mutual trust, fairness and respect for one another. This is a common-sense approach based upon developing a balanced and lasting partnership to solve workplace problems. Participants will learn and practice effective communication skills, problem solving and consensus building, with the intention of turning face-to-face confrontation into side-by-side problem solving.

Highlights of what participants will learn:

- Understand the benefits of good negotiating skills that take the interests of both parties into consideration
- Have an increased ability to negotiate more effectively by turning face to face confrontation into side-by side problem solving
- Recognize that creating win-win solutions are the only sustainable solutions there are
- Identify those techniques that will be most effective in stressful negotiation situations
- Develop skills that take the interests of both parties into consideration

NLP Tools for Real Life

There's always someone who appears to have it all: they know just about everyone, gain the respect of their peers within moments of meeting them, and make going after what they want and achieving it seem effortless. Whether they're a public speaker who always seems to draw the largest crowd, the salesperson who can always close the sale and top up their pipeline, a trainer whose classes are always full, or a manager who always has the greatest rapport with their team, the answer lies with neuro linguistic programming, or NLP. How we approach life today determines what we gain tomorrow. NLP practitioner training will lead you to these same successes!

Participants will learn to:

- develop rapport with others, how to anchor themselves to create a desired state of mind
- achieve inner congruency
- create goals with the momentum to achieve them using NLP's framework

1 Day

- Introduction and Course Overview
- What is Negotiation?
- The Successful Negotiator
- Preparing for Negotiation
- The Nuts and Bolts
- Making the Right Impression
- Getting off to a Good Start
- Exchanging Information
- The Bargaining Stage
- Inventing Options for Mutual Gain
- Getting Past No and Getting to Yes
- Dealing with Negative Emotions
- Moving from Bargaining to Closing
- The Closing Stage
- Workshop Wrap-Up

1 Day

- Introduction and Course Overview
- Developing Rapport
- Getting in Tune with Yourself
- Creating Comprehensive Outcomes
- Creating a Desired State with Anchoring
- Chunking Information
- Workshop Wrap-Up



Personal Development Boot Camp: Getting Stuff Done

Over the course of this two-day workshop, we will explore various time management and organizational tools and techniques so that you can build a customized productivity plan for your personal and professional lives. At the end of the course, you will emerge with a plan that works for you, so that you can start regaining control of your life!

During this workshop, participants will learn:

- What personal efficiency is, what skill sets can improve personal productivity, and what attitudes they should cultivate
- Why multi-tasking is a myth
- What role long-term goals play in short-term efficiency
- How to set a personal vision and develop dreams and goals from it
- The 80/20 rule and how it should affect planning
- The characteristics of a good organizational system
- How routines can simplify their lives
- How to identify why they procrastinate and methods for tackling tasks

2 Days

- Introduction and Course Overview
- Understanding Personal Efficiency
- Developing the Right Attitude
- Laying the Foundation
- The Building Blocks of a Good Organizational System
- Creating the Right Environment
- Setting up your Virtual Environment
- Setting up Your Information Mgmt Center
- Managing Information in Six Easy Steps
- Prioritizing Your Tasks
- Saying No
- Creating Routines
- Stopping Procrastination Now (Not Later!)
- Applying Our Lessons at Home

Public Speaking: Public Speaking Under Pressure

This two-day workshop has been designed for those who are in positions where they must speak in front of audiences that are hostile or demanding. This material is also suitable for those who are relatively new speakers who want some encouragement to speak up in meetings or who want some training before they begin making presentations on behalf of the organization. This course is aimed at improving your skills and learning some new techniques which will give you the persuasive edge when you are making a presentation, fielding difficult questions, or presenting complex information. The course includes several exercises where the participant will have to prepare and present speeches of varying length and with varying notice.

