

Synergy Training Course Catalog



“Our real problem is not our strength today; it is rather the vital necessity of action today to ensure our strength tomorrow.”

Calvin Coolidge



Organizational & Conflict Management Solutions

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Your Full Service Organizational and Conflict Management Specialists

Helping you “Move Forward Together”



Synergy University

Course Catalog

Leadership

1. Effective Leadership and Conflict Management

As a leader dealing with conflict, having “fierce” conversations and/or negotiating the solution to a problem often requires a win-win for individuals, teams and the organization as a whole...this can be quite a challenge. This course will instantly help leaders craft more productive conversations improve negotiation and conflict management skills while using this hybrid model for containment. This will help to keep away lawyers, arbitrators and mediators – costly, time consuming processes. Supervisors and leaders will learn how to build solutions that will create a better opportunity for closure and satisfactory outcomes that are acceptable to both parties. Leaders will be empowered by this Interest-Based Problem Solving methodology, apply a 7-step, ‘user-friendly’ model for preparation and reinforce the leadership skills that it takes to make individual, team and/or organizational win-win solutions possible.

2. Effective Leadership and Conflict Management for Executive Teams

Executive teams must have “fierce” conversations, negotiate, and engage in difficult discussions all the while setting precedent for how members (and ultimately employees) will communicate and work together. This course will immediately help executive leaders create more productive conversations, improve negotiation and conflict management skills while using this hybrid model for containment. This will help to keep away lawyers, arbitrators and mediators – costly, time consuming processes. Supervisors and leaders will learn how to build solutions that will create a better opportunity for closure and satisfactory outcomes that are acceptable to both parties while discussing issues that really matter at the top level of an organization. Leaders will be empowered by this Interest-Based Problem Solving methodology, apply a 7-step, ‘user-friendly’ model for preparation and reinforce the leadership skills that it takes to make individual, team and/or organizational win-win solutions possible.

3. “On Fire Leadership”: 20 Steps to the Next Level

This fast-paced training is about being a leader; professionally and personally, that is “On Fire!” There are several types of successful leaders but there are too few great leaders. Participants can take leadership skills to the next level; add new and modifying techniques that help us to lead with confidence, empathy and a contagious passion...not to mention exploring ways to “work smarter, not harder.” Most of us work hard enough now! The results from our colleagues and employees will be increased revenue and improved

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performance with reduced risk. In an era where businesses waste 200-500 billion dollars a year in conflict, even the best leaders can add to their “tool kit” when it comes to honing and improving leadership best practices, especially when looking to ascend to the “next level.”

4. Strategic Planning: More Than a Hot Topic

A lot of people talk about it and just as many have an opinion. But, how many leaders are effectively using “strategic planning” to achieve their goals by successfully executing their carefully designed plans? This half-day course covers *both* a traditional opportunity assessment and an overview of risk analysis and mitigation to help support participants’ efforts to identify the tools necessary to develop an effective action plan. Furthermore, it will draw on real life examples to demonstrate how success is achieved and sustained.

5. Succession Planning: Keeping the Vision Alive

Succession Planning is designed to ensure that the achievements within a company to-date are at a minimum maintained, and optimally exceeded as the torch is passed. This half-day course presents the tools, concepts, and practical issues that have to be applied to make sure the enterprise endures. It covers both the ‘what to do’ and ‘how to do’ topics giving participants a clear understanding of the issues...as well as a plan to follow.

6. Delivering Difficult Messages

Delivering difficult messages is never and will never be fun. That said, it can be made a lot easier and accomplished with more success...for everyone involved. This course will help individuals reinforce and learn the principles of effective communication, such as framing and reframing language. Each participants will improve his or her ability to identify and manage body language, create disarming and diffusing statements, impact the physiology of the other party, ‘manage upward’ and polish related formal presentation skills.

7. Organizational Problem Solving

So often we lack an instant filter to organize conflict, problems or new situations that must be dealt with quickly. Understanding this model will help leaders analyze and solve problems more efficiently and effectively, forever. How often do we see ‘Data’ or ‘Information’ issues turn into relationship problems? Employing this model and several interactive exercises, leaders at all levels will learn to better diagnose a problem, visualize an outcome, strategize appropriately, actualize the steps needed to complete the objectives and learn to ritualize the success.

8. Building High Performance Teams

Participants will leave this course with a great deal of self awareness and heightened understanding of how to further create and sustain high performance teams. We will uncover the dynamics, uses and insights the Meyers Briggs Type Indicator (MBTI) can bring to individuals, teams and organizations. We will then focus on the role of communication and the glue that can hold relationships together everyday. Next, participants will be able to apply

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Interest-Based Leadership skills to conflicts, performance evaluations and problem solving in order to create customized, win-win solutions. We will finish the day with an investigation of current best practices on team building and work to further our ability to motivate...ourselves and others.

