

Developing
Leaders



Developing Leaders Public Course Offerings

Hello and welcome!

My name is Ron Hurst, the founder of Developing Leaders. In the next several pages you will find a series of training programs and modules that are designed to help your organization perform. We are proud to share that we have trained for a number of well-known organizations including Coffee Bean, Sears, Dollar Tree, Payless, Stater Brothers, OHL Logistics, Kenworth Trucks, California Steel, La-Z-Boy, Celestica, Ventura Foods, Converse, Toys R Us, Mattel, Burlington Coat Factory and several others.

We approach training differently than do commercial trainers. First and foremost we are experienced managers and experts first, trainers second. Also we are committed to helping you learn and practice skills that lead to **RESULTS**.

Our training programs are designed to engage your team and teach them firsthand how to achieve results. How you ask?

Adult learning theory.

What does this mean?

It means that your opinion counts, your experience counts. We seek to engage participants in the class through discussion, reflection and interaction to maximize their learning. We also utilize multiple learning styles most importantly hands on to ensure everyone learns. Our exercises are on the surface amusing to participants and yet they help teach valuable lessons. Our students consistently rank our training as excellent and go back to their organizations and implement changes immediately that get real business results. This isn't about spending time in training to get one useful idea. This isn't about a lecture that bores you to tears. Our goal is to challenge you to learn and apply numerous concepts that will increase organizational performance.

This document is organized into a number of topic areas. Each area represents a different and crucial aspect of organizational performance. Note that unless otherwise stated each module is four hours in length. In many cases modules can be grouped to form a training program. Each module and program can be customized to meet your specific needs.

Thank you, we look forward to learning together with you!

Ron

Table of Contents

Customer Service Courses	1
Outstanding Customer Service (40 hour program)	1
Working with Diverse Customers and Employees.....	1
Communication with Difficult People Using Tact and Skill	1
Disagreements, Conflicts and Confrontations.....	1
Decision Making and Problem Solving	2
Time and Stress Management	2
Team Building	2
Attitude is Everything	2
Writing for Results at Work.....	3
Technology and Customer Service	3
Business Marketing.....	4
Marketing Basics (24 hour Program).....	4
Marketing Implementation (40 hour Program).....	4
Sales Training.....	5
Selling the Noble Profession (48 hour program).....	5
The Sales Funnel.....	5
Relationship Building.....	5
Discovery.....	5
Negotiation and Closing.....	5
Project Management Courses.....	6
Project Management Training (24 Hour Program)	6
Project Management Training (40 Hour Program)	6
Human Resources Courses.....	7
PHR Certification Prep Course (36 hour program)	7
Principles of Human Resources (40 hour Program)	8
Organizational Development Courses	9
OD: Building the Excellent Employee (40 hour Program)	9

Teams Training.....	9
Effective Verbal Communication.....	9
Effective Written Communication.....	9
Decision Making.....	9
Feedback and Conflict Resolution	9
Interpersonal Skills	10
Organizational Development: Strategic	11
OD: Building the Excellent Company (48 hour program)	11
Hiring Stars – Behavioral Interviewing.....	11
Motivation.....	11
Training Employees	11
Facilitation Skills	11
Business Development Courses	12
Business Design Program (48 Hour Program)	12
Performance Appraisals / Management	12
Leadership Skills	12
Effective Team Leadership.....	12
Organizational Culture and On-boarding	12
Leadership Coaching Program.....	12
Executive Leadership Program (32 hour Program).....	13
Foundational Leadership Development Program.....	14
How to Lead (32 Hour Program)	14
Leadership Basics	14
Communicating With Purpose	15
Performance Management	15
Leadership Integrity: Follow through... ..	15
Systems Thinking.....	15
Relationship Management.....	15
Change Leadership	15
Leadership Intensive Programs	16
Influence (40 hours)	16
Negotiation (24 hour)	16
Communication (24 Hour)	17

Motivation (24 Hours)	17
Coach Mentor Motivate (48 hr program)	17
Advanced Leadership Development Program (48 hour program)	19
Employee Self-Development	21
Employee Growth (24 Hour Programs)	21
Time Management	21
Goal Setting and Achievement	21
Change Management.....	21
Communicating Change	21
Ethics.....	22
Diversity.....	22
Attitude is Everything	22
Conflict: Successful Navigation	22
Dealing with Difficult People	22
Stress Management	23
Supervisor Training	24
Supervisor Intermediate (32 Hour Program)	24
Introduction to Supervision.....	24
Managing the Process / Supervising the People.....	24
Business Improvement: Lean.....	25
Lean New Practitioner (24 Hour Program)	25
Lean Leader (24 Hour Program).....	25
Lean Practitioner Intermediate (48 Hour Program).....	25
Lean Manufacturing/Logistics: Introduction	25
Lean Manufacturing/Logistics Leadership	25
Lean Manufacturing/Logistics: 5S.....	25
Lean Manufacturing/Logistics: Total Productive Maintenance.....	25
Lean Manufacturing/Logistics: Value / Value Stream.....	25
Lean Manufacturing/Logistics: Flow.....	26
Lean Manufacturing/Logistics: Waste	26
Lean Manufacturing/Logistics: Error Proofing.....	26
Lean Manufacturing/Logistics: Kaizen	26
Lean Manufacturing/Logistics: SMED.....	26

Lean Manufacturing/Logistics: Kanban	26
Business Improvement: 6 Sigma.....	27
Lean 6 Sigma Introduction (4 Hour Program).....	27
Lean 6 Sigma Champions Training (8 Hour Program)	27
Lean 6 Sigma White Belt (8 Hour Program)	27
Lean 6 Sigma Yellow Belt (24 Hour Program).....	27
Lean 6 Sigma Green Belt (48 Hour Program)	27
LSS Green Belt Certification (48 Hour Program).....	27
Lean 6 Sigma Black Belt (48 Hour Program)	28
LSS Black Belt Certification Program (48 Hour Program).....	28
Lean 6 Sigma (Master) Black Belt Mentoring Program.....	28
Lean / 6 Sigma Consulting Services	28
Business Basics	29
The Modern Office (48 Hour Program)	29
Business Basics – Etiquette	29
Business Basics – Office skills / Computer Literacy	29
Business Basics - Ethics	29
Advanced Office Skills (48 hour program).....	29
Business Improvement: Basics.....	30
Problem Solving (24 Hour Program)	30
Process Documentation and Design (24 Hour Program)	30
Microsoft Office: How to Use it for Real (48 Hour Program)	30
Business Improvement: Finance.....	31
Financial Analysis and Reporting (24 hour program).....	31
Advanced Financial Analysis (32 Hour program)	31
Business Management Skills	32
Managerial Success Program (72 Hour Program).....	32
Meeting Facilitation, Keynote Speaking.....	33
Small Business Development	34
Entrepreneurial Skills: Business CPR.....	34
Business CPR Part 2	34
Career Advancement / Personal Development.....	35
Career Starters	35

Goals for Life	35
Trainer Bios.....	36
Ron Hurst MSLM MBA ACC LSSBB Bio	36
Traci Aegerter MSLM PHR Bio.....	37
Lysa Liggins MSLM	38
Calvin Bonds MBA	39
Rob Perhamus MBA PMP ASQ LSSBB	40
John Fort, MSc	41

Customer Service Courses

Outstanding Customer Service (40 hour program)

It is said it is far cheaper to retain a customer than find a new one. In this era of an information economy there is a strategic advantage to the firm who can deliver outstanding customer service. We cover how outstanding service creates repeat customers, and promotes word of mouth advertising. Practical tools are presented on how to create the service that drives repeat customers.

