



# MRG TRAINING CATALOG 2025-2026

## CLAIRE LAUGHLIN

*(Affiliated Consultant -- Training & Development)*

Claire Laughlin, MA, is a dynamic and engaging trainer and consultant who uses experiential and innovative methods to help teams and organizations achieve results. With every client, she seeks to build individual leadership potential, teach positive communication habits, and enhance trust among and between team members. As a consultant and trainer with over 20 years of diverse experience, Claire brings a background in management, a relentless dedication to transformation, and a passion for improving relationships to all her work. Claire is a certified facilitator in **The Six Types of Working Genius®**, and a trained **Leadership Challenge** facilitator. She is also certified by Development Dimensions International, The Culture Works (**What Motivates Me**), and Interaction Associates (**Facilitative Leadership®**, **Facilitating Change®**, and **Technology of Participation (ToP)®**). Claire works with organizations interested in creating highly-engaged cultures centered on clarity, communication and connection. Claire is the creator of BeAnAmazingTrainer® a design methodology that leads to transformational change.



## Multi-Class Programs

### Coaching for Excellence

***Audience: Supervisors and Managers looking to elevate their impact***

In this 3-part virtual series, we learn and practice the essential art of managerial coaching! Coaching is a highly effective approach for supervisors and managers who want to:

- Achieve goals faster
- Foster engagement
- Develop and empower their direct reports
- Build trust, confidence and accountability

In this series, we will learn and practice the foundational skills that all coaches need including:

- Active and empathic listening
- Asking powerful, positive questions
- Setting clear and actionable goals and timelines
- Acknowledging and recognizing progress

This is a 3-session, hands-on and highly interactive class. You will come away feeling more confident as a coaching manager!

- **Audience:** Supervisors/Management
- **Type:** Live/Virtual
- **Structure:** 3 virtual sessions @ 3 hours each; pick your dates
- **# of participants:** Suggest 24

*Trainer: Claire Laughlin*

## Building a High Trust Workplace

**Audience: Supervisors and Managers looking to elevate their impact**

(<https://www.clairelaughlin.com/high-trust-workplace>)

High-Trust is ALWAYS the foundation of a healthy work team and a satisfying life. But far too often, trust is compromised in ways that slow us down and rob us of our joy! Don't let that happen to you and your work team! **Building A High-Trust Workplace** is a comprehensive on-demand video-based course that includes 20+ Instructional Videos and Worksheets to support skill development and integration.

This course fosters self-awareness and accountability, giving individuals the tools to observe their situations objectively, acknowledge their role in trust dynamics, and take personal responsibility for being a trust-builder. Trust has ripple effects; regardless of circumstance, trust makes every part of the workplace better by improving relationships and fostering cooperation, inclusion, and belonging.

*Who is it for?* **Building A High-Trust Workplace** is for anyone who interacts with others or depends on others to get things done. It's for teams & departments who want productive engagement instead of back-stabbing, nonsense, and information hoarding. It's for managers and supervisors who believe in their staff, and want to build a happy, highly productive work team!

### Format Options:

**Asynchronous:** This class can be taken anytime by any employee who wants or needs to develop the skills that foster trust. **\$399 per person.**

**Virtual Hybrid: Building A High-Trust Workplace** may be offered as a hybrid course; please inquire. The hybrid course combines video-based learning with a series of 5 LIVE Virtual interactive sessions. Each week there is a 90-minute video class plus exercises and pre-work. **\$399 per person.**

**LIVE Onsite:** BHTW Can also be brought to your workplace as an in-person 2-day course and delivered to groups of up to 30 people.

*Trainer: Claire Laughlin or Rhiannon Surrenda*

## Project Management for the Rest of Us

**Audience – Anyone who wants to be more effective in how they lead and move projects forward**

Having a shared process for succinctly launching and managing project work is a critical component of team success. The challenge for many project teams however, is that the tools traditionally used to launch and manage projects are too complicated, cumbersome and time consuming to be useful. What we need is a simple, actionable process that teams can utilize anytime they have a new project to initiate. Welcome to **Project Management for the Rest of Us!**

In this targeted series of 3, 3-hour virtual workshops, teams use a set of high engagement tools and processes to scope a project and outline the tasks, roles and responsibilities

required for success. Our focus is on enhancing positive group dynamics through the use of a step-by-step process that engages every team member.

Participants use a fun and interactive simulation to learn the vocabulary and process of project management. Participants will...

- Review and learn about the benefits of project management and the pitfalls of poor planning and lack of process.
- Understand key PM terminology such as Sponsor, Scope, Deliverables, Milestones, Interdependencies, Resource Allocation, Timeline, Stakeholder, Risk, etc.
- Practice typical team roles throughout the project planning experience.
- Apply concepts of Project Management by building a sample project plan including:
  - Drafting a project purpose and objectives.
  - Defining the scope of the project.
  - Identifying stakeholders and sponsor(s).
  - Using interactive methods to engage a project team in creating a work plan complete with milestones, deliverables, accountabilities and interdependencies.
  - Brainstorming about risks and making a plan to mitigate risks.
  - Identifying resources needed for success.
  - Preparing a communication plan.
  
- Audience: Open to all
- Type: Virtual
- Structure: 3 sessions; 3 virtual workshops
- # of participants: Suggested class size of 24

*Trainer: Claire Laughlin*

## DIY Classes

### Asynchronous Classes (Video-Based)

**Audience:** Any Employee

**Living Your Values** - \$29 per person

Understanding your own values and then learning to align your actions with your values is a foundational practice that leads to a better, more fulfilling and gratifying life! In this class, we unpack what values ARE, and then we identify, refine, and prioritize our values. Then, we learn to apply our values day in and day out, and you'll develop a plan to put your own values into action at work and in life!

*Trainer: Claire Laughlin*

**Do the Right Things: Powerful Prioritization** - \$39 per person

Spending our time on the right activities is a pre-requisite for success! But what ARE the *RIGHT* things? In this class, we develop clarity about what outcomes and contributions matter most in our roles using a fun activity called a "job pie." Next, we identify the core activities that help you achieve those outcomes, and the insidious time wasters that derail our best efforts. You will come away from this class with greater clarity about what you should *start*, *stop* and *keep* doing to be most successful in your role.

*Trainer: Claire Laughlin*



# MRG TRAINING CATALOG

## MARIE KNIGHT

*(Affiliated Consultant -- Training, Development, Team Building)*

Marie Knight is an experienced local government consultant with 35 years of experience in the areas of Community Services, Parks and Recreation, Park Planning and Development, Strategic Planning, Employee Development, Customer Service, Organization and Leadership Development, Executive and Job Coaching, Change Management, Culture Change, Non-profit Board Development, Time Management, Team Building, and creating high performing teams. Marie is a highly sought-after speaker, facilitator, and consultant. She has changed lives and transformed organizations. She has conducted over 100 workshops, training sessions, and keynote speeches.