9. Managing Contribution, Collaboration and Accountability

As a leader, when managing teams that are performing well, poorly, or somewhere in between, there are always techniques and skills that can be used or enhanced to get the most out of the group. Combining best practices in the areas of facilitation, critical communication, negotiation, 'classroom management' and others, participants will add 10-20 new ways to increase collaboration, while learning methods for team accountability and support in the effort to increase individual and team performance. Additionally, each participant will walk out with a collaborative organizational and problem solving method that can be used in the planning stages before difficult discussions.

10. There is no "I" in Team: Motivation and Delegating Responsibility

Building trust, mutual accountability, sharing workloads and building effective communication skills can make or break a team's opportunity to achieve consistent, high levels of performance. It is vital that teams can successfully harness the collective skills and efforts to help achieve at a performance level that exceeds expectations. The combination of collaborative efforts, common purpose, mutual accountability and relationship building all help to generate and sustain the motivation levels required now...and over longer periods of time. This is a facilitated session where the group works on how to motivate each other, how to make decisions and how to follow through.

11. Confronting and Dealing with Unacceptable Employee Behavior

There are all types of unacceptable employee behavior, the question (and the challenge) is, what to do about it – the answer is safe, action oriented confrontation. This course will help leaders improve their ability to communicate expectations, spot problems before they become 'costly', use SMART questions, shield other employees from the impact of the negative behavior, protect themselves from legal hassles and help to bring out the best – all while using a philosophy of personal accountability and high levels of demonstrable actions that can be used in the workplace to garner high levels of support....critical for after things go wrong and the individual needs to be accepted back into the team, organization or overall environment.

12. Trust: Everyone's Currency

Building trust in a diverse workplace, where multiple generations thrive on the ability to get accurate data, build strong relationships and help one another...is not easy, and it is even more difficult to sustain over long periods of time. This course will unfold how most individuals use trust as a form of currency to get things accomplished, further relationships and weave it into the daily fabric of communication in the workplace. Moreover, this

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program will help participants learn and practice ways to build, maintain and sustain trusting relationships over longer periods of time which will lead to heightened productivity, collaboration, team building and risk reduction.

13. What Kind of Leader am I? PMAI, Klein Group, SDI and/or Meyers-Briggs?

This ‘assessment’ driven, hybrid program will allow a leader to examine their personality, motivation, conflict management and/or professional leadership style using one or more of these great tools. After collecting and examining the data, each participant will participate in knowledge building and practice sessions that bring the content to life. Informal-formal action plans will be an output from this course that each participant will complete.

14. Managing “Irrational People”

Most of the time we assume that even when employees are difficult, they can be reasoned with...sometimes this is not the case. This program is different in that it focuses on how leaders can manage irrational behavior. This course will improve participants ability to understand and name the behavior, how to control (*both parties*) individual physiology, learn which options that might under certain conditions – while understanding the context of organizational culture, workplace hierarchy and more. When the concept of managing difficult people is examined further, often people report heated and emotional conversations, negativity, and judgment among others. Learn how to manage personal presence, utilize framing and reframing language, innovative pattern disruption techniques and increase confidence in these types of situations.

15. Red Carpet Hiring: Inter-view within the Interview

Hiring can be one of the most critical staffing, team, performance and future conflict related variables. Understanding how a person is answering questions will often tell us more than what they are saying. Participants will learn hiring strategies, how to identify a candidate’s communication skills, non-verbal responses, understand what not to do or say and more. In addition to the costs of hiring someone, the costs of turning over a new hire will hurt the average organization for nearly 30-150% of their salary. Simply, we need to think critically about whom we will hire, how we will do it and the ripple effect and impact the decision makes on teams within organizations.

16. Retaining Talent Now

The alternative of retention goes well beyond the cost of 30-150% of the individual’s salary when letting them go...it impacts morale, infrastructure, teams, trust levels and more. Participants will discuss the negative business impact of high turnover on the organization, work group, and leader while building trust and inspiring others. A video of an exit interview with flashbacks shows what contributed to an employee’s decision to leave. The proactive efforts required by leaders to retain talent are discussed with interactive training methods. This course helps leaders understand their critical role in retaining organizational talent. To that end, individuals will learn to identify what it takes to keep employees ‘happy’ and satisfied and how to conduct “quick check” discussions that are critical for retaining valuable employees. By taking a proactive approach to retaining people, and encouraging people to openly discuss what it will take for them to stay; leaders can create an environment in which people feel valued and satisfied in their jobs (4 hours).

17. Systems Leadership

Leaders must assure that the vision of an organization is not only known and understood by colleagues and stakeholders, but must also be congruent with organizational goals and the performance objectives of staff. Excellence in leadership is difficult to achieve without the willingness to demonstrate courage and take planned risks. To more fully understand that leading change means managing resistance, the basic nature of change is explained in the context of organizational decision making. Irrespective of a leader's consensus making skills or leadership style, resistance is inevitable. How a leader chooses to manage resistance and generate ownership dramatically impacts the degree to which organizational goals and employee performance objectives are achieved. The phrase "Collaboration for a Change," is a double entendre that holds a very important message about preferred processes for working with colleagues that helps assure that any change, irrespective of message or messenger, has the optimal opportunity to be successfully implemented and sustained. Collaborative processes also help assure that communication among employees with interdependent responsibilities and functions are nurtured and in harmony.

