

Strategic Solutions Group

Maximizing Performance through Organizational Development

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Strategic Solutions Group

Overview

Successful organizations grow and prosper when a “Culture of Success” is present. This simple truth applies to any organization of any size. The components of success are always the same, be it a profitable business, a winning sports team, a non-profit helping the community, or a government agency.

Strategic Solutions Group (SSG) works with business, government, and community organizations to identify their strengths and areas for improvement, maximize individual and team performance, and enable successful outcomes for the organization.

Organizational Development

Successful organizations have the ability to build and maintain a motivational culture and climate that recognizes, develops, and leverages the natural talents and strengths of its members. Comprised of people that consistently demonstrate the skills, behaviors, and attitudes that are essential for long-term success, these organizations thrive with the understanding that personal and professional development comes not from a single event, but rather an ongoing process that includes a common vision, shared values, planning, goal setting, accountability, measurement, and review. The results are tangible improvements in both individual and organizational performance. These are the central tenets of Organizational Development, often referred to as “OD”.

SSG Organizational Development centers on leveraging recognized best-practices in needs assessments, hiring practices, strategic planning, training and development, and individual and team coaching to ensure the desired results. Once implemented a business may:

- Lower recruiting and training costs by hiring and retaining quality employees
- Improve productivity and performance with more effective managers and executives
- Grow revenue via increases in new sales and customer retention rates
- Improved customer service, communication, and accountability

Strategic Solutions Group accomplishes this using a proven methodology that is consistent, effective, and results-oriented while remaining flexible enough to meet the unique needs of our clients.

SSG Philosophy

At Strategic Solutions Group (SSG), we believe that creating and maintaining a motivational culture and climate in which the organization and people may thrive is based on the ability to channel the skills, behaviors, and attitudes of the members in the organization in the right direction. Creating an atmosphere that allows individuals to want to work towards organizational and personal goals is critical for long-term success.

Organizational development works to improve the culture and structure of organizations so that it may better adapt to new technologies, markets, and challenges. This would include such things as improved interpersonal and group processes, more effective communication, enhanced ability to cope with organizational problems of all kinds, more effective decision processes, more appropriate leadership style, improved skill in dealing with destructive conflict, and higher levels of trust and cooperation among organizational members.

Organizations, whether private, public, or non-profit, that utilize organizational development tools and strategies have higher productivity and morale, more engaged staff, and a larger likelihood of achieving strategic initiatives.

A formal needs assessment may be conducted throughout the organization on areas such as communication, productivity, morale, rewards and recognition, training, leadership, and many others. All levels of the organization may be surveyed to gain an understanding of any gap that lies between current perceptions and ideal expectations. Once the assessment has been completed, SSG works with the client to identify priorities and initiatives that need the most improvement and to help guide the organization toward achieving its objectives.

Our comprehensive approach toward organizational development allows our clients to:

- Hire, promote, and retain quality employees
- Improve the productivity and performance of employees, managers, and leaders
- Service and retain valued customers
- Maximize shareholder value and profits
- Establish long-term strategies and achieve immediate results

While employee assessments, training and development, strategic planning, business consulting, and other strategies may be employed individually, a comprehensive program that identifies the specific needs of the organization and then works to systematically accomplish goals has higher likelihood of long-term success.

Assessments

Strategic Solutions Group provides a comprehensive array of employee assessment instruments used to place people in the right positions, improve communication, teambuilding, conflict resolution, and allow managers to lead, coach, and operate more effectively.

These state-of-the-art assessments developed by Profiles International provide organizations with valid, reliable information that may assist with

- Hiring
- Job Fit
- Promotion
- Communication
- Coaching
- Succession Planning,
- 360 degree feedback,
- Leadership Development
- Customer Service
- Sales

The most expensive problem companies deal with today can be solved (or at least diminished) with a better understanding of the people you employ. By capitalizing on an individual's strengths, you can achieve more desirable results.

People with tremendous potential are hired and promoted every day and put into jobs that waste their abilities. Matching people successfully with the work they do is the key. When people feel competent, are interested in their daily duties, and have the opportunity to use their inherent talents, their productivity soars. Negative factors such as stress, tension, and conflict disappear. There is more time to pursue personal and organizational goals. In short, the organization can get its team back on the success track.

