

Training Programs

Jerome Consulting facilitates highly interactive team development efforts (often with a blend of humor) while sharing serious business principles and practices to build leadership at all levels of an organization. Our training programs provide proven, readily understandable tools and techniques that have been field-tested by thousands of leaders worldwide. Many tools are often applicable in 3-30 minutes. All case applications and exercises are customized to represent the real-world challenges in your organization and industry. Learners explore opportunities for success. Short- and long-term action plans produce quick hits and home runs. All programs are designed as individual modules (often 4 to 8 hours each) so you can choose only what you need for maximum flexibility and cost-containment. You can also combine selected topics for intensive team development efforts; See “**Packaged Training Series**”. Simply put, **Jerome Consulting** believes you should get what you want.

Jerome Consulting Training Programs & Objectives	Program Durations, Target Audiences & Participant Materials	Business Results
<p>Influencing For Business Results® Flexing Communication Styles Using DiSC</p> <ul style="list-style-type: none"> ❖ Reduce misunderstandings and conflicts by viewing behaviors positively or neutrally ❖ Recognize varying behaviors by analyzing self and team perceptions ❖ Influence others to sell the value of ideas, products and/or services ❖ Flex four communication styles to achieve business results 	<p>1 full-day program</p> <p>For all professionals</p> <ul style="list-style-type: none"> ☑ Participant Workbook, including the practical on-the-job tool: <i>DiSC Team Profile, & DiSC One-On-One, Team, & Personal Communication Plans</i> ☑ DiSC® Job Aid ☑ DiSC® Classic 2.0 Personal Profile System (Self-Assessment Instrument) 	<ul style="list-style-type: none"> • Influencing others to accept ideas • Selling ideas, products, and/or services • Managing change & minimizing resistance • Motivating, recognizing and rewarding • Coaching through effective feedback • Building effective team relationships
<p>Leading Teams® Situational Leadership & Influence Team Culture</p> <ul style="list-style-type: none"> ❖ Develop four leadership styles (and team member competence, confidence & commitment) ❖ Agree on leadership styles & choose decision-making roles ❖ Combine Situational Leadership & DiSC strategies ❖ Influence team culture 	<p>1 full-day program</p> <p>For all team leaders <i>(strategic leaders, tactical managers, & project team leaders)</i></p> <ul style="list-style-type: none"> ☑ Participant Workbook ☑ Leading Teams® Job Aid ☑ DiSC® “Management” Action Planner 	<ul style="list-style-type: none"> • Commitment from team members to keep agreements • Appropriate use of leadership styles in varying situations • Clear expectations delivered to team members • Delegate more effectively by knowing the development level of each team member
<p>Coaching Through Effective Feedback® Applying The Feedback Planner</p> <ul style="list-style-type: none"> ❖ Collect & select performance feedback regularly to lead employee performance ❖ Provide effective feedback (share praise, constructive feedback, development plans) ❖ Diagnose & resolve performance challenges through progressive counseling (corrective action) ❖ Recognize & reward desirable performance (with motivational strategies) 	<p>1 full-day program <i>(1 half-day program = “Sharing Effective Feedback”)</i></p> <p>For all team leaders <i>(strategic leaders, tactical managers, & project team leaders)</i></p> <ul style="list-style-type: none"> ☑ Participant Workbook, including these practical on-the-job tools: <i>Feedback Checklist & Memory Jogger, The Feedback Planner, & DiSC Motivators</i> ☑ Feedback Planner® Job Aid ☑ DiSC® “Managing Performance” Action Planner 	<ul style="list-style-type: none"> • Improved accountability and performance through immediate coaching and feedback • Reinforcement of desirable performance through positive recognition • Specific development plans • Effective communication by describing behaviors, examples and results (versus vague or emotional judgments) • Increased employee motivation (and reduction of de-motivating behaviors)



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*Providing business leaders
lasting competitive advantages
through improved
team performance*