What participants will learn:

- What you can do to prepare for questions before you know what those questions will be
- Acquire strategies for taking control in a variety of pressured speaking situations
- How you can overcome the nerves that you may have when speaking in front of a group, particularly if the group is not sympathetic to what you have to say
- Presentation techniques that establish your credibility and get people on your side

2 Days

- What is Speaking Under Pressure?
- Force Field Analysis
- Pros and Cons
- Understanding Your Audience
- Controlling your Jitters
- Making Your Listener Hear You
- A Plan to Structure Ideas
- Organization
- Our Body Language
- Beginnings and Endings
- Expanding a Basic Plan
- Preparation, Presentations, and Evaluation



Research Skills

You might think that you left researching for papers behind in school, but business research skills are essential when it comes to putting your business reports or business cases together. In this course, students learn the importance of research skills, and research methodologies that help them get the information they need.

Participants will learn to

- › Effective notes, read for maximum retention, plan a research strategy, use library and online sources effectively
- › Create outlines, and make the most of their primary and secondary research sources

Skills for the Administrative Assistant

We all want some measure of success in life. However, our work should not be a burden to us, and our offices shouldn't be battlefields. We are human beings working with other human beings, so this workshop is about working to the best of your abilities, and encouraging the best in those who work with you or for you.

This workshop will help participants:

- › Understand the importance of professional presence on the job
- › Learn how to self-manage to become more effective and efficient
- › Improve their communications skills, including listening, questioning, and being more assertive
- › Increase their effectiveness in recognizing and managing conflict, and dealing with difficult people

1 Day

- › Why Are Research Skills Important?
- › Planning Your Research Strategy
- › Where to Look and What to Look For
- › Finding Information the Old-Fashioned Way
- › Researching with the Internet
- › Getting Ready to Write
- › Putting Pen to Paper

2 Days

- › Personal Best, Professional Best
- › First impressions
- › Planning and prioritizing
- › Working as a Team
- › Taking Control of Communication
- › Barriers to communication
- › Questioning techniques
- › Active Listening
- › Non-verbal Communication
- › Punctuation pointers
- › Spelling & Proofreading
- › Dealing with Difficult People
- › Dealing with criticism
- › Managing other people's anger
- › Connecting with People
- › Problem-solving in the Workplace
- › Stress Options you can use right now



Understanding Project Management

Project management isn't just for construction engineers and military logistics experts anymore. Today, in addition to the regular duties of your job, participants are often expected to take on extra assignments - and to get that additional job done well, done under budget, and done on time. This workshop is not intended to take participants from a supervisory or administrative position to that of a project manager. However, these three days will familiarize them with the most common terms and the most current thinking about projects.

Highlights of what participants will learn:

- › Understand what is meant by a project
- › Recognize what steps must be taken to complete projects on time and on budget
- › Have a better ability to sell ideas and make presentations
- › Know simple techniques and tools for planning and tracking their project
- › Have methods for keeping the team focused and motivated

3 Days

- › Introduction and Course Overview
- › What is a Project?
- › Project Management Basics
- › How Can Projects Help Me?
- › A Project's Life Cycle
- › Selling a Project
- › Preparing Your Project
- › The Role of a Project Manager
- › Project Goals
- › Laying Out the Project
- › Project Risks
- › Contingency Planning
- › What Really Needs To Be Done?
- › The Work Breakdown Structure
- › Planning Tools
- › Budgets
- › Teamwork
- › Developing Teams
- › Earthquake!
- › Communication
- › Closing Out a Project
- › Team Meetings
- › Project Presentations
- › Workshop Wrap-Up



Leadership Development

The ABCs of Supervising Others

This two-day workshop is designed to help participants overcome many of the supervisory problems they will encounter in their first few weeks as a boss, whether they are a team leader, a project manager or a unit coordinator. Dealing with the many problems a new supervisor encounters isn't easy but it doesn't have to lead to discouragement.

