



Live Training
CATALOG

2018



**PARTNERING WITH LOCAL GOVERNMENTS TO
RECRUIT, ASSESS, AND DEVELOP INNOVATIVE, COLLABORATIVE, AUTHENTIC LEADERS**



Anger and Stress Management

With the pace of life so fast, it seems as if anger and stress can control our lives. It has been estimated that more than half of all doctor visits are due to anger or stress-related illnesses. When we do not have a healthy mechanism to deal with the frustrations in our lives, it can lead to serious health problems. If we take the time for purposeful and constructive action, the path that we take to deal with our anger and stress can actually be a positive one. Anger and Stress Management helps participants communicate anger in healthy ways and implement effective stress management techniques.

Target Audience: All Employees

Key Themes: Personal Development

Author: SGR
Duration: 4 Hours



The Art of Effective Delegation

Management can be defined as accomplishing things through others. In order to do that, supervisors must learn to delegate effectively. The Art of Effective Delegation focuses on organizing employees to accomplish goals by maximizing the use of delegation. Supervisors learn the benefits of delegating, how to overcome reluctance to delegate, and how to use tools to avoid lower to higher level delegating. In addition, participants identify multiple ways to “work smarter, not harder,” leading to lower stress levels and higher morale.

Target Audience: Supervisors

Key Themes: Compliance

Related Training: This class is frequently paired with the following titles to construct SGR’s 4 Hour Supervisory Series.

1. Supervisory Practices
2. Professional Ethics
3. Employment Law and Supervisory Practices
4. Values Based Customer Service
5. Managing Communication Processes
6. Understanding and Managing Generations

7. Hiring the Right People
8. Managing Employee Performance
9. Leading Teams
10. The Art of Effective Delegation *
11. Managing Change

Author: SGR
Duration: 4 Hours



The Art of Planning Ahead

The Art of Planning Ahead encourages participants to think one step ahead. Building on this foundation of strategic thinking, participants discover skills that can improve both communication and time management in the workplace.

Target Audience: All Employees

Key Themes: Professional Development

Author: SGR
Duration: 4 Hours



Building a Respectful Workplace

The foundation for successful teams is working in a respectful environment. Building a Respectful Workplace explores the principles for building a respectful workplace and steps to eliminate disrespectful behavior. After discussing their own experiences, participants will observe a number of scenarios that challenge them to respond to various forms of disrespect in the workplace.

Target Audience: All Employees

Key Themes: Team Building, Organizational Culture

Related Training: This class is frequently paired with the following titles to construct SGR’s 4 Hour Lead Worker Series.

1. Transitioning from Peer to Team Leader
2. Leading by Example
3. Effective Listening Skills

4. Building a Respectful Workplace *

Author: SGR

Duration: 2, 3, & 4 Hours



Building High Performance Teams

In order to keep up with fast-paced change and have the ability to manage change effectively, a commitment to establish a greater degree of teamwork among employees with more responsibility delegated across the organization is needed. Building High Performing Teams focuses on the concepts of goal setting, empowerment, and measuring productivity. The class includes team-building exercises, positive communication techniques, and problem-solving procedures in order to prepare the participants for exceptional team leadership.

Target Audience: Management & Executive

Key Themes: Team Building, Trust Building

Author: SGR

Duration: 4 Hours



Building Trust in a Diverse Environment

The old way of thinking - that differences must be avoided - is a barrier that prevents organizations from being truly successful. Creating a trusting environment is key to capitalizing on the diverse talent in an organization. Building Trust in a Diverse Environment instructs managers on how to create a productive, synergistic, trust-filled atmosphere for employees. This class facilitates a better understanding of the relationship between trust and diversity and teaches participants to create a culture that respects individuality.

Target Audience: Management & Executive

Key Themes: Team Building, Team Building, Communication, Diversity

Author: SGR

Duration: 4 Hours



Business Writing Skills

Business Writing Skills teaches participants to write clearly, concisely, and appropriately in a business context. This class is designed for those who prepare written presentations, letters, memos and emails and want to enhance their writing skills. The class includes grammar basics, exercises to enhance sentence structure, and overall improvement of written communication so that participants can convey their messages professionally.

Target Audience: All Employees

Key Themes: Professional Development

Author: SGR

Duration: 2, 3, & 4 Hours



Coaching, Mentoring, and Supervisory Counseling

Helping employees achieve their potential relies on a trust relationship. An essential strategy for building trust is knowing when and how to utilize the differing skill sets of coaching, mentoring, and supervisory counseling. Coaching, Mentoring, and Supervisory Counseling helps participants understand the difference in these three strategies and how to best utilize each of them to help their teams achieve maximum potential.

Target Audience: Managers & Executives

Key Themes: Trust Building, Coaching & Mentoring, Leadership

Author: SGR

Duration: 4 Hours



Conflict Resolution

Conflict, strife, and opposing points of view are part of the workplace and part of life; this cannot be changed. However, employees can change the way they react and manage conflict when it occurs. Conflict Resolution helps employees discover practical, proven alterna-



tives that give them skills to not only deal with difficult and frustrating situations, but to learn from them, thus creating a more productive and less stressful work environment. This class instructs participants in the sources and benefits of conflict, as well as in individual conflict styles.

Target Audience: All Employees

Key Themes: Communication, Customer Service

Related Training: This class is frequently paired with the following titles to construct SGR's 4 Hour Customer Service Series.