Our assessments can also help you solve problems such as employee theft, negligent hiring, ineffective teams, unwanted employee turnover, and losing your best employees to competitors. Occupational assessments are your most effective tools for keeping track of your human resources. SSG also offers a state-of-the-art behavioral assessment that describes the individual's internal traits and behavioral tendencies. This assessment is an extremely powerful tool used to help the individual recognize their own strengths and needs. This is typically used as the foundation for a team communication and compatibility report and workshop whose purpose is to further meld the organization or workgroup into a strong functioning team. With individual reports, management/coaching reports, and team matrix reports, communication can be improved, conflicts can be minimized, and individuals and teams can be more effective and efficient.

Professional Development

Strategic Solutions Group uses the latest research in adult learning theory and training and development. We provide a relaxed, fun atmosphere and facilitate real discussions that help participants apply concepts immediately. Our method of step-by-step behavioral modification translates into productive habits and improved quality. The key to our success is in the methods we use to:

- Increase retention of the concepts being learned
- Allow for application and implementation of the concepts
- Affect positive behavior change

One of the critical elements to success with any program is the method by which employee development is implemented. Training alone will not typically cause an individual to make behavior change. It takes a Socratic Facilitated Method along with repetition of the ideas and concepts presented that are tied into personal and organizational goals.

The primary focus of the SSG Facilitation Method is to focus on three key areas for development:

Skill: The technical ability to complete a task. The “How” people are supposed to do what is required

Activity: Implementing the correct behaviors consistently. The “What or When” people are supposed to do what is required

Attitude: Having the right mindset that will set the stage for success. The “Why” people do or do not do what is required

Our workshops are taught in a facilitated discussion method. Participants become involved in group dynamics and explore how to apply these skills into their daily activities. We utilize experiential learning activities, group breakouts and brainstorming, skill practice and scenario discussions, and application and action exercises to aid in retention and application of information.

Our workshops are customized specifically for each client and allow each participant to identify and evaluate his/her personal attitudes, behaviors, strengths, and opportunities for growth. We assist participants in establishing personal and organizational goals that will improve overall performance. Workshops may be taught independently or as part of an on-going process.

(Please see the Appendix for a list of our most requested training and development sessions and presentation topics.)

Strategic Planning

The most important investment a leader makes is an investment in achieving the performance potential of the organization.

What is Strategic Planning?

- A roadmap for senior leaders to manage and guide the organization toward reaching its goals and objectives that in turn will create shareholder value
- The best process for gaining team involvement and agreement on the highest level of thinking and planning for the organization
- A dynamic decision-making and motivational environment for developing people, products, services, and markets

Who uses Strategic Planning?

- Progressive, enlightened leaders who value people, process, and performance
- Leaders who want to achieve improved results, growth, profitability, productivity, etc.
- Leaders and teams willing to invest the time required to manage "by a plan"

The Strategic Solutions Process

The strategic planning services we offer can provide success solutions to any business. Strategic Solutions employs a five-step process that helps businesses answer the following questions:

1. Where are we now? Strategic evaluation of individuals, management teams, and organization
2. Where do we want to go? Envisioning values, purpose, vision, and mission
3. How do we get there? Strategic initiatives and critical success factors
4. What do we do now? Organizational plan, strategic plan, tactical plan, communication plan
5. What are the results of our plans? Tracking results, accountability, measurement, and review

The facilitated strategic planning services offered by SSG incorporate data collected through the needs assessment into the strategic planning process. The planning process incorporates the following:

Strategic Evaluation: Where are we now?

Strategic Evaluation refers to a process directed toward identifying where the organization stands currently so the senior decision-makers involved in the Strategic Planning process can make good sound decisions for the growth of the organization. The decisions are then made based on facts and not assumptions.

Topics include:

- Individual Personality Assessments
- Management Team Dynamics
- Organizational Culture
- Business Information
- Markets
- Organizational Opportunities and Challenges

We utilize a variety of survey and assessment instruments to establish a “snapshot” of the organization prior to the planning effort. This process serves as the foundation to further meld the senior executives into a strong functioning team.

