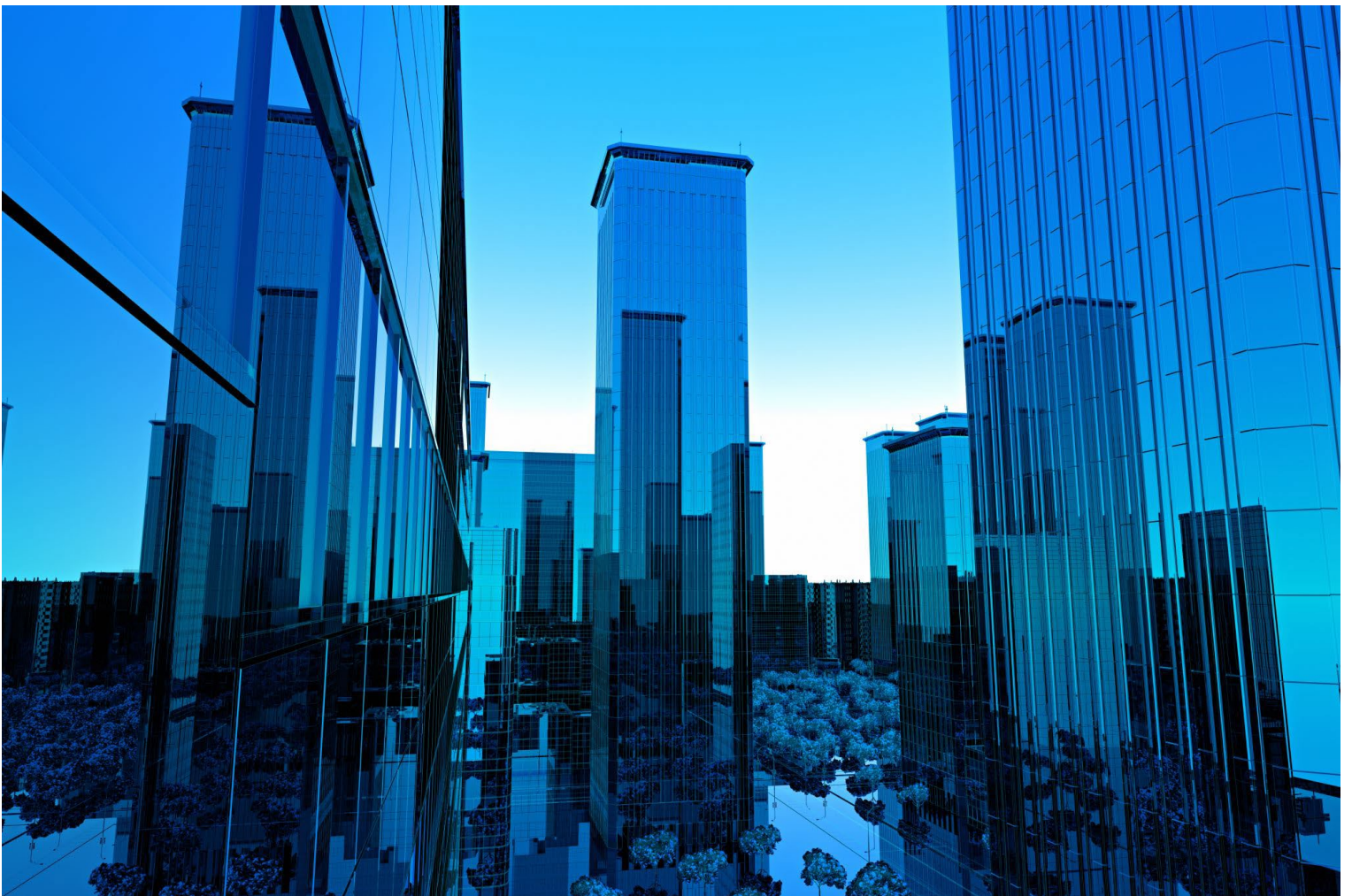




# TRAINING CATALOG



2024

Capitol Business Solutions  
[www.thecapitolbusinesssolution.com](http://www.thecapitolbusinesssolution.com)  
[training@thecapitolbusinesssolution.com](mailto:training@thecapitolbusinesssolution.com)

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# TRAINING SERVICES



Capitol Business Solutions offers a range of training programs designed to help organizations transform and become sustainable through transformative training.

## **Executive and Management Development Training**

Our Executive and Management Development Training programs assist in cultivating employee relationships and communication skills, improving employee motivation and overall morale in the workplace.

## **Training programs**

We offer training programs on a variety of topics on organizational development to work-life balance. Our interactive, holistic training topics aim to meet the needs of the organizations we serve.

All of our informative training programs are conducted by a network of experienced training professionals. All of our trainers are versed in a variety of adult learning strategies.