Participants will learn to:

- › Adjust to the new role with confidence and an assurance they can handle the position
- › Develop a technique for making sure they give employees instructions that are clear and understood
- › Identify techniques to deal with employee challenges such as hostility, complaints, and laziness
- › Recognize the importance of being visible and available to employees
- › Understand the importance of developing good relationships with employees and peers, so they are seen as fair and consistent

Advanced Project Management

Effective management skills are a crucial part in the success of a project manager. This workshop will share some advanced project management techniques that they can master to help bring their projects to the next level. This workshop presumes that you have a thorough understanding of project management, including topics such as preparing a statement of work, setting project goals, scheduling, budgeting, managing project risks, and executing a project.

Highlights of what participants will learn:

- › Think critically when choosing a project team
- › Make the best of an assigned project team
- › Help teams move through various stages to become a high-functioning machine
- › Maximize productivity at team meetings
- › Reward and motivate your team
- › Develop and execute a communication plan
- › Communicate with sponsors and executives more effectively
- › Identify problem team members and strategies for working with

2 Days

- › Making the Transition
- › Responsibilities of a Supervisor
- › Setting Goals
- › Planning for Success
- › Listening Skills
- › Asking Questions
- › Giving Feedback
- › Giving Instructions
- › Orders, Requests, and Suggestions
- › Managing Conflict
- › Dealing with Difficult Employees

1 Day

- › Introduction and Course Overview
- › Choosing the Project Team
- › Building a Winning Team
- › Team Meetings
- › Nine Easy Ways to Reward Your Team
- › Developing a Communication Plan
- › Communicating with Sponsors and Executives Dealing with Problem Team Members
- › Workshop Wrap-Up



The Art of Delegating Effectively

Delegation is often one of the hardest skills for a manager to master. However, the skill can be learned. This one-day workshop will explore many of the facets of delegation: when to delegate, and who to delegate to. We will also go through the delegation process step by step, to see where the pitfalls lie, and what we can do about getting around them.

Participants will learn to:

- › Clearly identify how delegation fits into their job and how it can make them more successful
- › Identify different ways of delegating tasks
- › Use an eight-step process for effective delegation
- › Give better instructions for better delegation results
- › Ask better questions and listen more effectively
- › Recognize common delegation pitfalls and how to avoid them
- › Test your delegation skills

Becoming Management Material

This workshop is a tool for participant's leadership development. It is designed to help participants create and accomplish their personal best, and to help them lead others to get extraordinary things done. At its core, leadership means setting goals, lighting a path, and persuading others to follow. But the responsibility entails much more. By accepting the challenge to lead, participants come to realize that the only limits are those they place on themselves.

Participants will learn to:

- › Identify their leadership profile and explore how you can use this knowledge to create their own future
- › Assess their leadership competencies and learn how they can develop their strengths
- › Identify those additional skills and tools that can make them a better leader
- › Develop their ability to influence and communicate with others
- › Become a better problem-solver and decision-maker
- › Discover how you can prepare for and embrace the forces of change
- › Create a strategy to actively use these skills back in the workplace

1 Day

- › Why Delegate?
- › What is Delegation?
- › Picking the Right Person
- › The Delegation Meeting
- › Levels of Authority
- › Giving Instructions
- › Communication Skills
- › Monitoring Delegation
- › Practicing Delegation
- › Giving Feedback
- › Becoming a Good Delegator

1 Day

- › The Learning Organization
- › Change
- › Time Management
- › Managers vs. Leaders
- › Types of Thinking
- › Influence Strategies
- › Problem Solving
- › Strategic Planning
- › Delegation
- › Feedback Techniques
- › Body Language
- › Meetings
- › Skillful Speaking
- › Personal Development



Coaching: A Leadership Skill

Coach, Role Model, Counselor, Supporter, Guide...do these words ring a bell? Being a coach involves being a role model, sometimes a counselor 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 the participant and the organization. This one-day workshop will help them become a better coach in all senses of the word.

How You Will Benefit:

- › Understand how coaching can be used to develop their team
- › Develop the 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 they can help to correct them

Intermediate Project Management

Project management isn't just for construction engineers and military logistics experts anymore. Today, in addition to the regular duties of your job, participants are often expected to take on extra assignments - and to get that additional job done well, done under budget, and done on time.