The primary purpose here is to define a “starting point” against which the net effect of Strategic Planning and other organizational development efforts may be measured

The evaluation phase will also identify some of the more significant organizational issues that may impede or negate the implementation of the Strategic Plan or its components as well as “jump-starting” the thinking processes for the senior decision-makers in preparation of the planning sessions.

Envisioning: Where do we want to go?

Many organizations fail to develop effective planning processes because they have not taken time to define success. The primary purpose of this effort is to use the facilitated planning experience of SSG in conjunction with the specific business, marketing and creative knowledge of the organization to identify specific success criteria for the project.

This stage of the process incorporates identification and/or validation of the organization’s vision, mission, values and purpose along with the specific business knowledge and expectations of the team to create a framework of prioritized strategic objectives. Within this framework will be the critical success factors, departmental goals and people development goals of significance that will support the plan.

Strategy: How do we get there?

This portion of the process concentrates on the theme of the plan and what general concepts will we implement to accomplish the vision and mission. From this portion goals and actions will emerge giving structure to the overall concepts. It is easier for most people to remember the general strategic objectives rather than every single goal and action item. This also allows for some freedom and flexibility during the decision making process.

Organizational Plan: What do we need to do?

This aspect of the planning process allows for the strategic initiatives to be broken down into very specific goals and action steps. For each, a "goal champion" is selected, potential obstacles are listed along with their potential solutions and target completion dates are established.

The purpose of these sessions is to create the specific goals and action steps necessary for the realization of the plan, as well as to track and measure on-going success.

Tracking Results: What are the results of the plans?

The team meets monthly to review the actions, activities and status of the goals previously created and make any adjustments or course corrections found necessary. These sessions also serve another important function in that they provide a strong sense of personal accountability in the achievement of the goals and therefore the strategic objectives. The goal is to ensure accountability and maintain focus on the goals and strategies outlined in the initial plan. It also allows for any corrections that need to be made.

Summary

By helping companies identify strategic objectives supported by effective hiring systems, evaluation of existing employees to maximize their talents, and providing customized training and development, we have developed a strong reputation with our clients as being able to provide "measurable results and a return on their investment." The bottom-line is that we serve as a catalyst for our clients to accomplish the goals they set out to achieve. Valuable profits and resources are drained from a company when these critical issues are left unchallenged. We are committed to providing companies with the solutions that are vital to their success.

For additional information, or to find out how Strategic Solutions Group can help take your organization to the next level, please contact us at www.strategicsolutionsgrp.com or call us at 800-565-2089 or 512-821-1111.

Training and Development Sessions

Appendix

While we develop and customize all content to meet the specific needs of the organization, the following are some of the most often requested learning and development sessions.