Working with Diverse Customers and Employees

We live in an increasingly global community where dealing with customers in other cultures becomes common place. In this module we explore the impact of culture on service and how to effectively address people different from ourselves. We also explore the importance of learning about customers and their changing needs. This module has a clear focus on interpersonal skills and maintaining a positive attitude.

Communication with Difficult People Using Tact and Skill

Customer service employees are faced with the challenge of solving problems and influencing outcomes for customers that often conflict with organizational goals. In this module we will address numerous influence strategies that will enable the participant to become more influential and effective. Influence strategies appropriately practiced are critically important to ensure those whom we serve leave satisfied. Included in this section will be a model of effective listening. In addition we will identify several typical behavioral patterns that we may find difficult and discuss coping and management strategies to resolve these challenging customer interactions.

Disagreements, Conflicts and Confrontations

Conflict is a natural aspect of organizational life. Contrary to popular opinion it need not be a negative event. In fact there are times where healthy conflict should be welcomed. The successful person knows how to navigate conflict in a healthy way rather than avoiding it or acting out of a reactionary stance. This module helps the participant understand their natural style and provides opportunities for them to choose from healthy effective responses.

Decision Making and Problem Solving

An introductory program designed to help inexperienced employees learn the basics of problem solving in business. Program uses classic theory with real world practical examples to teach participants how to solve basic problems and to collect the needed information to solve more complex problems as well. In addition this module features an exploration of the decision making process used in resolving customer concerns.

Time and Stress Management

Contrary to the common saying of “I don’t have enough time” we all get the same 24 hours per day. The issue isn’t how much time but rather how it is invested. This module introduces the participant to effective ways of prioritizing based on principles and values. Instead of reacting to events the intent is to begin the process of pro-acting. Included in this module are exercises to demonstrate the extent to which we can change our mindset toward accomplishing our most important priorities.

Team Building

Participants are introduced to how effective team work can improve personal and organizational performance. The ability to collaborate as a team with co-workers and customers can yield excellent service outcomes. The goal of this module is to enable the service provider to look at customer service as a cooperative effort where we partner with the customer to achieve mutually beneficial outcomes.

Attitude is Everything

Attitudes are contagious regardless of whether positive or negative. The starting point of a discussion on attitude is the concept of self. This module will challenge participants to look inward at their personal choices. Attitude begins with a choice, a choice to be aware of how we present ourselves. This module will offer exercises to build self-awareness and reflection. This module will build a persuasive case for maintaining a positive upbeat attitude. Attitude is measured through the perceptions of others. We will examine our personal impact on others.

Writing for Results at Work

The ability to communicate clearly and decisively is crucial in resolving customer concerns. In this module we practice how to communicate through the written word effectively. The impact of tone of voice and misunderstandings is central to this module. Also discussed is proper email etiquette when dealing with customers.

Technology and Customer Service

In this module we explore how technology has revolutionized our ability to provide excellent customer service. Specifically we will examine the functionality of Microsoft Office software including Outlook, Word and Excel. We will also consider the role of modern telephone and voicemail systems and their impact on service.

Business Marketing

Marketing Basics (24 hour Program)

This module looks at marketing from the classic seven P's perspective. We examine how each of these elements can elevate your business success. Completed in an interactive format participants are challenged to either analyze an existing product or create and market a new one over the course of the program.

1. Product / service
2. Price
3. Promotion
4. Place
5. Packaging
6. Positioning
7. People

In addition to these we also explore the role of social media and web strategies in building brand awareness in the market.

Marketing Implementation (40 hour Program)

Taking the basic module to the next level, the implementation program builds an actual marketing campaign through the examination of the 7 P's and other classic marketing strategies. This program also explores relational networking as a tool for more intimate marketing approaches. Participants are required to bring a real product or service from their business to complete the training program.

Sales Training

Selling the Noble Profession (48 hour program)

The Sales Funnel

In the Sales process we start with the concept of uncovering leads in organizations likely to use our product or service. These leads through a process of discovery are elevated to prospects if they have a possible need for our offer. Prospects are developed through a relational process into potential customers for further development. Buying Customers come from a deliberate process of relationship building and needs assessment and fulfillment. Loyal advocate customers are built from long term relationships with satisfied delighted customers. In this module we walk participants through the process of identifying then taking action to progress leads through this process.

Relationship Building

Contrary to the popular myth that successful sales people are outgoing charismatic entertainers, true effective sales professionals are those with the ability to develop professional trust based relationships with prospects. They have the ability to identify opportunities within a pool of leads and develop through the needs assessment process a clear ability to move people through the sales process at a speed the potential customer is prepared to move. This module focuses on the skills necessary to develop effective client relationships and is centered around the concept of being interested rather than interesting.

Discovery

A critical aspect of the sales process, discovery is essentially a specialized needs assessment that allows the sales professional the ability to establish whether a lead is potentially better classified as a prospect. In this module participants are taught real time the skills of how to conduct a discovery process without it coming off as a hard sell. The module also examines the process of identifying how client needs fit an existing product or service offer.

Negotiation and Closing

Participants will be introduced to the concepts of negotiation from multiple perspectives. Rather than the all too familiar win lose mentality, this seminar seeks to help participants dig for the win-win collaborative approach. In this way we look for how we get a win for the customer that is also a win for our organization. We start with a module to develop deeper self-awareness and leverage the DISC model to better understand individual preferences in a negotiation setting. Following this we look at strategies to build collaborative solutions.

Project Management Courses

Project Management Training (24 Hour Program)

This is a project management training program in which participants can understand and implement project management practices. This program has been developed to help individuals to understand the role of project management and the importance of planning, designing, executing and monitoring a project.

Project Management Training (40 Hour Program)

The a fully functional training program that allows project managers to learn and fine tune their knowledge and practice of project management processes by utilizing one of their own projects. There is a special module designed to enhance team building and communication skills which is a critical area function of a project manager. Note this program is designed as a preparation course for the PMP certification exam.

Customized Organizational Solutions Available

Human Resources Courses

PHR Certification Prep Course (36 hour program)

This proposal addresses the elements of a 36 hour program designed to prepare the HR professional to take the PHR exam. Each topic will be introduced through a blend of approaches to facilitate individual growth and comprehension. Program participants will be challenged to learn and or refresh their toolkit using experiential exercises.