**\*Please note, our trainers do not answer specific questions related to, or the interpretation of organizational policy, state and/or federal law.**

Each training is listed in this catalog with a brief synopsis of the training along with important information relevant to the program:

- **Course length** — We have included the recommended course length, but all training programs are flexible and are a la carte. Our 1-hr training programs are designed for busy personnel who want to stay abreast on the latest research. Everyone who attends will get takeaways, tools and best practices that will help enhance all aspects of their work and life.
- **Training Modalities** - All of our training programs are available in either onsite or via the web. Those who chose our web-based programs will receive a webinar link for the event at no charge.

## **OUR QUALITY GUARANTEE**

***Capitol Business Solutions' highest priority is to offer training programs that cultivate your organization's needs. All training participants have the option to evaluate our program and trainers upon the completion of a training program. All responses will remain confidential. We collect and analyze this data to ensure we provide you with the best services possible.***



# TRAINING POLICIES AND PROCEDURES



**Scheduling:** Whenever possible, we ask that trainings are requested 15 days in advance. A deposit is due upon training scheduling (submitted per invoice). For urgent requests, please contact [info@thecapitolbusinesssolution.com](mailto:info@thecapitolbusinesssolution.com). The Training Department may be able to accommodate urgent requests as permitted.

**Contracted hours:** Contracted training/consulting hours are deducted in one-hour increments. Travel time and expenses: Travel expenses, if any, are billed additionally when preauthorized by the customer.

**Language Availability:** All trainings are provided in English. Please contact [training@thecapitolbusinesssolution.com](mailto:training@thecapitolbusinesssolution.com) if additional languages are required.

**Training Cancellations\*:** Five (5) full business days' notification is required for a full refund of the training deposit (minus travel expenses).

**\*Travel:** If travel is required and authorized, non-refundable travel expenses incurred as a result of cancellation will be billed to the customer, regardless of when the customer cancels.

## **Contacts:**

[www.thecapitolbusinesssolution.com](http://www.thecapitolbusinesssolution.com)  
[training@thecapitolbusinesssolution.com](mailto:training@thecapitolbusinesssolution.com)

1119 Moulton Road,  
Louisburg, North Carolina 27549

919.349.6124 (o)  
919.930.8716 (f)



# TRAINING POLICIES AND PROCEDURES (CONT'D)

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## Below are a few things to consider when submitting a training request:

- When possible, please submit all training requests 15 days in advance.
- Please select three (3) dates and times that will meet your scheduling needs. All trainings are done onsite - please have a room reserved for the requested dates/times. We can accommodate trainings 24/7/365, but our standard hours are Monday-Friday 8:00am – 5:00pm.
- Training session(s) requests:  
Please provide:
  - Number of attendees expected per session — the recommendation is no more than 25.
  - Number of sessions requested
  - Participants (managers, employees, other)
  - Location of the training (for offsite needs, please contact to coordinate the location. An additional fee will apply.)
  - Organization coordinator's contact information, to include name, address, phone number and email address
  - Training Room Description (e.g. size, # of tables)

### Let's do this together!

Our goal is to make all trainings as impactful as possible. Please be prepared to provide relevant workplace changes, history, incidents and information (e.g. new policies and procedures) that may assist your organization's training.

To ensure you receive the best impact from your training, please:

- Have the described training space available to accommodate the expected participants (onsite trainings).
- Print participant booklets and training material Capitol Business Solutions provides (onsite trainings)
- Have available:
  - white board and/or flip chart available
  - an overhead projector or LCD projector
  - laptop computer—onsite trainings only
- If scheduling back-to-back sessions, build in a 10 to 15 minute break between sessions to allow time for the trainer to address any changes that may be needed





# Capabilities Statement



Capitol Business Solutions provides innovative, real-world business building support, diversity, equity, inclusion and accessibility and organizational training services for your company's success. We specialize in DEIA, remote work strategies and workforce optimization.

## Core Competencies

### *Emergency Management, Planning and Preparedness*

- Threat Assessment
- Continuity of Operations Planning (COOP)
- Disaster Preparedness and Recovery
- Emergency Planning, Preparedness and Response
  - Exercise Training
- Emergency Management Training

### *Quality Management*

- Program and Project Management
- Quality and Risk Management
- Organizational Assessment
- Process Improvement/Re-Engineering
- Change Management

### *Training and Development*

- Instructor Led Training
- Organizational Training
- Leadership Training
- Diversity, Equity, Inclusion & Accessibility
- Curriculum Development
- Learning Strategy Development

### *Business Development and Consulting*

- Strategic, Operational, and Tactical Planning
- Organizational Development
- Document Preparation
- Succession Planning
- Budgeting and Cost Management

### *Data Analytic Services*

- Research and Analysis
- Program Evaluation
- Policy Evaluation
- Performance Metrics
- Qualitative and Quantitative Assessments
- Organizational Analysis