1. Understanding Different Personality Styles
2. Extraordinary Customer Service
3. Time Management
4. Effective Interpersonal Communication
5. Learning the Language of Multiple Generations
6. Conflict Resolution *
7. Pruning Negativity

Author: SGR
Duration: 4 Hours



Constructive Conflict

Conflict, strife, and opposing points of view are part of the workplace and part of life; this cannot be changed, but we can change the way we react and manage conflict when it occurs. In Constructive Conflict, you will discover practical, proven alternatives that will give you skills to harness in the most difficult and frustrating situations. This class requires the additional purchase of IOPT Assessments per participant.

Target Audience: Managers & Executives

Key Themes: Professional Development, Communication

Author: SGR
Duration: 4 Hours



Creating a Culture of Accountability

Today's world is one in which citizens are demanding an ever-increasing level of accountability from their local government, and the media is more aggressive in scrutinizing performance than ever before. In this environment, it becomes even more important to ensure that accountability permeates the entire organization. Creating a Culture of Accountability uses the 12 tenets of the ICMA Code of Ethics as the framework for creating a pervasive cultural commitment to a high accountability environment.

Target Audience: Managers & Executives

Key Themes: Organizational Culture

Author: SGR
Duration: 4 Hours



Customer Service Choices

Participants will start with the big picture — that customer service is based on eight common values. Based on that foundation, they will explore the diversity of internal and external customers — focusing on personalities and generations. Then, participants will consider how to honor the values as they apply various approaches to communication and conflict resolution. Finally, the series will conclude with a strong emphasis on specific customer service behaviors that uphold the values. It is strongly suggested that these classes be scheduled on a weekly basis with a class size of 15 to 25 participants.

This is the 6th and final class in the Customer Service Series. It focuses on impressions and EYE contact. EYE is an acronym that helps employees remember the importance of Envisioning (E) the resident as a real person with real needs, Yielding (Y) to their needs with a service mindset and doing so with appropriate Enthusiasm (E). Participants leave this class with a new way of looking at the choices they make while serving customers. They will both identify the desires of the customer and acknowledge the specific behaviors that satisfy those desires. This is a great conclusion to the series as it, again, emphasizes the eight customer



service values. These values include being Compassionate, Competent, Careful, Confident, Courteous, Calm, Quick and Creative.

Target Audience: All Employees

Key Themes: Customer Service, Professional Development, Communication, Citizen Engagement

Related Training: This class was specifically created to be an integral part of SGR's 2 Hour Customer Service Series.

1. Customer Service Values
2. Customer Service for Various Personalities
3. Customer Service for Diverse Generations
4. Customer Service Communications
5. Customer Service in Times of Conflict
6. Customer Service Choices *

Author: SGR
Duration: 2 Hours



Customer Service Communications

Participants will start with the big picture — that customer service is based on eight common values. Based on that foundation, they will explore the diversity of internal and external customers — focusing on personalities and generations. Then, participants will consider how to honor the values as they apply various approaches to communication and conflict resolution. Finally, the series will conclude with a strong emphasis on specific customer service behaviors that uphold the values. It is strongly suggested that these classes be scheduled on a weekly basis with a class size of 15 to 25 participants.

This is the fourth class in the Customer Service Series. Using an active learning challenge, employees will identify the responsibilities associated with sending, receiving, and following through on information. Participants will also recognize the elements of an effective communication cycle. Along the way, they will discuss how customer service communications can honor the eight customer service values. These values include being Compassionate, Competent, Careful, Confident, Courteous, Calm, Quick and Creative.

Target Audience: All Employees

Key Themes: Customer Service, Professional Development, Communication, Citizen Engagement

Related Training: This class was specifically created to be an integral part of SGR's 2 Hour Customer Service Series.

1. Customer Service Values
2. Customer Service for Various Personalities
3. Customer Service for Diverse Generations
4. Customer Service Communications *
5. Customer Service in Times of Conflict
6. Customer Service Choices

Author: SGR
Duration: 2 Hours



Customer Service for Diverse Generations

Participants will start with the big picture — that customer service is based on eight common values. Based on that foundation, they will explore the diversity of internal and external customers — focusing on personalities and generations. Then, participants will consider how to honor the values as they apply various approaches to communication and conflict resolution. Finally, the series will conclude with a strong emphasis on specific customer service behaviors that uphold the values. It is strongly suggested that these classes be scheduled on a weekly basis with a class size of 15 to 25 participants.

This is the third class in the Customer Service Series. Participants will become familiar with characteristics and experiences of The Boomers, The Xers and The Millennials. They will consider how each generation prioritizes customer service values and will discuss how to meet those expectations. These values include being Compassionate, Competent, Careful, Confident, Courteous, Calm, Quick and Creative.

Target Audience: All Employees

Key Themes: Customer Service, Professional Development, Communication, Citizen Engagement



Related Training: This class was specifically created to be an integral part of SGR's 2 Hour Customer Service Series.

1. Customer Service Values
2. Customer Service for Various Personalities
3. Customer Service for Diverse Generations *
4. Customer Service Communications
5. Customer Service in Times of Conflict
6. Customer Service Choices

Author: SGR
Duration: 2 Hours



Customer Service for Various Personalities

Participants will start with the big picture — that customer service is based on eight common values. Based on that foundation, they will explore the diversity of internal and external customers — focusing on personalities and generations. Then, participants will consider how to honor the values as they apply various approaches to communication and conflict resolution. Finally, the series will conclude with a strong emphasis on specific customer service behaviors that uphold the values. It is strongly suggested that these classes be scheduled on a weekly basis with a class size of 15 to 25 participants.

