

SOFT SKILLS & COMMUNICATIONS

Category: Soft Skills & Communications

Course Name: Creative Problem Solving Techniques

Course Length: 2 days

Instructor: William A. Agee

About this Course:

There is an increasing demand to resolve problems more quickly and efficiently with a reduced supplier base. Purchasing professionals cannot afford to be limited in problem solving only by past experience or training, but must look for creative ways to approach new issues rather than old standbys.

Recommended for: interactive training for all teams within the company. In addition, it can be an excellent tool to start Value Analysis and Process Improvement teaming with strategic suppliers to fast-track new cost savings programs.

Objectives:

This course provides buyers, planners, and purchasing management with ways to apply creative problem solving techniques to the challenges of the purchasing functions.

Topics included are:

- The four critical features in addressing problems and the five P's of creativity
- Identifying root problems and exposing hidden problems
- Specific techniques and alternatives for problem solving
- Development and implementation of solutions

Benefits:

Participants will learn:

- The virtue of creative thinking applications in purchasing
- New methods for looking at problems and how to analyze them
- How to synthesize and evaluate alternative solutions
- How to select, obtain commitment, and implement creative solutions

Category: Soft Skills and Communications

Course Name: Team-Based Training

Course Length: 2 days

Instructor: William A. Agee

About this Course:

The old adage of "two heads are better than one" is definitely correct when it comes to the benefits derived from applying team applications to an organization. Work teams can be productive, satisfying and exasperating!! This can range from the tangible net savings the team can offer the organization to the intangible of improved worker morale. The assembly of a group of individuals is not a definition of a team. A team must first be educated on the foundations of good team development, synergies of focus, as well as developing a common sense of purpose. A team poorly developed will only cause issues and controversy as well as financial loss for a business.

Recommended for:

- *Those employees working on a current team*
- *Those about to join into team activities*
- *Members of less than performing teams*
- *Managers of teams and those who supervise team activities*

Objectives:

This course will address critical questions connected with developing productive teams:

- How to organize for team development
- Stages of team development and evolution
- Organize a team mission statement
- Problem solving applications for teams
- What is team decision making
- Team consensus and development
- How teams work best
- Evaluating and measuring a team's success

Benefits:

Participants will be able to:

- Put the proper team components together
- Develop a functional team agenda
- Measure the results of a team
- Report tangible achievements to management

Category: Soft Skills & Communications

Course Name: Train the Trainer

Course Length: 2 Days

Instructor: William A. Agee

About this Course:

Even professionals and would-be trainers need to continue to maintain and improve their skills. Today's business requires constant training of our staff with the rapid changes in business, technology and cultures.

This session takes the trainer through a new 'renewal of their skills'. Changes in training styles and methods are employed to show the trainer some of the more basic to the most advanced issues concocted in effective training. The session shows how to conduct a standard classroom presentation, small groups, large group sessions to even single keynote applications.

Recommended for: all professional and in-house trainers, mentors and company facilitators who want to give their audience more than just talk.

Objectives:

This session covers:

- Basics of effective trainings
- Learning your most effective style
- The best physical layout
- Transfers of training
- Recognizing effective learning styles
- How to make every presentation memorable
- Knowledge sharing
- The best Ice Breakers
- Employing Role play
- Setting up a checklist
- Making evaluation work for the trainer, and much more

Benefits:

- This session will leave the participant with a new workbook of ideas and tips
- Become a center of excellence within your own organization
- Develop a resident skill set of key knowledge areas
- Be the primary internal resource connected to outside experts
- Be able to fast-track essential areas with minimal red-tape and time

Category: Soft Skills & Communications

Course Name: Effective Communication

Course Length: 2 days

Instructor: William A. Agee

About this Course:

Every person needs to understand the basics of good communication. However, little attention is paid to the critical aspects of effective communication. Effective communication comprises not only speaking, but listening and writing attributes as well. In business, poor communication skills can have a customer thinking you are not interested in their concerns; a buyer feeling the offer was not considered; and a boss wondering why you are not doing the job assigned. In this program we will go through the different steps in providing good and effective communications. A skill set we constantly need to refine.