## Company Snapshot

**President:** Dr. Vernessa L. Hoffman

**Email:** [info@thecapitolbusinesssolution.com](mailto:info@thecapitolbusinesssolution.com)

**Phone:** 919-349-6124

**Mailing Address:** 1119 Moulton Road  
Louisburg, NC 27549

**Cage Code:** 7YDN1

**Unique Entity ID:** TNLQUVRC2JD7

**FEIN:** 82-2590314

## NAICS CODES

- 238990 - All Other Specialty Trade Contractors
- 423450 - Medical, Dental, and Hospital Equipment and Supplies Merchant Wholesalers
- 446199 - All Other Health and Personal Care Stores
- 488999 - All Other Support Activities for Transportation
- 492110 - Couriers and Express Delivery Services
- 541199 - All Other Legal Services
- 541519 - Other Computer Related Services
- 541611 - Administrative Management and General Management Consulting Services
- 541612 - Human Resources Consulting Services
- 541618 - Other Management Consulting Services
- 541810 - Advertising Agencies
- 541990 - All Other Professional, Scientific, and Technical Services
- 561110 - Office Administrative Services
- 561410 - Document Preparation Services
- 561499 - All Other Business Support Services
- 561720 - Janitorial Services
- 561990 - All Other Support Services
- 611430 - Professional and Management Development Training
- 624110 - Child and Youth Services
- 624310 - Vocational Rehabilitation Services



**Have a business problem?** Contact Capitol Business Solutions to find out how we can help.

919.349.6124 | [info@thecapitolbusinesssolution.com](mailto:info@thecapitolbusinesssolution.com)

1119 Moulton Road, Louisburg, North Carolina 27549 | [www.thecapitolbusinesssolution.com](http://www.thecapitolbusinesssolution.com)

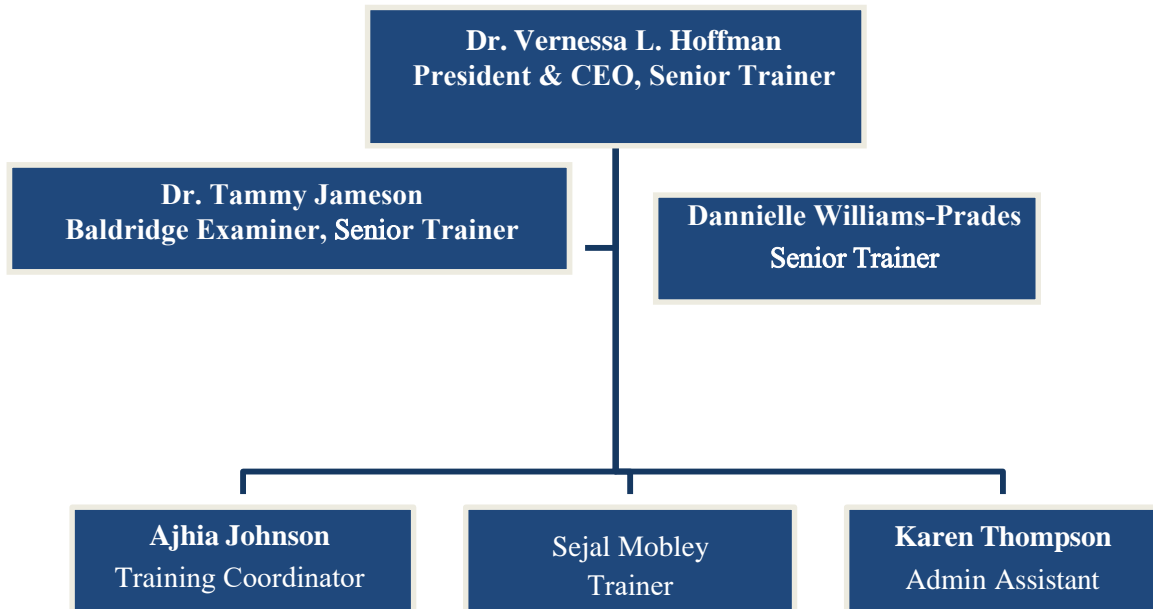
## FIRM OVERVIEW



**Firm Name:** Capitol Business Solutions  
**Responsible Official:** Dr. Vernessa L. Hoffman  
**Corporate Office:** 1119 Moulton Road  
Louisburg, NC 27549  
**Website:** [www.thecapitolbusinesssolution.com](http://www.thecapitolbusinesssolution.com)  
**Email:** [info@thecapitolbusinesssolution.com](mailto:info@thecapitolbusinesssolution.com)  
**Phone:** (919) 349-6124

Sine 2017, Capitol Business Solutions has been providing holistic competency-based training which delivers high-quality innovative solutions to assist organizations with performance excellence. We are one of the few consulting firms in the United States that have Consultants who are versed in a variety of adult learning styles and are qualified in identifying solutions for your organization's sustainment.

Our organizational chart is as follows:





## PROFESSIONAL DEVELOPMENT SERIES

*“Business Acumen”*

### COURSE SYLLABUS

#### **COURSE DESCRIPTION:**

Identifying competency skill gaps and outlining key supporting behaviors are key factors in the operations of our organizations. Understanding critical interdependencies, drivers of growth and business objectives are a must. Business acumen can be defined as an understanding of these systems, processes and methodologies which allow organizations to be sustainable and profitable. In this training, team members will take a deep dive in these key business areas and learn to apply this knowledge to a level of mastery to identify and solve organizational problems.