This is the second class in the Customer Service Series. Participants will become familiar with four personality styles based on two spectra. They will consider how each personality type prioritizes customer service values and will discuss how to meet those expectations. These values include being Compassionate, Competent, Careful, Confident, Courteous, Calm, Quick and Creative.

Target Audience: All Employees

Key Themes: Customer Service, Professional Development, Communication, Citizen Engagement

Related Training: This class was specifically created to be an integral part of SGR's 2 Hour Customer Service Series.

1. Customer Service Values

2. Customer Service for Various Personalities *
3. Customer Service for Diverse Generations
4. Customer Service Communications
5. Customer Service in Times of Conflict
6. Customer Service Choices

Author: SGR
Duration: 2 Hours



Customer Service in Times of Conflict

Participants will start with the big picture — that customer service is based on eight common values. Based on that foundation, they will explore the diversity of internal and external customers — focusing on personalities and generations. Then, participants will consider how to honor the values as they apply various approaches to communication and conflict resolution. Finally, the series will conclude with a strong emphasis on specific customer service behaviors that uphold the values. It is strongly suggested that these classes be scheduled on a weekly basis with a class size of 15 to 25 participants.

This is the fifth class in the Customer Service Series. Participants will discover and apply helpful approaches to customers during times of conflict. Participants will acknowledge the importance and the challenge of focused attention. They will learn how to bypass unnecessary conflict and move quickly to meet the needs of the customer while honoring the eight customer service values. These values include being Compassionate, Competent, Careful, Confident, Courteous, Calm, Quick and Creative.

Target Audience: All Employees

Key Themes: Customer Service, Professional Development, Communication, Citizen Engagement

Related Training: This class was specifically created to be an integral part of SGR's 2 Hour Customer Service Series.

1. Customer Service Values
2. Customer Service for Various Personalities
3. Customer Service for Diverse Generations
4. Customer Service Communications

- 5. Customer Service in Times of Conflict *
- 6. Customer Service Choices

Author: SGR
Duration: 2 Hours



Customer Service Values

Participants will start with the big picture — that customer service is based on eight common values. Based on that foundation, they will explore the diversity of internal and external customers — focusing on personalities and generations. Then, participants will consider how to honor the values as they apply various approaches to communication and conflict resolution. Finally, the series will conclude with a strong emphasis on specific customer service behaviors that uphold the values. It is strongly suggested that these classes be scheduled on a weekly basis with a class size of 15 to 25 participants.

This is the first class in the Customer Service Series. Participants will consider eight customer service values. They will explore the importance of being Compassionate, Competent, Careful, Confident, Courteous, Calm, Quick and Creative. Based on this knowledge, employees will compile a list of behaviors that either support or undermine each value. This class sets the stage. The values learned in this class will serve as a foundation for all other classes in this series.

Target Audience: All Employees

Key Themes: Customer Service, Professional Development, Communication, Citizen Engagement

Related Training: This class was specifically created to be an integral part of SGR's 2 Hour Customer Service Series.

- 1. Customer Service Values *
- 2. Customer Service for Various Personalities
- 3. Customer Service for Diverse Generations
- 4. Customer Service Communications
- 5. Customer Service in Times of Conflict
- 6. Customer Service Choices

Author: SGR
Duration: 2 Hours



Dealing with the Media

Carelessness with the media can be treacherous. Dealing with the Media helps participants avoid pitfalls and build effective working relationships with the media. This class provides a basic understanding of the motivation, needs, and operating practices of the media, as well as effective strategies for managing relationships with the media within the context of open meetings and open records requirements.

Target Audience: Executives

Key Themes: Communication, Citizen Engagement

Author: SGR
Duration: 4 Hours



Drug and Alcohol Abuse Awareness for Supervisors

Any employee who struggles with a drug or alcohol problem, or who comes to work under the influence, puts his/her personal safety and other individuals' safety at risk and creates significant potential for legal liability on the part of the organization. Drug and Alcohol Abuse Awareness for Supervisors teaches participants how to implement leadership initiatives designed to create an environment of prevention and accountability, how to recognize drug and alcohol problems, and how to react appropriately when an incident occurs.

Target Audience: Supervisors

Key Themes: Compliance

Author: SGR
Duration: 4 Hours



Effective Interpersonal Communication

Communicating effectively is critical to the success of any organization. Effective Interpersonal Communication identifies how to communicate appropriately with others and defines formal and informal channels of communication. In addition, participants learn positive



communication techniques, how to recognize limitations to communication channels, how to decode non-verbal communication, and the art of active listening.

Target Audience: All Employees

Key Themes: Communication, Customer Service

Related Training: This class is frequently paired with the following titles to construct SGR's 4 Hour Customer Service Series.

1. Understanding Different Personality Styles
2. Extraordinary Customer Service
3. Time Management
4. Effective Interpersonal Communication *
5. Learning the Language of Multiple Generations
6. Conflict Resolution
7. Pruning Negativity

Author: SGR
Duration: 4 Hours



Effective Listening Skills

Although everyone talks and listens to one another, they may not be communicating effectively. Most people are so busy thinking of what they want to say next that they often miss important cues for success. Effective Listening Skills instructs participants in the art of active listening. Listening has become a "neglected" communication skill. Active listening is a difficult skill to learn, but the payoff can be great. Participants explore the process of listening more effectively and learn specific tools to maximize interpersonal communication.