Conflict and Mediation

1. Conflict Management

Conflict is a part of every job, in every organization. So much of our ability to handle conflict resides in our conflict fluency, comfort levels and ability to avoid "emotional hijacking" – to use conflict as a means for individual, project, team or organizational transformation. In this class, participants will be able to address their individual style when dealing with conflict and build on existing skills to increase comfort levels and effectiveness in the workplace. Also, this class will help everyone define and use conflict prevention, management and resolution techniques to help all parties involved move forward individually and together.

2. Conflict Dynamics

This one-day skill building workshop is designed specifically around the Conflict Dynamics Profile which was developed to prevent harmful or unproductive conflict in the workplace. The program features an interactive learning process which focuses on practicing and improving conflict management skills, individual development using a respected assessment instrument and action-oriented development plans. It provides managers and employees with a greater awareness of how they respond when faced with conflict so that they can improve on those behaviors causing the most problems, resulting in more effective conflict management skills.

This program can be customized for your workplace to include the CDP-Individual, a "self-report" tool or the CDP-360, a full spectrum tool which gives not only your self view but also delineates the feedback from bosses, peers, and direct reports. Applicable for all types of organization, the instruments can be used within the context of a training program, as a

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stand-alone assessment for an individual or group of employees, or as part of a coaching intervention. (8 hours)

3. Emotional Intelligence in Conflict Resolution

Emotional Intelligence (EI) is defined as “the capacity for organizing our feelings and those of others, for motivating ourselves, and for managing emotions well in ourselves and in our relationships.”

As individuals and conflict resolvers we have a need to rein in emotional impulse; to read another’s innermost feelings; and to handle relationships smoothly – as Aristotle put it, the rare skill “to be angry with the right person, to the right degree, at the right time, for the right purpose, and in the right way.”

This interactive workshop is designed to address –

- the importance of EI in our everyday lives as well as within conflict situations;
 - recent research on emotions;
 - the relationship between EI and conflict resolution; and
 - specific EI competencies in conflict resolution;
- And what we might do *differently*.

4. ADR and Conflict Resolution for Managers, Supervisors and Employees

Alternative Dispute Resolution (ADR) is fast becoming a standard resource for lawyers, courts, government agencies, and corporations. This workshop outlines the nature of conflict and general strategies for dealing with conflict. It provides an up-to-date look at ADR methods, applications, sources of information, and how to use and participate effectively in ADR. (4 hours)

5. Introduction to Mediation for Managers

This interactive course teaches practical and effective mediation skills applicable to many fields. It’s a great workshop for anyone interested in conflict resolution and is the foundation for mediator certification programs. Participants will learn and practice key skills in conflict resolution, interest-based negotiations, reflective listening, facilitation and structured problem-solving. These are skills everyone should have! (20 hours)

6. Critical Moments in Mediation

Every mediator has “critical moments” which is a point at which something significant happens in a mediation – a puzzling event, a reaction, a time when the mediator had the opportunity to intervene (e.g., call a caucus, remain silent, or otherwise employ a technique to help the parties reach their desired goal.) A critical moment is when the direction, focus, or tone of the mediation changes. It is not just interventions used to help break an impasse but are those moments that occur in mediation when the mediator must make a choice as to how, or if to intervene. Critical moments occur frequently throughout mediation, and the outcome of the mediation can be strongly influenced by the interventions a mediator chooses.

Mediators can learn new skills and tools by examining examples and interesting scenarios of critical moments, common challenges and mistakes made by mediators that reflect a turning point in a mediation session. Even experienced mediators find themselves in vexing situations that result in a misstep. Intuitively, we know we have erred in allowing something

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to happen, and we are left wondering how to get out of it and get the mediation back on track. Through small group discussion and hands-on role playing, the participants will learn how to manage those “critical moments” smoothly and effectively. The goal is to gain greater understanding of strategies, theories, outcomes, and alternative approaches. The discussions will be equally valid and worthwhile regardless of the participants’ style of mediation practice or level of experience.

Participants will be encouraged to share their own “aha” moments when an intervention unfolded as expected or an “uh oh” moment when an intervention did not produce the expected result. Moments of learning can come from both positive and negative experiences. Constructive and fun brainstorming will be encouraged to garner suggestions on how to handle these moments. (8 hours)

7. Preparing Memorandums and Agreements

One of the last acts in a successful mediation is the drafting of an agreement or memorandum of agreement. No matter how informal the mediation, a written document can help parties develop a shared meaning in the outcome and reality-test the terms of their agreement. This workshop will develop participants’ skills in preparing documents for parties, counsel and court. It includes practical tips, hands-on practice, and a discussion of ethical and unauthorized practice of legal issues. This workshop is approved for Virginia Circuit Court Civil mediator certification. (4 hours)