The Professional in Human Resources (PHR) certification is designed for the HR professional who focus on program implementation, has tactical/logistical orientation, is accountable to another HR professional within the organization and typically has two to four years of professional (exempt-level) work experience in HR discipline. This exam focuses both on the technical and operational aspects of human resources practices, US law and regulation based. Currently, this certification has become an industry standard for determining competency in the field of human resources.

This certification acknowledges that you have met the standards of excellence determined by other HR professionals that are necessary to be fully competent in the field. Spending the time to continue learning and develop as times and business needs change, demonstrates characteristics that are in great demand in business today: results orientation, technical competence, commitment and excellence. Inevitably this becomes a way to increase your marketability on the job market and a way to enhance your credibility as HR professional. Regardless of the reason for seeking certification, it is a great opportunity to validate how much you already know about the practice of human resources as a profession.

Learning Objectives

1. Business Management and Strategy
2. Workforce Planning and Employment
3. Human Resource Development
4. Compensation and Benefits
5. Employee and Labor Relations
6. Risk Management

Principles of Human Resources (40 hour Program)

This program explores the numerous aspects of human resources. It is intended as a program to prepare an employee to move into the HR field. Covered in the program are the following topics

1. Fundamentals HR skills
2. HR investigations and disciplinary action
3. Effective Communication
4. The performance management system (including benefits)
5. Partnering effectively with operational managers
6. Legal aspects of HR
7. The recruiting and hiring cycle

Customized Organizational Solutions Available

Organizational Development Courses

OD: Building the Excellent Employee (40 hour Program)

Teams Training

Looking at classic teams theory and practical application this hands on course provides participants with experiential learning in how to navigate the team environment successfully.

Effective Verbal Communication

The most under developed skill in most organizations; this workshop utilizes the DISC preference model to assist participants in understanding how to be effective communicators regardless of the differences that separate us.

Effective Written Communication

This program examines the various forms of written communication in the workplace. We explore the process and documentation of accident investigations, the interview process, writing email and other correspondence as well as other common forms of written business communication. Particular attention is paid to conveying meaning, writing with clarity and avoiding potentially damaging biases and inappropriate comments.

Decision Making

Having good process for critical decisions is a crucial need for any organization. Rather than making decisions by instinct gut or emotion, this workshop provides participants with a practical step-by-step approach to making rational decisions that will help their bottom line.

Feedback and Conflict Resolution

We can never practice this enough, knowing how to give and receive feedback can be a significant advantage to an organization that wants to improve performance. This workshop uses hands on methods and multiple role-plays to ensure student learning is well grounded.

Interpersonal Skills

Every employee needs the ability to work effectively with others. This program builds a solid foundation for the emotionally intelligent employee who will learn the critical importance of treating everyone in the organization with dignity and respect. This module features the basics of self-awareness and emotional control as well as teaching participants to be conscious of their impact on others on a continuous basis.

Customized Organizational Solutions Available

Organizational Development: Strategic

OD: Building the Excellent Company (48 hour program)

Hiring Stars – Behavioral Interviewing

Based on the effectiveness of the behavioral style interview process, this module walks participants through how to make excellent hiring decisions. Program is customized to the organization and includes a look and analysis of the entire hiring process

Motivation

This high-energy interactive module is designed to teach participants about the reality of motivation. Looking at self-motivation, environmental impact and supervisory impact, this training is designed to ensure participants make a noticeable difference on their team immediately after completion.

Training Employees

This module provides managers the opportunity to learn firsthand how to develop and execute effective training programs. This module explores learning theory, course design, and comprehension. Also explored is the impact of culture on learners and learning design. Participants are challenged to design a training of their own and execute it during the program to receive real time feedback.

Facilitation Skills

Organizational meetings can be the most ineffective and wasteful activity that we use in organizational life. This straightforward seminar will walk through a simple process of how to use the right tools to ensure meetings are on schedule, productive and value added.

Customized Organizational Solutions Available

Business Development Courses

Business Design Program (48 Hour Program)

Performance Appraisals / Management

A straightforward approach to effective performance feedback; this course will walk through a yearly process that will enable your organization to achieve superior employee performance.

Leadership Skills

Designed not to discuss traditional management tasks as most seminars do, this workshop covers the fundamental aspects of effective leadership including self-leadership, group leadership, purpose leadership, context leadership to name a few. This course is intended for senior level executives but can be adapted to mid-level leaders and junior leaders as well.

Effective Team Leadership

A critical aspect of organizational leadership, executives and managers must know not only how to self-lead and subordinate lead but also how to navigate the tricky terrain of leading laterally. This course dives into the concept of influence and collaboration as means to achieve organizational goals and priorities.

Organizational Culture and On-boarding

A commonly misunderstood concept, culture is an unspoken behavioral pattern that all follow and few can articulate. For this reason new employees often are baffled by how to fit in and succeed especially at higher responsibility levels. This workshop will help participants better understand their organizational culture and present a process for on-boarding that will enable the investment in new employees to pay off more consistently.

Leadership Coaching Program

Candidates who have completed the leadership skills, effective team leadership or organizational culture modules can take advantage of ongoing leadership coaching services from an International Coaching Federation certified coach. This program allows leaders to accelerate their leadership growth through direct feedback, and a mixture of awareness building and skill building development exercises. This program is available at competitive rates and is not currently covered under the ETP program. Please inquire for a quotation.

Customized Organizational Solutions Available

Executive Leadership Program (32 hour Program)

Taking leadership development to a new level of competence, this program is designed to help senior leaders enhance their strategic abilities. In this highly interactive workshop participants are required to bring a strategic challenge to the table and wrestle through it over the course of the program. Not a traditional training class rather a series of group coaching classes designed to challenge participants to develop strategic leadership qualities. This is a 32 hour program.

- Self-Leadership: Seeing through the employee looking glass
- The Performance System: Consistently harnessing employee potential
- Communication: Getting through, getting it done
- Organizational Change: Create, guide and sustain the change initiative
- Systems Thinking: Developing high-level understanding of business process
- 30,000 – Trench: Connecting corporate strategy to day to day operation
- Strategy 1: Theoretical perspective what you need to know
- Strategy 2: Applications and implementation

Strategic Planning (32 Hour Program)

This training program covers the basic elements of effective strategy development as well as the process of strategic thought. In this class real challenges will be examined and worked through. This is an interactive class where participants will be challenged to develop their abilities to find, analyze and interpret strategic information

We will explore the underlying theory and frameworks that provide the foundations of a successful business strategy. We will develop your ability to think strategically by providing you the tools for conducting a strategic analysis. Strategic analysis is critical for analyzing the competitive context in which an organization operates and for making reasoned and reasonable recommendations for how that organization should position itself and what actions it should take to maximize value creation. Aspiring managers, entrepreneurs, social entrepreneurs, analysts, and consultants all may find value in mastering these fundamentals.

Topics covered will include an Introduction to strategic analysis and understanding competitive markets; Analyzing Industry Structure; Analyzing Firm Capabilities; Analyzing Competitive Dynamics; Competitive Positioning; Determining a Company's Scope

Foundational Leadership Development Program

How to Lead (32 Hour Program)

Leadership Basics

A leader must have a clear sense of identity to be effective in leading others. This module will challenge participants to do the internal work to understand their leadership role. We will start with traditional model of leadership and build from there.