Recent Strategic Planning and Goal/Priority-setting facilitations include the Cities of Alameda, Hanford, Fountain Valley, Monterey Park, Chino, and Cypress. Marie has also provided strategic goal implementation projects for various cities, county divisions, and non-profits. She has helped multiple agencies develop their Vision, Mission, and Values and energize their team moving forward. Marie's team-building facilitations consistently earn high praise for her content, passion, effectiveness, and energy.

Before affiliating with MRG, Marie worked in a variety of communities from small beach communities to one of the largest metropolitan cities in the nation. During her municipal government career, she has led teams in excess of 1,000 people, managed annual operational budgets over \$56 million dollars, and had oversight of over \$100 million in capital improvement projects. She has created several award-winning team and culture improvement programs and services. Marie is a certified coach, teacher, trainer, and speaker with the leading leadership organization in the world, the **John Maxwell Team**. She is also a certified behavioral specialist in the **John Maxwell DISC Method**.

### 2 Hour Sessions - Virtual

- # of participants: Suggested session not to exceed 50

### Classes to Build Personal Effectiveness

*Audience: Individual Contributor*

#### **Becoming a Person of Influence**

Using exclusively licensed materials From John C Maxwell's Book, *Becoming a Person of Influence*, participants will learn to increase their impact on others by learning the principles of influence. Creating positive influence will not only be a catalyst to your own success, but it

will also become the legacy you will leave behind. This course will lead you through the principles of influence including the following items.

- Integrity with people
- Nurturing people
- Faith in people
- Listening to people
- Understanding people
- Enlarging people
- Navigating for people
- Connecting with people
- Empowering people
- Reproducing others

*Trainer: Marie Knight*

## Leading Meetings and Teams

*Audience: Anyone in a facilitative or influential role or formal lead/supervisory role*

### Setting Goals and Objectives for Success

This session will be a hands-on training on how to set SMART Goals and Objectives to achieve the organization's Mission and Vision, along with decision making tools and accountability/evaluation steps to gauge progress. Come learn the building blocks for activating strategic planning to move your team, division, and department forward on a path for powerful impact and action.

*Trainer: Marie Knight*

## Half-Day Programs

- Type: In-person
- # of participants: No limit

### Generational Diversity

Today, our world is full of messages giving attention to diversity in the areas of ethnicity, gender and income. There is diversity, however, there is an "elephant in the room" that is affecting the workplace in profound ways. It's all about the different generations that serve on a team today.

Consider this: A growing number of Fortune 500 companies report age discrimination lawsuits, from both young and old, including IBM, Google, WeWork, Marriott, Citibank and others. In one nationwide survey, more than half of respondents reported they are unlikely to get along with a work colleague from a different generation. Because different generations can live in "niched" worlds, we can create echo chambers where we spend most of our time with those who think, act and vote like we do. Teammates can be unnecessarily divided. Instead of completing each other, they can find themselves competing with each other. Instead of collaboration, there is conflict.

What would happen if you and your team members were able to build a bridge of appreciation and respect between the generations? This training uses exclusively licensed

materials from Tim Elmore’s Book “A New Kind of Diversity.” The goal of this training is to enable the participants to understand the different generations on your team so you can help people lean into the strengths of each generation, giving you a big picture summary of the differing perspectives on work ethics, authority, technology, teamwork, and more helping you bridge the gap toward better communication, productivity, and a healthier culture.

NOTE – The client will also need to purchase the workbooks at a cost of \$15 each.

*Trainer: Marie Knight*

### **Vision-Mission-Values**

Every successful organization needs a strong, agreed upon, strategic, and inspiring compass to guide their work and productivity towards greater success. Many organizations have a “plaque” problem. They create Vision, Mission, and Values statements, print them on a nice plaque and leave them on the wall, never discussing them again or using them to guide the work of the organization. Other organizations create this compass at the top and they expect buy-in from those who were never brought to the table or asked for their input.

High-performing organizations engage team members at every level to create the vision for the future, lock arms around the daily mission to achieve that vision and then determine the values that guide actions and behaviors. Through this process, the organization will define the compass that will guide the work of the team, define what success looks like, and use the Vision-Mission-Values created to guide decision-making with respect to projects, resources, human capital needs, expansion, and priorities.

*Trainer: Marie Knight*

### **DIScovering Your Team’s Leadership Strengths**

The Maxwell Method of DISC is the universal language of behavior. Research has shown that behavioral characteristics can be grouped together in four major groups. People with similar styles tend to exhibit specific behavioral characteristics common to that style. All people share these four styles in varying degrees of intensity. The acronym DISC stands for the four personality styles represented by the letters: D = Dominant/Driver, I = Influencing & Inspiring, S = Steady & Stable, C = Correct & Compliant. Understanding behavioral styles improves communication and minimizes or prevents conflicts, allows the team to appreciate the differences in others and positively influence those around you.

Each team member will complete an individual assessment, and then the Consultant will produce a team report that will be utilized as the foundation for this workshop. During the workshop participants will first gain knowledge of their individual style, then understand the leadership, communication, and decision-making style of the rest of the team, helping everyone to understand each other in a profound way. Through this training, participants will learn to identify the communication skills needed to effectively interact and engage with all members of the team in a productive way, and also to discover the ways teams can maximize the strengths of each member for greater success.

NOTE – The client will also need to purchase the DISC assessment at \$50 per person.

*Trainer: Marie Knight*

### **Developing a FOR Culture (Customer Service)**

Public Service organizations often make the mistake of adapting a “look at us” service culture with their customers. They pump out information on what they are offering, programs and services that are available, processes and procedures, etc., without highlighting who the work is being done FOR.

Successful organizations of today understand that it is less about who you tell your customers you are, and more about who your customers say you are. Using exclusively licensed material from Jeff Henderson’s book FOR, this training will help the organization identify who they are FOR, turn their service model from a “look at us” to a “we see you” model, identify what they want to be Known FOR, get real about what they are actually Known FOR in the community, and how to close the gap.

*Trainer: Marie Knight*

## **Multi-Class Programs**

- Type: Virtual
- # of participants: 25 participants in a cohort

### **Leadership Development Book Club**

#### ***Audience: Emerging Leaders***

Current culture tells us leaders are born, however, through this course you will learn the 10 critical components of authentic, personal leadership, and how leaders are truly made. This course uses John C. Maxwell’s workbook *Discovering the Leader Within You 2.0*. Each week participants will have a lesson to read that contains growth work in areas such as influence, character, prioritizing, problem solving, attitude, and vision.

