



Training Titles & Descriptions offered by Dan Johnson, CEC

(partial listing, all sessions are customized for your audience)

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LEADERSHIP AND SUPERVISION

The Nine Attributes of a Leader

Being a leader and being a manager or supervisor are not necessarily the same. Leaders come from all segments of an organization. Leadership does not require formal authority or position and can be practiced by anyone interested in making a contribution and influencing a more positive future. Leaders set the tone, create the image and lead others in every organization. This seminar will explore what it means to be a leader, how to develop your leadership skills and how to think strategically. Whether you consider yourself a leader or aspire to be a leader, this class will help you hone your skills and advance your leadership potential.

After participating in this session, you will be able to:

- explain the difference between a manager and a leader;
- describe the nine attributes of a leader; and
- use the nine leadership attributes to inspire and effectively lead a workforce or team

Coaching: Skills for Leadership Success

The most critical success factor for leaders today is their relationship with others. This hand-on session separates coaching hype from fact and emphasizes the practical coaching skills you need to create a high performance work environment. After participating in this session, you will be able to:

- explain the difference between mentoring, performance management, and coaching;
- state a business case for coaching;
- identify the 11 core competencies of coaching; and
- use key coaching skills of acknowledgement, validation, accountability, strategizing, forwarding the action, and empowering questions to improve the productivity of your work team.

Performance Beyond Expectations: The Power of Positive Reinforcement

Today's competitive edge lies in the human capital within an organization. Creativity, innovation, and productivity are key components for a successful company. How do you tap on the ideas, innovation, and productivity of your workforce? After participating in this session, you will be able to:

- describe the effects of punishment, negative reinforcement, and positive reinforcement on worker productivity and
- use positive reinforcement to create a workforce that performs BEYOND required expectations.

Accountability and Commitment: The Missing Links to Employee Engagement

Leaders at all levels agree that lack of accountability is rampant in many organizations today. Employee excuses, as well as a leader's fear of conflict and uncertainty about how to hold others accountable, result in paralyzed workforces and frustrated leaders. As a leader, what can you do to instill commitment and accountability in your employees as well as your co-workers? What techniques are most effective, and what techniques will sabotage accountability? Learn the answers to these questions in this interactive "hands-on" session. After participating in this session, you will be able to:

- model and demonstrate accountability to others;
- partner with employees to create agreements and generate commitment;
- learn the three-step formula to inspire desired performance, reward success, change undesired behavior, and tap the discretionary effort of employees;
- use effective techniques to hold others (peers, clients, boss) accountable; and
- identify where your organization stands on the compliance to commitment continuum.

Supervision in Action Series: Strategies for the Real World

Want grounded, proven supervisory strategies that work in the real world of deadlines, too much to do, and constant change? After participating in these sessions, you will be able to:

- describe your role as supervisor and what is expected of you;
- use coaching skills to sustain and improve the performance of team members;
- use effective communication skills in matters of employee performance and expectations, problem-solving, and decision-making;
- identify your leadership style and how to leverage that style to build an effective team;
- implement techniques to tap into the discretionary effort of employees and influence the behavior of employees (motivation);
- plan and organize your work effectively; and
- use techniques effectively delegate and get work done through others.

Listening and Agreements

The fundamental building blocks of creating and maintaining healthy workplace relationships are (1) listening to others and (2) forming clear agreements with others. Failure to listen and create clear agreements results in workplace conflict and poor collaboration among team members. After participating in this session, you will be able to:

- use reflective listening skills to ensure clear understanding of the content of a message;
- use validation skills to establish rapport, strengthen relationships, and understand the emotion behind a message;
- use effective questioning techniques to clearly understand an issue;
- form effective agreements with employees; and
- hold employees accountable for their portion of an agreement.

Time Management: Time-saving Techniques for the Overwhelmed

Is there ever enough time in the day to get done everything you wanted to accomplish? How can you become free of overwhelm? What are some powerful techniques you can use starting today to make a difference in managing your time more wisely? After participating in this session, you will be able to:

- leverage your daily energy cycle to get more things done;
- use the "three tests of a task" to determine if a task is really necessary;
- make more time in your day;
- avoid common time wasters; and
- address your procrastination with practical techniques

MENTORING

Mentoring Others for Success

As more organizations realize the value of mentoring, a need arises to equip mentors with the skills to be effective in that role. After participating in this session, you will be able to:

- describe the four steps to mentoring;
- explain the differences between managing, mentoring, and coaching;
- name the benefits of being a mentor;
- use key skills of listening, feedback, and questioning during conversations with mentees;
- use keys to effective mentoring to avoid common pitfalls of mentors;
- define goals, success measures, and confidentiality with your mentee;
- identify opportunities for growth to help mentees gain expertise in a competency; and
- use the Mentoring Conversation outline to hold meaningful and effective conversations with a mentee.