Communicating With Purpose

The most visible role of a leader is that of effective communicator. Whether conveying meaning, influencing others to follow or simply sharing facts, the leader must be an expert at communication. This module will look at communication from multiple dimensions. This is an 8-hour module.

Performance Management

A straightforward approach to effective performance feedback; this course will walk through a yearly process that will enable your organization to achieve superior employee performance.

Leadership Integrity: Follow through...

The core of a leader is his ability to make and keep commitments. In this module we will explore the common reasons why commitments are made and not kept and address how to keep this from happening. This process done in concert with performance management will enable a leader to build dependability and effectiveness into his team.

Systems Thinking

The leader's role as process owner is explored in ways that teach participants about how to create, maintain and improve processes. This module features a highly interactive exercise that teaches the challenges of systems and how to address them

Relationship Management

In this module we dive deeper into the concept and importance of relationships in the leadership context. We will look at models encouragement and influence to reinforce the importance of relationships and the power of leadership.

Change Leadership

The most crucial role of a leader is how they lead a group or team through a change process. Using two models of change we will explore the process of how an effective leader walks through a change process.

Customized Organizational Solutions Available

Leadership Intensive Programs

Influence (40 hour Program)

The “masters” level of leadership ability, leadership according to John Maxwell “rises and falls on influence”. Unfortunately leaders in for profit organizations have a handicap in their development of influence called role power. Since employees are compelled to do what we tell or ask we often do not develop the ability to grow our influence.

In this 40 hour program we explore the foundation of influence, character and the steps necessary to first maintain it and or repair it. We consider the link between character and credibility. Together we plot individual development plans to increase credibility. The program continues with examination of practical models of influence and how to realize the skills necessary.

This course is intended to be taken over an extended time period with participants signing a covenant that they will complete the work assigned each class. Organizational clients are encouraged to write participant outcomes into yearly goal planning. The goal here is to significantly increase personal influence for the benefit of your organization.

The course is highly interactive and collaborative in nature. In class role play, presentations, exercises and several homework assignments are featured.

Negotiation (24 hour Program)

Participants will be introduced to the concepts of negotiation from multiple perspectives. Rather than the all too familiar win lose mentality, this seminar seeks to help participants dig for the win-win collaborative approach. We start with a module to develop deeper self-awareness and leverage the DISC model to better understand individual preferences in a negotiation setting. Following this we look at strategies to build collaborative solutions.

This program will feature several interactive exercises to bring negotiating concepts to life; role play, simulation, presentation and others. Leveraging several learning styles you will be significantly challenged to become a more effective negotiator during this program!

Communication (24 Hour)

Arguably the most important interpersonal skill, communication is often overlooked or developed in a reactionary way. This two day program builds on the DISC personality preference model to provide insight into different approaches to communication. The day addresses the basics of conflict avoidance, relationship building and effective communication. Also covered are skills of leveraging differences in negotiating mutually beneficial outcomes to organizational challenges. It is recommended that participants take the DISC profile prior to attending the program. This involves a nominal per participant cost.

Writing for effective communication is also explored in this program. In this module we practice how to communicate through the written word effectively. The impact of tone of voice and misunderstandings is central to this module. Also discussed is proper email etiquette when dealing with customers.

Finally the program looks at listening as a central theme of communication effectiveness. The listening module is intensive and practical exposing students to real time feedback and improvement in their listening skill.

Motivation (24 Hours)

Leaders everywhere find themselves asking the question “how can I motivate my employees?” The answer to this question has many elements. Each will be examined and practiced in this interactive class.

Motivation is examined from multiple perspectives including the work environment itself, external forms of motivation as well as internal or self-motivation. Each of these dimensions are examined with practical real world examples of how they can be successfully leveraged.

We also examine several motivational theories from a very practical perspective to see how they can be applied on a day to day basis to achieve results.

Coach Mentor Motivate (48 hr program)

Coaching: Not Out the Door but for Enhanced Performance (36 Hours)

This module examines traditional “coaching” systems to identify the value they seek to realize. The module introduces a performance based coaching process that is specifically designed to assist employees in achieving increased performance that is not tied to HR style corrective actions. In this module participants will explore the implementation of a performance coaching system as well as the daily execution of the system.

This module will also build on International Coaching Federation competencies as a foundation for effective internal coaching. The ICF model for coaching will also be examined and explored. Participants will have the opportunity to experience first-

hand some of the features of a professional ICF based coaching model. The program will highlight and introduce several foundational coaching elements of the ICF approach.

Mentoring: Developing the Next Generation (4 Hours)

This module will be composed of two main areas traditional mentoring relationships and succession planning and execution.

Mentoring:

We will examine mentoring from the point of view of the senior manager implementing the system, the mentor as well as the mentee. The program will cover implementation strategies, traditional roles, expectations, common misconceptions as well as the pitfalls of a mentoring program. We will address formal versus informal as well as internal versus external mentoring as well.

Succession:

The ultimate benefit of succession is the development of a new generation of organizational leaders. Despite the rapidly changing environment most businesses face, the long-term process of succession planning could not be more important. This module will discuss the features and benefits of classic succession planning models as well as the procedures for implementation. Further it discusses processes for selection and evaluation of candidates. Succession planning and execution fit well with the mentoring process to fill and develop the leadership pipeline.

Motivating: Internal, External, Environmental (8 hours)

The most sustainable human motivation comes from within the individual. Unfortunately this is also the most difficult form of motivation to sustain in organizations. Creating environments that stimulate internal motivation can be challenging but are ultimately worthwhile. Interacting with employees in ways that stimulate motivation in healthy forms is crucial to business performance. This module will look at the three forms of motivation and explore strategies that individuals can employ to enhance self-motivation as well as to increase team performance in organizations. We will explore motivation from the inside out and learn why some traditional and “old school” approaches can actually destroy motivation rather than increase it.

Advanced Leadership Development Program (48 hour program)

This program is a follow on to the Developing Leaders foundational leadership development program and intermediate development programs. The program is designed to significantly increase the leadership capacity of high potential, mid-level and high level leaders who have not experienced advanced leadership training. Note that this training is designed to be 48 hours in length. However this time can be shortened provided participants should have completed the following Developing Leaders programs:

- Foundational leadership development
- Coach Mentor Motivate (intermediate leadership development 1)
- Effective Communication (intermediate leadership development 2)

Envision

Leadership conversations always seem to revolve around a few key topics. Certainly vision is one of these. In this module we explore and experience the process of developing a leadership vision. This workshop looks at what precedes and is necessary to find a vision. It continues by exploring how a leader designs communicates and implements an effective vision.

Empower

Building on a foundation in earlier courses this module looks critically at how a leader builds or destroys empowerment and initiative within their organization. We look at structural barriers to empowerment and how to hire for initiative a critical component of an empowered culture.