During a facilitated virtual weekly meeting participants will share their thoughts on the lessons learned, how they intent to use the knowledge gained to grow as a leader, and together a collaborative picture of true leadership and how it is applied in the organization will emerge strengthening the overall success of the organization.

This is a 12-week virtual course consisting of one hour per week.

This course is limited to a maximum of 25 participants in a cohort, and the organization is responsible for purchasing the workbooks for each participant which are estimated to be between \$15-\$20 each.

*Trainer: Marie Knight*



# MRG TRAINING CATALOG

## PAMELA MILLER

*(Affiliated Consultant -- Training & Development; Leadership Academies)*

Pamela Miller brings a broad range of experience and decades of expertise to her organizational development work. Dedicated to the growth and development of individuals and organizations, she is a dynamic facilitator, trainer, and coach. Her prior local government and non-profit executive leadership experience, along with her ability to forge strong relationships, allow her to create client experiences that are meaningful and relevant. Her work as a consultant focuses specifically on local governments in the areas of training and development, organizational culture transformation, coaching, governance, and strategic planning.



Pamela earned a master's degree in organizational leadership and a bachelor's degree in business management. She is certified in a variety of instruments and assessment tools to improve workplace culture including **Everything DiSC®**, **Working Genius**, **Sparketype®**, and **Success Signals**. Pamela successfully completed the **Negotiation Essentials** course at the Program on Negotiation at Harvard Law School and has served on numerous boards and committees throughout her career.

**2-3 Hour Sessions  
Virtual & In-Person**

### **Classes to Build Personal Effectiveness**

*Audience: Individual Contributor*

#### **Taking Charge of Your Career**

If we don't take charge of our own career, who will? Left to chance, we may find ourselves left out of some great opportunities. What is that next opportunity? Is it aligned with your WHY? Do you know what your competitive advantage is? This session focuses on how to take charge of your career as you seek professional opportunities, and how to best articulate your unique competitive advantages. You will be introduced to a career development plan tool to help you develop strategies to ensure success.

- Type: Virtual, 2-hours
- # of participants: Suggested session size not to exceed 32.

*Trainer: Pamela Miller*

#### **Can You Hear Me Now? Understanding Communication Styles to Maximize Your Influence GENERAL SESSION**

Have you ever struggled to get your message across to others so that they "get it"? Do you wonder why some people communicate the way they do (and perhaps they wonder the same

about you)? Want to increase your effectiveness communicating with and influencing others? Then this is the session for you!

Join this fun and highly interactive session on communication styles and increasing your influence and effectiveness. Based on Success Signals© by Agreement Dynamics Inc., this session will explore traits and characteristics of the four communication styles and what makes each unique. During the session, you will have the chance to do a self-assessment on your own style and learn ways to flex your individual style to be more effective and influential in your communication with others.

- Type: Virtual, 2-hours
- # of participants: Suggested session size not to exceed 32.

*Trainer: Pamela Miller*

### **Can You Hear Me Now? Understanding Communication Styles to Maximize Your Influence PERSONALIZED 360 ASSESSMENT SESSION**

Have you ever struggled to get your message across to others so that they “get it”? Do you wonder why some people communicate the way they do (and perhaps they wonder the same about you)? Want to increase your effectiveness communicating with and influencing others? Then this is the session for you!

Join this fun and highly interactive session on communication styles and increasing our influence and effectiveness. Based on Success Signals© by Agreement Dynamics Inc., this session will explore traits and characteristics of the four communication styles and what makes each unique. During the session, you will have the chance to do a self-assessment on your own style and receive feedback from others on how they perceive/receive your style of communication. This is done through a confidential 360-feedback assessment and a **highly** personalized profile for each participant. We will explore the level of alignment between your perceptions and the feedback and learn ways to flex our individual style to be more effective and influential in our communication with others.

NOTE: Cost of workbook is \$34 per person. The 360-feedback process requires each participant to send a profile to 6 people, who will return the profile directly to the trainer (to protect confidential feedback). The profiles are then combined to create one common profile which is shared during the session with each participant, reflecting how others actually received their communication. Typically, this work is completed 2 weeks prior to the session.

- Type: In-Person, 3-hours
- # of participants: Suggested session size not to exceed 36.

*Trainer: Pamela Miller*

### **Understanding and Maximizing My Leadership Strengths**

This session focuses on identifying your top 5 leadership strengths/talents through the Gallup StrengthsFinder® assessment. We spend time exploring what the strengths mean and look at how you **have** utilized your unique talents and strengths on your career journey to this point. You will then look to the future and explore how to leverage those strengths for maximum results by creating an action plan and specific strategies for practical use.

NOTE: Requires purchase of the Gallup StrengthsFinder Top 5 Strengths® assessment for \$25 each. Requires each participant to take the online assessment, download and review report prior to the session.

- Audience: Non-supervisory employees
- Type: Virtual, 2-hours
- # of participants: Suggested session size not to exceed 24.

*Trainer: Pamela Miller*

### **Understanding How I “Show-Up” and Enhancing My Effectiveness**

We each have a preferred style and tendencies of working and communicating. This highly interactive session explores what makes you unique. Through the Everything DiSC Workplace® assessment, you will discover what your style and preferences are, learn how that impacts and influences others, and develop strategies to flex and adapt your style for greater effectiveness and influence with others.

Requires purchase of Everything DiSC Workplace® assessment. Requires each participant to take the online assessment, download and review report prior to the session. Cost of Everything DiSC Workplace® ranges from \$81 - \$90 per person, depending upon the number of participants (pricing model on sliding scale for volume).

- Audience: Non-supervisory employees
- Type: In-person or virtual, 2.5-hours
- # of participants: Suggested in-person session size not to exceed 36. Suggested virtual session size is 24.

*Trainer: Pamela Miller*

### **Are You Living a Life that Sparks You? 1.0**

When we are living a life that aligns with our values, passions and what sparks us, we are truly at our best. Our primary Sparketype® is the strongest impulse for effort and work that fuels us and makes us come alive. Using the Sparketype® instrument, this session will help you understand the concepts of being sparked, uncover your unique imprint for work that makes you come alive, and focus on your individual Primary, Shadow and Anti Sparketype®. Through a series of exercises and using specialized instruments, you will discover how your Primary and Shadow Sparketype® work in partnership to achieve results.

Requires the participant to take the Sparketype® online assessment and read the report prior to the session. For maximum effectiveness, you can purchase the Sparketype Premium Profile® for \$25 each.

- Audience: All Employees
- Type: In-person or virtual, 2-hours
- # of participants: Suggested session size for virtual not to exceed 24, and no limit for in-person.