Target Audience: All Employees

Key Themes: Communication, Customer Service

Related Training: This class is frequently paired with the following titles to construct SGR's 4 Hour Lead Worker Series.

1. Transitioning from Peer to Team Leader
2. Leading by Example
3. Effective Listening Skills *

4. Building a Respectful Workplace

Author: SGR
Duration: 2 & 4 Hours



Embracing Diversity in the Workplace

The U.S. workplace is more diverse than ever before. Diversity brings many benefits, but it also creates a responsibility for supervisors and employees to learn how to nurture and encourage healthy and vibrant interactions and teamwork in such a diverse environment. Embracing Diversity in the Workplace trains participants how to create a productive, synergistic environment.

Target Audience: All Employees

Key Themes: Diversity, Organizational Culture, Team Building

Author: SGR
Duration: 4 Hours



Employment Law & Supervisory Practices

Today, more than ever, it is important for supervisors to understand the nuances of multiple employment laws in order to reduce liability and perform their jobs more effectively. Employment Law and Supervisory Practices increases supervisors' awareness of employment laws and emphasizes supervisors' responsibility to comply with laws at the leadership level. This class provides participants with synopses of key employment laws, guidelines for protecting themselves and the organization from liability, and employee counseling timelines and techniques.

Target Audience: Supervisors

Key Themes: Compliance

Related Training: This class is frequently paired with the following titles to construct SGR's 4 Hour Supervisory Series.

1. Supervisory Practices
2. Professional Ethics
3. Employment Law and Supervisory Practices *
4. Values Based Customer Service
5. Managing Communication Processes
6. Understanding and Managing Generations
7. Hiring the Right People
8. Managing Employee Performance
9. Leading Teams
10. The Art of Effective Delegation
11. Managing Change

Author: SGR
Duration: 4 Hours



Ethics: The Heart of Public Service

Ethical behavior is the foundation of a successful organization. Ethics: The Heart of Public Service is an ethics overview that can be used for new employee orientation and an ethics refresher for tenured public sector employees. In this class, participants review the basic rules of ethical conduct in the public sector and learn how to utilize the HEART Ethical Decision Making Process©. The class also includes many practical applications and several worksheets, including Unethical Behaviors Public Sector Employees Should Avoid.

Target Audience: All Employees

Key Themes: Professional Development, Personal Development,

Author: SGR
Duration: 2 & 4 Hours



Extraordinary Customer Service

As the pressure increases to keep citizens happy and local business growing and thriving, it is more important than ever that local government employees know how to deliver customer service at the highest level. Extraordinary Customer Service is designed to give the participants a broad overview of customer service and addresses dealing with both internal and external

customers. This class instructs participants on topics including making great first impressions, professional phone etiquette, using email professionally, being respectful and responsive to customers' needs, and interacting with difficult customers.

Target Audience: All Employees

Key Themes: Customer Service

Related Training: This class is frequently paired with the following titles to construct SGR's 4 Hour Customer Service Series.

1. Understanding Different Personality Styles
2. Extraordinary Customer Service *
3. Time Management
4. Effective Interpersonal Communication
5. Learning the Language of Multiple Generations
6. Conflict Resolution
7. Pruning Negativity

Author: SGR
Duration: 4 Hours



Hiring the Right People

Have you ever interviewed a candidate for a position and thought they were perfect for the job only to regret your decision several months later? While not always the case, the culprit is often traditional interview questions and techniques that only provide a partial glimpse into a candidate's skills and behaviors. Hiring the Right People asserts that the greatest indicator of future performance is past performance in a similar situation. This class teaches participants how to interview in a way that yields a much more accurate overview of a candidate's performance potential by utilizing techniques that are easy to learn and fun to implement.

Target Audience: Supervisors

Key Themes: Process Improvement

Related Training: This class is frequently paired with the following titles to construct SGR's 4 Hour Supervisory Series.

1. Supervisory Practices
2. Professional Ethics
3. Employment Law and Supervisory Practices
4. Values Based Customer Service
5. Managing Communication Processes
6. Understanding and Managing Generations
7. Hiring the Right People *
8. Managing Employee Performance
9. Leading Teams
10. The Art of Effective Delegation
11. Managing Change

Author: SGR
Duration: 4 Hours



Hitting Your Target: Effective Goal Setting

Managing individual, team, or organizational goals requires managers to focus on key results areas and to set reasonable and achievable goals. Hitting Your Target: Effective Goal Setting instructs participants in the theories and best practices of goal setting, techniques for avoiding goal setting traps, and strategies for building goals as a team. This class includes discussion of the complete goal setting process, methods for attaining goals, management techniques for keeping a team on track, and a personalized action plan to set and meet goals.

Target Audience: Managers

Key Themes: Strategic Planning,
Professional Development

Author: SGR
Duration: 4 Hours



Holding Successful Meetings

Whether leading a meeting, or simply participating, it is important to get the most out of the time spent. Holding Successful Meetings teaches participants to plan and organize efficient meetings, conduct productive meetings, and interact appropriately in meetings. The class includes techniques to help participants write

effective agendas, use timesaving tactics, and employ efficient methods for keeping meetings on task, as well as tips for making meetings meaningful.