This workshop is intended for those who understand the conceptual phase of a project's life cycle, including setting goals, creating a vision statement, and creating the Statement of Work. This one-day workshop will take participants through the remaining three stages: planning, execution, and termination.

Highlights of what participants will learn:

- › Identify their project's tasks and resources
- › Order tasks using the Work Breakdown Structure
- › Schedule tasks effectively
- › Use basic planning tools such as a Gantt chart, PERT diagram, and network diagram
- › Prepare a project budget
- › Modify the project budget and schedule to meet targets
- › Identify and manage risks
- › Develop a change control process
- › Execute and terminate a project

1 Day

- › Introduction and Course Overview
- › Defining Coaching
- › Interpersonal Communication Skills
- › Self-Disclosure
- › Critical Coaching Skills
- › More on Communication
- › Learning Styles and Principles
- › Benefits/Consequences
- › Skills Involved in Coaching
- › The Coaching Model
- › Feedback
- › Coaching Problems.
- › Workshop Wrap-Up

1 Day

- › Introduction and Course Overview
- › What Really Needs To Be Done?
- › The Work Breakdown Structure
- › Scheduling
- › Budgeting
- › Project Risks
- › Preparing the Final Plan
- › Making it Fit
- › The Execution Phase
- › Controlling Changes
- › Closing out a Project
- › Workshop Wrap-Up



Neuro Linguistic Programming: An Introduction

Neuro linguistic programming, or NLP, focuses on thinking for success. Through the study of how people unconsciously frame their approach for life, NLP training teaches people how to restructure their thinking in order to bring those unconscious thoughts to the surface and give them control over their choices, their thought patterns, and their responses to the world around them. Whether it's coaching NLP for business management, sales, or everyday interactions, NLP training teaches people how to succeed! This course provides a straightforward, applicable, and comprehensive guide to the basic NLP techniques.

Participants will learn to:

- › Describe the key suppositions of NLP
- › Identify states of mind and modes of thinking in themselves and others
- › Refine their response strategies for any situation
- › Interpret body language based on NLP cues
- › Ask clean, precise questions
- › Use positive commands to influence their results

Productive Meetings 101

Meetings come in all shapes and sizes, from the convention to a quick huddle in an office hallway. This one-day program will be concerned with small working meetings; with groups that have a job to do requiring the energy, commitment, and talents of those who participate.

Participants will learn to:

- › Understand the value of meetings as a management tool
- › Recognize the critical planning step that makes meeting time more effective
- › Identify process tools that can help create an open and safe forum for discussion
- › Develop and practice techniques for handling counterproductive behavior

1 Day

- › Introduction and Course Overview
- › What is Neuro Linguistic Programming?
- › The NLP Presuppositions
- › The Senses
- › Using Enriched Language
- › Interpreting Body Language
- › Asking Clean Questions
- › The Power of Hypnotic Language
- › Putting it All Together
- › Workshop Wrap-Up

1 Day

- › The Basics for Effective Meetings
- › The Best and the Worst of Meetings
- › Holding Productive Meetings
- › Preparing for Meetings
- › Agendas
- › Setting the Place
- › Leading a Meeting
- › Process and Content
- › How to Control a Meeting
- › A Plan for Success



Public Speaking: Presentation Survival

A great presenter has two unique qualities, appropriate presentation skills and personal confidence. This confidence comes from knowing what you want to say, and being comfortable with your public speaking and communication skills. In this public speaking workshop, you will master the skills that will make you a better speaker and presenter.

