



Human Resource Strategy and  
management excellence



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## Introduction:

Get ready to recharge yourself with new energy to propel your career, increase job satisfaction, and add greater value to your organization. This course will show you how. You will learn the combination of attributes and skills you need to accelerate your career positively and successfully along your professional path, now and into the future. Become a positive force for your organization, your customers, and your colleagues.

## Targeted Groups:

- Managers, Supervisors, and Team Leaders
- Employees among all departments
- Employees who want to get great knowledge to enhance their profile

## Course Objectives:

- Take charge of your career and personal life for greater growth and satisfaction
- Develop winning relationships by building strong trust
- Communicate honestly, directly, and professionally in all areas
- Develop and access the vast resources of their creativity
- Develop emotional hardiness to face daily challenges effectively
- Take full responsibility for their lives and their success
- Increase their productivity by working smarter, faster, and better
- Resolve conflict situations constructively by applying effective negotiation skills
- Understand the team concept, how to be a team player and promote teamwork
- Demonstrate initiative and leadership skills from their current position

## Targeted Competencies:

- Self-management
- Personal effectiveness
- Interpersonal relationships
- Communication
- Creative thinking
- Negotiation skills
- Building trust
- Teamwork and collaboration
- Leading and accomplishing results through others

## Course Content:

## **Unit 1: Taking Charge of Your Career: The Journey Begins:**

- Build your professional reputation and credibility
- Develop your unique value proposition and “brand”
- Add value to your organization by providing the results all employers seek
- Learning to learn: strategies for lifelong learning and development
- Finding coaches and mentors, and building your professional network
- Avoid the career killers - people, places and things
- Uncover and tap all the resources available for your career development
- Commit to becoming a high performer and reap the rewards of excellence

## **Unit 2: Building Winning Relationships: Trust and Collaboration:**

- Experience the consequences of win-lose and win-win strategies
- Learn how to achieve win-win relationships
- Understand what is meant by TRUST
- Know the difference between responsibility for and responsibility to another
- Learn a credo for your relationships
- Understand what you do that weakens others when you intend to help
- Learn the valuing process as a skill to strengthen others
- Employ RAM Relationship Asset Management strategies

## **Unit 3: Communication Skills for Today's Professional: Your Message Power:**

- Why becoming a great communicator will empower you and boost your career
- Learn about people's perceptions and viewpoints and how they differ
- Master the basics of face-to-face communication
- Learn to understand and improve your skill in listening
- The four styles of communication and how to employ them
- Make skillful presentations to one or many
- Learn to exchange helpful feedback
- The principles of positive Influence and persuasion

## **Unit 4: Creative Thinking and You: Key to Working Smart:**

- Opening your mind to clear and inspired thinking
- Developing a whole-picture perspective
- The II & T thinking steps
- Combining reasoning, emotion, and inspiration
- How to generate alternative ideas
- Tapping into your inner wisdom
- Evaluating alternatives on their merits
- The "Six Lens" approach for whole-brain optimization

## **Unit 5: Emotional Resilience: Handling Life's Challenges:**

- Learn how you respond to challenging or upsetting events key moments
- Explore and understand the patterns in your responses to key moments
- Learn the process for exploring the consequences of your behavior
- Learn to choose positive behaviors and feelings during your key moments
- Identify and challenge the distortions in your interpretations
- Learn a method for changing weakening beliefs to empowering beliefs
- Learn and practice the principle of balance
- Meeting the challenge of change and stress

## **Unit 6: Personal Accountability: Taking Full Responsibility:**

- Learn the meaning and nature of personal responsibility
- Understand how you avoid taking responsibility for yourself
- Assess your willingness to accept personal responsibility
- Allow yourself to see the choices available in your life
- Claim “ownership” for the results of your life
- Understand the power and freedom that comes from accepting responsibility
- Understand the extent and limitation of your power

## **Unit 7: Personal Productivity: Demonstrating Value-Added:**

- Manage your time and priorities for results
- Setting goals beyond S.M.A.R.T.
- Project management skills for everyday task effectiveness
- Make meetings work better whether you lead or participate
- Understand the team concept and excel in teamwork
- Learn to make decisions and solve problems quickly
- Project management steps
- Tools

## **Unit 8: Conflict Resolution: The Road to Win-Win:**

- Define “unhealthy conflict” and how to keep from crossing into it
- Learn the five different conflict management styles
- Use a model to help you choose how to respond to potential conflict situations
- Assess which conflict styles you most often use
- Practice a three-step model for resolving conflict
- Decide to modify your conflict style and how to handle your current conflicts
- Learn the art of negotiation

## **Unit 9: Teamwork: A Blueprint for High Performance:**

- High-Performance teams vs. traditional groups

- Define the three elements of High-Performance teams
- Learn about the four types of teams
- Learn the different stages of team development
- Understand group dynamics
- Discover and optimize team member styles
- Become excellent at teamwork skills
- Learn how to promote teamwork

## **Unit 10: Taking the Initiative: Look for Leadership Opportunities:**

- Why organizations value employees that demonstrate initiative
- Lead from where you are in the organization
- Understand the principles of effective leadership
- Leadership behaviors that you can put to work immediately
- How and when to lead your colleague and superiors
- Learn how to lead projects teams
- Delegation skills for non-managers