Get the Most From Being a Mentee

Many employees are eager to be mentored by an experienced leader but are unaware of their role and responsibilities in the mentor-mentee relationship. To get the most out of a mentoring experience, a mentee needs to be prepared. After participating in this session, you will be able to:

- describe the four steps to mentoring process;
- identify the benefits of being a mentee;
- describe the responsibilities of the mentor, mentee, and supervising manager;
- build an effective relationship with your mentor;
- use key skills of awareness, reflective listening and feedback during conversations with your mentor and others;
- define goals, success measures, and confidentiality with your mentor;
- set ground rules with your mentor for an effective partnership; and
- hold conversations with your mentor that accelerate your progress toward achieving your job rotation objectives.

TEAMS / TEAMBUILDING

Teambuilding

Teambuilding begins by creating a foundation of trust and interdependence. After participating in this session, you will be able to:

- define the aspects of an effective team;
- identify your team's strengths and opportunities to further enhance your team's effectiveness;
- manage conflict more effectively within the team and with others outside of the team;
- use the five building blocks for team effectiveness to strengthen your team;
- strengthen your relationships with team members and with those outside of your team;
- work more cooperatively and collaboratively with your own team and with other teams and departments;
- use appropriate feedback to tap on the discretionary effort of others;
- strengthen your own contribution to your team;
- work better with each other in a "boundaryless" way (no silos); and
- improve or enhance working relationships;
- adapt to change more effectively.

Coaching: Team Conflict and Workplace Relations

Looking for an effective way to create, sustain, or enhance workplace relationships and create high functioning teams?

Coaching teams and workplace relationships requires a unique set of skills not covered in traditional teambuilding or individual coaching models. When the focus is on workplace relationships rather than the individuals involved, accelerated progress is made toward a desired resolution.

This session emphasizes the practical application of key relationship coaching skills needed to align members of a team to a common purpose, identify and create desired team or workplace relationships, work with conflict among team members, and deal with issues such as criticism, blaming, and defensiveness.

This session is valuable for anyone who wishes to create and sustain healthy relationships among professional partnerships, co-workers, team members, and boards of directors.

After participating in this session, you will be able to:

- implement a simple strategic planning template to create initial strategic plans in 60 minutes or less, getting team members "on the same page;"
- use techniques to reduce conflict among team members; and
- use techniques to improve relationships between team members and create a higher functioning team.

CHANGE

Riding the Wave of Change

In the rapidly changing environments of workplaces today, employees must quickly adapt to change for and managers and supervisors must also wear the hat of "change leader." This session answers the question, "How can I become more comfortable with change?" and "How can I be a more effective change leader?" After participating in this session, you will be able to:

- explain the four phases of response to change;
- identify your own response to change;
- respond effectively to the resistances people have to change;
- identify what you can do to thrive during times of change;
- be the "captain of your own ship" and make the most of changes at work or at home; and
- be an effective change leader within your organization.

WORKPLACE PRODUCTIVITY

Performance Management

Performance Management is one of the most challenging responsibilities of a leader and most leaders report feeling unprepared for it. What is effective performance management and how does it apply to me and the team I supervise? After participating in this session, you will be able to:

- explain your company's performance management process and timeline;
- follow the steps of the performance management process (prepare, conduct, and follow-up a performance review);
- define organizational and individual performance expectations;
- develop SMART performance goals;
- use active listening skills (reflect content, validate emotions, ask open-ended questions, summarize discussion points) to both give and receive feedback;
- provide ongoing feedback to employees and document feedback throughout the year; and
- avoid the three most common rating errors—halo effect, central tendency, and single incident rating.

Fat-free Meetings

Do you cringe at the thought of yet another meeting? Are you in a position to call a meeting and want to make the best use of your time? After participating in this session, you will be able to:

- determine when a meeting is necessary;
- develop meaningful objectives for a meeting;
- build a meeting agenda that will help you accomplish your objectives;
- keep participants focused and involved;
- create a climate for open communication; and
- get more done in less meeting time.

Outcome Thinking

Problem solving, especially in a group or team setting, can get sidetracked and bogged down a focus on the problem and a sense of futility. Shifting the focus to the desired outcome, flushing out the obstacles to that outcome, and addressing one of those obstacles is often all that is needed to solve most problems! After participating in this session, you will be able to:

- identify the desired outcome for a particular problem in your business or personal life that seems overwhelming and
- develop and follow and action plan for overcoming obstacles to achieve the desired outcome.

WORKPLACE RELATIONSHIPS

Working With Difficult People

Stressed out by troublesome bosses or family members? Do some of your co-workers make you miserable? After participating in this session, you will be able to:

- explain why it is difficult to work with some people;
- use tools, techniques, and approaches to work successfully with some of the more common "difficult people;"
- identify your own people interaction style and the style of others; and
- flex your interaction style for a more harmonious and productive work relationship.