Communication Style Flexing

Identify individual behavior styles

Identify the behavior styles of others

Learn how to modify behavior style for maximum communication effectiveness

Identify and overcome barriers to effective communication

Build cohesiveness among team members and throughout the organization

Creating a Culture of Accountability

Defining the “A” player

Recognize the impact of attitude

Determining the attitudes, activities, and skills of an “A” player

Learn to modify and change destructive attitudes

The role of accountability and ownership in becoming an “A” player

Creating behavioral examples of an “A” player

Creating a plan of action to excel as an “A” player

Developing Communication Skills

Understanding interpersonal communication

Define the various models of communication

Understanding perception and its impact on communication

Utilizing proper self-disclosure

Identifying and overcoming barriers to effective listening

Communicating verbally, in writing, on the phone, and through email

Planning a message effectively

Giving clear instructions

The Art of Leadership

Understanding the differences between leadership and management

Identifying essential leadership qualities

Creating and maintaining a motivational work environment

Developing a culture of personal and team accountability

Setting and communicating clear expectations

Creating team buy-in and ownership

Understanding various leadership styles

Communicating effectively as a leader

Identifying and overcoming common management mistakes

Leading through Influence

Differentiating between power and authority

Understanding the role of leadership in influence

Identifying your personal sphere of influence

Influencing through skill, behavior, and attitude

Influencing through communication

Successful Delegation

Identifying common challenges and barriers to effective delegation

Identifying what tasks to delegate

Developing a delegation plan

Evaluating employee delegation levels

Coaching for successful delegation

Leading Change

Defining change

Understanding resistance to change

Common barriers to change

Communicating change throughout the organization

Leadership and change

Implementing the change process

Coaching for Performance

The role of leader as coach
Identify the importance of feedback
Setting and communicating clear expectations
Creating team buy-in and ownership
Understanding what motivates employees
Effective performance coaching and counseling techniques
Getting the most from your employees
The 8-step coaching model
Effectively giving and receiving feedback
Coaching for different behavior styles
Utilizing coaching as a leadership tool

Managing Multiple Priorities

Define success
Identify the role of attitude on time management
Identify characteristics of highly successful people
Determine high payoff activities
Establish a model for work/life balance
Plan and prioritize
Say “no” by saying “yes”
Cope with fires and emergencies
Effectively deal with interruptions
Work smarter, not harder
Communicating effectively to manage multiple priorities
Track and measure goals and success

Conflict Resolution

Defining conflict

The role of attitude in conflict resolution

Personal motivation and conflict

Identifying the types and causes of conflict

Determine when to confront conflict

Maximizing behavior styles and communication to resolve conflict

Strategies for reducing conflict

Giving and receiving feedback

Using conflict as a positive and proactive tool

Hiring and Managing By Design

Identify hiring problems

Quantify the cost of turnover

Understand what you are recruiting for

Uncover information about an applicant that interviewing alone cannot

Learn behavioral-based interviewing techniques

Select the most qualified candidate and know you're getting the right person for the job

Create an accurate, detailed job description

The Customer Connection

Define the internal and external customer

Identify the needs of the customer

Provide personalized service

Deal with difficult customers

Diffuse challenging situations

Practice effective listening techniques

Communicate with tact and diplomacy

Enhance communication among team members

Project a positive, professional attitude in person and over the phone

Demonstrate the FISH Philosophy

Presentation Skills

- Effectively analyze the audience
- Identify strategies to build credibility as a speaker
- Communicate professionally and assertively
- Develop a clear and organized outline and speech
- Utilize visual aids and supporting materials
- Present both informative and persuasive speeches
- Manage speaking apprehension

Teambuilding

- Identifying characteristics of successful teams
- Understanding stages of team development
- Developing a systematic approach to teamwork
- Establishing team roles and responsibilities
- Determining different personality styles
- Tactfully dealing with conflict situations
- Communicating as a team
- Providing performance-enhancing feedback
- Identifying strategies to enhance cooperation and limit competition
- Motivating and empowering the team
- Developing team ground rules

Stress Management

- Defining stress
- Identifying causes of stress
- Behavior styles and stress management
- Managing time and priorities
- Attitudes, activities, and skills
- Communicating obstacles and solutions

Ethical Decision Making

Define ethics

Identify ethical behavior

Establish an ethical decision making process

Determine criteria for making an ethical decision

Address ethical dilemmas

Meeting Skills

Establishing a baseline for productive meetings

Determine meeting goals and objectives

Creating the agenda

Identify and define roles

Meeting ground rules

Creating engaged participants

Meeting checklist and accountability

Sales Training

Define your target market

Determine the needs of your target market

Prospecting for success

Understand the sales approach

Conduct a successful sales interview

Discover prime buying motives

Ask the right questions

Overcome stalls and objections

Close the sale

Sales Management

Attract quality salespeople to your organization

Set your people up to succeed

Inspect what you expect

Create training and development plans

Create and maintain a motivational climate

Understand pipeline and goals management

Hold successful sales meetings

Decision Making

The decision making process

Factors that influence decision making

Decision making techniques

Decision making and behavior styles

Uncertainty and risk

Overcoming barriers to effective decision making

Power Tools for Problem Solving

Understanding problem solving

Identifying and defining the problem

Analyzing the problem

Developing criteria for the solution

Using Force-field Analysis

Generation of solutions

Selecting the best solution

Implementing the solution

Enhancing cooperation and limiting competition

Train the Trainer

This learning event is an opportunity for both current trainers and non-trainers to learn the skills needed to successfully facilitate any material. Session objectives include the following:

- ✓ Understand principles of adult learning theory
- ✓ Create a motivational learning climate
- ✓ Practice proper questioning techniques
- ✓ Utilize effective delivery techniques
- ✓ Create effective visual aids
- ✓ Conduct a formal and informal needs assessment
- ✓ Create specific and measurable learning objectives
- ✓ Develop a training outline and job analysis
- ✓ Create effective lesson plans
- ✓ Provide feedback and review for training participants
- ✓ Successfully evaluate training programs

Keynote Addresses and Presentations

Strategic Solutions Group provides keynote addresses and presentations for groups around the country. Regardless of the size of audience or industry represented, we can help you maximize the experience for all attendees. Listed below are samples of the type of topics we can present. If you do not see a topic that fits your needs, just ask! We can modify or develop a topic customized for you.

Communicating for Results

Interpersonal communication is one of, if not, the most critical skills that determine our success both personally and professionally. Managing relationships, projects, and every day responsibilities require the ability to communicate effectively. Unlike riding a bicycle, frequency of communication does not increase ability. Successful interpersonal communication requires skills and awareness that help individuals tailor their message to their specific audience. Each of us has a unique style in which we communicate. This session is an opportunity to learn more about the characteristics of each behavior style, and to learn how to consciously modify your style in order to create win-win opportunities in your personal and professional life. Participants will be able to apply the skills, tools and strategies learned in this session immediately.

Key areas of focus:

- ✓ Identify personal behavior style and characteristics associated with it
- ✓ Identify the behavior styles of others
- ✓ Modify behavior style for maximum communication effectiveness
- ✓ Plan and deliver a message effectively based on the audience

Managing Multiple Priorities

In a time when every priority claims itself as the most urgent, it is essential to understand the attitudes, behaviors and skills required to become effective and efficient at utilizing the resources at our disposal to handle multiple tasks and priorities. Participants will learn how to maintain balance, build relationships and accomplish their goals in today's business environment. Most importantly, participants will learn how to work smarter, not harder.

Key areas of focus:

- ✓ The definition of success
- ✓ The role of attitude in time management
- ✓ Identify high payoff activities
- ✓ Establish a model for work/life balance
- ✓ Plan and prioritize
- ✓ Cope with fires and emergencies
- ✓ Deal with interruptions
- ✓ Set, track and measure goals and success

Creating a Culture of Accountability

A culture of accountability is one that is constantly strived for but very rarely attained. Regardless of industry, clearly defining and articulating expectations is one of the only ways to create a culture that instills an organizational philosophy of accountability. Understanding personal motivation, defining the attitudes and behaviors that are expected of top performers, and developing a system where people choose accountability, creates a group of high-performing, empowered individuals. This session is an opportunity to understand human behavior, develop specific behavioral expectations, and ultimately tap into each individual to achieve maximum results.

Key areas of focus:

- ✓ Define personal and team accountability
- ✓ Differentiate between A, B, and C Players
- ✓ Pre-determine organizational culture
- ✓ Take personal responsibility
- ✓ Learn to modify and change destructive attitudes
- ✓ Empower others to take ownership

The Art of Leadership

What sets leaders apart from managers? How will you create and maintain a motivational work environment? How will you inspire others to grow and develop? Personal leadership is the foundation for success. True leaders inspire, build trust, take personal responsibility, and act with character and integrity. Those who have received formal leadership training know that development is an on-going process that requires constant learning and refinement. While management is often denoted by title, leadership is an art and may be seen at any level of the organization. This interactive workshop will help you take your leadership skills to the next level.

Key areas of focus:

- ✓ Identify the differences between management and leadership
- ✓ Differentiate between power and authority
- ✓ Recognize essential leadership qualities
- ✓ Create and maintain a motivational work environment
- ✓ Delegate effectively
- ✓ Empower the team
- ✓ Create and maintain a culture of accountability
- ✓ Develop coaching and feedback strategies
- ✓ Identify communication strategies that build the team
- ✓ Identify and overcome common management and leadership challenges

Going from Good to Great

How can you stay internally motivated and excited about your job and life? Have you fully tapped into your own personal motivators to reach your maximum potential? How will you grow both personally

and professionally, while managing day-to-day responsibilities and work load? How can you create an environment where others are inspired and motivated to support you?