Influence

What true leadership is really about. Often confused with role power, influence is the ability to get people to do what you want them to because *they* believe it is the right thing to do. Unfortunately business leadership handicaps our ability to achieve competency with this skill. Essentially our power gets in the way. In this module we dig deep into the various forms of influence available to the skilled leader. Starting with self-examination and reflection on the example set, the leader is challenged to up their game. We then dig into emotional intelligence as a facilitator of building influence with others. Finally this module challenges leaders to fully develop their potential in this critical skill area.

Achieve

In the end it is about getting results. What most effective leaders know is that there are many ways to achieve results. Many undermine the very leadership ability you seek to demonstrate, they are destructive and unsustainable. Effective leadership, based on respect, caring and dignity for all stakeholders creates a sustainable abundance based model that builds success for years to come. Effective leadership as John Maxwell points out is built on the law of multiplication; meaning that we

develop the next level of leadership consistently. In this module we examine excellence in relationship management. We review the importance of goal setting and maintaining a long term view on how goals roll up into strategic plans. Finally we also examine a model for raising up the next generation of leaders.

Summary

This training program will be designed to incorporate multiple learning styles and will target maximum participant engagement through interactive exercises and reflective discussions. Rather than a traditional classroom lecture format, this program is intended to be a live workshop where participants are challenged to actively engage and hence develop their capacity to lead real time. There are several group coaching sessions embedded in the program as well to further deepen participant learning.

Customized Organizational Solutions Available on all intensive programs

Employee Self-Development

Employee Growth (24 Hour Programs)

These modules can be matched together to create a customized 24 hour program based on company needs and culture.

Time Management

Contrary to the common saying of “I don’t have enough time” we all get the same 24 hours per day. The issue isn’t how much time but rather how it is invested. This module introduces the participant to effective ways of prioritizing based on principles and values. Instead of reacting to events the intent is to begin the process of pro-acting. Included in this module are exercises to demonstrate the extent to which we can change our mindset toward accomplishing our most important priorities.

Goal Setting and Achievement

This module introduces the SMART acronym as a model for achievement. Effective goal achievers know that goals must be

1. Specific
2. Measurable
3. Achievable
4. Realistic
5. Time bound

In addition to the process of proper design this module explores the impact of mindset, attitude and thought pattern on the achievement of goals. This builds on the classic work of Napoleon Hill and his work Think and Grow Rich.

Change Management

It has almost become cliché that change is a constant in business life today. The challenge remains that many of our employees prefer not to change or to change slowly. In order to thrive leaders must take employees through change processes that are effective and lasting. This module will use classic models of change to demonstrate how to lead people through change. It will also discuss the tactics of how to make change stick. No more “flavor of the month”!

Communicating Change

The most fundamental skill in leading change, effective leaders have learned the valuable lesson of effective communication. We will focus on understanding the core aspects of both sides of the communication equation listening and speaking. We address the importance of listening and how to do so effectively. We also explore the aspects of body language and presence of mind that signal effective listening. The process of crafting an effective message will also be explored. We will cover the

discipline and practice of how to communicate with meaning. Also covered are basic presentation skills, which reinforce the point of message clarity.

Ethics

In recent years we have been flooded with stories of unethical actions by individuals in organizations. This model seeks to break down the concept of ethics into a workable practical model, useful for everyday employees. We do not focus on theoretical models but rather practical common sense.

Diversity

In a diverse and changing world, we need to be able to move past stereotype and preconceptions of others. This module highlights the strength and business case for diversity from a practical point of view. Rather than looking at the topic from an HR legal point of view we focus on the advantages and benefits of a diverse workplace. Note this class does not address the concept of discrimination or other illegal activities

Attitude is Everything

Attitudes are contagious regardless of whether positive or negative. The starting point of a discussion on attitude is the concept of self. This module will challenge participants to look inward at their personal choices. Attitude begins with a choice, a choice to be aware of how we present ourselves. This module will offer exercises to build self-awareness and reflection. This module will incorporate an introduction to perceptual position as a tool for growing self-awareness. A discussion of the elements of attitude and the dreaded concept of perception. This module will build a persuasive case for maintaining a positive upbeat attitude. Attitude is measured through the perceptions of others. We will examine our personal impact on others. In this module we will discuss how our attitude impacts others as well as explore the concept of emotional intelligence.

Conflict: Successful Navigation

Conflict is a natural aspect of organizational life. Contrary to popular opinion it need not be a negative event. In fact there are times where healthy conflict should be welcomed. The successful person knows how to navigate conflict in a healthy way rather than avoiding it or acting out of a reactionary stance. This module helps the participant understand their natural style and provides opportunities for them to choose from healthy effective responses.

Dealing with Difficult People

Business leaders are faced with the challenge of influencing and directing others to achieve organizational goals. Often those we lead are not willing participants in the

process. In this module we will address numerous influence strategies that will enable the participant to become more influential and effective. Influence strategies appropriately practiced are critically important to ensure those whom we deem as difficult are able to follow our direction. Included in this section will be a model of effective listening.

In addition we will identify several typical behavioral patterns that we may find difficult and discuss coping and management strategies to get the most value out of such employees.

Stress Management

Today's work environment can be extremely stressful. These individuals who lack the skills to effectively manage stress can be at significant risk. Stress related illnesses significantly affect business outcomes. In this module we examine the typical stressors encountered by employees and what strategies can be used to manage these. This module is holistic in the sense that participants will be taught the importance of lifestyle in stress management.

Customized Organizational Solutions Available

Supervisor Training

Supervisor Intermediate (32 Hour Program)

Introduction to Supervision

Moving from individual contributor to a supervisor manager is one of the more challenging transitions an individual can face. The demands of the supervisory position are not only new but are different than that of the employee. This segment introduces several fundamental aspects the supervisor must master. This segment serves as a launching point for the remainder of the program.

- Embracing the role of a supervisor / manager
- Learning the ropes and managing expectations of others
- Managing time effectively
- Managing meetings
- Problem solving
- Moving from Peer to Boss

Managing the Process / Supervising the People

This segment introduces the four basic functions of management and discusses how they are addressed in a management role. Also included are the basics behind motivating employees. The segment helps participant understand motivational factors and teaches how to create a high performance work area. Coupled with this is an introduction to the creation and maintenance of high performance work teams

- Four basic management functions: planning, organizing, communicating, monitoring
- Learning to motivate others
- Creating and maintaining work teams

Business Improvement: Lean

Lean New Practitioner (24 Hour Program)

Lean Leader (24 Hour Program)

Lean Practitioner Intermediate (48 Hour Program)

Each of these programs incorporates aspects of the following modules.

Lean Manufacturing/Logistics: Introduction

An overview of the Lean toolkit and its use in manufacturing and distribution contexts. Participants are introduced to the foundational elements of lean and how they work together to create value in the enterprise. We introduce the core lean principles of pull, pursuit of excellence, creation of flow and elimination of waste. These principles are systematically built upon in follow on modules. Training uses a fun, hands-on interactive exercise to understand the lean toolkit.