#### ***Course Outline:***

- Introductions, Syllabus and Course Overview
- Dynamics of Business Acumen - What are the Considerations?
- External Factors and Their Influence
- Key Drivers of Sustainment – The Importance of Revenue and Tracking
- Employees: Drivers of Success

#### ***Course Objectives***

Upon completion of this program, participants will walk away with:

- Key insights and tools to effectively understand company objectives and goals and how to execute them.
- Essential skills and tools to develop business acumen for success
- Understand the importance of knowing your audience
- Gain metrics for monitoring, evaluating, and producing a cost-benefit analysis for key organizational success





**PROFESSIONAL DEVELOPMENT SERIES**  
*“Facilitation and Presentation Skills”*  
**COURSE SYLLABUS**

**COURSE DESCRIPTION:**

The inspiring and influencing others starts with the effective delivery of ideas. As a presenter and/or a facilitator, your job is to assist in group discussions, issue identification and/or problem solving. A good facilitator can keep the group moving, with momentum, towards an identified goal. This training will help identify tools to present and facilitate with confidence to cultivate learning in a holistic environment.

**Course Outline:**

- Introductions, Syllabus and Course Overview
- Facilitating or Presenting – Consider Your Audience
- Make a Safe Space - The Do's and Don'ts of Facilitation
- Handling Challenges of Facilitating and Presenting
- Reviewing the Material
- Creating a Lesson Plan
- Preparation for the Presentation/Training
- Getting off on the Right Foot - Tools for Success
- Presenting

**Course Objectives:**

Upon completion of this program, participants will walk away with:

- Key insights and tools to effectively facilitate and present to an audience of your peers
- Understand the differences between facilitation and presentation
- Tools to work through challenges when facilitating or presenting
- Ways to engage when presenting in a virtual environment
- Knowledge of varied styles of facilitation and presentation methods



## PROFESSIONAL DEVELOPMENT SERIES

### *“Appreciative Inquiry”*

#### COURSE SYLLABUS

#### **COURSE DESCRIPTION:**

Appreciative Inquiry (AI) has been used within organizations to undertake transformational initiatives by using proven tools of organizational success. When an organization has things that work- don't change them, support them. AI identifies these positive core tools within the organization and structures them to fuel energy that inspire further actions towards organizational goals. This course will provide tools to identify and cultivate what works to further organizational objectives and goals.

#### **Course Outline:**

- Introductions, Syllabus and Course Overview
- The Appreciative Inquiry Process - Trust the Stages
- Changing the Way You Think
- Four "D" Model
- Four "I" Model
- Appreciative Inquiry Interview Styles
- Anticipatory Reality
- The Power of Positive Imagery
- Influencing Change Through Appreciative Inquiry
- Coaching and Managing With Appreciative Inquiry
- Creating a Positive Core

#### Course Objectives

Upon completion of this program, participants will walk away with:

- A deeper understanding of Appreciative Inquiry
- An understand on how to utilize proven tools that work towards organizational goals
- Ways to cultivate proven ideas and processes towards developmental change
- Methods to ask questions to increase what is valued in the organization
- Means to cultivate their “inner dialogue” to support decisions and build confidence
- A deeper understanding of how “language, image and reality” shape individual thinking processes



## PROFESSIONAL DEVELOPMENT SERIES

### *"Budgeting and Finance"*

#### COURSE SYLLABUS

#### **COURSE DESCRIPTION:**

The goal of this training is to provide participants with a basic understanding of budgets and financial reports so they can hold relevant discussions and render decisions based on financial data. This course will define key terms like ROI, EBIT, GAAP, and extrapolation. Furthermore, this course will discuss commonly used financial terms, financial statements, budgets, forecasting, purchasing decisions, and laws that regulate the handling of financial information.

#### ***Course Outline:***

- Introductions, Syllabus and Course Overview
- Understanding Financial Statements
- Understanding Budgets
- Budgeting Made Easy
- Advancing Forecasting Techniques
- Managing the Budget
- Making Smart Purchasing Decisions
- A Glimpse Into the Legal World

#### ***Course Objectives***

Upon completion of this program, participants will walk away with:

- Key insights and tools to better understand company objectives and goals and how to execute them through budgeting.
- Tools to identify and better understand financial statements
- A better understanding of financial terminology
- An understanding for forecasting techniques
- A better understanding of how to make smart business purchasing decisions
- Essential skills and tools to develop business acumen for success
- Knowledge of the legal aspects of finances in business



## PROFESSIONAL DEVELOPMENT SERIES

“Administrative Office Procedures”

### COURSE SYLLABUS

#### **COURSE DESCRIPTION:**

Administrative office procedures are a necessity in any business. These procedures may not be glamorous, but they are essential to the success of any enterprise. Administrative office procedures assist in having a well-run office which assists in the elimination of errors and the reduction of miscommunications so that there is a focus on business objectives. In this training, attendees will understand how to establish clear policies and procedures with employee understanding and buy-in, to ensure work environments run efficiently and business objectives are met.