8. “Netiquette” and Conflict Management

This fun and highly effective course will help participants understand how to use email communication as a tool to change the physiological response of a recipient for the greater good of relationships, teams, meeting deadlines, reducing conflict, building trust, selling and more. In this energizing course, individuals will be given the opportunity to test and improve their ability to impact the physiological response; thus the behavior of potential clients, team members and other colleagues. The power of using this as a sales tool, relationship building skill set, aide for providing feedback, or implement in the disarming of negative behavior will increase productivity, heighten communication and reduce risk. (4 hours)

Employee and/or Management Training Courses

1. Moving Forward Together: Interest-Based Communication

Having difficult conversations, dealing with conflict and/or negotiating the solution to a problem *can* result in a “win-win” for both parties. Often, however, it is not easy and many times damage is done to the relationship – whether it is a colleague, boss, client, friend, doctor or patient. Individuals will be empowered by this Interest-Based Communication methodology, apply a 7-step, ‘user-friendly’ model for preparation and reinforce the interpersonal communication skills that it takes to make joint, win-win solutions possible. This course will instantly increase participant’s ability to

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apply a model in order to create a better opportunity for effective communication, closure and customized solutions that are acceptable to both parties.

2. Mutual Contribution, Collaboration and Accountability

Whether teams are performing well, poorly, or somewhere in between, there are always techniques and skills that can be used or enhanced to get the most out of the group. Combining best practices in the areas of facilitation, critical communication, negotiation, 'classroom management' and others, participants will add 10-20 new ways to increase collaboration, while learning methods for team accountability and support in the effort to increase individual and team performance.

3. Working with "Difficult People"

Everyone works with difficult people and it is truly up to us how we react or respond, whether we can create a new dynamic or if conflict ensues. There are nine types of common "difficult behaviors" that routinely disrupt communication, performance and relationships. Participants will be able to appreciate, understand and work with individuals demonstrating and presenting these obstacles as well as learn to diffuse these behaviors before they spiral downward. Using many communication and conflict management principles to address difficult behaviors, participants will be better able to meet their mission, overcome the negative behaviors and grow the relationship.

4. Working with "Irrational People"

Most of the time we assume that even when people are difficult, they can be reasoned with...sometimes this is not the case. This program is different in that it focuses on ways to handle irrational behavior by providing skills around: understanding and naming the behavior, how to control personal physiology, which options might work depending on who the individual is and more. Take the concept of working with difficult people a little further and most people can say that it can become heated, emotional and negative...very quickly. Learn how to manage personal presence, use framing and reframing language and innovative pattern disruption techniques and increase confidence in these types of situations.

5. Effective Communication and Messaging

So much of the conflict we encounter every day truly has to do with how we speak to one another, our non-verbal skills and the fragile communication process. This course will provide participants with 8-10 concepts that can make the difference in successful communication, and prevent and/or reduce the mitigating effects of communication break down. The limits of our language represent the restrictions of our ability to solve problems effectively and work with other people. Therefore, individuals will walk away with tools that can be applied instantly for discussions with anyone in the workplace hierarchy.

6. Trust: Build it and They Will Come

For most people trust is one significant type of “currency.” Like money, individuals feel more comfortable, motivated, energized, capable and successful when there is established trust. Building, sustaining and maintaining trust in the workplace can be a difficult task when so many relationship and external variables exist. This course will help individuals define trust in their workplace environment, increase their desire to build trusting relationships, and provide actionable steps that can be used to build and maintain the relationship, even when things go wrong.

7. Motivation and Time Management

There are only so many workable hours in the day and in this course we will focus not only on the management of time, but also sustaining the energy needed and finding the motivation to complete the objectives and/or mission. Additionally, this course will focus on the connection between time management and goal development, implementation and completion. Individuals will walk away with improved techniques to get the most out of their day, using short and long term planning.

8. Customer Service Excellence

It used to be said that customers with good experiences told three people and ones with bad experiences *told 14*. In this day of high speed communication and the Internet, no one can afford to lose a customer based upon service that would not be considered exceptional. This course will help participants understand, appreciate, build skills and motivate themselves to be a top-notch customer service representative. Individuals will learn more about what customers are looking for, the type of communication desired and how to achieve win-win results that has the client giving out referrals and coming back for more.

9. Presentation Excellence

Many people underestimate the importance of presentation skill sets, lack the confidence, preparation or means of delivery that are crucial in today’s world. This course will help participants uncover personal obstacles, provide a methodology for preparation, utilize personal creativity, build confidence to overcome ‘stage fright’ and help professionals deliver presentations with a higher success rate -- defined personally and by colleagues. Learn from an expert keynote speaker that will help refine the message, overcome fear and increase performance capabilities to leave the audience with a call to action and the motivation to accomplish the objectives.

10. Advanced Facilitation in the Workplace

This course will take your current facilitator or facilitation skills to the next level and provide scores of new methods that you can apply to all types of workplace environments. Building on your current skills, this class will further help you to focus a group on a common purpose, encourage trust, respect, openness, and support clarity of understanding and good decision making. Topics include understanding group dynamics, management of participant behavior, development of effective questions, and other tricks of the trade.