Target Audience: Anyone who organizes, leads, or facilitates meetings

Key Themes: Professional Development, Process Improvement

Author: SGR
Duration: 2 & 4 Hours



Honing Your Emotional Intelligence

Great leaders move their teams by igniting passion and inspiring success. Honing Your Emotional Intelligence acknowledges and explains the complex mix of social and interpersonal behaviors that incorporate intuition, character, integrity, motivation, communication ability, and relationship skills. This class includes a self-assessment to measure participants' strengths and areas for improvement in emotional intelligence and practical situational exercises.

Target Audience: Managers & Executives

Key Themes: Personal Development

Author: SGR
Duration: 4 Hours



Leading by Example

As employees move into leadership roles, the example they set becomes increasingly important. Leading by Example challenges participants to acknowledge both the existence of influence and the power that it wields. This class explores the concepts of leadership and helps the participant recognize leadership opportunities in the workplace.

Target Audience: All Employees

Key Themes: Leadership

Related Training: This class is frequently paired with the following titles to construct SGR's 4 Hour Lead Worker Series.

1. Transitioning from Peer to Team Leader
2. Leading by Example *
3. Effective Listening Skills
4. Building a Respectful Workplace

Author: SGR

Duration: 2 & 4 Hours



Professional Competency

Leading Teams

An effective team is one that achieves a high level of performance and member satisfaction. They must have a climate of openness and trust, a clear purpose, specific roles and work assignments, and an effective system of conflict resolution. Leading Teams teaches participants the dynamics of leading a team, the characteristics of an effective team, and the different team player styles that may make up a team. This class includes a self-assessment to identify individual style, team building techniques, and case studies that apply the principles of team leadership.

Target Audience: Supervisors

Key Themes: Leadership, Team Building

Related Training: This class is frequently paired with the following titles to construct SGR's 4 Hour Supervisory Series.

1. Supervisory Practices
2. Professional Ethics
3. Employment Law and Supervisory Practices
4. Values Based Customer Service
5. Managing Communication Processes
6. Understanding and Managing Generations
7. Hiring the Right People
8. Managing Employee Performance
9. Leading Teams *
10. The Art of Effective Delegation
11. Managing Change

Author: SGR

Duration: 4 Hours



Supervisory Leadership

Learning the Language of Multiple Generations

Now, more than any time in history, different generations with diverse outlooks are being asked to work together. Learning the Language of Multiple Generations helps employees understand the confusing differences between generations. In this class, participants overcome generational misconceptions and employ effective techniques for communicating with people of all ages, whether citizens or co-workers.

Target Audience: All Employees

Key Themes: Customer Service, Diversity

Related Training: This class is frequently paired with the following titles to construct SGR's 4 Hour Customer Service Series.

1. Understanding Different Personality Styles
2. Extraordinary Customer Service
3. Time Management
4. Effective Interpersonal Communication
5. Learning the Language of Multiple Generations *
6. Conflict Resolution
7. Pruning Negativity

Author: SGR

Duration: 4 Hours



Customer Service

Managing a Budget

The budget is the single most important policy document a local government adopts. It is the tangible translation of the organization's mission, vision, and values into practical action and service delivery. Capable budget management is one of the primary responsibilities of a manager. Managing a Budget instructs managers in financial terms and concepts, as well as how to implement a comprehensive system to budget efficiently and effectively. This class provides participants with practical insights and understanding regarding budget management.

Target Audience: Managers

Key Themes: Professional Development



Author: SGR
Duration: 4 Hours



Managing Change

For any change initiative to be effective, the change process must be aggressively managed. Managing Change instructs supervisors in the essential elements of change, including strategy, execution, and the all-important human element. This class offers participants an interactive approach to understanding the “dynamics of small and organization-wide changes great and small. In addition, participants gain a heightened awareness into their own processes of adapting to fundamental change, while acquiring tools in understanding and guiding others through change.

Target Audience: Supervisors

Key Themes: Change Management, Communication, Leadership

Related Training: This class is frequently paired with the following titles to construct SGR’s 4 Hour Supervisory Series.

1. Supervisory Practices
2. Professional Ethics
3. Employment Law and Supervisory Practices
4. Values Based Customer Service
5. Managing Communication Processes
6. Understanding and Managing Generations
7. Hiring the Right People
8. Managing Employee Performance
9. Leading Teams
10. The Art of Effective Delegation
11. Managing Change *

Author: SGR
Duration: 4 Hours



Managing Communication Processes

Realistically, no one can afford poor communication. Yet, day after day and year after year, effective communication continues to be a challenge. In Managing

Communication Processes, supervisors learn communication techniques that are critical to the success of any organization. This class helps participants apply effective communication principles, utilize strategies to make processes more efficient, and manage communication within their teams to get the best results.

Target Audience: Supervisors

Key Themes: Communication, Professional Development

Related Training: This class is frequently paired with the following titles to construct SGR’s 4 Hour Supervisory Series.