#### **Course Outline:**

- Introductions, Syllabus and Course
- Why Administrative and Office Procedures are Needed
- Gathering the Right Tools Needed - Binder
- Identifying Office Procedures to Include
- Top Five (5) Procedures to Document
- What's Included
- Organizing the Binder
- What Not To Include In Your Office Procedures
- Disseminating Office Procedures

#### **Course Objectives:**

Upon completion of this program, participants will walk away with:

- An understanding around how to organize administrative office procedures
- An understanding of what to include in an administrative office procedures binder
- Tools to develop administrative office procedures
- Proven tools to prepare business checklists
- An understanding of the need for succession planning
- Effective tools for business continuity and succession planning





## PROFESSIONAL DEVELOPMENT SERIES

### *"Innovative Thinking"*

#### COURSE SYLLABUS

#### **COURSE DESCRIPTION:**

Employees who think innovatively have a creative confidence to approach problems from varied perspectives. This thinking can help deliver successful processes and services which drive business concepts further and more efficiently. Displacing ineffective methods and replacing them with a new, fresh approach is key. In this course, participants will gain valuable insight into this approach, identify and learn to eliminate mental blocks, boost creative problem solving skills and uncover fundamental methods to become fearless innovators.

This 4-hour course can be provided in person, through the Microsoft Teams, Zoom or your selected platform.

#### ***Course Outline:***

- Introductions, Syllabus and Course Overview
- Design Thinking v. Innovative Thinking
- Components of Behavioral Change Towards Motivation
- Supporting Motivation - Removing Barriers and Combining Ideas
- Better Communication, Better Thinking
- Course Wrap Up

#### ***Course Objectives***

Upon completion of this program, participants will have tools to:

- Analyze problems with structured methods of observations and creative ideas for solutions
- Apply behavior-change analysis to innovation development and learned behavioral processes
- Utilize backgrounds and professional experiences to create stronger collaborations and increased innovative thinking
- Remove barriers of innovative thinking through empathy
- Use structured brainstorming to deliver innovative but practical solutions
- Incorporate refreshed approaches to team dynamics to achieve organizational goals



## PROFESSIONAL DEVELOPMENT SERIES

### *“Organizational Management”*

#### COURSE SYLLABUS

#### **COURSE DESCRIPTION:**

Knowing how to navigate, negotiate, and motivate involves understanding the ever-changing, diverse behavior of individuals and how these behaviors influence organizational culture, commitment, teamwork and employee performance. Human behavior is dynamic and based on observed and learned behaviors. Understanding how to foster these behaviors to work as a collective in order to achieve goals and objectives is key to organizational success. This training will take a deep-dive into what influences employee role and behaviors and ways managers and supervisors can create a positive environment within the workplace.

This 4-hour course can be provided in person, through the Microsoft Teams, Zoom or your selected platform.

#### ***Course Outline:***

- Introductions, Syllabus and Course Overview
- Organizational Design - Traditional and Contemporary
- Becoming your Own Leader - Understanding Your Power
- Diversity Management and Total Quality Management (TQM)
- Team dynamics - Who plays what role?
- Leadership vs. Management
- Critical Thinking, Decision Making and Effective Communication
- Course Wrap Up

#### ***Course Objectives:***

Upon completion of this program, participants will walk away with:

- Tools to lead and manage colleagues, subordinates, and teams through behavioral management
- An understanding of how organizational design plays a vital role in organizational management
- Ways to create and sustain sustainable organizational behavioral models
- An understanding around how artificial intelligence (AI) effects human behavior in the workplace
- An understanding of the roles of a team and how they can cultivate diversity within an organization
- Methods to communicate assertively and effectively



## PROFESSIONAL DEVELOPMENT SERIES

### *"Business Ethics"*

## COURSE SYLLABUS

### **COURSE DESCRIPTION:**

Capitol Business Solutions, LLC's Business Ethics Course is ideal for any organization looking to increase performance and productivity. Individuals are more likely to discuss work-related ethical issues with friends and family, often accepting these unresolved issues which leads to tension among employees, ineffective teams and employee burnout. Employees who are able to effectively initiate dialogue around contentious ethical issues can have a positive impact on employee behaviors and organizational goals. This course will provide best practices for organizational ethics, implementing one's own ethical compass, engaging and empowering ethical teams and managing environmental factors that affect ethics.

This 4-hour course can be provided in person, through the Microsoft Teams, Zoom or your selected platform.

### ***Course Outline:***

- Introductions, Syllabus and Course Overview
- Workplace Code of Ethics and Inappropriate Conduct
- Environmental Management
- Ethical requirements of Sarbanes-Oxley
- Ethical Compass - What's yours?
- Accountability and Management
- Professional Competence and Confidentiality
- Respecting and Cultivating Employee Diversity

### ***Course Objectives***

Upon completion of this program, participants will be able to:

- Explore the meaning of ethics in business
- Develop and foster an understanding of professional ethics within the workplace
- Effectively communicate to resolve ethical issues and strengthen team think
- Gain a greater understanding of the employee role within organizational ethics
- Understand how your community's diverse profile affects organizational behaviors
- Feel empowered and engaged to achieve organizational goals through diverse thinking



## PROFESSIONAL DEVELOPMENT SERIES

### *“Diversity, Equity and Inclusion and Accessibility”*

#### COURSE SYLLABUS

#### **COURSE DESCRIPTION:**

Creating an inclusive organization requires leadership founded upon humility, vulnerability, courage and accountability. Changing organizational culture starts with raising awareness and giving tools to your team and leaders to address and support diversity, equality, inclusion and accessibility. During our interactive DEIA training workshops, our expert facilitators work with your organization to deliver high impact content tailored to your business which is aligned with your corporate strategy.