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<p>Leading Transitions® Choosing Best Practices To Manage Change</p> <ul style="list-style-type: none"> ❖ Lead team members through the stages of reaction to change ❖ Identify leadership actions to accelerate the change management process ❖ Facilitate team transitions to gain acceptance (and overcome resistance) 	<p>1 half-day or 1 full-day program <i>(per # of objectives and exercises selected)</i></p> <p>For all team leaders <i>(strategic leaders, tactical managers, & project team leaders)</i></p> <ul style="list-style-type: none"> ☑ Participant Workbook, including selected practical on-the-job tools: <i>Stages Of Reaction, Leadership Actions, Change Announcement, Change Experience Organizer, & Ways To Assess/Manage Stress</i> ☑ Leading Transitions® Job Aid 	<ul style="list-style-type: none"> • Maintain a focus on productivity while experiencing change • Gain acceptance and commitment to desired goals and change plans • Accelerate transitions to contain costs • Minimize resistance by understanding objections and communicating benefits • Redirect and implement team efforts to address new strategic/operating priorities
<p>Negotiating Cooperatively® Employing Assertive “Win-Win” Strategies</p> <ul style="list-style-type: none"> ❖ Assertively negotiate in stages to separate interests from positions, and achieve “win-win” objectives ❖ Strategically focus on negotiations to identify negotiable components for mutual gains ❖ Negotiate performance expectations to maintain team commitment ❖ Assess sources of strength, set targets based on aspirations, and make concessions to break deadlocks ❖ Cooperatively counter competitive tactics 	<p>1+ full-day program <i>(per # of objectives and exercises selected)</i></p> <p>For all professionals</p> <ul style="list-style-type: none"> ☑ Participant Workbook, including these practical on-the-job tools: <i>Negotiation Preparation & Observation Guide</i> ☑ Negotiating Cooperatively® Job Aid 	<ul style="list-style-type: none"> • Confident, thoroughly prepared negotiators • Ability to think and respond quickly • Sound and credible decision-making • Mutually satisfying agreements • Negotiated performance expectations • Long-lasting decisions bound by trust
<p>Building Teams® Developing Teams & Team Agreements</p> <ul style="list-style-type: none"> ❖ Understand stages of team development ❖ Diagnose team development needs ❖ Establish team agreements ❖ Influence team culture 	<p>1+ full-day program <i>(per # of objectives and exercises selected)</i></p> <p>For all functional teams and project teams <i>(e.g., the team leader and 5+ team members)</i></p> <ul style="list-style-type: none"> ☑ Participant Workbook, including these practical on-the-job tools: <i>Team Development Needs Assessment & Team Agreement</i> 	<ul style="list-style-type: none"> • Faster, more effective responses to complex, ambiguous tasks • Greater number of approaches to problems • Team members take ownership for results • Team members become more self-directed and act on their own • Increased acceptance of decisions and solutions • Increased diversity of views
<p>Evaluating Performance® Describing & Developing Talent</p> <ul style="list-style-type: none"> ❖ Collect & select feedback for appraisals ❖ Describe performance in writing ❖ Identify opportunities for employee growth ❖ Draft employee development plans and performance objectives ❖ Conduct effective appraisal meetings 	<p>1 half-day or 1 full-day program <i>(per # of objectives and exercises selected)</i></p> <p>For all team leaders <i>(responsible for documenting performance and developing others; e.g., strategic leaders, tactical managers, & project team leaders)</i></p> <ul style="list-style-type: none"> ☑ Participant Workbook, including these practical on-the-job tools: <i>Feedback Checklist & Memory Jogger, The Write Stuff (Connecting Behaviors, Impacts & Examples)</i> 	<ul style="list-style-type: none"> • Performance strengths are recognized, rewarded and reinforced • Undesirable performance is redirected & improvement plans are established • Current & future roles and responsibilities are clarified • Clearer direction, increased motivation, and higher quality results are achieved • Key historical documentation is available to support all Human Resources decisions
<p>Sharing Effective Feedback® Using The Feedback Planner Without Authority</p> <ul style="list-style-type: none"> ❖ Share effective feedback (praise and constructive criticism) with peers, management, customers, suppliers, consultants, contractors, etc. 	<p>1 half-day program <i>(1 full-day program = “Coaching Through Effective Feedback”)</i></p> <p>For all professionals</p> <ul style="list-style-type: none"> ☑ Participant Workbook, including the practical on-the-job tool: <i>The Feedback Planner</i> ☑ Feedback Planner® Job Aid 	<ul style="list-style-type: none"> • Improved accountability and performance through immediate feedback • Effective communication by describing behaviors, examples and results (versus vague or emotional judgments) • Confidence and skill in sharing feedback with all levels • Reinforcement of desirable performance through positive recognition