*Trainer: Pamela Miller*

## Leading Meetings and Teams

*Audience: Anyone in a facilitative or influential role or formal lead/supervisory role/Managers*

### **The Essentials of Leadership**

Successful leaders are self-reflective and self-aware. They understand the distinctions between management and leadership and are conscious of the impacts of their own behavior. This session explores these concepts as well as other leadership competencies such as the difference between management and leadership, how you show up and how your presence impacts others and what compels others to follow you as a leader. We also explore the nature of challenges faced by local governments today, and what it takes to lead in today's disruptive world.

- Audience: New or aspiring supervisors
- Type: Virtual, 2-hours
- # of participants: Suggested session size not to exceed 36.

*Trainer: Pamela Miller*

### **Understanding My Individual Management Style Through Everything DiSC For Managers®**

We each have our own unique style of managing others. This informative and highly interactive session is an opportunity to delve into your own style of management and learn to harness the power of that unique style. Gain insight into your management style preferences including the way in which you communicate, the priorities that shape your management experience, your directing and delegating style, the kind of motivational environment you create, and your employee development style. Learn how your manager may experience you based on your style.

NOTE: Cost of Everything DiSC For Managers® ranges depending upon the number of participants (pricing model on sliding scale for volume). For a session size of 24 people, instrument cost is estimated at \$135 per person.

- Audience: Supervisors and Managers
- Type: Virtual or in-person, 3-hours
- # of participants: Suggested session size for Virtual not to exceed 24. In-person not to exceed 36.

*Trainer: Pamela Miller*

### **Using My Leadership Strengths as a Manager**

In this session we focus on identifying your top 10 leadership strengths/talents through the Gallup Strengths For Managers® assessment. We spend time exploring what the strengths mean and look at how you have utilized your unique talents and strengths on your career journey to this point. We will then look at how to maximize those strengths as a manager for yourself and your team.

With each strength also comes blind spots. We use the Gallup Strengths Resource Guide For Managers® to understand how each strength's "blind spots" may impact the effective use of those strengths and develop strategies to minimize blind spot behaviors for maximum effectiveness.

NOTE: Requires the purchase of Gallup's Clifton Leadership Strengths for Managers® assessment at \$50 per person and *Resource Guide For Managers*® at \$20 per person. Suggested purchase of the *It's The Manager*® book for \$25. Requires each participant to take the online assessment, download and review report prior to the session.

- Audience: Supervisors and Managers
- Type: In-person, 3-hours
- # of participants: Suggested session size not to exceed 36.

*Trainer: Pamela Miller*

## Half-Day to Full-Day Classes

### Are You Living a Life that Sparks You? 2.0

This session is the next step in your Sparketype® journey and requires the completion of the session Are You Living a Life That Sparks You? 1.0. This session includes everything in 1.0 as well as a deeper dive into the individual profile and how the Primary, Shadow, and Anti Sparketype® manifest. Additional specialized instruments are used to help you uncover what Sparks and what Stifles you. You will also complete an inventory of your Sparked Super Skills. You will also:

- Gain insight into what fuels and sparks you.
- Explore your unique Sparketype® profile and understand how it manifests in your life and work.
- Learn how your Primary and Shadow Sparketype® support each other.
- Explore what truly sparks and stifles you, so that you can create more of what you want and less of what you don't want.

NOTE: Requires the participant to have successfully completed "Are You Living a Life That Sparks You? 1.0" and to bring the work done from that session.

- Audience: Supervisors and Managers
- Type: Half-Day (4 hours), In-Person
- # of participants: Suggested session size not to exceed 36.

*Trainer: Pamela Miller*

### Leading a High Performing Team

Leading teams is a critical skill for leaders, which is the primary focus of this session. We will explore traits and characteristics of successful and unsuccessful teams, the compelling rationale and need for teams in today's world and explore the differences between groups and teams. Using Tuckman's model of the stages of team development, we look at the traits of teams in each stage of development and explore ways to successfully lead teams through each stage. Using Patrick Lencioni's model of the 5 Behaviors of a Team®, we discuss the necessary behaviors of successful team. Using a specialized team assessment tool, you will identify the strengths and challenges of your work team. We also explore what's needed to successfully work across division/department/agency boundaries. The session is capped with a highly interactive exercise designed for you to experience real-time the stages of team dynamics.

- Audience: Current or aspiring project team leaders / Supervisors / Managers
- Type: Half-Day (4 hour), In-Person

- # of participants: Suggested session size not to exceed 36.

*Trainer: Pamela Miller*

### **Strengthening Our Management Team Through Everything DiSC For Managers® MANAGEMENT TEAMS**

This session offers a unique experience to management teams. We each have our own unique style of managing others. This informative and highly interactive session is an opportunity to delve into your own style of management and learn to harness the power of that unique style. Further, as a management team you will explore what's compelling about the work of the management team and learn how each individual's style influences the culture and team dynamic, and how to leverage that to strengthen the team. Gain insight into your management style preferences including the way in which you communicate, the priorities that shape your management experience, your directing and delegating style, the kind of motivational environment you create, and your employee development style. Learn how your manager may experience you based on your style. As a team you will come away with a greater sense of purpose and commitment to team excellence.

NOTE: Requires participants to purchase and take the Everything DiSC For Managers® assessment and review the report prior to the session. Cost of Everything DiSC For Managers® ranges depending upon the number of participants (pricing model on sliding scale for volume). For a session size of 24 people, instrument cost is estimated at \$135 per person. One team report is also required for an additional \$150.

- Audience: Teams of Supervisors and Managers
- Type: Half-Day (3.5 hours), In-Person
- # of participants: One management team per session.

*Trainer: Pamela Miller*

### **Strengthening Our Management Team By Maximizing Our Strengths MANAGEMENT TEAMS**

This session offers a unique experience to management teams. We focus on identifying your top 10 leadership strengths/talents through the Gallup Strengths For Managers® assessment. We spend time exploring what the strengths mean and look at how you have utilized your unique talents and strengths on your career journey to this point. We will then look at how to maximize those strengths as a manager for yourself and your team.

With each strength also comes blind spots. We use the Gallup Strengths *Resource Guide For Managers*® to understand how each strength's "blind spots" may impact the effective use of those strengths and develop strategies to minimize blind spot behaviors for maximum effectiveness. Using specialized reports, teams will also explore how to use their collective management strengths to achieve department/organizational goals for greater results.

NOTE: Requires the purchase of Gallup's Clifton Leadership Strengths for Managers® assessment at \$50 per person and *Resource Guide For Managers*® at \$20 per person. Suggested purchase of the *It's The Manager*® book for \$25. Requires each participant to take the online assessment, download and review report prior to the session.