11. Removing Sexual Harassment

What is the difference between sexual harassment and flirting? These and other questions will be answered to help men and women further understand what harassment is and what it is not. This course will also help participants understand the impact of language, non-verbal cues and other related behaviors that can be misconstrued or would be considered inappropriate in a workplace setting. Individuals will learn more about the impact of tone, voice inflection, body language and appropriate word choice. This course also will examine the role of direct communication, professionalism and consequences while reinforcing the positives of gender diversity in the workplace.

12. Interest-Based Communication and Generation Synergy

If an organization truly wants to build high performance teams and a culture of collaboration, crossing the communication and cultural chasm between the four main generations in the workforce is a must. Research shows that quite often, individuals of all ages want the same thing...yet it is expressed differently. This course takes over where formal education stopped encouraging multi-generational communication. Too many assets are being overlooked due to assumptions that each generation makes about the others. This course will also improve how the different generations can collaborate and create win-win's in the workplace and their professional relationships.

Coaching

1. Leadership Coaching Essentials for Executives and Senior Managers

Senior Leaders will finish the day with an increased awareness of the skills and techniques that certified coaches are using in the field to help empower and motivate people every day. As a part of Senior Leaders thinking, succession planning is a vital necessity. This course helps to impart different and complimentary skills. Participants will be able to apply their learning to enhance their management style and support employees who may be working through challenges. This course will also help individuals improve their deep listening skills and ability to “help colleagues help themselves.”*

2. Leadership Coaching Essentials for Managers

Leaders will finish the day with an increased awareness of the skills and techniques that certified coaches are using in the field to help empower and motivate people every day. Participants will be able to apply their learning to enhance their management style and support employees who may be working through challenges. This course will also help individuals improve their deep listening skills and ability to “help colleagues help themselves.”*

3. Leadership Coaching Essentials for Managers – Understanding Archetypes

This course builds on the above course; however it uses the PMAI Assessment tool to help leaders understand the power of archetypes in everyone’s life and how those archetypes can be understood and manipulated. Creating “State Change” through this type of an awareness not only helps individuals be more effective managers, it helps to establish a greater understanding of how to understand, listen and respond effectively when giving feedback, having difficult discussions and more.

4. The “It” Factor: Managing Somatic Presence

All the research demonstrates that our non-verbal communication and presence in the room speaks more than we say verbally. This course will help supervisors and managers understand, value and connect the impact of arm, leg, body and facial movements directly to outcomes, impact and future relationship with diverse employees. It will help individuals practice and prepare effective body language techniques as well as learn how to use them to manage situations and conversations, especially when preventing and resolving conflict. Participants will further be able to ‘coach’ their employees on how they are physically ‘showing up’ in the room and the impact it has on results.*

Completion of these 8 hour trainings does not certify or provide certification to the participant to be a coach. Participants may not bill themselves as professional coaches or attempt to use these training hours towards any accredited coaching program that provides certification. The intention of this training is to increase an individual’s ability to help others when workplace issues arise by sharing best practice coaching techniques. It should be known, understood, and modeled that true coaching is founded on a belief that people are whole and have the answers within themselves.

Project Management

1. Leading Successful Projects

Leading a project requires skills and abilities beyond those expected with a “typical” work environment. Time is limited, deliverables are accelerated and room for error is decreased. Project leaders must get prepared to operate on all cylinders quickly and keep the team focused on short and long term successes. This course is a complete overview of the necessary skill sets to lead successful projects and offers a preview of the obstacles facing project teams and their leaders.

2. "Project Team Leader Survival Skills."

Every leader must first feel secure in their capability to survive, let alone succeed. Several skills are time proven “must haves” in the world of project team survival. We will offer a skill list to provide structure, add it to practice exercises and learn how to acquire these skills and apply them quickly...sink or swim!

3. Project Management without Conflict

While this is impossible, there are several things that can be managed in order to decrease the conflict on teams. This course will help participants understand their conflict management style, use new techniques for managing people and reducing conflict at the same time. Communication skills will be emphasized as well as prevention and resolution techniques that are proven to make an immediate impact.

4. Project Management and Interest-Based Solutions

As a project leader, dealing with conflict, having “fierce” conversations and/or negotiating the solution to a problem often requires a win-win for individuals, teams and the organization as a whole...this can be quite difficult. This customized Project Management course will instantly help individuals create more productive conversations, increase negotiation and conflict skills while using this hybrid model for containment of unwanted situations – usually a costly, time consuming process. Project Managers will learn how to build solutions that will create a better opportunity for closure and outcomes that are acceptable to both parties. Leaders will be empowered by this Interest-Based Problem Solving methodology, apply a 7-step, ‘user-friendly’ model for preparation and reinforce the leadership skills that it takes to make individual, team and/or organizational win-win solutions possible.