Participants will learn to:

- › Identify ways to gain rapport with your audience
- › Learn techniques to reduce nervousness and fear
- › Recognize how visual aids can create impact and attention
- › Develop techniques to create a professional presence
- › Use practice techniques to really prepare

1 Day

- › Communication
- › Edit Your Conversation
- › First Impressions
- › Four Good Rules For Any Conversation
- › Making the Most of Meetings
- › Body Language
- › Sticky Situations
- › Why Talk?
- › Planning Your Presentation
- › Overcoming Nervousness
- › The STARR Pattern
- › Start Writing!
- › Limit Your Information
- › Audience Profile
- › Presentation Preparation
- › Your Speaking Voice
- › Add Punch to Your Presentation

Project Management Fundamentals

Project management isn't just for construction engineers and military logistics experts anymore. Today, in addition to the regular duties of your job, participants are often expected to take on extra assignments - and to get that additional job done well, done under budget, and done on time. This workshop is not intended to take them from a supervisory or administrative position to that of a project manager.

Participants will learn to:

- › Understand what is meant by a project and project management
- › Identify benefits of projects
- › Identify the phases of a project's life cycle
- › Enhance your ability to sell ideas and make presentations
- › Prioritize projects
- › Use a target chart and other planning tools

1 Day

- › Defining Projects and Project Management
- › The Role of a Project Manager
- › How Can Projects Help Me?
- › A Project's Life Cycle
- › Selling a Project
- › Creating a Vision
- › Project Goals
- › Using a Target Chart
- › Preparing Your Project
- › Laying out the Project



Team Building: Developing High Performance Teams

Success as a manager can often depend 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? There have been hundreds of studies demonstrating that human beings function better and learn better in groups. If participants want to develop their team leadership skills and unleash the talent of their individual team members, this workshop is a practical look at current leadership practices that work.

Highlights of what participants will learn:

- › Identify different types of teams
- › Build teamwork by recognizing and tapping into the twelve characteristics of an effective team
- › Promote trust and rapport by exploring their team player style and how it impacts on group dynamics
- › Recognize the key elements that move a team from involvement to empowerment and how to give these elements to their team
- › Develop strategies for dealing with team conflict and common situations
- › Understand how action planning and analysis tools can help their team perform better

Time Management for Peak Performance

Time is money, the adage goes, and lots of it gets lost in disorganization and disruption. Participants will get a grip on their office space, organize their work flow, learn how use their planner effectively, say no without guilt, and delegate some of their work to other people.

This one-day workshop helps participants organize and prioritize for greater workplace efficiency. The workshop is full of ideas for organizing their work area and their paperwork and working on the “right” things.

Get out of their mental rut. Think new thoughts about the time they have. Discover new ways of doing things, and feel more in control of their life.

Participants will learn to:

- › Develop useful techniques for setting and achieving goals
- › Identify strategies for using a planner effectively
- › Better organize their self and their workspace for peak efficiency
- › Identify the right things to do and develop plans for doing them
- › Learn what to delegate and how to delegate well
- › Perform a workload analysis to make sure their time is being used efficiently

1 Day

- › Organizations Today
- › Types of Teams
- › Team Norms
- › The Four Stages of Team Development
- › The Trust/Relationship Model
- › Creativity
- › Team Shaping Factors
- › Problem Identification
- › Exploration, Analysis, and Evaluation
- › Interventions
- › Resolving Conflict
- › SWOT Analysis
- › Developing Team Action Plans

1 Day

- › Introduction & Overview
- › The Power to Change
- › Understanding Yourself
- › Setting Goals
- › Planning
- › Setting a Ritual
- › The Four D's
- › Organizing Your Workspace
- › Organizing Your Files
- › Managing Your Workload



Business Management

Business Networking Etiquette

This course teaches students how to feel more confident in their business communications in every situation, whether it's exchanging business cards, writing an e-mail, answering a call, or networking. Students learn how to dress appropriately for their workplace, how to handle business lunches and meetings, the art of making small talk, and more. Avoid offending people unintentionally and become a polished professional by learning how to make great first impressions and put people at ease.