- Audience: Teams of Supervisors and Managers
- Type: Half-Day (4 hours), In-person
- # of participants: One management team per session.

### **The Work of Leaders – Understanding My Individual Leadership Style Through Everything DiSC Work of Leaders®**

Everything DiSC Work of Leaders® provides a simple, compelling process that helps leaders get real results. The program improves self-awareness in key areas that will help you achieve better outcomes as a leader. The work of leaders includes vision, alignment and execution. This session creates opportunities for you to explore your effectiveness in these three critical areas of leadership, and what may be preventing you from achieving maximum potential in each. You will come away with strategies to adapt behaviors and practices to increase your effectiveness as a leader.

NOTE: Requires participants to take the Everything DiSC For Leaders® assessment and review the report prior to the session. The cost of Everything DiSC For Leaders® ranges depending upon the number of participants (pricing model on sliding scale for volume). For a session size of 24 people, instrument cost is estimated at \$135 per person.

- Audience: Asst Dept Heads / Department Heads / Executive Team
- Type: Half-Day (4 hours), In-person
- # of participants: Suggested session not to exceed 36.

*Trainer: Pamela Miller*

### **The Work of Leaders – Understanding Our Individual and Collective Leadership Styles Through Everything DiSC Work of Leaders®**

#### **LEADERSHIP TEAMS**

This session is uniquely designed for leadership teams to complete together. Everything DiSC Work of Leaders® provides a simple, compelling process that helps leaders get real results. The program improves self-awareness in key areas that will help you achieve better outcomes as a leader. The work of leaders includes vision, alignment and execution. This session creates opportunities for you to explore your effectiveness in these three critical areas of leadership, and what may be preventing you from achieving maximum potential in each. You will come away with strategies to adapt behaviors and practices to increase your effectiveness as a leader. Additionally, the team report provides compelling information about the teams' strengths and challenges. We will explore the makeup of your leadership team's strengths and areas for growth through a specialized report and develop strategies that focus on maximizing your potential as a leadership team.

NOTE: Requires participants to take the Everything DiSC For Leaders® assessment and review the report prior to the session. If done in teams, it requires one additional purchase of the team profile report. The cost of Everything DiSC For Leaders® ranges depending upon the number of participants (pricing model on sliding scale for volume). For a session size of 16 people, instrument cost is estimated at \$143 per person. The team report cost is \$150.

- Audience: Teams of Asst Dept Heads / Dept Heads / Executive Team
- Type: Full-Day (6 hours), In-person
- # of participants: One leadership team per session.

## **Enhancing Our Leadership Teams Capabilities By Maximizing Our Leadership Strengths**

### **LEADERSHIP TEAMS**

This session is uniquely designed for leadership teams to complete together. As leaders, we use our strengths/talents differently to achieve results. We focus on identifying your top 10 leadership strengths/talents through the Gallup Strengths For Leaders® assessment. We spend time exploring what the strengths mean and look at how you have utilized your unique talents and strengths on your career journey to this point. We will then look at how to maximize those strengths as a leader for yourself, your team, and the organization. We will also explore how to use your collective leadership strengths to achieve department/organizational goals.

With each strength also comes blind spots. We use the Gallup Strengths *Resource Guide For Managers*® to understand how each strength's "blind spots" may impact the effective use of those strengths and develop strategies to minimize blind spot behaviors for maximum effectiveness.

Each person receives several specialized reports in addition to the Strengths For Leaders® report. Specialized team reports are also developed for your leadership team.

NOTE: Requires the purchase of Gallup's Clifton Leadership Strengths for Leaders® assessment at \$50 per person and *Resource Guide For Managers*® at \$20 per person. Suggested purchase of the *It's The Manager*® book for \$25. Requires each participant to take the online assessment, download and review report prior to the session.

- Audience: Teams of Assistant Department Heads / Department Heads / Executive Team
- Type: Half-Day (4 hours), In-person
- # of participants: One leadership team per session.

Trainer: Pamela Miller

## **TEAM DEVELOPMENT**

### **Being Part of a High Performing Team**

What does it take to be a member of a high performing team? As a team member, you do not need to be the team leader to contribute leadership to the team. This session explores how you can do that. We will explore traits and characteristics of successful and unsuccessful teams, the compelling rationale and need for teams in today's world and explore the differences between groups and teams. Using Tuckman's model of the stages of team development, we look at the traits of teams in each stage of development and explore behaviors associated with each stage. Using Patrick Lencioni's model of the 5 Behaviors of a Team®, we discuss the necessary behaviors of successful teams and how you may be contributing to the success or challenges of your work team. We also explore what is needed to successfully work across division/department/agency boundaries. The session is capped with a highly interactive exercise designed for you to experience real-time the stages of team dynamics.

- Audience: All employees

- Type: Half-Day (4 hours), In-person
- # of participants: Suggested session size not to exceed 36.

*Trainer: Pamela Miller*

### **Building My Capacity as a Team Member - Five Behaviors of a Cohesive Team®**

Based on Patrick Lencioni's The Five Dysfunctions of a Team®, the Five Behaviors of a Cohesive Team® instrument is a simple and powerful model to help you develop the skills to become a better teammate and start building stronger teams. This session will use your individualized report to explore how the five behaviors interconnect to create the framework for building cohesive teams. Your report will help you understand what you bring to the team and where you can keep growing. You will leave this highly interactive session with skills and tools to take back to your teams to start making them stronger.

NOTE: Requires each participant to purchase the Everything Disc 5 Behaviors of a Cohesive Team®. Participants take the online assessment and review their specialized report prior to the session. Cost of Everything DiSC 5 Behaviors of a Cohesive Team® ranges depending upon the number of participants (pricing model on sliding scale for volume). For a session size of 36 people, instrument cost is estimated at \$130 per person.

- Audience: All employees
- Type: Half-Day (3 hours), In-person or virtual
- # of participants: Suggested in-person session size not to exceed 36. Suggested virtual session size not to exceed 24.

*Trainer: Pamela Miller*

### **Enhancing Our Team's Performance - Five Behaviors of a Cohesive Team® For Teams**

This session offers a highly unique opportunity for teams to look at their level of effectiveness from each team member's point of view. Through the Five Behaviors of a Cohesive Team Development® instrument, teams get a comprehensive view of each of the 5 behaviors as experienced by each team member. This report is designed to provide a clear, concise, and practical guide to improve your team.

Cohesive teams need to master the five behaviors: building trust, mastering conflict, achieving commitment, embracing accountability, and focusing on results. This session leads the team through what could be a very challenging and very enlightening journey as we explore these five critical areas based on how each team member experiences them and contributes to them.

Using these results, through a series of small and large group discussions, interactive exercises, and strategy development, teams will work to enhance their overall effectiveness.