1. Supervisory Practices
2. Professional Ethics
3. Employment Law and Supervisory Practices
4. Values Based Customer Service
5. Managing Communication Processes *
6. Understanding and Managing Generations
7. Hiring the Right People
8. Managing Employee Performance
9. Leading Teams
10. The Art of Effective Delegation
11. Managing Change

Author: SGR
Duration: 4 Hours



Managing Employee Performance

Meaningful performance management techniques maximize employee performance by communicating areas needing improvement, as well as areas of excellence, in ways that ensure the employee understands the expectations. Performance management is not an event, but rather a continual process that begins while the new employee is still on probation, continues through the career of the employee, and ends with the retirement party. The key to success is an effective performance management process. Managing Employee Performance teaches participants the steps in that process and provides tools to successfully implement each step.

Target Audience: Supervisors

Key Themes: Coaching & Mentoring, Leadership, Employee Engagement, Team Building

Related Training: This class is frequently paired with the following titles to construct SGR's 4 Hour Supervisory Series.

1. Supervisory Practices
2. Professional Ethics
3. Employment Law and Supervisory Practices
4. Values Based Customer Service
5. Managing Communication Processes
6. Understanding and Managing Generations
7. Hiring the Right People
8. Managing Employee Performance *
9. Leading Teams
10. The Art of Effective Delegation
11. Managing Change

Author: SGR
Duration: 4 Hours



Managing Relationships

Getting things done is all about dealing with people. Managing Relationships helps leaders be more effective in their jobs by being more effective in the way they deal with people, including citizens, employees, peers and their own supervisors. This class explores the unique individuality that each employee brings to the workplace, and then presents options for effectively managing relationships with individual employees. The purpose of this class is to improve communication and relationships, which will result in increased productivity and comfort in the workplace.

Target Audience: Managers & Executives

Key Themes: Leadership, Professional Development, Communication, Citizen Engagement, Employee Engagement

Author: SGR
Duration: 4 Hour



On Your Mark, Get Set, Motivate!

On Your Mark, Get Set, Motivate! instructs participants in motivational theories, the role of the manager in motivating employees, and the three conditions of motivational management: confidence, trust, and satisfaction. This class defines motivation in the workplace, explains some of the classic theories of motivation, pinpoints some powerful needs that motivate people and how to relate motivators to them, and discusses how to develop motivational skills.

Target Audience: Managers & Executives

Key Themes: Employee Engagement, Leadership, Team Building

Author: SGR
Duration: 4 Hours



Persuasive Communication

Managerial Leadership often involves evaluating alternative courses of action, drawing conclusions and making recommendations for change. To successfully lead, the manager must be capable not only of evaluating and recommending the appropriate course of action, but also of communicating that recommendation in a manner that is compelling and persuasive. Persuasive Communication provides the participant with an understanding of how to communicate well thought out recommendations in a manner that gets results.

Target Audience: Managers & Executives

Key Themes: Communication

Author: SGR
Duration: 4 Hours



Political Savvy

Achieving success as a leader in local government requires an exceptional degree of political savvy to know when and how to pursue important issues. The challenge is to be exceptionally politically astute with-

out becoming political. Political Savvy helps participants develop a sensitivity to political dynamics, recognize when things may not be what they seem, and helps them learn to avoid a variety of political pitfalls.

Target Audience: Managers & Executives

Key Themes: Professional Development, Communication

Author: SGR
Duration: 4 Hours



Presentations with an Impact

The best presentations are both meaningful and engaging. This class is designed for employees who conduct formal presentations and want to enhance their presentation skills. Presentations with an Impact instructs participants in creating impressive presentations, from writing the content, to effective handouts and visual aids, to mastering the difficult question and answer session. The class includes step-by-step instructions on presentation preparation, handling nervous energy, and methods to improve writing, inflection, and storytelling.

Target Audience: Anyone with presentation responsibilities

Key Themes: Professional Development

Author: SGR
Duration: 4 Hours



Preventing Sexual Harassment

Sexual harassment and discrimination in the workplace are issues that cannot be ignored. Not only is there a considerable amount of liability for an organization, but there can be personal liability for a public employee as well. Preventing Sexual Harassment provides a comprehensive overview of sexual harassment prevention for public sector employees and includes a test to recognize harassment, principles to create a

safe environment and mitigate risk, and discussion of actual workplace scenarios.

Target Audience: All Employees

Key Themes: Compliance

Author: SGR
Duration: 2 & 4 Hours



Problem Solving and Decision Making

Leadership often requires thinking through complex problems and providing decisive answers. Problem Solving and Decision Making instructs leaders in employing a three-step process to solve problems: understanding the issue, finding solutions, and planning next actions. This class includes activities to promote creative problem solving and techniques to identify the starting issue, desired outcomes, and root causes of problems. In addition, it provides an opportunity to develop a personalized action plan for solving problems and making decisions in the future.

Target Audience: Managers & Executives

Key Themes: Professional Development, Strategic Planning

Author: SGR
Duration: 4 Hours



Professional Ethics

Local government employees should be above reproach in adhering to ethical standards and codes. Professional Ethics discusses current business ethics, identifies areas of risk, and reviews leaders' accountability for setting an ethical standard and holding both themselves and others accountable to that standard. This class includes group discussions about ethical dilemmas, guidelines for deciding what is ethical and not ethical in a local government context, and application of the six pillars of character.



Target Audience: Supervisors

Key Themes: Leadership, Professional Development, Compliance

Related Training: This class is frequently paired with the following titles to construct SGR's 4 Hour Supervisory Series.

