We use proven adult learning methods in program design and delivery of all our training and development programs. Each program module includes individual and group exercises and activities designed to promote continuous learning and improve work performance. You may opt to select from our menu of program offerings or we can assist with customization and implementation of specialized programs that suit the nature and needs of your organization. **For a more detail list of our training products, contact our office today.**

Programs for Management

Coaching for Success:
This highly interactive four to six hour workshop (depending on version selected) is designed for anyone who provides formal performance feedback to others. During the workshop, participants are introduced to techniques specially designed to help them bring out the best in others while addressing potential weaknesses that impedes success. Participants gain valuable insights, refine skills, and practice methods to motivate and greatly improve the performance of others.

Communication:
This four hour workshop is designed to help supervisors and managers increase their ability to listen with understanding, communicate with confidence, and handle employee complaints. As a result of attending this workshop, participants will be able to use active listening skills and communicate more effectively.

Hiring For Success: *Strategies for Selecting High Performing Employees*
This one-day workshop is based on a structure approach to interviewing and employee selection. Participates will lean techniques that will help them identify and hire potentially high performing employees. Participates will also learn how to properly screen employment applications and resumes, develop behavior based interview questions, and conduct structured interviews. Participants will also become familiar with legal/illegal questions and the do's and don'ts of effective interviewing.

Leadership:
This is a one-day workshop designed for mid-level managers and supervisors. The workshop focuses on the situational leadership model. Participants identify their leadership style and compare their perception with the perception of subordinates. Participants also learn how to assess employee development level, and match leadership style to employee development level.

Managing and Motivating a Diverse Workforce:
This one-day workshop is designed for individuals who are responsible for supervising employees or leading teams and workgroups. During this workshop we will, a) define diversity in the broadest sense, b) explore how past experiences form the basis of assumptions, biases and stereotypes, c) review the types of differences that exist within and among people, d) reflect on how "feeling different" impacts self-esteem, teamwork and productivity, e) identify the key steps to managing and motivating a diverse workforce, and f) allow participants to engage in several activities that will put what they learned into practice.

Managing Change:
This one-day workshop is designed for mid-level managers and supervisors. The workshop will a) provide participants with an understanding of the phases in adapting to change, b) allow for individual assessment

of how the change has and will impact his or her life, and c) develop action plans to enhance participants ability to manage the transition into their new role.

Promoting Service Excellence:
This is a four to six hour workshop (depending on version selected) designed for management staff. The workshop addresses ways in which management can change their staffs' attitudes and skills in providing excellent service. The workshop focuses on the skills the manager uses to empower and support staff in responding to needs, and using valuable staff for solving service failures.

Progressive Employee Disciplining:
This six-hour workshop is designed for anyone who is responsible for managing or supervising the work of others. The workshop is based on a structured approach to establishing positive discipline, applying progressive discipline and managing common problem behaviors.

Succession Planning:
Through this interactive workshop, participants will learn about critical decision points and a step-by-step approach to designing and implementing an effective succession management program.

Team Development:
This one-day workshop is designed to provide supervisors and managers with the knowledge and skills necessary to build an effective team. Participants will gain an increased understanding of the nature and characteristics of effective teams, how organizational structure affects team building, and how to apply group process skills during the team building.

The Essentials of Supervision:
This one to two day workshop (depending on version selected) is designed for frontline supervisors (including those recently appointed to the position) team leaders, and project managers. The workshop will provide participants with an overview of the basic functions of a supervisor including decision making, planning, organizing, leading, communicating and coaching.

Meeting Management:
This interactive, hands-on, meeting management workshop teaches participants what to do before, during, and after meetings in order to accomplish more results instead of scheduling more meetings.

Programs for all Employees

Building a Collaborative Relationship with Your Peers:
This is a four to six hour workshop (depending on version selected) designed for all employees. The action steps modeled and practiced in this workshop will help participants take the initiative to communicate and collaborative more effectively with co-workers.

Business Ethics:
This four-hour workshop is designed to help participants develop the skills needed to effectively identify and deal with ethical dilemmas when they arise. As a result of attending this workshop participants will be able to: recognized ethical dilemmas when they occur; develop imaginative ways of analyzing these dilemmas in order to reach effective, ethical resolutions; and, apply the values they hold to complex managerial situations.

Communication:
This one-day workshop is designed to help increase participants' ability to listen with understanding, communicate with confidence and handle customers' complaints effectively. As a result of attending this workshop, participants will be able to use active listening skills and communicate more effectively.

