



On-Site Professional Development Training Programs for State and Local Governments

MANAGEMENT/SUPERVISORY SKILLS

- Applying Discipline in a Fair and Equitable Manner
- Behavioral Interviewing
- Building a Mindful Culture
- Coaching Employee Performance
- Coaching to Unlock Full Potential
- Collaborative Decision Making
- Communicating for Effective Leadership
- Giving Feedback – Supervisor Strategies
- Kaizen: Creating a Continuous Improvement Culture
- Leading and Managing Service Excellence
- Leadership Academy (up to 12 customized modules)
- Making a Strategic Plan a Reality
- Managing Employee Development
- Meeting Magic
- Motivating for High Performance
- Performance Management
- Process Improvement
- Process Mapping
- Shaping Organizational Values
- Shaping a Strong Culture: Leading Leaders
- Situational Leadership
- Supervision in Government (8 modules)
- The Art of Effective Delegation
- The Art of Influence
- The Art of Servant Leadership
- The Recognition Revolution
- Team Building: The Key to Success in the Workplace
- Train the Trainer



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ALL PEOPLE SKILLS

- Accountability for Results
- Adaptability in an Ever-Changing Work Environment
- Advancing Productivity in Organizations
- Administrative Support Development: Managing Workplace Dynamics
- Administrative Support Development: And The Oscar Goes to
- Assertiveness: Skills to Inspire Confidence
- Building Trust: Creating Productive Relationships
- Business Writing for Results
- Change Your Attitude...Change Your Life
- Civility in the Workplace
- Let's Talk...Communicating for Success
- Communicating in Sync
- Communicating Upward: Interacting Effectively with Your Supervisor
- Conflict without Controversy
- Constructive Confrontation
- Contract Management Essentials
- Coping with Workplace Changes
- Creating a Positive Work Environment
- Creating Public Value
- Critical Thinking Strategies
- Heartbeat of Change
- Here to Service: Customer Service for Enforcement and Emergency Personnel
- Dealing with Difficult People
- Effective Interpersonal Skills
- Effective Report Writing
- Emotional Intelligence
- Giving and Receiving Constructive Criticism
- Grammar Essentials
- Harmonizing Generations at Work
- HR Training: Anti-Harassment, Workplace Violence, Drug Free Workplace
- Improving Mindfulness
- Influencing for Results
- Interviewing for Success
- Keeping Excellence Alive
- Landscape Inspections: Plan Reviews to Field Plant Inspections
- Life Happens: Guide to Managing Stress
- Listening Skills for High Performance
- Motivation Boot Camp
- Office Improvement Program
- Open Government in the State of Florida: Public Records Laws and Government in the Sunshine
- Organizational Skills: Getting There and Staying There
- Quality Customer Service in the Public Sector
- Perception is Reality
- Powerful Presentation Skills
- Problem Solving/Decision Making
- Projecting a Winning Image
- Public Records Management
- Sparking Creativity and Innovation
- Specification Writing for Government Employees
- Time Management: 25 Hours in a Day
- True Colors
- Using Communication to Manage Interpersonal Relations
- Workshop for Coordinators to Code Enforcement Boards and Special Magistrates