Participants will learn to:

- Become more skilled at networking, from making introductions to shaking hands and using business cards appropriately
- Be better prepared for both formal and informal meetings, even if you aren't presenting
- Dress appropriately for every business occasion
- Feel comfortable when dining in business or formal situations
- Feel more confident of your business communication in every situation
- Give that extra edge that establishes trust and credibility

Critical Elements of Customer Service

This one day workshop is for any employee who deals with the public or who serves those who do deal with the public. Customer service skills can increase your value to your company and advance your career at the same time. Training covers such topics as telephone based customer service, telephone etiquette, dealing with difficult customers, and assertive problem solving.

What participants will learn:

- Recognize that service delivery is an "individual response value"
- Understand how your own behaviour impacts on the behaviour of others
- Develop more confidence and skill as a problem-solver
- Communicate more assertively and effectively
- Learn some ways to make customer service a team approach

1 Day

- Introductions and Course Overview
- Fear of Embarrassment
- Test Your Business Etiquette
- The Handshake
- Business Card Etiquette
- The Skill of Making Small Talk
- Do You Remember Names?
- Review Exercise
- Making That Great First Impression
- Adding Color to your Wardrobe
- Business Dining
- E-Mail and Telephone Etiquette
- In Good Company's Business Etiquette

1 Day

- Why Worry About Customer Service?
- Who Are the Customers?
- Meeting Expectations
- Setting Targets and Standards
- Systems and Procedures
- Turning Complaints into Opportunities
- Techniques for Handling People
- Dealing with Difficult People
- Steps to Problem-Solving
- Resolving Conflict
- Team Effort
- Stress/Acting Assertively



Effective Planning & Scheduling

Whether you're developing a new marketing plan, introducing a new product to your market, or designing a new filing system to streamline your office's organization, it's important to have an effective planning process in place that can turn your vision into reality! Don't be overwhelmed by the prospect of doing something huge; learn how to turn it into a manageable project you're comfortable with, and anything you plan for can be finished. Equipped with the right tools, there's no reason to back down from your vision!

Participants will learn to:

- › Identify and understand task relationships
- › Create a network diagram
- › Calculate the critical path of a project
- › Effectively allocate project resources

Inventory Management: The Nuts & Bolts

Most companies carry too much inventory. "You can't sell from an empty wagon" is usually the reasoning. Being over-stocked means the company will likely not run out of anything. But what about the inventory that has celebrated a few birthdays in the warehouse? Has anyone stopped to calculate the true cost of worrying about "running out?"

The costs of maintaining excessive inventory usually far outweigh the true cost of not being able to quickly deliver a particular item to a customer once in a very long while. A balance must be struck between inventory levels and turnover. Good inventory managers know what stock moves at what rate. They carefully plan re-order levels to ensure that the chances of running out are minimized while the turnover rate is maximized.

Highlights of what participants will learn:

- › Internal Customers & External Customers
- › The receiving process
- › The outbound process
- › Setting business and inventory management objectives
- › Inventory validation techniques

2 Days

- › Projects and Schedules
- › The Work Breakdown Structure (WBS)
- › Estimating Activity Durations
- › Estimating Case Study
- › Identifying Task Dependencies
- › Aligning Resources with Activities
- › Project Planning
- › Scheduling Software
- › Uncertainty and Risk Management
- › Communication
- › Creating a Viable Schedule
- › Updating and Monitoring the Schedule

1 Day

- › Introduction and Course Overview
- › What is Inventory?
- › Types of Inventory
- › Key Players
- › Setting up the Warehouse
- › What Makes a Good Inventory Management System?
- › The Warehouse Inventory Cycle
- › Identifying Demand
- › The Receiving Process
- › Validating Inventory
- › The Put-Away Process
- › Maintaining Inventory Accuracy
- › The Outbound Process
- › Industry Trends
- › Workshop Wrap-Up



Marketing & Sales

A small marketing budget doesn't mean participants can't meet their goals and business objectives – participants just have to be more creative in their marketing tactics. This one-day workshop will show you how to get maximum exposure at minimum cost. Teach effective, low-cost, and non-cost strategies to improve sales, develop your company's image, and build your bottom line.