Changing organizational culture starts with raising awareness and developing tools to support diversity, equity, inclusion and accessibility. This training discusses what DEIA means in today’s workplace and develops new ways of thinking about it.

This 4-hour course can be provided in person, through the Microsoft Teams, Zoom or your selected platform.

#### ***Course Outline:***

- Introductions, Syllabus and Course Overview
- Dynamics of diversity, equity, and inclusion in organizational settings
- Opportunities and challenges of promoting diversity, equity, inclusion and accessibility
- Communication strategies for diversity, equity, inclusion and accessibility
- DEIA's impact on our world and others, including: socialization, intersectionality and good people fighting bias

#### ***Course Objectives***

Upon completion of this program, participants will walk away with:

- Key insights and tools to effectively create safe spaces and foster constructive dialogue around diversity, equity, inclusion and accessibility.
- Essential skills and tools to develop and communicate an effective DEIA business case within your organization.
- Enhanced leadership abilities and a clear communication strategy for DEIA to help diverse teams meet objectives with cohesion.
- Metrics for monitoring, evaluating, and promoting diversity, equity, inclusion and accessibility in your own business context.





## PROFESSIONAL DEVELOPMENT SERIES

### *“Transformational Leadership Training”*

#### COURSE SYLLABUS

#### **COURSE DESCRIPTION:**

Whether you are new into your leadership position, or managing a team, effective leadership skills will assist in improved communication, conflict resolution, collaboration and communication and overall clearer insight into the makings of your corporate culture. This course was designed with the goal of utilizing participants’ lived experiences to co-create a leadership framework that reflects their holistic identity based on values, authenticity, and the student's desired societal impact.

This 4-hour course can be provided in person, through the Microsoft Teams, Zoom or your selected platform.

#### ***Course Outline:***

- Introductions, Syllabus and Course Overview
- Dynamics of a Transformational Leader
- Leadership Styles
- Maslow's Hierarchy of Needs
- Intentional Leadership Driven by Emotional Intelligence
- Trust and Authentic Communication
- Conflict Resolution
- Course Reflection and Wrap up

#### ***Course Objectives:***

Upon completion of this program, participants will walk away with:

- An eye-opening, impactful experience
- Essential skills and tools to practice and use throughout their daily lives
- Enhanced communication and conflict resolution skills
- Ways to create bond and remove barriers for personal and professional growth
- Increased clarity around leadership values and purpose



## PROFESSIONAL DEVELOPMENT SERIES

### *“Time Management & Productivity”*

#### COURSE SYLLABUS

#### **COURSE DESCRIPTION:**

Capitol Business Solutions, LLC’s Time Management and Productivity Training is ideal for any organization looking to increase performance and productivity. In our increasingly competitive world, we all need to be more productive than ever. Not only must we do our jobs in less time and with fewer resources, but we also often work for more than one boss and on more than one team. Throw working virtually in the mix and challenges become the inevitable.

Our time management and productivity training sessions, participants develop systems for productivity, learn time management techniques, balance priorities, and improve goal setting.

This 4-hour course can be provided in person, through the Microsoft Teams, Zoom or your selected platform.

#### ***Course Outline:***

- Introductions, Syllabus and Course Overview
- Balancing Priorities: How to Successfully Manage Tasks, Deadlines, and Expectations
- Finding Focus in a World of Distraction
- How to Work Smarter: Practical Time-Management & Productivity Techniques
- Managing Time in Virtual Environments
- Intentional Productivity: How to Create an Executional Roadmap for Your Life Goals
- Goal Setting
- It’s About Time: How to Prioritize Your Workload and Organize Your Day for Success

#### ***Course Objectives***

Upon completion of this program, participants will be able to:

- Identify personalized accountability systems
- Understand why it is important to manage their priorities
- Describe obstacles to managing their priorities
- Prioritize their tasks, activities, and responsibilities
- Employ strategies for making the best use of their time
- Describe ways to use technology to stay on track
- Effectively handle interruptions, delays, crises, and meetings
- Set realistic goals and use problem-solving skills to avoid procrastination and indecision
- Develop a more efficient system of organization
- Effectively delegate when necessary



## PROFESSIONAL DEVELOPMENT SERIES

### *“Managing Triggers in the Workplace”*

#### COURSE SYLLABUS

#### **COURSE DESCRIPTION:**

Emotional triggers may cause you to feel frustration, anger, and anxiety. Leaders who understand how to manage emotional triggers in the workplace have greater influence and create higher performing teams. In this course leaders will learn our step-by-step approach to effectively respond to emotional triggers.