This dynamic session will challenge you to identify what really drives you to succeed and how to tap into it repeatedly to achieve success, both personally and professionally. We will discuss ways to feel energized and motivated, learn how to maintain balance, clearly communicate expectations, and effectively utilize a personal system of accountability and ownership to go to the next level. Participants will identify and internalize specific skills, behaviors and strategies to remain energized and motivated, and create a climate that maximizes individual and team strengths.

Key areas of focus:

- ✓ Utilize attitude as a means to excellence
- ✓ Identify your unique motivators and personal leadership qualities
- ✓ Learn to tap into the motivators of yourself and others to achieve maximum performance
- ✓ Maximize your strengths to go to the next level
- ✓ Set, track and measure goals
- ✓ Demonstrate personal and professional accountability
- ✓ Maximize communication

Creating a Culture of Service

In today's challenging economy, experts agree that customer service is a critical defining factor of successful organizations, regardless of industry. Whether it is to retain employees, vendors, or other customers, this session will provide insight into how to provide personalized service and deal with challenging situations that often leave customers feeling dissatisfied with the service they receive. Through practical application tools, discussions and activities, participants will learn to create and maintain a customer service culture that will consistently exceed the expectations of both the internal and external customer.

Key areas of focus:

- ✓ Define a customer service culture
- ✓ Develop and articulate expectations in a service culture
- ✓ Identify the internal and external customer
- ✓ Provide personalized service
- ✓ Deal with difficult customers and situations
- ✓ Enhance communication among team members

- ✓ Maintain a service culture of accountability

Effectively Managing Conflict

The word “conflict” has many negative connotations, and often the word itself makes most people feel uncomfortable and uneasy. Conflict is present in virtually all organizational situations and must be recognized and dealt with constructively. In this interactive session, participants will gain an awareness of how and why conflicts arise, subconscious behaviors that escalate conflict, and techniques for dealing with conflict in a positive manner.

Key areas of focus:

- ✓ Define and understand interpersonal conflict
- ✓ Identify the different causes of conflict
- ✓ Understand the role of attitude in causing and/or reducing conflict
- ✓ Utilize behavior style as a tool to effectively resolve conflict
- ✓ Determine when to address and/or avoid conflict
- ✓ Effectively deal with frustration and anger
- ✓ Provide performance enhancing feedback

Dealing with Difficult People

It would be nice if we could go about our day never having to interact with difficult people, but the reality is, they are everywhere! Whether we are managing personal or professional relationships, we all deal with difficult people on a regular basis. While we can't rid ourselves of these interactions completely, we can learn specific strategies, skills, behaviors, and attitudes that can help make them a whole lot easier. During this session participants will learn how to identify, understand and interact with individuals that display a variety of difficult behaviors. We will discuss characteristics and sources of difficult behavior, effective techniques to prevent difficult behavior in the workplace, and proper communication methods to build better relationships with difficult people.

Key areas of focus:

- ✓ Identify and understand different types of difficult behavior
- ✓ Discuss coping strategies for dealing with difficult people and difficult situations
- ✓ Identify when to confront, cope, or leave difficult situations
- ✓ Modify personal communication styles
- ✓ Implement techniques for dealing with destructive behavior

- ✓ Handle stress and confrontation
- ✓ Communicate with tact and diplomacy
- ✓ Identify personal behaviors that may be negatively perceived by others

Successful Coaching & Delegation

The number one reason employees feel dissatisfied with their job is their relationship with their immediate supervisor. The ability to effectively coach, delegate, and develop employees are major determinants of leadership success. This session will target specific skills, behaviors, and attitudes necessary for successful coaching and delegation. Participants will learn how to define and clarify expectations, give and receive feedback, develop a targeted development and delegation plan, and leave the session with tools and strategies that may be utilized and implemented immediately.