5. Project Management Golden Nuggets

This three day class teaches the fundamentals and all of the basics a project manager should be aware of to do their job successfully. With a large scope, this course covers the nuts and bolts of project manager’s responsibilities in all sectors. This course is very thorough and helps people who are currently working projects as well as newcomers to the profession.

6. PMP Certification Preparatory Course

This three day course prepares an individual to take and pass the PMP certification exam!

Crisis Management

1. Developing and Updating Organizational Crisis Plans

Intended for: Crisis Managers and Senior Crisis Teams

Crisis plans, in order to be effective, should be reviewed annually. This combined workshop and consulting program provides an organized approach to crisis plan review – resulting in a detailed report which indicates areas of strength and areas which need updating. Writing of the updates are coordinated by our crisis professionals, followed by the Crisis Communications Skills Workshop. (See separate Workshop description.).

2. Employee Emergency Communications Workshop

Intended for: Crisis Managers/ Human Resources Managers

Workshop concentrates on several levels of employee crisis communications – including how to engage employees in helping to exchange ideas with management on crisis prevention; how to keep employees informed (and therefore feeling more secure) re the company's plans; how to keep up to date on essential crisis information for their families; and how to track and communicate with employee in the event of a crisis.

3. Media Skills Workshop

Intended for: All Levels

Overview of the rapidly changing media environment, including the challenges of the traditional media; who they are and what motivates them; and the new phenomena of the Web (including blogs.) How to craft effective messages and get them across, despite hostile or other questions which do not offer a direct opportunity to deliver the key messages. The central technique taught is the Bridging technique, during which the trainee learns to gain control during Q&A.

This workshop is offered for practice for specific media events (ie, a press conference or a scheduled media appointments); and for general preparation for future media opportunities.

4. Crisis Communications Skills Workshop

Intended for: Members of the Crisis Team, which generally involves the 8-10 senior executives (plus an equal number of backups for all team members) who would be called upon to respond to an emergency. This Workshop is conducted for headquarters teams as well as divisional or location teams.

Prior to conduct of the training we work with the client to review their crisis plan and make suggestions for improvements and updates. Once those changes are in place, the training is scheduled. Training begins with a review of the plan and updates, with concentration on the organizational structure and communications. Communications techniques mirror the Media Skill

workshop, with added emphasis on the need for rapid communication to all audiences- with special concerns for developing messages under very stressful conditions.

Interactive portion of the training centers on one or more scenarios in which the organization is faced with a crisis they have never faced – but which they might face. The team is given time to assess the situation as if it were actually occurring and to develop a strategy for the first hour of the crisis. With this in hand, the team then develops the key messages that would be employed in addressing the various audiences (employees, media, etc) and the team leader (generally the CEO or senior executive) delivers opening remarks explaining the situation and the initial strategy for coping with the crisis. This then is followed by Q&A, with the other trainees acting as reporters or employees, depending on the forum selected.

5. Anger Response Skills Workshop

Intended for: All who come in direct contact with customers and activists

Discussion and lecture includes an understanding of the underlying causes of anger – which may include product or service failure and lack of response to a complaint. Techniques include listening; the role of clear communication; the role of the apology; the role of TLC; and how to explain facts and actions which help to calm angry customers and activists. Role play involves one-on-one and large group interactions.

6. Risk Communications Workshop

Intended for: Leaders who might be called upon to communicate with employees, media and communities in the immediate aftermath of a major public health emergency.

Discussion and lecture are based on well-researched concepts of how the public does and does not want to receive information during a worst case situation such as might be caused by an act of terrorism, a major health emergency or an environmental hazard. Proven techniques, which can help to control rumors and prevent panic, include the ability to speak in clear terms; tell the straight facts; and tell people what they should be doing to help themselves; and to convey empathy to a wide audience. Role play involves media and large group interaction.

7. Suicide in Law Enforcement: The Hidden Epidemic

Intended for:

Law Enforcement communities (local, state, federal)

This workshop will address pro-active measures that can be integrated in the LE culture. Statistical data, risk factors, signs/symptoms, stigma and the relationship of trauma and suicide, will be addressed through discussion, case studies and group activities.

8. Surviving vs. Thriving: Stress Management for First Responders

Intended for:

First Responder communities all levels (Police, Fire, Medics, Emergency Room doctors and nurses)

Attendees will gain self awareness into symptom recognition, perception and stigma, biological responses to and from stress and how on-going work trauma affects daily work and personal functioning. Skills, tools and techniques will be taught to aide responders in their daily living.

9. Mastering Anger, Stress and Difficult People

Intended for:

Supervisors at all levels and Employees (taught separately)

An interactive workshop that addresses anger identification of self and others, de-escalation responses to anger, personality examples of difficult people and your reaction to each, techniques in dealing with difficult people, conflict styles (self and others), tools, techniques and coping strategies all to enhance your relationships within organizations and customers.