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<p>Aligning Vision® Balancing Strategic Plans & Tactical Projects</p> <ul style="list-style-type: none"> ❖ Clarify your organization's vision, mission, and values ❖ Establish critical success indicators (key focuses, benchmarks, goals) ❖ Select differentiating strategies and critical projects to achieve your goals and vision <hr/> <ul style="list-style-type: none"> ❖ Align functional team operating plans and projects to your strategies ❖ Streamline project plans (purpose, objectives, boundaries, etc.) ❖ Specify team agreements (roles, responsibilities, processes, etc.) <hr/> <ul style="list-style-type: none"> ❖ Link employee performance management systems 	<p>2+ full-day program (per # of objectives/exercises)</p> <p>Objectives#1-3 = 2-3 full-days with top strategic leaders Objectives#4-6 = 2-3 full-days w/ functional team tactical mgrs Objective #7 = 1 full-day w/ selected influencers at all levels Objectives#1-7 = 1 full-day "accelerated" program overview</p> <p>For all leaders <i>(strategic leaders, tactical managers, & influential contributing team members)</i></p> <ul style="list-style-type: none"> ☑ Participant Workbook, including selected practical on-the-job tools, such as: <i>Strategic Planning MAP, Functional Team Operating Plan, Project Plan, Team Agreement</i> 	<ul style="list-style-type: none"> • Aligned strategic direction • Clearer performance expectations • Greater commitment and accountability • Leadership at all levels • Honest communications built on trust • Sustained financial success
<p>Building Customer Loyalty® Providing "Unbelievable!" Service</p> <ul style="list-style-type: none"> ❖ Describe quality service, profile customers, and define what customers value most ❖ Evaluate service encounters & customer perceptions ❖ Encourage customer feedback, and resolve customer complaints with service recovery strategies ❖ Sustain customer loyalty 	<p>1+ full-day program (per # of objectives and exercises selected)</p> <p>For all professionals</p> <ul style="list-style-type: none"> ☑ Participant Workbook, including the practical on-the-job tool: <i>Customer Profile, Customer Value Assessment, Customer Service Survey, & Service Encounter Evaluation</i> 	<ul style="list-style-type: none"> • Increased customer loyalty • Customer profile • Service level evaluation • Improved effectiveness with challenging service situations • Enhanced confidence when fielding customer questions and objections • Recovery from customer complaints without harming company reputation
<p>Solving Problems® Applying Process Improvement Tools</p> <ul style="list-style-type: none"> ❖ Solve business problems and improve processes ❖ Generate ideas by exploring creative possibilities ❖ Sort, evaluate and select ideas ❖ Building consensus with up to 10 selected Process Improvement Tools: Delphi, multi-voting, causal loop (systems thinking), check sheet & Pareto chart, affinity, cause & effect, brainstorming, keep/start/stop, criteria rating & ranking, and/or action plan 	<p>1+ full-day program (per # of objectives and exercises selected)</p> <p>For all professionals</p> <ul style="list-style-type: none"> ☑ Participant Workbook, including these practical on-the-job tools: <i>7-Step Problem Solving Model & up to 10 selected Process Improvement Tools</i> 	<ul style="list-style-type: none"> • Identify clear problem statements & desired goals • Thoroughly diagnose business issues • Generate creative solutions • Apply objective decision filters and criteria • Develop specific action plans • Accelerate decision making to reach team consensus
<p>Facilitating Productive Meetings® Meeting For Results</p> <ul style="list-style-type: none"> ❖ Select efficient and effective alternatives to holding meetings ❖ Prepare for, conduct and follow-through for effective meetings ❖ Facilitate meetings to control challenging members, manage conflict, and achieve meeting objectives ❖ Apply targeted Process Improvement Tools to attain group consensus 	<p>2-hour, 1 half-day, or 1 full-day program (per # of objectives and exercises selected)</p> <p>For all professionals</p> <ul style="list-style-type: none"> ☑ Participant Workbook, including these practical on-the-job tools: <i>Stages Of Meeting Effectiveness, Agendas, Meeting Roles, & selected Process Improvement Tools</i> 	<ul style="list-style-type: none"> • Elimination of unnecessary meetings • Cost reduction associated with reducing ineffective meetings • Clear meeting objectives and focus on outcomes • Prepared members, clear roles, and active participation in meetings • Meeting agendas used to manage topics and time • Accelerated resolution of conflicts
<p>Enhancing Presentations® Building Confidence & Credibility</p> <ul style="list-style-type: none"> ❖ Develop a personal delivery style that conveys confidence, energy and enthusiasm while selling ideas, products and/or services ❖ Eliminate ineffective, distracting nonverbal behaviors ❖ Develop targeted presentation content based on audience/customer needs ❖ Create visual tools that support main points, and present visual media confidently ❖ Field challenging questions to overcome resistance, clarify intentions, and achieve mutual goals 	<p>2+ full-day program (per # of objectives and exercises selected)</p> <p>For all professionals</p> <ul style="list-style-type: none"> ☑ Participant Workbook, including the practical on-the-job tool: <i>Self-Evaluation Forms, & Presentation Development Templates</i> 	<ul style="list-style-type: none"> • Confident, polished presenters representing your organization • Presentations designed to meet varying audiences' needs and interests • Presentations that are convincing and influence decision makers • Clear, concise visual tools that convey a consistent message