Key areas of focus:

- ✓ Identify the importance of effective coaching and feedback
- ✓ Develop a targeted and individualized delegation plan
- ✓ Utilize delegation as a coaching tool
- ✓ Tap into the unique strengths and motivators of others
- ✓ Identify and overcome barriers to effective coaching and delegation
- ✓ Set and communicate clear expectations
- ✓ Create individual and team buy-in and ownership
- ✓ Utilize effective performance feedback, coaching and counseling techniques
- ✓ Implement the 8-step coaching model

Hiring and Managing by Design: Attracting, Developing, and Retaining “A Players”

Have you ever hired someone that didn't meet your expectations? Have you ever been frustrated by the inability to get others excited about doing what it takes to reach the goal? Have you ever wondered why some people seem more motivated than others?

In today's competitive and economic environment, it is critical that organizations attract, develop, and retain “A Players.” This discussion will provide an opportunity to explore the challenges with antiquated hiring practices, evaluate effective ways to hire and develop the right individuals, and most importantly, create and maintain a motivational climate in which to retain “A Players.”

Key areas of focus:

- ✓ Identify hiring problems
- ✓ Quantify the cost of turnover
- ✓ Recruiting and hiring for job fit
- ✓ Uncover information about an applicant that interviewing alone cannot
- ✓ Learn behavioral-based interviewing techniques
- ✓ Select the most qualified candidate and know you're getting the right person for the job
- ✓ Create an accurate, detailed job description
- ✓ Create a motivational climate to retain talent and be an employer of choice

Creating Organizational Culture

One of the primary responsibilities of leadership within any organization is to establish, communicate and maintain a culture that is in direct alignment with the vision of the organization. Matching your company's goals with the collective attitudes of its people cannot happen by accident or be left up to chance. It takes conscious and deliberate leadership at all levels. It is imperative that the goals an organization seeks are supported by the attitudes required or it will have to settle for the results that its current attitudes and activities will yield.

This insightful session will get to the heart of what challenges leaders in organizations most. Participants will learn how to step outside of the day to day operations and look beyond the horizon to think without limits. The future of any organization is first established in the mind of the leader before it ever exists on paper. Leaders today must have the ability to create a mental vision that can be planned, communicated and executed by each individual in the organization. This dynamic session will challenge you to identify what is required for leadership to create and maintain a culture that is consistent with the vision, mission, values and goals of the organization.

Key areas of focus:

- ✓ What is culture and how does it support an organization's vision and goals?
- ✓ How do we identify the existing culture within our organization?
- ✓ How do we identify a culture that will accomplish our goals?
- ✓ How do we change the culture in our organization?
- ✓ How do we maintain the culture we seek?
- ✓ How do we create a culture that perpetuates itself?

Strategic Leadership

Often for leaders, the enemy of excellence is already being good. In today's business climate, good is not always good enough. An organization is only as effective as its leaders. Strategic leaders possess the ability to guide and develop staff and business relationships on a daily basis. They think and plan strategically to attract, hire, develop, and retain quality employees that will contribute to the success of the organization. Finally they have the ability and foresight to create and implement a specific course of action that will inspire and engage the entire organization to higher levels of performance. This interactive session will challenge participants to identify, discuss, and implement specific leadership strategies and philosophies to take the organization to the next level.

Key areas of focus:

- ✓ Think from a strategic platform
- ✓ The value of strategy
- ✓ Communicate strategically
- ✓ The challenges of strategic thinking
- ✓ The steps to strategic thought alignment
- ✓ Develop and communicate a clear vision and direction
- ✓ Track and measure success

Strategically Growing Your Organization

Is your organization where you would like it to be? Have you continued to grow while still supporting the culture you want? This session will provide an opportunity for senior managers and owners to identify and begin implementation of strategies to grow and increase the profitability of their businesses. In this interactive session, we will identify gaps between where we currently are and where we need to go in order to ensure that our leaders, our businesses, and our people are operating as efficiently and effectively as possible.

Key areas of focus:

- ✓ Identify, hiring, and retaining "A Players"
- ✓ Develop people to their full potential
- ✓ Responsible Leadership
- ✓ Create and communicate the organization's vision and goals
- ✓ Develop, communicate, and implement a strategic plan
- ✓ The secrets to growing your business successfully