This 4-hour course can be provided in person, through the Microsoft Teams, Zoom or your selected platform.

#### ***Course Outline:***

- Introductions, Syllabus and Course Overview
- Introduction to emotional intelligence and workplace triggers
- The components of emotional intelligence
- Tools to gain control
- Verbal communication strategies
- Benefits of being emotionally aware
- Making an impact

#### ***Course Objectives***

Upon completion of this program, participants will walk away with:

- How to avoid triggers in the workplace
- Key insights to work on your self-awareness
- Reframe perceptions of self-management
- The ability to identify emotional triggers
- Skills needed to become empathetic
- De-escalation strategies



## PROFESSIONAL DEVELOPMENT SERIES

*“Maximizing Your Potential:*

*Upskilling, Reskilling and Cross-Skilling”*

### COURSE SYLLABUS

#### **COURSE DESCRIPTION:**

As you progress through your career, your existing skill set may expand and provide additional opportunities to be creative in your field. Actively pursuing professional development goals, or upskilling, can provide opportunities for lateral growth and increase income. Through your organizational role, you also may find that you are better suited to utilize your creativity in another way within the company (cross-skilling), or just need to emphasize and strengthen your current knowledge base around your role (reskilling).

No matter what your professional goals are, our interactive Upskilling, Reskilling and Cross-Skilling Course will help you tap into your full potential to maximize the results from the actions you choose to take.

This 4-hour course can be provided in person, through the Microsoft Teams, Zoom or your selected platform.

#### ***Course Outline:***

- Introductions, Syllabus and Course Overview
- Dynamics of Upskilling, Reskilling and Cross-Skilling
- Opportunities and Challenges of Upskilling, Reskilling and Cross-Skilling
- What’s Your Plan? Establishing Your Personal Development Plan
- Building my Re-Brand
- Mentors are a Must!

#### ***Course Objectives***

Upon completion of this program, participants will walk away with:

- Key insights and tools to effectively create safe spaces and foster constructive dialogue around their needs as it relates to their position and goals
- Essential skills and tools to develop and communicate an effective re-skilling and up-skilling plan within your organization
- Enhanced communication abilities and communication strategies to achieve outlined objectives
- Metrics for monitoring, evaluating, and promoting your goals in your own business context.





## PROFESSIONAL DEVELOPMENT SERIES

*“Silo Thinking: Removing Barriers to Your Team’s Success”*

### COURSE SYLLABUS

#### **COURSE DESCRIPTION:**

Silo thinking is a mentality that can occur where individuals, teams and/or departments who limit or refuse to share vital information between each other. This mentality can occur due to competition, having a specialized focus, or over time due to limited individual and/or department interaction. Silo thinking can cause breakdowns in collaboration, communication, and contribute to delays and failures in achieving overall company mission and objectives.

This course tackles ways to identify silos and reasons for breakdowns in cross-communication that can lead to unnecessary and misaligned work. Participants will learn skills to identify silos, remove simultaneous divisions and effectively communicate and collaborate to achieve mission objectives and goals which will ultimately enable innovative collaboration without silos.

This 4-hour course will be provided through the Microsoft Teams, Zoom or your selected platform.

#### ***Course Outline:***

- Introductions, Syllabus and Course Overview
- Key Components of Silo Thinking
- Silo Thinking v. Innovation
- Communication
- Remove Semi-autonomous Divisions
- Creating Cross-Functional Teams
- Teamwork

#### ***Course Objectives***

Upon completion of this program, participants will be able to:

- Understand and apply skills to identify silos
- Identify compartmentalization within divisions and divisional thinking habits that inhibit the collaborative
- Mitigate silo thinking
- Improve communication and cross-communication
- Remove "us against them" mentalities to promote collaboration and teamwork



## PROFESSIONAL DEVELOPMENT SERIES

### *“Work-Life Balance Training”*

#### COURSE SYLLABUS

#### **COURSE DESCRIPTION:**

Work-life balance is a major factor in achieving a satisfactory and enhanced lifestyle. The Work-Life Balance Training course teaches you how to determine and focus only on relevant matters in life, which allows you to enjoy a sense of achievement and satisfaction in both your career and personal life.

With a work-life balance, you will be able to manage your time better, which will impact various aspects of your life positively. This course will provide you training in focusing on relevant life and work matters, setting practical goals, and communicating and managing better.

This 4-hour course can be provided in person, through the Microsoft Teams, Zoom or your selected platform.

#### ***Course Outline:***

- Introductions, Syllabus and Course Overview
- How to embrace change and quell uncertain and negative inner dialog
- Working remotely
- Stress management
- Setting boundaries
- Time management
- Benefits of a healthy work-life balance
- Employee Resources

#### ***Course Objectives***

Upon completion of this program, participants will walk away with:

- Skills to identify an imbalance
- Strategies to focus on your inner self to decrease burn out
- Solutions to identify and employ techniques to set work-life boundaries
- Effective ways to communicate with in-person and virtual teams
- Methods to prioritize wellness and maximize time and efficiency
- An understanding of the benefits of a work-life balance
- Employer resources for a balanced lifestyle
- Strategies to leave work stress at work, and home stress at home



## PROFESSIONAL DEVELOPMENT SERIES

### *“Personal Branding: How to Discover and Apply Your Talents at Work”*

#### COURSE SYLLABUS

#### **COURSE DESCRIPTION:**

Personal Branding is identifying your assets, characteristics, strengths, and skills as an individual. Understanding Personal Branding will provide advantages in your participant’s personal and professional lives. Branding is a mix of how you present yourself and how others see you. It is important to be aware of how you are viewed.