Lean Manufacturing/Logistics Leadership

It is not uncommon to hear of failed initiatives often called flavor of the month. Lean has in many organizations suffered this fate. In the Lean Leadership module we uncover the primary strategies to ensure your implementation does not fail. We will discuss the vision of lean and how it can be sold organizationally.

Lean Manufacturing/Logistics: 5S

All Lean enterprise is founded on the basis of 5S and the additional core value of Safety. This course walks participants through the elements of 5S in a practical way to enable them to apply the skills in their facilities. The concepts of leadership and employee accountability are added here to ensure that participants understand how to implement 5S and have it be successful.

Lean Manufacturing/Logistics: Total Productive Maintenance

While strictly not a lean component, the concept of total productive maintenance is a crucial foundational piece of the lean enterprise success. In this module we focus primarily on autonomous maintenance and the development of an entire workforce who ensure equipment operates as expected.

Lean Manufacturing/Logistics: Value / Value Stream

Understanding customer value is the starting point in developing a customer-focused enterprise. This module walks participants through the development of

customer defined value then progresses to the development of value stream mapping

Lean Manufacturing/Logistics: Flow

The concept of flow is central to the Lean enterprise. By creating processes that have smooth continuous flow we accelerate the organizations ability to create value for their customer. This module examines the primary stumbling blocks to flow and offers practical tools to implement. The process of developing value stream mapping is a core tool in this module.

Lean Manufacturing/Logistics: Waste

In Lean we recognize that waste in its 8 forms is the enemy of a productive enterprise. In this module we study the eight forms and how to find them. The training module incorporates going to the GEMBA as well as interactive exercises to demonstrate where to find waste.

Lean Manufacturing/Logistics: Error Proofing

The concept of error proofing is crucial to the Lean enterprises ability to sustain the gain of improvement. This toolkit demonstrates the pervasive nature of human error and strategies to overcome it.

Lean Manufacturing/Logistics: Kaizen

Once we understand the concepts of 5S, Flow and waste we can then begin to look at the process of Lean enterprise improvement. This module introduces the various forms of Kaizen improvement and demonstrates through hands on exercise and practical examples how to use Kaizen in the participant's facilities.

Lean Manufacturing/Logistics: SMED

To facilitate the creation of flow and pull, the lean enterprise needs a mechanism to ensure ultimate flexibility of production. The Single Minute Exchange of Dies technique is designed to drastically reduce setup times thereby allowing manufacturers to schedule based on demand rather than machine efficiency. In this module we explore the techniques for reducing setup times to a point where the phrase "every part every day" is a reality.

Lean Manufacturing/Logistics: Kanban

To create pull the lean enterprise requires a scheduling system that is driven by customer demand without the burden of wasteful inventory. This module introduces participants to the terminology of Kanbans and their execution.

Business Improvement: 6 Sigma

Lean 6 Sigma Introduction (4 Hour Program)

If you are curious about the 6 Sigma methodology of business improvement or ready to launch a full implementation, this course provides an overview to introduce the language, toolkit, and methodology of 6 Sigma. This is a 4-hour training module.

Lean 6 Sigma Champions Training (8 Hour Program)

A leadership-training module designed to help organizational leaders with their implementation decision and roll out plan. In the 6 Sigma Champions module we uncover the primary strategies to ensure your implementation is successful. We will discuss the vision of 6 Sigma and how it can be sold organizationally. This is a 4-hour training module.

Lean 6 Sigma White Belt (8 Hour Program)

Similar to the introduction course, this module is a more in depth training designed for professionals, supervisors and managers who are going to implement the 6 sigma methodology and want to get familiar with its use. This is an 8-hour module.

Lean 6 Sigma Yellow Belt (24 Hour Program)

Yellow belt training is designed for those employees who will be active project team members and may be considered for green belt candidates at a later time. This module goes through the 6-sigma toolkit in some depth but stays light on the statistical aspects of the methodology. This is a 24-hour program.

Lean 6 Sigma Green Belt (48 Hour Program)

Green belt training is a full 6-sigma program with the intent of developing the skills of the participants into qualified green belt candidates. Participants are required to complete a project as part of the curriculum. Participants are mentored through the process by the trainer who is a Lean Six Sigma Black Belt. Participants give project updates through the program to further enhance their skills. When complete candidates will be prepared for a certification exam that is not included. This program is 40 hours in length but can be customized to individual corporate needs.

LSS Green Belt Certification (48 Hour Program)

Candidates wishing to be certified as green belts must also complete a certification class which accomplishes several goals. This class takes concepts deeper through practice and application. This class also allows the black belt instructor to mentor green belt candidates through the project process. This allows participants to really understand and apply the tools of the green belt tool kit.

Lean 6 Sigma Black Belt (48 Hour Program)

Black belt training takes the candidate through to an expert level of knowledge in the discipline. Participants are required to complete two projects as part of the curriculum. One project is required during the training program and a second afterwards. Participants are mentored through the process by the trainer who is a Lean Six Sigma Master Black Belt. Participants give project updates through the program to further enhance their skills. This program requires the participant have completed the green belt program and green belt certification.

LSS Black Belt Certification Program (48 Hour Program)

Candidates must also complete a certification class which accomplishes several goals. This class takes concepts deeper through practice and application. This class also allows the master black belt to mentor black belt candidates through the project process. This allows participants to really understand and master the statistical concepts that differentiate the competent black belt.

Lean 6 Sigma (Master) Black Belt Mentoring Program

Candidates who have completed the green and or yellow belt training programs can engage the services of a black belt mentor to complete their current projects and further process improvement. Black belt candidates can further engage the services of our Master Black belt for further mentoring and honing of skills. This program is available at competitive rates. Please inquire for a quotation.

Lean / 6 Sigma Consulting Services

Consulting services are available to existing corporate clients. In this engagement a lean master or Master black belt would provide project mentoring services and strategic design support.

Business Basics

The Modern Office (48 Hour Program)

Business Basics – Etiquette

Often overlooked in the modern organization this is a critical aspect of success for the average employee. This program builds a solid foundation for the emotionally intelligent employee who will learn the critical importance of treating everyone in the organization with dignity and respect. This module features the basics of self-awareness and emotional control as well as teaching participants to be conscious of their impact on others on a continuous basis.

Business Basics – Office skills / Computer Literacy

Working in the modern office is a far more technical process than it was only 20 years ago. In this module participants are walked through the basics of computer applications as a means of preparing them for the modern office. Communication technologies and their web based counterparts are examined. In addition this program covers the basics of how to work effectively with others in the modern office including team work, communication, conflict resolution and the role of diversity.

Business Basics - Ethics

This module provides a look at the role of ethics in today's modern organization. In this program the participant is exposed to numerous ethical failures as a means of examining root causes and building competence. We also introduce numerous ethical frame works to help the participant understand how people arrive at different ethical outcomes to identical problems. With this in mind the participant can then better understand and negotiate better organizational outcomes.