Keys to Employee Engagement & Fulfilled Personal Partnerships

What are the dynamics of boss-employee relationships that maximize employee engagement and productivity? What are the principles for making a successful marriage or personal partnership work? Learn ways to create and maintain healthy relationships for fulfillment at work and at home. After participating in this session, you will be able to:

- identify what you can do to maximize employee engagement in the workplace and
- apply principles to make a personal partnership or marriage more fulfilling.

COMMUNICATION & PUBLIC SPEAKING

Active Listening

Active Listening is something we all think we do (and do well) but is one of the top three career stoppers for leaders at all levels. It is the foundation for any kind of coaching, performance management, and accountability. What is active listening? What are the advantages of using active listening in your own work environment? How can active listening improve rapport and build effective relationships with co-workers, subordinates, peers, and even your boss? After participating in this session, you will be able to:

- define active listening and
- use the key active listening skills of reflecting, validating, and open-ended questions to better communicate with others.

FLEX Your Communication Style

Key to effective relationships, reduced stress, and a more harmonious life is the ability to connect and communicate well with others. After taking a brief assessment and participating in this session, you will be able to:

- identify your own communication style under everyday normal conditions and under stress;
- describe the communication styles used by others; and
- flex and adapt your communication style to clearly communicate your message and establish more harmonious relationships in your personal and professional life.

Speak Out! Public Speaking for Business and Organizational Leaders

Does your heart race or do your palms break out in a sweat when you think about public speaking? You are not alone! Fear of public speaking is the #1 fear of most people on the planet. Whether you speak publicly at work, with leaders of a volunteer organization, or with the general public, by participating in this experiential session you will be able to:

- speak more confidently;
- assess your audience before a presentation;
- ensure the audience “stays with you;” and
- use descriptive language in presentations.

MARKETING

Pinpoint Marketing

Many of us in business for ourselves love the people and development aspects of our business. Marketing our services, however, often comes at the bottom of our list of things we love to do. Whether we run a professional services firm, work within a corporation or non-profit association, or are an independent professional, we are all faced with the challenge of marketing our services. Come to this session to learn best practices and leading edge approaches to marketing your services or organization.

After participating in this interactive session, you will be able to:

- explain the “universal marketing pipeline” approach to marketing and sales;
- pinpoint marketing techniques that are most effective -- and most suited -- to you; and
- use a strategic attraction plan to attract desired customers for your services.

Attracting Perfect Customers

The traditional business model states that there aren't enough customers to go around and businesses need to compete for customers in order to stay alive. Inherent in this model are themes of struggle, fear, worry, and lack. What if there was another way? What if you could ATTRACT rather than struggle for ideal customers? After participating in this session, you will be able to:

- explain the theory and supporting evidence for attracting customers;
- identify your perfect customers;
- create a strategic attraction plan; and
- build your business with more fun and less struggle.

PERFORMANCE IMPROVEMENT & TRAINING

Performance Consulting for the HR or Training Professional

Training and human resource departments are increasingly aware that training is not the answer to every performance problem. In fact, most performance problems cannot be adequately addressed by training alone. This session helps training and human resource professionals gain the skills necessary for a more comprehensive and effective approach to solving workplace performance issues. After participating in this session, you will be able to:

- explain the difference between a training approach and a performance consulting approach to performance issues;
- use performance consulting skills to effectively respond to requests for assistance;
- use analysis models to identify the root cause of workplace performance issues;
- evaluate your performance improvement interventions (including ROI);
- select appropriate interventions to address performance issues;
- expertly navigate the politics of working with clients at all levels within your organization; and
- gain buy-in and support from your internal clients.

How Adults Learn

When asked to do any kind of training, whether it is one-on-one or with a group, the most common method for training is by telling, giving someone a manual, or “death by PowerPoint.” What are some simple techniques that will make your training more effective and more fun for you and your participants? After participating in this session, you will be able to:

- explain why adult learning principles are important to you (“what’s in it for me”);
- describe the different learning styles of adults;
- apply techniques to ensure your audience receives and retains what it learns; and
- use a step-by-step process to create effective learning.

Real World Needs Assessment

How do I identify the needs of my organization in a way that is quick, thorough, and minimizes intrusion? How can I position needs assessment as a help (rather than a hindrance) to getting the job done? How do I work with difficult clients or subject matter experts? After participating in this session, you will be able to:

- identify the scope for your needs assessment;
- use a variety of techniques to gather information and identify needs;
- handle difficult clients and subject matter experts with ease; and
- accurately identify the needs of your client or organization.