Recommended for:

- *All managers who are required to make presentations internally, as well as externally*
- *To peers, customers, and supervisors who must address employees*
- *Sales and purchasing professionals that must deal constantly with other professionals*
- *Any employee desiring to move up the corporate ladder*

Objectives:

In this session, areas addressed will include:

- Fundamental needs in effective communication
- How communications environment differs from both business and personal aspects
- The dialogue of exchange between parties
- Knowing the message as well as the messenger
- The value of the words selected
- Body language between partners
- The active listening process
- The Railroad-Crossing aspect of listening
- Top to Bottom communications in business
- Bottom-Up communication sharing
- Cross cultural exchange
- How to ensure the audience gets the message
- Ensuring communication success

Benefits:

This session is an active session that will allow the participants to:

- Critique other modules of first hand observation
- Show how to bring your audience to the platform
- To monitor self assessment skills of captivating the audience
- How to overcome negative resistance in both sales and talks

Category: Soft Skills & Communications
Course Name: Improved Communication & Listening
Course Length: 2 days
Instructor: William A. Agee

About this Course:

This session is a direct follow-up to the previous session and requires the earlier session (Effective Communications) as a prerequisite. This session is filled with scenarios, interplay, case analysis, as well as direct participant involvement. In these various methods the results and benefits of effective communications skills will be reviewed and applied. Group activities, as well as formal oral presentations, will be expected and critiqued. This session will be a critical venue for anyone to advance up the corporate ladder. (The higher the level in any organization the greater the need for these communications skills.)

Objectives:

Covered in this session will be:

- Establishing the foundations for effective communications
- Applying new methodology to improve your return from any encounter
- How to capture the audience's attention and deliver the main issues in two minutes
- The art of applying active listening in both work and personal aspects
- How to diagnose personal and team weaknesses
- Overcoming the fear of the platform
- How to make fear an ally instead of an enemy
- Organizing for senior level presentations
- How to convey and control the body language at the table
- How to read the other side of the table

Benefits:

All those involved will be able to:

- Better comprehend the needs of the other side of the table
- Command and assert their rights at the table
- Be in both focus and positive control with the other side's support
- Know the steps in understanding everybody

Category: Soft Skills & Communications
Course Name: Cross-Functional Team Building
Course Length: 2 days
Instructor: William A. Agee

About this Course:

Combining skills employees possess with positions in the organization can gain favorable acceptance while impacting the bottom line advantageously. However, we are now ready to push this aspect up another notch. In cross-functional team building we seek to improve the fundamental teams by combining the diverse experiences of both internal as well as external expertise. It is through this combination that we can see the amplification of the team's achievements. The value of this combination of skills has never been more critical than in the current global environment.

Recommended for:

- *Mid-level managers often placed on cross-functional teams without direction*
- *A growing and expanding organization that needs to capitalize on the skills of personnel in many corners of the globe*
- *Professionals needing more power from their existing teams in an organized and controlled fashion.*

Objectives:

The course will address:

- Building from the initial team stage to a cross-functional team
- Having a synergy of focus and direction
- Tying the mission and goal into a focused single unit
- How to detect when a cross functional team will serve best
- Know the limits of the team members selected
- Learn how to monitor both input and results
- Reporting joint goals and achievements up the ladder
- How to translate successes into financial objectives

Benefits:

Every individual will be able to:

- Determine the best team for a particular purpose
- Utilize the Cost/Profit saving format to plot savings
- Make the team a desired opportunity of service
- Be the leaders for the new business directions of tomorrow

Category: Soft Skills & Communications

Course Name: Diversity in the Workplace

Course Length: 2 days

Instructor: William A. Agee

About this Course:

The dictionary defines diversity as "the condition of being different." Therefore, when we look at the workplace we should not be surprised that we should be more astute and sensitive to the needs and cultures

that surround us. How can we effectively develop a workplace where harmony, domestic, and social issues can be minimized? How can we become sensitive of our co-workers and peers? What precedents have occurred in the last few years, which can lead to a better and more enjoyable work environment? Considering the litigation settlements that have occurred, this is a critical issue that impacts every organization.

Recommended for: considering the financial consequences and impact of litigation, this session should be considered mandatory for all individuals. This session should be especially important to all levels of management who must manage the diverse cultures in the workplace.

Objectives:

Course objectives include:

- Defining what comprises diversity in the workplace
- Who needs to better understand how diversity affects a company
- What makes the workplace a diverse tapestry
- Culture, custom, identities, differences and stereotypes
- Legal actions associated with diversity suits
- How to train the employees to be more aware
- What should be avoided to keep the work environment "suit free"
- How to keep the risks under control
- Measuring the success with the profit yardstick

Benefits:

Each participant will:

- Leave with an appreciation of the diverse nature of their workplace
- A profile leading to a diversity-free environment
- A profile of the top cultures in the marketplace
- Plans to make all the workers more aware of the good in every culture

Category: Soft Skills & Communications

Course Name: Supervisory Management

Course Length: 2 days

Instructor: William A. Agee

About this Course:

Congratulations on the promotion into management. Now what do you do? The ascent into management does not in and of itself guarantee you success. It is critical that you know how to supervise people, motivate your peers, convey the quality of leadership, as well as meet the expectations of the corporation. This course utilizes both case analysis and situational examples to assist the new supervisor on their path to a successful

new venture within the organization. This course should be considered critical to all newly designated managers.