Advanced Office Skills (48 hour program)

Moving to an advanced level this program builds on the business basics modules and develops the skill set of the participant to leverage technology and interpersonal skills within the workplace. The program covers the critical elements of Microsoft Office as a foundation for the technical aspects of successful work performance. Further we explore the skills necessary to handle difficult people, conflict and how to negotiate win-win outcomes in the workplace.

Business Improvement: Basics

Problem Solving (24 Hour Program)

An introductory program designed to help inexperienced employees learn the basics of problem solving in business. Program uses classic theory with real world practical examples to teach participants how to solve basic problems and to collect the needed information to solve more complex problems as well.

Process Documentation and Design (24 Hour Program)

This module is designed for businesses that understand the need for consistent employee performance and want to learn the basics of proper documentation and control. We will cover flow-charting, layout and design as well as procedural development. This program is foundational to any organization pursuing ISO certification.

Microsoft Office: How to Use it for Real (48 Hour Program)

Traditional Microsoft Office courses involve the IT approach of teaching what the program is capable of. In this 24-hour program we will cover how to use the Office suite to solve real business challenges.

Starting with a typical business challenge of justifying a capital purchase, we will use Excel to analyze raw data. The course will develop your knowledge of data analysis and synthesis using Excel but more importantly will teach you how to approach the problem solving and analysis process with Excel as an aid.

We will develop a report in Word that will highlight the arguments discovered through the data analysis phase. This report will pull relevant practical features from word that are needed to create a professional report.

Finally we will develop and deliver a professional presentation leveraging PowerPoint. The slide deck is an important aid to the presentation process. The slide deck development using PowerPoint functionality will be featured alongside training in professional presenting.

Participants will leave the training with the ability to use Microsoft Office as it was intended, as a tool to enhance their professional results.

All students are encouraged to bring a real business problem to class to work on throughout the program.

Business Improvement: Finance

Financial Analysis and Reporting (24 hour program)

At the supervisor level it may not be a requirement to understand business financials however managers who do not understand financials at a basic level are at a disadvantage in today's organizations. In this module we cover the basics of financial reporting focusing first on the concept of ROI or return on investment. This is followed by the big three financial reports the profit / loss statement, balance sheet and cash flow. These three statements provide the manager with an understanding of the overall health of a business. Finally this module will examine how ratio analysis is used to dive deeper into understanding business health and effectiveness. Participants are encouraged to bring example data from their organization to make the program more relevant.

Advanced Financial Analysis (32 Hour program)

This module builds on the financial analysis and reporting module taking the participant deeper into the analysis. We start by walking the participant through the creation of the big three statements to build a solid foundation. We then examine cases of historically good and bad corporations to bring the program to life. In this analysis we use ratio analysis and market comparisons to determine if we could see the performance coming. In addition this program walks through the various manners of analyzing return on investment: simple payback, discounted payback, net present value and internal rate of return

Customized Organizational Solutions Available

Business Management Skills

Managerial Success Program (72 Hour Program)

It is said that an effective manager must master 4 core disciplines to succeed. Weakness in any of these areas leads to mediocrity at best.

Plan

The planning function in a business is critical to business success. Starting at the strategic level with vision, mission and values the planning process progresses into strategic plan then into departmental plans and individual goals. In this program we explore the planning process and develop the participants skill to see not only their piece but the larger picture of the planning process.

Organize

The second core skill is the ability to organize materials, resources and people to execute processes both effectively and efficiently. In this module we examine the processes whereby great managers evaluate resource capability and peoples skill and ability. We explore the process of allocating resource to achieve objectives. In this module we leverage simulations to better understand the productive process.

Lead

The third element is well covered in other areas and will not be covered here except to say that to complete the managerial success program participants must also complete the foundational leadership program

Control

The final element is the ability to manage the process and control its inputs, rate, quality and outputs. The effective manager understands that inventory for instance is a very expensive insurance policy for an ineffective process and costs the business significantly. The control element involves the skillset of a Lean 6 Sigma green belt and the participant is encouraged to also complete a green belt program to deepen their skills in this area.

Meeting Facilitation, Keynote Speaking

Developing leaders founder Ron Hurst is available by appointment to facilitate offsite meetings with a focus on leading teams to positive decisive outcomes as well as engaging leadership teams in developmental training opportunities. Typically such events are billed in full day increments

In addition speaking to groups regarding leadership oriented topics is also available based on scheduling.

Small Business Development

Entrepreneurial Skills: Business CPR

You started your business with the best of intentions, it grew, you achieved some success. Now comes the challenge. How can you keep your business healthy and growing while you are stuck in it, doing it every minute. Stuck in it you cannot do the critical things necessary to grow it! This seminar will identify the common pitfalls of how start up businesses fail and what you can do to avoid them. We will address the most crucial aspects of running a successful business and the strategies to ensure they are taken care of.

Business CPR Part 2

In business CPR 1 we explored the reasons why most entrepreneurial start-ups fail. In CPR 2 we teach you the crucial skills to succeed as an entrepreneur. We help you uncover the roadblocks located between your ears and replace them with strategies that will grow your business. We will cover self-limiting beliefs, the power of attitude, goal setting and achievement and many others in this action packed seminar.

Customized Solutions Available

Career Advancement / Personal Development

Career Starters

Do you have an 18-28 year old child living at home? Are they lost in the current economy? Don't like the retail prospects and not sure how to start their career?

This seminar is for you AND them. We will explore healthy strategies to support your young adult child as well as career skills training for the "Career starter" Its tough out there. You need every advantage you can have. This course will give you access to the skills and experience of a professional career coach.

Goals for Life

Are you part of the 97% of the population who do not have written intentional goals? If so you are almost certain to be living well below your potential. In this two part seminar we first teach you how to set goals that are aligned with who you are and what you are good at doing. In part two we help you to remove the mental barriers to successful goal completion as well as how to make goal setting and achievement a consistent lifelong practice.

Customized Solutions Available

Trainer Bios

Ron Hurst MSLM MBA ACC LSSBB Bio

Over the past 15 years Ron Hurst has diligently become an effective and meaningful trainer and consultant. Skilled in multiple dimensions of business and training methodologies, Ron brings a unique perspective to his clients. To formalize his abilities he completed a Masters degree in leadership and organizational development from the University of La Verne (2006). This degree is foundational to his ability to deliver training that is relevant, effective and timeless to his clients.

Ron also holds a certificate in Evidence Based Coaching, a Masters in Business Administration and a Metallurgical Engineering bachelor's degree to round out a broad experience base of education. This matches up well with his 23 years of manufacturing experience in both Canada and the United States. Throughout his career Ron has expanded his skill set through successful achievement in Operations, Research, Sales, Quality and General Management. He has been trained in Lean Six Sigma and holds a black belt in this discipline. He has been trained in lean manufacturing and several other continuous improvement strategies including TQM, Kepner Trago and Juran Quality Planning. Ron is also active in numerous not for profit enterprises, from executive leadership roles to frontline volunteer.