Evaluating the Business Impact of Your Intervention or Program

More and more we are asked to justify the existence of our work team, department, or even ourselves in measurable, quantifiable terms. How do you evaluate “soft stuff” like communication skills or leadership? What are some techniques to quantifiably measure and report the business impact of our efforts? After participating in this session, you will be able to

- determine when an intervention is worth evaluating and
- evaluate your efforts or the efforts of your team at the reaction, learning, application on-the-job, business impact, and return on investment (ROI) levels.

QUICK DECISION-MAKING

Strategic Intuition for Business Decision-making

Ted Turner, Steve Jobs of Apple Computer, and Fred Smith, found of Federal Express, each acknowledge the role intuition has played in their success. Come experience how intuition can work for you! After participating in this workshop, you will be able to:

- recognize and experience the voice of your own intuition;
- recognize how you negate or "second-guess" your intuition;
- identify when intuition can help in making business-related decisions; and
- use intuition to complement critical thinking skills and analysis when making decisions.

Intuition for Everyday Decision-making

The word "psychic" comes from the word "psyche" meaning "of the soul." While we all have intuitive ability, many of us lead lives that are less than fulfilling because don't expect, trust, and act on the guidance of our soul (our intuition). After participating in this experiential session, you will be able to:

- recognize and connect with your intuition;
- understand and use tools to access your intuition;
- differentiate between the voice of fear and your intuition;
- recognize, focus, and ground your own personal energy; and
- trust your Self when making important decisions.

CAREER DEVELOPMENT

Navigating Your Career Within Your Organization

After participating in this session, you will be able to:

- take charge of your own career growth and development;
- apply the “looking inward, looking outward, looking forward” approach to your career;
- inventory your strengths, interests, and work values, and desires;
- identify career opportunities that exist and career opportunities that you can create; and
- create an action plan to make your desired career a reality.

Now What? Identifying & Living Your New Life Direction

Each person has a unique imprint on his or her soul, a Life Blueprint™. This is the essence of who you are. The Now What? experience will help you if you are asking yourself these questions:

- What’s the next step or phase in my life?
- What career would be most fulfilling for me?
- Can I really do what I want to do and make enough money at it?
- How can I make my desired life a reality?

By participating in this series, you will be able to:

- clarify your life purpose;
- identify ways to express that life purpose, including a career;
- get unstuck; and
- give form to your life purpose and make it a reality.

PERSONAL EFFECTIVENESS

Get Out Of Your Own Way!

(or 12 Ways You Self-Sabotage – And What To Do About It)

What are we doing (consciously and subconsciously) that sabotages all our efforts to create the life that we want? And what can we do about it? Learn 12 ways our conflicting intentions sabotage our efforts and three techniques to replace this self-sabotaging behavior.

Struggle is Overrated!

Use the Laws of Attraction to Improve Relationships, Fulfill Your Life, and Grow Your Business

Tired of exerting your will, pushing against the tide, and living with fear and anxiety as you struggle to achieve the things you want to achieve? Wondering why your affirmations aren't working as well as you would like them to? Ever daydream about what it would be like to have a life of flow, freedom, and opportunity? Come learn how to work WITH the universal laws that govern what we attract into our lives. Bring an important personal or professional goal you would like to achieve with you to this class.

Managing Personal Energy for Maximum Effectiveness

After participating in this session, you will be able to:

- describe the ways working professionals burn themselves out;
- describe your own personal energy cycle;
- identify the four levels of energy;
- say no to the things that drain your energy; and
- manage your own personal energy and your environment for maximum effectiveness.

Manifest Money NOW!

Ready to relieve the stress of money issues? Tired of worrying about money? Wondering how you can ease your cash flow situation? Bringing in just enough money to cover the bills? Ready to live a more prosperous life? After participating in this workshop, you will be able to:

- manifest money more powerfully and quickly;
- shift to healthier beliefs about money;
- create a healthy relationship with money so you can welcome it; and
- be "at ease" with money issues.

7 Steps For Achieving Balance for the Busy Professional

Working professionals today report feeling overwhelmed at work and at home. With little time to spare, many professionals feel like they are treading water and dream of the day their life is "in balance" and they can be happy. After participating in this session, you will be able to:

- describe the myths and truths about balance;
- assess which area(s) of your life are asking for more balance,
- determine your ability to take care of yourself and your needs; and
- apply seven techniques that will bring more balance into your life.

Releasing the Creative Spirit in the Workplace

Organizational changes (downsizing, growth, mergers, rumors) and world events (the economy, war, and natural disasters) are just a few of the things that contribute to a more tentative, sluggish, and distrusting workforce. Learn what you can do to release more of the creative spirit in the workplace and create a highly productive work environment.

After participating in this session, you will be able to:

- define creative spirit in the workplace;
- detail the benefits of releasing the creative spirit in the workplace;
- identify what you can do to release your own creative spirit in the workplace; and
- use four powerful techniques to release the creative spirit of others in the workplace.

For more information on how these (or other sessions not listed) can be customized to meet the needs of your organization, please contact:

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