Effective Interpersonal Relationships:
This four-hour course focuses on Interpersonal Relations and Communications. The course is designed to raise awareness of the importance of interpersonal and communications skills in the work environment. Participants attending the training are introduced to personal effectiveness tools they can start using immediately to improve overall interpersonal relations/communications skills.

Effective Telephone Techniques:
This workshop focuses on telephone procedures, usage, and basic telephone courtesy. Participants attending the training will be provided with the skills to help them: establish a telephone personality; improve and enhance basic telephone etiquette; create a positive attitude; and effectively handle dissatisfied callers.

Excellence in Customer Service:
This four-hour workshop is designed for all staff. Participants will a) learn the importance of customer service as a competitive advantage to an organization; b) gain insights into their understanding of the needs and wants of customers; c) Identify behavioral actions that have positive effects on customers; d) understand the impact of perceptions on behavior; e) practice listening and communication techniques; and f) appreciate the need to be responsive to diversity among customers.

How to Be an Effective Team Member:
This is a four to six hour workshop (depending on the version selected by the organization) designed to provide participants with the knowledge and skills necessary to function successfully as a member of a team. Participants will gain an increased understanding of the nature and characteristics of a high performing work team. Participants will also have a clearer understanding of the different roles needed on a team in order to ensure team success.

Interacting With Angry/Difficult People:
This six-hour workshop is designed to help participants handle "heated" interactions with others with more confidence, control and comfort. As a result of attending the workshop, participants will be able to demonstrate familiarity with the barriers to effective listening and successfully use key listening skills; use

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3 | P a g e

key actions for responding to the concerns expressed by others; and defuse anger and deal non-defensively with criticism.

Introduction to Continuous Process Improvement:
This is a four to six hour workshop (depending on the version selected) designed to provide participants with an overview of the principles and practices of quality management and the critical ingredients of an effective continuous process improvement program.

Leading Process Improvement Teams:
This is a two-day course designed for individuals responsible for leading process improvement teams and work groups. Participants will learn a) the stages of team development; b) how to conduct effective team meetings; c) the principles and practices of quality improvement; and d) the basic quality improvement tools and how to use them in the quality improvement process.

Managing Your Stress: *Strategies for Making the Pieces Fit*
This half-day workshop is designed for all staff. Participants will develop specific skills and strategies that are effective in reducing and managing stress in their workplace and in their personal life. Participants will learn about the general nature of stress, identify major sources of stress in their job, practice techniques for reducing stress, and identify and evaluate their personal support systems for dealing with stress. As a part of the workshop, each participant will be assessed using "The Stress Evaluation Profile." This instrument graphs stress levels in ten areas of a person's life. In addition to the stress assessment, participants will participate in several exercises designed to open the door to identifying and understanding their own "Stressors" better and helping them develop an effective plan to manage them.

Planning Tools and Techniques:
This four-hour workshop will introduce participants to the role and concepts of organizational planning. As a result of attending the workshop, participants will have a better understanding of: strategic planning; program planning; operational planning; and quality planning.

Problem-Solving Cluster for Individuals and Teams:
This course is divided into 4 four-hour modules. These four modules are designed to provide individuals, team members and team leaders with an organized approach to solving complex problems. Module one and two provide participants with a basic problem-solving process and tools and techniques to use with that process. Then participants build on what they learn as they complete module three and four, which are designed to develop interpersonal skills.

Professional Development for Administrative/Clerical Support Personnel:
This is a four module workshop series that is delivered in four-hour segments. The workshop is designed to enhance the professional skills of participants. Topics covered include: The Boss/Secretary relationship; The Professional Image; Enhancing Technical Skills; and Professional Telephone Techniques.

The Art of Facilitation:
This is a two-day course designed for individuals responsible for conducting training or leading teams and work groups. Through practical experience and integration of theory, participants leave the training with an excellent understanding of how to facilitate effective group interaction.

Time Management: *Strategies for Gaining Control of Your Time and Your Life*
This is a four to six hour workshop (depending on the version selected by the organization) designed to help participants develop specific skills and strategies that are effective in controlling and organizing their time in the workplace and in their life.

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4 | P a g e

Valuing Diversity: *A Window of Opportunity*
This one-day workshop is designed for all employees. The workshop explores how past experiences and differences among people form the basis of assumptions, biases and stereotypes; and, how assumptions, biases and stereotypes impact self-esteem, teamwork and productivity. Participants will also be introduced to a model for valuing diversity.

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5 | P a g e