From humble working class roots Ron has always sought to walk a mile in the other guys shoes, understand a problem from the inside. Offer advice that is both candid and contextually sensitive. Ron is eager to offer you his expertise in problem solving, communication, interpersonal skills, continuous improvement, business management, leadership and many other areas. With Ron working for you as coach, trainer and consultant you will realize significant benefit and improvement.

www.developingleaders.co

Traci Aegerter MSLM PHR Bio

Traci graduated with Human Resource Management degree from University of Las Vegas, Nevada while working two internships with Clark County Government Center and Station Casinos Employment Center. This degree is foundational to her ability to deliver organizations a balance between business and employee needs. Traci is a PHR certified HR professional and an active member in SHRM. She relocated to Southern California and began working as HR Administrator for Bunzl Distribution, who is a paper and plastics distributor, while completing her Degree in Leadership and Management from University of La Verne. The MSLM degree (2006) broadened Traci's knowledge of the HR and management disciplines. Upon graduation, she was promoted to HR Generalist and relocated to Cincinnati, Ohio to work with newly acquired company by Bunzl.

In 2010, Traci relocated back to California where she took a position with Ryder Truck Rentals as West Region Field HR Manager. She currently supports approximately 650 employees within the state of California, Nevada and Hawaii in both union and non-union environments.

Traci's main area of expertise is employee relations, performance management, and workplace investigations. Within these areas she finds herself consistently mentoring and coaching front line managers to become better leaders and managers.

www.developingleaders.co

Lysa Liggins MSLM

Working in the field of training and coaching for over 15 years, Lysa Liggins, has captivated diverse audiences everywhere she has spoken. A native of Southern California, Lysa received a Bachelor of Arts degree in Liberal Studies and a Masters Degree in Leadership and Management (MSLM) from the University of La Verne. She is presently pursuing an Educational Doctorate (Ed.D) in Organizational Leadership from Pepperdine University. An exemplary visionary, her passion for inspiring others has catapulted her once small dream of teaching into an aspiration to inspire and develop leaders all over the world.

A single parent at the age of 18, Lysa offers an insightful training experience, dedicated to the betterment of each individual she encounters. Her familiarity with striving to achieve makes room for her audience to glean from her knowledge. She often refers to her training sessions as a “Recharge for the journey” incorporating real life examples of resilience, dedication and perseverance, evoking a training environment filled with opportunity for growth and development.

Highly enthusiastic about hands-on training, Lysa uses her witty disposition and unique delivery to convey her message. She is a certified D.I.S.C. trainer, and highly proficient in Interest Based Problem solving, Conflict Management and Facilitation Skills. Dedicated to ensuring delivery of practical and effective learning, Lysa brands herself as a coach whose passion is rooted in seeing others reach their personal goals. Her combined work in Healthcare, Consulting, and Customer Service has afforded her the opportunity to be invited to train to various diverse audiences.

Lysa has recently joined the team at Developing Leaders and brings her vast experience in the field of training. Her desire is to see people living in excellence, walking in their passion and doing “purposeful “ work. Her mantra acclaims, “ If you want to stand out and be different, be OUTSTANDING”.

www.developingleaders.co

Calvin Bonds MBA

Calvin Bonds has been making marks as an international trainer for over 15 years. He is currently reviewing practical principles and the theoretical aspects of leadership and training by attaining his Educational Doctorate (Ed.D) in Organizational Leadership at Pepperdine University Graduate School of Education and Psychology (GSEP). He has a Master's Degree in Adult Education and Training from University of Phoenix, and an Executive Master's of Business Administration from Irvine University. Calvin has a Bachelor's Degree in English (Humanities) from LeMoyne-Owen College in Memphis TN. He also holds an international TESOL Certificate (Teach English to Speakers of Other Languages), which qualifies him to successfully train ESL Learners (English as a Second Language).

Calvin Bonds has trained companies on a national and international platform, including Hong Kong, Africa (Nigeria and Abuja), and Puerto Vallarta. He has also trained teachers and students in various colleges, high school districts and organizations (e.g. Upward Bound, and the Southeast Los Angeles County Workforce Investment Board).

Some of his training topics include Leadership Skills, Customer Service, Teamwork and Collaboration, National Common Core Standards, Time Management, Employee Satisfaction, Maximizing creativity in the Workplace, Attitude Determines Altitude, etc.

Calvin Bonds is responsible for writing and developing the Entrepreneurial Training Manual for the nationally acclaimed organization Operation Hope. Trainers use this manual across the country to teach members of the community how to start their own business. Calvin is responsible for creating the Workforce Resource Conference held at Cerritos College, where members of Southern California come and receive free training and resources on job readiness.

As a new member of the Developing Leaders team, Calvin is humbled and excited to become a change agent through leadership and training. He is always looking for ways to make a difference to organizations and communities within his grasp. Calvin Bonds is a Developing Leader.

www.developingleaders.co

Rob Perhamus MBA PMP ASQ LSSBB

Perhamus has 30 years of experience as a catalyst for performance improvements in operations and project management for several multinational corporations as well as SME's. He holds a B.S. in Ceramic Engineering from Alfred University, and an Executive MBA from Claremont Graduate University's Peter F. Drucker School of Management. He is a certified PMP from PMI. He has completed employer sponsored Lean Champion's Program and Managing for Consistency (a similar, to TQM, "Six Sigma" philosophy).

Perhamus learned early on that investing time in developing people was key to any organization's success. He enjoys helping people and organizations achieve what they did not think possible. A lifelong learner, he has been able to successfully integrate and apply his analytical, project, interpersonal and creativity skills to create value.

www.developingleaders.co

John Fort, MSc

John's passion for training leaders began in 2001 at Swarthmore College. As a co-leader for the Vertigogo improvisation theater troupe, John used experiential training techniques to develop player talent and direct riveting performances. John broadened his training repertoire as a volunteer in the Peace Corps in rural Malawi. As an agricultural extension agent John incorporated adult learning concepts into his work with Chewa villagers seeking more sustainable sources of income. Back in the United States, John worked with groups at Florida State University and University of Florida John to communicate efficiently and solve their problems effectively.

In Southern California John has been delighted to work with several business and nonprofits using experiential learning to help organizations learn from fun and challenging exercises.

In joining the Developing Leaders team John is excited to bring together his training experience with his experience in negotiations and conflict resolution. John's Masters Degree from the University of Florida's School of Natural Resources and the Environment focused on improving multi-stakeholder negotiations in resource conflicts. John is also a member of the International Association for Public Participation and the Association for Conflict Resolution, professional organizations focused on improving negotiation outcomes for organizations and their members. In 2011 John completed mediation certification training with Ken Cloke at the Center for Dispute Resolution. As a certified mediator, John has helped trained mediators for the Riverside Unified School District and for La Sierra Summit University. He is excited to offer his experience and expertise to companies that want to improve their own negotiation outcomes.

As a new member of the Developing Leaders team, John is delighted to help organizations grow through leadership and training. He is always looking for ways to make a difference and create value within his community and in the wider world.

www.developingleaders.co