In this course participants will learn how to enhance their impactful presence, professional visibility, and career progression to produce better outcomes. Training is conducted in a supportive atmosphere in which participants are encouraged to intensively explore themselves to create a personal brand that authentically and effectively communicates their values and professional gifts.

This 4-hour course can be provided in person, through the Microsoft Teams, Zoom or your selected platform.

#### ***Course Outline:***

- Introductions, Syllabus and Course Overview
- What is a Personal Brand and why does it matter?
- Discovering your added value
- Communicating effectively
- Leading by example
- Applying your talents at work

#### ***Course Objectives***

Upon completion of this program, participants will walk away with:

- A clear idea of their own Personal Brand
- An understanding of their personal impact and natural leadership style, how they can change it to stay on brand
- Key insights to work on your self-awareness
- Reframe perceptions of self-management
- The ability to identify emotional triggers
- Skills needed to become empathetic
- De-escalation strategies



## PROFESSIONAL DEVELOPMENT SERIES

*“Healthy Work Environments: Mental Health Awareness at Work”*

### COURSE SYLLABUS

#### **COURSE DESCRIPTION:**

Mental health challenges are a growing worldwide concern, resulting in long-term absences from work. This training will help organizations understand, manage, and promote mental health within the workplace. Their training raises awareness of mental health issues, challenges myths and assumptions and supports and equips line managers. It’s flexible and tailored to meet the needs of any organization.

This 4-hour course can be provided in person, through the Microsoft Teams, Zoom or your selected platform.

#### ***Course Outline:***

- Introductions, Syllabus and Course Overview
- Understanding mental health
- Discrimination and stigma
- Harassment
- Recognize the signs of mental ill health
- Listening, communicating and sign posting
- Supporting others

#### ***Course Objectives***

Upon completion of this program, participants will be able to:

- Discuss definitions of mental health and what it means to them
- Explain the difference between mental health and mental illness
- Use the concept of the Stress Bucket to describe their own stress and general wellbeing
- Disarm stress responses and create psychological safety in the workplace
- Address concerns with insight and integrity.





## PROFESSIONAL DEVELOPMENT SERIES

### *“Maximizing your Leadership Potential”*

#### COURSE SYLLABUS

#### **COURSE DESCRIPTION:**

Leadership isn't limited to CEOs, supervisors, and managers. Team members down in the trenches also set the bar higher through their actions, thoughts, and treatment of others. This course is designed for aspiring leaders and other individuals who are not formal managers but need to accomplish work through others. In this course, participants will earn the qualities and behaviors of effective leaders, including the ability to collaborate, exert influence, and adapt to changing circumstances.

This 4-hour course can be provided in person, through the Microsoft Teams, Zoom or your selected platform.

#### ***Course Outline:***

- Introductions, Syllabus and Course Overview
- Leadership versatility
- Role of leader
- Your personality style and leadership
- Becoming a leader
- Looking beyond the common leadership stereotypes
- Influencing skills
- Leading with emotional intelligence
- Problem solving and decision making
- Coaching and mentoring

#### ***Course Objectives***

Upon completion of this program, participants will be able to:

- Understand how personal strengths and weaknesses affect their team leadership
- Align intentions with impact to become more effective communicators
- Deliver constructive feedback and hold performance conversations
- Collaborate with, and truly listen to understand, others
- Use a variety of influencing styles and tactics
- Manage conflict and resistance
- Facilitate better conversations and become better at coaching others



## PROFESSIONAL DEVELOPMENT SERIES

### *“Effective Communication Skills”*

#### COURSE SYLLABUS

#### **COURSE DESCRIPTION:**

Excellent interpersonal communication skills are the most potent career and personal skills you can possess. Learn how to become a better communicator and how to communicate effectively and confidently with these practical and proven techniques and skills that are essential not only for managers, supervisors, and team leaders, but for anyone at any level looking for better relationships, greater success, and more respect!

This 4-hour course can be provided in person, through the Microsoft Teams, Zoom or your selected platform.

#### ***Course Outline:***

- Introductions, Syllabus and Course Overview
- The process of communication
- Core components of effective communication
- Communication styles
- Non-verbal communication
- Communicating under pressure
- Cross-cultural communication
- Active listening
- Communicating in virtual environments

#### ***Course Objectives***

Upon completion of this program, participants will:

- Learn the difference between formal and informal styles of communication
- Learn how to identify different personality types and communication styles
- Learn why empathy is important when communicating
- Understand and apply virtual non-verbal communication skills
- Learn the do's and don'ts of virtual communication
- Feel confident with any virtual interaction