NOTE: Requires each participant to purchase the Everything Disc 5 Behaviors of a Cohesive Team Development®. Participants take the online assessment and review the team's specialized report prior to the session. Cost of Everything DiSC 5 Behaviors of a Cohesive Team Development® ranges depending upon the number of participants (pricing model on sliding scale for volume). For teams of less than 8 people, the estimated cost is \$210 per person.

Between 8-14 people, estimated cost is \$200 per person. Teams of 15-21 people cost per person estimated at \$189.

- Audience: Designed specifically for work teams of any level
- Type: Full-Day (6 hours), In-person
- # of participants: One team per session.

*Trainer: Pamela Miller*

## Multi-Session Program

### What Sparks You? A Personal Journey to Maximizing Your Value 3.0

This journey builds on the work already done in sessions 1.0 and 2.0. This is a one-to-one coaching experience that leads you through a journey of discovery and allows you to effectively assess your current reality, consciously choose a path forward, explore pathways and possibilities, and evaluate opportunities. Together we will explore the work already done and expand it through additional specialized instruments. You will develop a Spark Canvas™ that explores in depth what's important to you in working relationships, workplace qualities, actionable values and essential needs, among other things. This creates an opportunity for you to stay the course, realign, reimagine, or reinvent yourself and concludes with reflection conversations and adjustment coaching as appropriate.

NOTE: Requires the participant to have successfully completed "Are You Living a Life That Sparks You? 1.0 and 2.0" and bring the work done from that session. This session is only useful for those who are willing to be coached and complete the pre-work required for each subsequent coaching session.

- Audience: Managers, Assistant Department Heads, Department Heads, Executive Team
- Type: These are one-to-one Virtual coaching sessions totaling 6 hours.
- # of participants: One.

*Trainer: Pamela Miller*



# MRG TRAINING CATALOG

## RHIANNON SURRENDA

*(Affiliated Consultant -- Training, Development, Team Building)*

Rhiannon Surrenda, M.A., is a dynamic trainer who brings her enthusiasm and passion for empowering others to all her trainings and consultations. Rhiannon works with executives, teams, individuals, and entrepreneurs from various industries to help them become high performers and succeed in their professional and personal development goals. As a trainer and consultant for the past 18 years, Rhiannon excels at leadership development, developing high-trust workplaces, building emotional intelligence, essential communication skills, change management/resilience, working across generations, process improvement, strategic planning and development and delivery of train-the-trainer programs.



Rhiannon has a master's in organizational psychology and a Graduate Certificate in Organizational Conflict Management from John F. Kennedy University. She is a certified trainer for **Development Dimensions International, Inc.**, **True Colors®**, **New World of Work 21st Century Employability Skills**, **Culture Works What Motivates Me**, and is a **CCCAOE Leadership Academy Master trainer**. In addition, she has completed and been certified in the **AchieveGlobal Inc. Leadership Training**, **Compression Planning®**, **Interaction Associates Facilitative Leadership® Training**, **Interaction Associates Facilitating Change® Training**, **Technology of Participation Training (ToP)®**. She is a certified facilitator of **Being in Action**, delivering empowerment and stress management training.

### 3 Hour Sessions - Virtual

- # of participants: Suggested session size not to exceed 28

## Classes to Build Personal Effectiveness

*Audience: Individual Contributor*

### Communication Essentials

Even though we all communicate, most of us could improve our most basic habits. Listening actively, understanding needs, feelings and defenses, speaking up clearly and making requests instead of demands are personal habits that will serve us as leaders. In this class you will learn how to listen actively and how to speak up for your needs in a way that builds trust and respect.

*Trainer: Rhiannon Surrenda*

### Building Self-Awareness and Emotional Intelligence

The purpose of this powerful program is to empower and inspire YOU to build your own capacity for self-awareness, and to manage your emotions effectively, so that you can make powerful choices about your behaviors and thereby improve your relationships. Emotional

Intelligence has been shown to be a powerful predictor of success- more so than a person's IQ! You'll learn and understand the 4 components that contribute to Emotional Intelligence, practice easy to use tools for building and maintaining self-awareness throughout the day and learn how to "prime" your body and brain for success!

*Trainer: Rhiannon Surrenda*

### **Speak Up! The Art of Assertiveness**

To be assertive is to speak up for our needs and interests, while consciously respecting the needs and interests of others. At work and at home, this will help you build strong and healthy relationships by setting and maintaining healthy boundaries.

*Trainer: Rhiannon Surrenda*

### **Managing Conflict**

Conflict is part of life, and the better we can get at handling it, the less of it we seem to have! In this dynamic course, we look at the pros and cons of five typical responses to conflict, and we engage in a powerful 3-part method for staying calm during the storm!

*Trainer: Rhiannon Surrenda*

### **Taking Charge! Handling Difficult Conversations**

Let's face the facts: at work and in life, we have to do hard things. We have to have challenging conversations, bring up uncomfortable topics, and stay present while others are losing their cool. In this class, we learn to navigate these challenging situations with poise and confidence.

*Trainer: Rhiannon Surrenda*

### **Managing Time and Energy**

Too much to do? Too little time? Too little energy? In this class, we "clear the clutter," focus on the powerful actions that enable you to thrive and identify ways to move the needle and make meaningful progress toward your most important outcomes. BONUS: Download our "TIE Tracker" to discover and eliminate your hidden time wasters!

*Trainer: Rhiannon Surrenda*

### **Success Habits: Your Everyday Roadmap**

When something is a habit, it means we are wired to take action without even thinking. Wouldn't it be amazing if we could build positive habits that helped us do MORE of the right things with LESS energy? Come to this class to learn more about the habit process, and to build a "habit plan" that will help you build powerful, helpful habits.

*Trainer: Rhiannon Surrenda*

### **Powerful Positive Thinking**

The illusion that our thinking patterns exist "only in our heads" can be dangerous and destructive. The truth is that our thinking consistently seeps out into our language and interactions with others. To communicate skillfully, we must master the art of positive thinking. In this module you will break through perceptual biases, learn to "stay low on the ladder" and use "Yes" language, and practice listening openly and with purpose.

*Trainer: Rhiannon Surrenda*

# Making the Leap to Leadership

*Audience: Early People Leadership; Leads; Supervisors; Managers*

## **Being a Super Supervisor**

In this class we learn the essential differences between being an individual contributor and being a people-leader. We discuss the importance of leadership credibility and reflect on ways to set a positive example regarding your organization's values. We also address competency development and the need to have a personal development plan. You'll come away with a personalized development plan.

