

### **AchieveGlobal**

#### **Leadership 2000 (44 hrs)**

- *The Leader in Each of Us*
- *Managing Your Priorities*
- *Proactive Listening*
- *Giving Recognition*
- *Moving From Conflict to Collaboration*
- *Personal Strategies for Navigating Change*
- *Coaching: Bringing out the Best in Others*
- *Influencing for Win-Win Outcomes*
- *Giving & Receiving Constructive Feedback*
- *Handling Emotions under Pressure*
- *Correcting Performance Problems*
- *Conducting a Collaborative Performance Review*
- *Basic Principles for a Collaborative Workplace*
- *Moving the Organization Forward: Defining Your Team's Contribution*
- *Identifying Work Priorities & Verifiable Goals*
- *Gaining Commitment to Preset Goals*
- *Expressing Yourself: Presenting Thoughts & Ideas*

#### **Frontline Leadership (88 hrs)**

- *Giving Constructive Feedback*
- *Getting Good Info from Others*
- *Getting Your Ideas Across*
- *Developing Job Skills*
- *Taking Corrective Action*
- *Resolving Team Conflict*
- *Dealing with Emotional Behavior*
- *Recognizing Positive Results*
- *Establishing Performance Expectations*
- *Clarifying Team Roles & Responsibilities*
- *Coaching for Optimal Performance*
- *Conducting Information Exchange Meetings*
- *Building a Constructive Relationship with Your Manager*
- *Building a Relationship with Your Peers*
- *Confronting Issues with your Manager & Peers*

#### **Working ( 26 hrs)**

- *Listening to Understand Clearly*
- *Giving Feedback to Help Others*
- *Taking on a New Assignment*
- *Requesting Help*
- *Getting Your Point Across*
- *Dealing with Changes*
- *Participating in Group Meetings*
- *Being a Team Player*

- *Keeping Your Boss Informed*
- *Resolving Issues with Others*
- *Positive Responses to Negative Situations*
- *Working Smarter*

#### **Team Leadership ( 28 hrs)**

- *The Challenge of Team Leadership*
- *Building a Foundation of Trust*
- *Helping Your Team Reach Consensus*
- *Tools for Launching & Refueling Your Team*
- *Expanding Your Team's Capabilities*
- *Making the Most of Differences*
- *Forward Thinking*

#### **Work Skills ( 14 hrs)**

- *What It Takes to Succeed*
- *Speaking With Confidence*
- *Positive Responses to Change*
- *Getting the Information You Need*
- *Managing Life Outside of Work*
- *Helping Your Team Work*
- *Defusing Emotionally Charged Situations*

#### **Facilitating for Results (16 hrs.)**

- *Learn to: Plan effectively for meetings.*
- *To lead a variety of meetings - from routine staff meetings to complex problem-solving meetings.*
- *To generate productive results by drawing on the knowledge, ability and creativity of individual group members.*

#### **Team Effectiveness ( 24 hrs.)**

- *The Team Advantage*
- *Playing A Vital Role in Team Decisions*
- *Developing Team Plans*
- *The Basic Principles of Teamwork*
- *Tools for Keeping Your Team on Course*
- *Raising Difficult Issues with your Team*

#### **QUEST ( 51 Hrs)**

- *Clarifying Customer Expectations*
- *Resolving Customer Dissatisfaction*
- *Solving Quality Problems*
- *Quality: Through the Eyes of the Customer*
- *Tools & Techniques for Solving Quality Problems*
- *Analyzing Work Processes*