1. Supervisory Practices
2. Professional Ethics *
3. Employment Law and Supervisory Practices
4. Values Based Customer Service
5. Managing Communication Processes
6. Understanding and Managing Generations
7. Hiring the Right People
8. Managing Employee Performance
9. Leading Teams
10. The Art of Effective Delegation
11. Managing Change

Author: SGR
Duration: 4 Hours



handle negativity in themselves, their co-workers, and their customers appropriately and effectively, as well as how to prevent negativity in the future. This class uses the analogy of "Pruning the Negativity Tree."

Target Audience: All Employees

Key Themes: Customer Service, Team Building

Related Training: This class is frequently paired with the following titles to construct SGR's 4 Hour Customer Service Series.

1. Understanding Different Personality Styles
2. Extraordinary Customer Service
3. Time Management
4. Effective Interpersonal Communication
5. Learning the Language of Multiple Generations
6. Conflict Resolution
7. Pruning Negativity *

Author: SGR
Duration: 4 Hours



Project Management from Start to Finish

Project Management From Start to Finish offers insight into creating and implementing a systematic approach to manage a successful project and the tools to get it done. Topics such as Planning, Team-building, Risk-Management and Communication are covered and exercised with insightful activities and discussion.

Target Audience: Managers

Key Themes: Professional Development, Technical Development

Author: SGR
Duration: 4 Hours



Strategic Planning

Systems Leadership is about putting processes in place to make an organization run more efficiently and effectively. Strategic Planning instructs leaders in a five-step process: envisioning the mission, performing a strategic audit, identifying strategic goals and objectives, composing an action plan, and evaluating the results. The class includes exercises to improve participants' goal setting skills, demonstration of the written format for a strategic plan, opportunities to develop a step-by-step strategic plan, and small group discussions of case studies.

Target Audience: Executives

Key Themes: Strategic Planning

Author: SGR
Duration: 4 Hours



Pruning Negativity

Negativity is a crushing, poisonous epidemic in the workplace that drains employees of energy and enthusiasm. Pruning Negativity trains participants how to

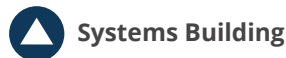
Succession Planning

Almost 7,900 baby boomers retire every day. Many local governments report more than 70% of their current workforce is eligible to retire. Despite this, few organizations have adequately prepared a leadership pipeline that will ensure continuity and competence in their next generation of leaders. Succession Planning provides a practical strategy and game plan for an organization to develop a qualified pool of leaders ready to be promoted as the generation shift occurs.

Target Audience: Executives

Key Themes: Strategic Planning

Author: SGR
Duration: 4 Hours



Supervisory Practices

It can be very difficult to make the transition from peer to supervisor and to understand the responsibility of this new role. Supervisory Practices helps new supervisors develop their employees, encourage a climate of motivation, plan effectively, and evaluate to make sure performance standards are met. Participants learn the four major roles of a supervisor and how supervision is carried out, taking into consideration the workplace environment and the shared and individual values of all employees. Supervisory Practices is the foundational workshop for all SGR Operational Leadership classes.

Target Audience: Supervisors

Key Themes: Leadership, Professional Development

Related Training: This class is frequently paired with the following titles to construct SGR's 4 Hour Supervisory Series.

1. Supervisory Practices *
2. Professional Ethics
3. Employment Law and Supervisory Practices
4. Values Based Customer Service
5. Managing Communication Processes
6. Understanding and Managing Generations
7. Hiring the Right People

8. Managing Employee Performance
9. Leading Teams
10. The Art of Effective Delegation
11. Managing Change

Author: SGR
Duration: 4 Hours



Telephone Skills Training for Local Government Employees

Statistics have shown that 55% of the communication process involves body language. This means that we lose over 50% of our ability to communicate when on the telephone. If good communication is the key to getting the job done right, then learning effective communication strategies on the telephone is crucial to any organization's ongoing success. Telephone Skills Training for Local Government Employees instructs participants in basic phone etiquette, phone manners that make a good business impression, the correct way to answer and speak on the phone, how to deal with resistance and disgruntled callers, and much more. If you make or receive even a handful of phone calls each day, this training initiative will continue paying dividends for years to come.

Target Audience: All Employees

Key Themes: Compliance, Technical Development, Communication

Author: SGR
Duration: 2 & 4 Hours



Time Management

Even with cell phones, computers, and Wi-Fi Internet access at their disposal, employees never seem to have enough time to complete important tasks, as well as urgent ones. This can lead to frustration and can directly affect relationships with internal and external customers. Time Management teaches employees to put first things first and implement organizational and time-saving strategies. It is easy to try to condense time



management into a series of to-do lists, or tips, but effective time management is much more than that. This class is based on emotional intelligence principles, taking the participant through a much broader concept of time management than traditional approaches.

Target Audience: All Employees

Key Themes: Customer Service, Personal Development, Professional Development

Related Training: This class is frequently paired with the following titles to construct SGR's 4 Hour Customer Service Series.

1. Understanding Different Personality Styles
2. Extraordinary Customer Service
3. Time Management *
4. Effective Interpersonal Communication
5. Learning the Language of Multiple Generations
6. Conflict Resolution
7. Pruning Negativity

Author: SGR
Duration: 4 Hours



Customer Service

Tools for Successful Leadership

Successful Leadership explores the concepts of leadership and helps participants recognize leadership opportunities in the workplace and community. The Tools for Successful Leadership class teaches participants to identify the characteristics of effective leaders and the role that personal values play in leadership. Participants also learn to recognize the dynamic relationship between leaders and followers and to identify the difference between management and leadership.