Highlights of what participants will learn:

- › Recognize what we mean by the term “marketing”
- › Discover how to use low-cost publicity to get your name known
- › Know how to develop a marketing plan and a marketing campaign
- › Use your time rather than your money to market your company effectively
- › Understand how to perform a SWOT analysis

Maximizing Diversity in the Workplace

In the past ten years, the workforce has changed dramatically. More than ever, a workplace is a diverse collection of individuals proud of whom they are: their gender, their sexual orientation, their religion, their ethnic background, and all the other components that make an individual unique. In order for the participant's workplace to succeed, their employees must be able to appreciate and celebrate those differences.

Highlights of what participants will learn:

- › Understand what diversity and its related terms mean
- › Understand how changes in the world have affected them and their view
- › Be able to identify their stereotypes
- › Understand what terms are politically correct and which are not, and why
- › Understand what the pitfalls are relating to diversity and understand how to avoid them
- › Develop a technique for dealing with inappropriate behavior
- › Develop a management style to encourage diversity

1 Day

- › Defining Marketing
- › Recognizing Trends
- › Market Research
- › Strategies for Success
- › Mission Statements
- › Brochures
- › Trade Shows
- › Developing a Marketing Plan
- › Increasing Business
- › Advertising
- › Networking

1 Day

- › Introduction and Course Overview
- › Defining Diversity
- › How Does Diversity Affect Me?
- › Identifying Stereotypes
- › Wise Words
- › The Cornerstones of Diversity
- › How to Discourage Diversity
- › The STOP Technique
- › Managing for Diversity
- › Dealing with Discrimination



Motivating Your Workforce

It's no secret. Employees who feel they are valued and recognized for the work they do are more motivated, responsible, and productive. This is a busy one-day workshop to help supervisors and managers create a more dynamic, loyal, and energized workplace. This program is designed specifically to help busy managers and supervisors understand what employees want and to provide them with a starting point for creating champions.

Participants will learn to:

- › Identify what motivation is
- › Learn about common motivational theories and how to apply them
- › Learn when to use the carrot, the whip, and the plant
- › Discover how fear and desire affect employee motivation
- › Explore ways to create a motivational climate and design a motivating job

The Professional Supervisor

In today's changing workplace, many new supervisors are unsure of their roles and responsibilities. They have little experience dealing with the challenges of managing work through others. They haven't had the opportunity to develop those critical skills of planning work, leading their group, and communicating with their employees, their colleagues and their manager. Learning these skills can have a tremendous impact on an organization's productivity.

Participants will learn to:

- › Understand the scope and nature of the supervisory position
- › Deal with the challenges of the role
- › Recognize the responsibilities they have as a supervisor, to their self, to their team and to their organization
- › Identify key techniques to help them plan and prioritize effectively
- › Acquire a basic understanding of and develop strategies for leadership, team building, communication, and motivation and what part they play in effective supervision

1 Day

- › What is Motivation?
- › Supervising and Motivation
- › Motivational Theories
- › Fear and Desire
- › Setting Goals
- › The Role of Values
- › Creating a Motivational Climate
- › Expectancy Theory
- › Applying Your Skills
- › Designing Motivating Jobs
- › A Motivational Checklist

1 Day

- › A Supervisor's Responsibilities
- › Making Plans
- › Setting SMART Goals
- › The Situational Leadership Model
- › Problem Employees
- › Trust Building
- › Team Development
- › Communication
- › Motivation
- › Orientation
- › Training
- › Providing Feedback
- › Degrees of Delegation
- › Dealing with Conflict
- › Discipline



Risk Management

Whether it's positive, negative, or entirely neutral, change in a corporate world always carries some amount of risk with it. While only 20% of a group needs to see the benefit of change for that change to happen relatively smoothly, making changes, no matter how positive they may be, is always uncertain, unless you have an effective risk management strategy in place. Risk management education has become a crucial part of organizational practices: it can help reduce the likelihood of crises, make responding to them easier, and save on costs. There's no reason to be putting your company at risk when you have access to all of the risk management training you need!