Recommended for: all newly promoted and hired individuals that are managing people and resources for the first time and employees who are being groomed for new divisions or ventures within the company

Objectives:

This course covers the following areas:

- What is required to be an effective leader
- How to lead your staff
- Motivation is a critical factor
- Evolving interpersonal skills
- Developing effective flexibility skills
- How to manage with change and minimize risk
- Improving report writing skills
- The role of management to the supervisor
- Leadership skills required to be more productive
- Case analysis and applications to enhance awareness
- Matrix analysis of when to apply certain attributes of management

Benefits:

From the session the new supervisors should be able to:

- Assist in managing the new staff responsibilities
- Have new skills to take back to the plant
- New communication skills for the future
- A new set of work related skills and goals

Category: Soft Skills & Communications

Course Name: Creative Problem Solving

Course Length: 2 days

Instructor: William A. Agee

About this Course:

It was once stated "a problem is simply a way for the ordinary individual to stand out from the crowd via the method of reaching a satisfactory resolve." If this is correct, what we are implying is that solving a problem is the ultimate key to success. Therefore, it's not what the problem sounds like that is the issue, rather, the method of approach can often be the key to resolving the issue. A different style or method of approach can often resolve and clear up the issues before they become even larger. This session is designed to convey that

there is always more than one way to approach and solve an issue before it escalates. A very upbeat session that will give each participant a new and more enjoyable vision of how to approach issues in the workplace.

Recommended for: all supervisors and managers willing to learn new and better methods of applying a more concise approach to solving problems. This session is also of great importance and application to individuals in the purchasing and sales areas.

Objectives:

This course will address issues and approaches:

- Defining the problems and their root causes
- How to recognize a problem
- When to utilize what type of approach
- Generating the problem solving format
- Assumptions and their source
- Selecting the best alternatives
- Establishing creativity in the analysis
- Developing a functional aspect matrix
- How to select from the best alternatives
- New and different problem solving techniques
- Several new applications will be applied throughout the session

Benefits:

At the end of the session:

- All participants should have a new understanding of how to solve problems
- What and how to apply a new format in the solving equation
- Which techniques offer the best success in certain applications
- Learn that innovation is a key to success in all problem-solving ventures

Category: Soft Skills & Communications

Course Name: How to Purchase a Business

Course Length: 2 days

Instructor: William A. Agee

About this Course:

Have you ever wanted to purchase a business of your own? Does the entrepreneurship desire flow through your veins? This course will provide the new business owner the tools to make those weekend hours more productive as well as profitable. In this course, we show the individual ways to determine a value for an existing business, how to value a new operation, select the best financing option, negotiate the best value for

your money, and develop a strategic marketing plan. This is a fun session that will satisfy the desires of all individuals who wish to one day hang out their own shingle.

Recommended for: any person or persons who have ever wanted to own their own business. Despite the level of management currently, the essential element is the desire for success.

Objectives:

The course is designed to answer the following questions:

- What does it take to be a successful entrepreneur?
- What is the economic impact of such a decision?
- What are the key behavioral aspects of owning a business?
- What is the best method to finance a business?
- When would be the best time to own a business?
- What financing options are available?
- When to bring in a partner?
- What tools are available to value an enterprise?
- What are the keys to others success?
- Case analysis of successful operations?
- What are the new trends for the future?

Benefits:

Participants should be able to:

- Identify when and what type of operation is best for them
- Secure the financing necessary
- Know who is the best source of capital
- Understand what commitment is required to be a success
- Realize why some fail and others succeed in their ventures

Category: Soft Skills & Communications

Course Name: Effective Time Management

Course Length: 2 days

Instructor: William A. Agee

About this Course:

We are a slave to the clock, but seldom do we maximize our return on investment for this cost. When surveyed, most people feel they are good controllers of time but seldom could we even qualify it as marginal. This session will take the guesswork out of wondering how to find you more time. However, it will make you feel like you have time to spare once you become more productive in both the work and personal areas.

Recommended for: anyone who can and would like to have more productive and enjoyable time of their own. This will range from the president and board of directors of an organization to the newest person at the most entry-level position in the company. All anyone has to lose is the wasted time in each hour.

Objectives:

This session covers the following areas:

- How to think about time and its components
- How to make time work for you
- Develop an action item list
- Conduct effective planning
- Learn how to watch for time drains
- Avoid time wasters such as meetings
- Exercise delegation to expand the hours
- Improve dialog to get the job successfully completed the first time
- Being effective on the telephone
- Forcing the NO word for nonessential activities
- Re-focus on a revised agenda where saving time is a priority

Benefits:

Those who attend will gain:

- A new appreciation for what time really costs
- How to gain more productive time out of every day
- A better control of the "time waster" we are all used to
- Enjoyment out of work and personal time since we control the clock