Target Audience: Managers

Key Themes: Leadership

Author: SGR
Duration: 4 Hours



Managerial Leadership

Transitioning from Peer to Team Leader

Making the leap from peer to team or crew leader is never easy. New team leaders frequently struggle to balance their old co-worker relationships with their new responsibilities. Transitioning from Peer to Team Leader teaches participants skills and techniques to make this important transition a positive and productive experience. This class challenges participants to accept new realms of responsibility involving productivity, safety, and public image. Building on that foundation, learners then work together to discover the three keys to a successful transition: acknowledge realities, be observant, and serve proactively.

Target Audience: All Employees

Key Themes: Leadership

Related Training: This class is frequently paired with the following titles to construct SGR's 4 Hour Lead Worker Series.

1. Transitioning from Peer to Team Leader *
2. Leading by Example
3. Effective Listening Skills
4. Building a Respectful Workplace

Author: SGR
Duration: 2 & 4 Hours



Professional Competency

Understanding and Managing Generations

For the first time in our nation's history, there are four generations simultaneously represented in the workplace. Understanding generational differences is critical for managers to make these different perspectives benefit an organization. Understanding and Managing Generations teaches participants the secrets of successful organizations that accommodate employee differences, create workplace choices, operate from a sophisticated management style, and nourish retention to provide a positive and productive work environment for all generations.

Target Audience: Supervisors

Key Themes: Diversity, Communication

Related Training: This class is frequently paired with the following titles to construct SGR's 4 Hour Supervisory Series.

1. Supervisory Practices
2. Professional Ethics
3. Employment Law and Supervisory Practices
4. Values Based Customer Service
5. Managing Communication Processes
6. Understanding and Managing Generations *
7. Hiring the Right People
8. Managing Employee Performance
9. Leading Teams
10. The Art of Effective Delegation
11. Managing Change

Author: SGR
Duration: 4 Hours



Understanding and Utilizing Performance Measurements

A high performing organization is reliant upon meaningful and effective performance measures. Unfortunately, too many organizations do not measure what matters, instead measuring too much of what does not matter. Understanding and Utilizing Performance Measurements equips managers to take their organizations to the next level by understanding, measuring, and interpreting the things that matter.

Target Audience: Managers

Key Themes: Coaching and Mentoring, Leadership

Author: SGR
Duration: 4 Hours



Understanding Different Personality Styles

Relational Leadership requires that employees understand and work effectively with coworkers and customers. Understanding Different Personality Styles utilizes the DiSC® Classic personality profile assessment, equipping employees with the tools to identify

and effectively deal with different personalities. Often a customer presents his/her primary temperament style within the first minute of conversation, allowing the customer service representative to frame his/her responses accordingly. This class instructs participants in understanding their own temperament styles, as well as identifying the prominent styles in others, so that they can respond to different situations effectively and efficiently. This is the foundational class for all SGR customer service classes. This class requires the additional purchase of DiSC Assessments per participant.

Target Audience: All Employees

Key Themes: Customer Service, Team Building

Related Training: This class is frequently paired with the following titles to construct SGR's 4 Hour Customer Service Series.

1. Understanding Different Personality Styles *
2. Extraordinary Customer Service
3. Time Management
4. Effective Interpersonal Communication
5. Learning the Language of Multiple Generations
6. Conflict Resolution
7. Pruning Negativity

Author: SGR
Duration: 4 Hours



Values Based Customer Service for Supervisors

In this interactive class, participants will consider eight customer service values. They will explore the importance of being Compassionate, Competent, Careful, Confident, Courteous, Calm, Quick and Creative. Based on this knowledge, supervisors will learn to effectively address behaviors that either support or undermine each value. This class assists supervisors as they provide guidance and accountability so that their employees can create extraordinary service experiences.

Target Audience: Supervisors

Key Themes: Customer Service

Related Training: This class is frequently paired with the following titles to construct SGR's 4 Hour Supervisory Series.

1. Supervisory Practices
2. Professional Ethics
3. Employment Law and Supervisory Practices
4. Values Based Customer Service *
5. Managing Communication Processes
6. Understanding and Managing Generations
7. Hiring the Right People
8. Managing Employee Performance
9. Leading Teams
10. The Art of Effective Delegation
11. Managing Change

Author: SGR
Duration: 4 Hours



Supervisory Leadership

improve your ability to see warning signs and respond effectively, guidelines for documenting behavior, and group discussion of case studies involving actual workplace violence situations.

Target Audience: Supervisors

Key Themes: Compliance

Author: SGR
Duration: 2 & 4 Hours



Professional Competency

Workplace Harassment Prevention

Workplace Harassment Prevention instructs participants in creating a place of mutual respect for all employees. This class educates employees at all levels of responsibility on what the law says about sexual and other types of harassment and what constitutes harassment. It also helps define what is and is not appropriate personal behavior in a variety of specific situations and circumstances.

Target Audience: All Employees

Key Themes: Compliance

Author: SGR
Duration: 4 Hours



Human Relations

Workplace Violence Awareness for Supervisors

Workplace Violence Awareness for Supervisors instructs participants on how to create a safe environment for your employees. As the number of workplace violence incidents continues to rise, it is increasingly important to be able to recognize threats and take preventative action. The class includes techniques to