Participants will learn to:

- › Understand the COSO ERM framework
- › Define the ISO risk management standard
- › Understand the framework of risk management policies
- › Create a risk management project plan

Safety in the Workplace

Workplace accidents and injuries cost corporations millions of dollars and thousands of hours lost every year. They also have a profound, often lifelong impact on workers. Introducing a safety culture into the organization, where safety is valued as an integral part of the business' operation, not only saves the business time and money, it also builds a committed, loyal, healthy workforce. This one-day workshop will give participants the foundation to start building their safety culture.

Highlights of what participants will learn:

- › Understand the difference between a safety program and a safety culture
- › Have some resources to help them understand the regulations in their area
- › Understand what a safety training program will involve
- › Be able to identify groups particularly at risk for injury and know how to protect them
- › Be able to help their organization write, implement, and review a safety plan
- › Be better able to respond to incidents and near misses
- › Understand the basics of accident investigation and documentation

1 Day

- › Introduction and Course Overview
- › Understanding Risk
- › Risk Management Activities
- › Assessing Risk
- › Responding to Risks
- › Resourcing Controls
- › Reaction Planning
- › Reporting and Monitoring
- › Reviewing and Evaluating the Framework
- › Workshop Wrap-Up

1 Day

- › Defining a Safety Culture
- › Governing Bodies and Resources
- › Getting Started ideas on getting started.
- › Identifying Hazards
- › Resolving Hazards
- › Taking Proactive Measures
- › Identifying Groups at Risk
- › Writing a Safety Plan
- › Implementing the Plan
- › Incident Management
- › Reviewing the Program



Teamwork: Building Better Teams

Teams have become a principle building block of successful organizations. This one-day workshop is a basic course for team leaders and team members, designed to focus on the characteristics of an effective team player and the elements of an effective team. Participants will leave the workshop with plans for their personal development as a team player and ideas for developing their back-home team.

Highlights of what participants will learn:

- › The PTPS will give them useful feedback about their team player style
- › Identify ways they will want to change to improve their team player style
- › Better understand and appreciate differences among team members
- › Identify those ways their team must improve to be more effective
- › Develop an action plan for those improvements

Working Smarter Using Technology

Technology is supposed to save us time and make our lives easier, but often it only complicates things. We'll cover topics like using ergonomics to prevent Repetitive Strain Injuries (RSI); creating policies and procedures to make sure company resources are used properly; the best ways to use time-saving software (including e-mail, instant messaging, contact management software, and scheduling applications); and how to implement and manage telecommuting. We'll also talk about what to do when employees get angry with computers and how to deal with common problems related to technology.

Highlights of what participants will learn:

- › Be able to make their workplace a technology-friendly place
- › Make the most of computers, telephones, instant messaging, e-mail, contact management applications, and scheduling software
- › Make the best software and training choices
- › Keep employees safe and healthy
- › Develop and implement a system usage policy
- › Implement policies for dealing with company property
- › Decide whether or not employees should telecommute and make telecommuting work

1 Day

- › Introduction and Course Overview
- › Defining Teams
- › Establishing Team Norms
- › Working as a Team
- › Glenn Parker Team Survey
- › Building Team Trust
- › The Stages of Team Development
- › Towers
- › Communication
- › Becoming a Good Team Player
- › Workshop Wrap-Up

1 Day

- › Technology-Friendly Company
- › Conquering Computers
- › Choosing Software Wisely
- › Technical Training
- › Setting an IT Budget
- › Security and Privacy
- › Uncontrolled vs. Controlled Networks
- › Ergonomics
- › System Usage Policies
- › Taking Care of Company Property
- › Time-Saving Tools
- › Telephone Etiquette
- › Instant Messaging
- › Telecommuting
- › Workplace Rage
- › A Policies and Procedures Checklist



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