10. Organizational Needs and Planning: Addressing the Emergent Psychological Needs Before, During and After a Critical Incident

Intended for:

All levels of management; Human Resource Supervisors; EAP and employees (management and employees will be taught separately due to varying job responsibilities)

Critical incidences are not just terrorist attacks, they include the everyday events that can cause distress in an organization, loss of productivity, people power and the realization that crisis does not always have a beginning, middle or end. Traumatic stress disables a person which in turn disables companies. Pre-incident planning, communication skills and training of employees, supervisors, and leaders will empower all to address the complexity of an individual, group and organization's needs before, during and after an incident. Your machines can be replaced, your people cannot.

11. Leadership's role in Workplace Violence and Suicide

Intended for:

All levels of management and Human Resources

This workshop will strengthen leadership's self-awareness and supervisory skills in working with their employees and their colleagues, while being able to identify risk factors, signs/symptoms of WPV/Suicide, Domestic Violence and bullying, addressing angry people in potentially violent situations and proactive strategies before an event occurs.

12. Workplace Violence and Suicide

Intended for: all employees

This workshop will define WPV/Suicide and Domestic Violence; identify risk factors, signs, symptoms, techniques and skills to utilize with potentially violent individuals and communication skills for managing anger, (both others and self).

13. How to create an effective In-House EAP

Intended for: management; Human Resources

This workshop will help management design a stand alone EAP for their organization that is tailored to their needs. Included will be the elements needed in a program such as; treatment and counseling, training component and a comprehensive crisis response plan/team.

14. Beneath the Surface: Trauma's Hidden Agenda

Intended for: medical personnel (doctors, PA'S, Nurses, medical staff)

This workshop is intended for any medical personnel who work directly with patients in various settings such as, clinics, hospitals, companies, government, overseas assignments, etc. This course teaches early identification of Acute Traumatic Stress, PTSD, factors that influence how people respond to traumatic events, the physiological, emotional, cognitive, behavioral and spiritual responses, quick screening assessment, compassion fatigue and burnout.

Conflict Management and Security

1. Conflict Management and De-Escalation Security Training

This full day, innovative conflict management and security training day is broken into three parts combining verbal, physically humane disarming tactics and the combination of the two in exercise and practice session format. The day begins with participants learning how to use verbal de-escalation and conflict management techniques. Secondly, individuals spend time learning and practicing humane techniques to subdue and take control of “non-weapon” and knife situations. These techniques are rooted in Brazilian Jujitsu and have been taught to police, military, security and others around the world. The third portion of the class combines parts I and II allowing participants to practice real life scenarios and the lessons learned. Individuals will walk away more knowledge and empowered to make the correct decision and act appropriately in the various types of situations that are faced in your environment.

Sales Training

1. Overcome their Objections: Interest-Based Selling

As a salesperson, understanding all of the different human elements can be difficult. In fact, negotiating the solution to a sales problem often requires a win-win for both companies. This course will instantly help salespersons create more productive conversations, increase negotiation and conflict skills while using this hybrid model for anticipating different & standard client objections, their underlying needs, how they need to think and feel to buy and how participants can change their physiology and make it happen. Salespersons will be empowered by this Interest-Based Problem Selling methodology, apply a 7-step, 'user-friendly' model for preparation and reinforce the selling skills that it takes to get the sale!

2. Managing Conflict within the Sales Cycle

Understanding how conflict issues such as fear, anger, control, trust and more influence the sales cycle can greatly impact how all aspects of the client relationship is managed. Using the information we know about how humans operate, we can expose the most common fears salespeople and buyers face. With that data, we can then change our approach to be more effective when trying to meet quotas, build new client relationships, capitalize on warm contacts and even rein in the cold acquaintances.

3. COPE

Successful entrepreneurs agree that business development needs to be an intrinsic part of the culture or enterprise regardless of how painful it often feels to the individuals responsible for making it happen. Unless -- employers provide formal sales training designed to give employees business development skill sets needed to understand and implement the sales process. Training will reflect professional, financial and personal growth. Behavioral change can be achieved with a combination of education and training exercises. The COPE program – Conflict, Opportunity, Performance and Evaluation -focuses on internal conflict resolution, self-imagery enhancement, increased business knowledge, peer praise, repetition and review, information technology and a specific evaluation process that will integrate all of these goals into the daily work routine. Training will transform personal imagery from one of coping with selling to one of complete understanding, respect and excitement.

Diversity and Multiculturalism

1. Diversity and Multiculturalism: At the Pace of Now

Our world is changing quickly hence, our definition, understanding and appreciation of diversity must happen now. Participants will expand upon their existing definition of diversity and learn crucial elements of working together in a multi-cultural environment. Individuals will be able to investigate the social learning about diversity acquired throughout life and how the messages play themselves out in everyday situations. After this training, participants will have an increased appreciation for differences and how they can be used to increase the performance and capacity of individuals, teams and entire organizations.

2. **“The Business Case for Diversity”** (Full day) – [8 hour presentation also includes: *Everybody Brings Something to the Table* - described in the next, separate abstract].