*Trainer: Rhiannon Surrenda*

## **Meaningful 1:1s**

Creating connection, clarity and consistency often happens in our 1:1 meetings. Are yours as powerful as they need to be? In this workshop, we learn to build trust in every interaction, and we practice creating clarity with respect to roles and responsibilities.

*Trainer: Rhiannon Surrenda*

## **Leveraging Your Strengths (The Working Genius)**

When we work in alignment with our strengths, we give our work our very best and feel energized at the end of the day! Unfortunately, most of us do NOT work from our strengths and instead struggle through our responsibilities. Come to this class to learn more about WHY strengths matter and HOW to discover and leverage your own natural talents and abilities. The assessment fee is \$25 per participant.

*Trainer: Rhiannon Surrenda*

## **Trusted Feedback**

Feedback (positive and constructive alike) is essential in healthy working relationships, and yet many of us are uncomfortable with speaking up when we see something that isn't working as it should. In this class we learn and practice using the latest and simplest techniques for giving both recognition and feedback, while also building our own receptivity to feedback.

*Trainer: Rhiannon Surrenda*

## **Setting and Achieving Goals**

Goals are energizing! In this class, we turn great ideas into actionable goals! We craft "sticky goals" that are outcome based and that drive results- even in a hybrid or remote team environment, and we assess which goals are the RIGHT goals. We also address the age-old question, "what if my job isn't about goals?"

*Trainer: Rhiannon Surrenda*

## **Motivating Others**

Motivation runs deep. When our actions are aligned with our primary motives, our work becomes more meaningful and fulfilling. In this class we will understand some of the basic human motivators, and how they show up at work. We will also make a plan to sculpt your work to align more closely with your primary drivers, and practice conducting a "motivation interview" that will help you understand the motives of others.

*Trainer: Rhiannon Surrenda*

## **Delegating for Development**

Delegation is a supervisor's best friend! When done properly, it empowers your staff, creates opportunities for growth, and allows you as the supervisor to focus on the big picture. In this class you will identify tasks and responsibilities to delegate, delete, delay, or in some cases dump. You will also assess your team members for delegation readiness, and you will prepare for a delegation using the STAR method.

*Trainer: Rhiannon Surrenda*

## **Leading Meetings and Teams**

*Audience: Anyone in a facilitative or influential role or formal lead/supervisory role Managers*

### **Leading Meetings that Matter**

Meetings are the "unit" of team interaction and can be a source of great energy and productivity— especially when we are aligning with our natural geniuses. But many of our meetings are boring, repetitive, and turbulent. In this class we learn the 3P framework and introduce 4 meeting types that will transform your team meeting practice.

*Trainer: Rhiannon Surrenda*

### **Building Team Accountability**

As supervisors, we need to set high standards and develop our teams to perform. And yet, much of our time is spent following up, taking charge, and shepherding the work forward. In this class, we learn to cultivate true ownership and to activate accountability at the team level, so that we can get out of the cycle of micromanagement.

*Trainer: Rhiannon Surrenda*

### **Understanding Team Dynamics**

To lead a team is to unleash the unique abilities of all team members and create synergy. To do this, you must understand team dynamics, roles, and the evolution of a team, and you must learn to diagnose team challenges and support the team you want to lead.

*Trainer: Rhiannon Surrenda*

### **Coaching for Success**

Coaching is a powerful skill set for every manager to develop. Coaching helps you build trust, ensure accountability, foster engagement, and achieve results faster! In this course we learn and practice the highly effective GROW coaching model, and we prepare to conduct "career coaching conversations" with direct reports.

*Trainer: Rhiannon Surrenda*

### **Leading Through Change**

Change is all around us! To be our best and LEAD at our best, we must acknowledge the impact that change makes on ourselves and others. In this class we look through the lens of "transition" and make a plan for addressing the barriers that we will inevitably face as we try to initiate change. We also learn a simple process for galvanizing our team and rewarding small wins.

*Trainer: Rhiannon Surrenda*

# Working with Customers

*Audience: Anyone with direct internal or external customer contact*

## **Customer Service Essentials**

Who is your customer and what do they (really) want? In this course we learn to understand the needs of external and internal customers, and we practice powerful skills that ensure that we are proactively meeting their needs.

*Trainer: Rhiannon Surrenda*

## **Dealing with Difficult Customers**

When a customer interaction goes bad, it can be difficult and demoralizing. As tensions rise, we must try to de-escalate and restore harmony. Come to this class to learn and practice the resiliency skills that you need to work with these difficult situations, maintain your composure, and come out stronger on the other side.

*Trainer: Rhiannon Surrenda*



# MRG TRAINING CATALOG

## YOLANDA UNDERWOOD

*(Affiliated Consultant -- Training & Leadership Development)*

Yolanda Underwood is a fully versed leadership trainer and coach that helps organizations achieve results. For over 20 years, she has specialized in providing teams with training and coaching sessions that are powerful and thought-provoking. Focusing on the areas of strategic planning, performance management, and leadership development, she is able to assist organizations to realize their goals. Yolanda works with departments and cross-functional teams as well as individuals at all levels. Her expertise in areas such as Effective Communication, Building Trust, Developing High Emotional Intelligence, and Creating High-Performance Teams focus on promoting a positive and productive culture. She is fluent in Spanish and has experience working to bridge the communication gap with those who understand Spanish more accurately. She also assists those with translation back to English.



### 3 Hour Sessions - Virtual

- # of participants: Suggested session size not to exceed 28

## Classes to Build Personal Effectiveness

*Audience: Individual Contributor*

### Discover the Art of Connecting Through Communication

In this engaging and interactive virtual training session, local government employees will delve into the intricacies of communication. Participants will start by examining the process and goals of communication, gaining a deeper understanding of how to convey messages clearly and effectively. The session will then address common barriers to communication, helping attendees recognize and overcome obstacles that hinder understanding. Various communication styles will be explored, providing insights into how different approaches can impact interactions. Finally, the training will introduce practical techniques for effective communication, equipping participants with the tools they need to enhance their connection with colleagues and constituents.

*Trainer: Yolanda Underwood*

### Cultivating Meaningful Relationships with EI

In this enlightening session, local government employees will discover the transformative power of emotional intelligence (EI). The session begins with an exploration of the importance of EI, highlighting its critical role in personal and professional success. Participants will then delve into the impact of EI on relationship management, understanding how emotional awareness and regulation can enhance interactions. Practical skills to strengthen connections with others will be shared, enabling attendees to build and maintain meaningful relationships. Finally, the training

will expand participants' understanding of EI as an essential component of effective leadership, fostering a more empathetic and collaborative work environment.