In the 21st Century, proper utilization of Human Capital is the number one strategy for achieving and maintaining competitive advantage. Before we can maximize organizational effectiveness, we must first guarantee optimal performance by each and every member of the organization. Through Case Studies, Self-Assessment Instruments, Current Research and Experiential Exercises, this course will teach Corporate Leaders the strategic benefits of managing a diverse workforce. Competencies developed include building strategic working relationships, converting diversity data to monetary values and analyze the costs and benefits of corporate diversity.

3. “Everybody Brings Something to the Table”

Business Leaders know that making diversity and inclusiveness a core business initiative provides access to the best talent and the strongest emerging markets. Participants in this 4 hour presentation will learn to value the unique qualities that other members bring to the table. Competencies obtained include building trust, and adaptability. Through a series of Experiential Exercises, Case Studies, and Self Assessment Instruments, this course will teach stakeholders at every level the strategic benefits of treating people with dignity and respect, and the cost associated with failure to do so.

4. Cultural Competence, Awareness and Respect

Intended for: management at all levels and their employees

This workshop will enable the participants to have awareness of cultural diversity, skills needed in a diverse workplace, key ingredients for team building, skills for cross cultural communication and the utilization of an appropriate conflict resolution model.

Something Innovative from Synergy Development & Training...

A.W.I.N. Training Technology

[Actionable. Workplace. Intelligence. Now.]

Holding a credit card sized remote, you lock in your anonymous answer to the sensitive questions asked by the trainers/facilitators...these questions have been customized for your specific workplace so real issues can be addressed. This is an opportunity to share how you truly feel without anyone knowing, hurting feelings, disrupting office politics...yet it brings organizational truth to life! Learn more how to increase ROI with any Synergy Training, Facilitation, Team Building initiative and more...enhance the experience with this powerful tool.

Training with Assessment Tools (many customized trainings available using these tools)

1. **PMAI**** (uses archetypes to understand how people lead & behave – very creative)
2. **Reversal Theory**** (understanding dominant behaviors, we can reverse them when needed)
3. **Klein Group Inventory**** (recommended for assessing how individuals work in teams)
4. **Strength Deployment Inventory**** (conflict management, individuals and teams)
5. **Leadership Circle Profile**
6. **Meyers-Briggs**
7. **DISC**

**** Most highly recommended by Synergy Development & Training**

Examples:

Team Building with the Strength Deployment Inventory (SDI)

The Strength Deployment Inventory or SDI, has been used for decades with teams that are looking to further their individual and group understanding of increased professional dynamics and team synergy. The Relationship Awareness Theory, based on Elias Porter's work, is a theory that emphasizes a person's strengths in relating to others and suggests how these strengths may be used in conflict and relationships. Participants will better understand themselves and colleagues as it relates to the interplay of relationships in the workplace. This energizing day will help everyone understand the motivation and behavior behind individuals on the same team and how to make them work with greater success.

Conflict Management with the Strength Deployment Inventory (SDI)

The Strength Deployment Inventory or SDI, has been used for decades with teams that are looking to further their individual and group understanding of conflict and relationships. The Relationship Awareness Theory, based on Elias Porter's work, is a theory that emphasizes a person's strengths in relating to others and suggests how these strengths may be used in conflict and relationships. Participants will better understand themselves and colleagues as it relates to dealing with conflict in the workplace. This energizing day will help teams realize the historical conflict that has created distance in relationships and build on ways to improve synergy.

Meyers-Briggs Type Indicator (MBTI) – Teams, Leadership, Conflict & More

The MBTI is a phenomenal tool that is usually underutilized. Specific trainings can be provided on sub-topics such as, team building, core values, leadership, conflict and much more. Using the MBTI to enhance awareness of others, job empathy, professional growth and the sub-topic of focus, participants will be better able to understand and work with their colleagues to meet performance objectives...for the team and organization. Work with one of our curriculum design experts to customize the use of MBTI to meet your specific needs.

Synergy Development & Training Services

Synergy Development & Training continues to help leaders, businesses and organizations of all kinds. We look to work with leaders that understand the value of people and professional development. We are honored to have met individuals as *recent* training and speaking participants from:

Businesses of All Sizes
CIA, FBI, NASA, DOJ, EPA
Axiom Resource Management
National League of Cities
Maryland Judiciary
Novo Nordisk
ATPCO
United States Military Branches
Curtis Lewis Associates and NASA
Northern Virginia Mediation Service
PA House of Representatives
U.S. Department of State
George Mason University
Non-Profit Organizations and School Systems
U.S. Department of Treasury
1,000's of diverse employees and educators

We are dedicated to meeting our client's needs and providing a range of assistance that is extremely high in quality, service, delivery and professionalism. We aim to listen, foster positive relationships immediately and seek to provide precision in everything we deliver. We understand that you have come to Synergy with specific needs and we will customize our work to increase your return on investment, level of trust, mission success and overall enthusiasm about the work delivered. We appreciate your business and look forward to moving forward together.



“Moving Forward Together”

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