*Trainer: Yolanda Underwood*

### **Navigating Difficult Conversations**

In this practical session, employees will gain the skills needed to navigate challenging interactions with confidence. Participants will begin by examining the characteristics of difficult conversations, identifying what makes these discussions particularly challenging. The session will then introduce the five conflict styles, providing a framework for understanding different approaches to managing conflict. A proven model for working through difficult conversations will be presented, offering a step-by-step guide to achieving positive outcomes. Finally, attendees will discuss common pitfalls in handling conflict effectively, learning strategies to avoid these mistakes and foster constructive dialogue.

*Trainer: Yolanda Underwood*

### **Achieve More Through Mastering Personal Effectiveness**

In this empowering virtual training session, local government employees will learn how to enhance their personal effectiveness and achieve more in their roles. The session begins by identifying how our time is currently used, providing insight into daily habits and routines. Participants will then identify the most common time robbers, understanding what hinders productivity and how to address these challenges. The difference between urgent and important tasks will be explored, helping attendees prioritize their work more effectively. Finally, the training will introduce practical techniques for becoming more effective, equipping participants with strategies to maximize their efficiency and productivity.

*Trainer: Yolanda Underwood*

### **Strategies for Productive & Successful Meetings**

In this insightful session, employees will discover how to conduct meetings that drive productivity and success. Participants will begin by distinguishing the characteristics of effective meetings, recognizing what makes gatherings purposeful and efficient. The session will then examine the impact of ineffective meetings on both individuals and the organization, highlighting the cost of poor meeting practices. A discussion on today's various meeting types will provide a comprehensive understanding of different formats and their appropriate uses. Finally, attendees will be introduced to techniques for leading effective meetings, gaining practical skills to ensure every meeting is productive, engaging, and successful.

*Trainer: Yolanda Underwood*

### **Embracing and Adapting to Change**

In today's working environment, change seems like a constant. In this session, employees will learn how to navigate and thrive during times of organizational change. Participants will begin by exploring strategies to adapt to organizational changes, ensuring they remain resilient and flexible. The session will introduce techniques for working through the challenges of change, providing practical tools to manage transitions effectively. The impact of change and the fear of the uncertain will be discussed, helping attendees understand and address their own and others' apprehensions. Finally, the training will explore ways to thrive during times of change, equipping participants with the mindset and skills needed to succeed in a dynamic environment.

*Trainer: Yolanda Underwood*

## **Leading from Below: Strategies for Managing Up**

In this empowering virtual training session, local government employees will learn effective strategies for managing up and influencing leadership. Participants will start by adapting to different leadership styles, gaining insights into how to work effectively with various types of leaders. The session will explore a range of strategies for influencing supervisors, managers, and executives, ensuring that participants can positively impact decision-making processes. Key principles of effectively managing up will be identified, providing a framework for successful upward management. Finally, attendees will learn about the interpersonal skills that help influence and persuade, equipping them with the tools to build strong, productive relationships with their leaders.

*Trainer: Yolanda Underwood*

## **The Power of Critical Thinking**

In this enlightening virtual training session, local government employees will discover the transformative power of critical thinking. Participants will begin by exploring the process of critical thinking, understanding the steps involved in analyzing and evaluating information. The session will emphasize the importance of questioning and information gathering, highlighting how these skills contribute to more informed decision-making. Various models for critical thinking will be reviewed, providing participants with different frameworks to approach problems. Finally, attendees will be introduced to practical tools and techniques to implement critical thinking strategies, equipping them with the skills to apply these methods effectively in their daily work.

*Trainer: Yolanda Underwood*

## **Making the Leap to Leadership**

*Audience: Early People Leadership; Leads; Supervisors; Managers*

### **Evolving from Manager to Leader**

Everyone has the potential to lead, yet learning how to shift from managing to leading takes a mindset change. In this session, employees will learn how to transition from traditional management roles to high-performance leadership. Participants will begin by distinguishing between a traditional manager and a high-performance leader, understanding the key differences that set leaders apart. The session will then explore the importance of both daily and "high-level" leadership, emphasizing the need for consistent and strategic guidance. The various roles of a high-performance leader will be discussed, providing insights into the multifaceted responsibilities of effective leaders. Finally, attendees will be introduced to techniques to become successful leaders, equipping them with the skills and strategies to inspire and guide their teams toward excellence.

*Trainer: Yolanda Underwood*

### **Coaching for Success Through Goal Setting & Feedback**

How do you build and sustain a high-performance culture within the organization? Participants will begin by defining organizational culture and understanding how it is established, laying the foundation for a cohesive and effective work environment. The session will identify the key components of organizational culture, providing a comprehensive overview of what makes a culture thrive. Techniques to create involvement and employee engagement will be explored, ensuring that all team members are actively contributing to and invested in the organization's

success. Finally, attendees will learn how to create a system to stay on course, maintaining momentum and ensuring continuous improvement in their organizational culture.

*Trainer: Yolanda Underwood*

### **Thrive Together by Building a High-Performance Culture**

Everyone has the potential to lead, yet learning how to shift from managing to leading takes a mindset change. In this session, employees will learn how to transition from traditional management roles to high-performance leadership. Participants will begin by distinguishing between a traditional manager and a high-performance leader, understanding the key differences that set leaders apart. The session will then explore the importance of both daily and "high-level" leadership, emphasizing the need for consistent and strategic guidance. The various roles of a high-performance leader will be discussed, providing insights into the multifaceted responsibilities of effective leaders. Finally, attendees will be introduced to techniques to become successful leaders, equipping them with the skills and strategies to inspire and guide their teams toward excellence.

*Trainer: Yolanda Underwood*

### **The Art of Measuring and Evaluating Performance**

In this insightful virtual training session, local government employees will delve into the art of measuring and evaluating performance. Participants will begin by discussing the importance of reviewing performance, understanding how regular assessments contribute to individual and organizational success. The session will highlight a leader's role in performance reviews, emphasizing the impact of effective leadership on employee development. Various processes and activities for regular performance evaluation will be explored, providing practical methods to ensure continuous improvement. Finally, attendees will be introduced to techniques for delivering effective performance feedback, equipping them with the skills to offer constructive and motivating evaluations that drive performance excellence.

*Trainer: Yolanda Underwood*

## **Working with Customers**

*Audience: Anyone with direct internal or external customer contact*

### **Delivering Customer Service Brilliance**

In this dynamic training session, local government employees will learn how to elevate their customer service skills to new heights. The session begins with a definition of exceptional customer service, setting a high standard for all interactions. Participants will develop a deep understanding of today's customers and their expectations, recognizing the evolving needs and preferences of their community. The training will then review the full customer experience, from initial contact to resolution, ensuring a comprehensive approach to service delivery. Finally, attendees will be introduced to practical techniques for delivering exceptional service, quipping them with the tools to create positive and memorable experiences for every customer.

*Trainer: Yolanda Underwood*