



inspire human resources

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Celebrating 10 Years

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Learning Programs

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# Who We Are

- Inspire is a ***curated team*** of HR experts accessible when you need them.
- We provide the ***pro*** that best matches your needs based on your company culture, project deliverables, and timeline.
- We parachute into both Fortune 500's and high-growth companies, and quickly deliver ***results***.

# Learning Programs

- Emerging leader track
- Established leader track
- Diversity and inclusion
- Managing multi-gen workforce
- Career development
- Performance management refresh
- Goal setting
- Managing in an open floor plan
- Decision making
- Improving executive presence
- Effective communication
- Navigating time and priorities
- Interviewing skills 101
- Negotiation skills
- Assessment and team building utilizing DiSC and MBTI

# Approach

## *Delivering interactive experiences with lessons that last:*

- Articles regarding topics sent in advance
- Music plays to set the tone as participants enter the room
- Video clips to underscore learning
- Exercises where participants write email to “future self” listing 3 commitments from what they learned (Inspire emails them back 1 month later)
- Talking points for leaders to reinforce learning after the program
- Interactive “lab” sessions (including group case studies and activities) for topics such as decision making and managing employees in an open floor plan
- Soft copies of materials provided for copying: deck, participant guide, evaluation and articles

# Learning Program Outlines

# Management: Emerging Leaders

*Objective: provides strategies to transition to managerial role and shares tools to create an open, collaborative team*

- Role as a manager
  - Tips for transition
  - Establish a team vision
  - Importance of manager and employee relationship
- Manage like a ninja
  - Time management
  - Effective communication
  - Being present
  - Decision making
  - Delegation

# Emerging Leaders (continued)

- Navigating the organization
  - Manage change and ambiguity
  - Manage failure
  - Handling failure
- Your team
  - Goal setting
  - Career development
  - Having difficult conversations
- Your career
  - Developing yourself
  - Keep an eye on your short-term and long-term career goals

# Management: Established Leaders

*Objective: Provide leaders with the tools to coach their teams through the challenges seasoned managers face*

- Leadership
  - Navigating change
  - Managing failure
  - The multigenerational workplace
  - Diversity and inclusion
- Communication
  - Decision making
  - Conflict management
  - Delegation



# Established Leaders (continued)

- Your role as a coach
  - Career development
  - Goal setting
  - Performance management
  - Delivering difficult feedback
- Managing your career
  - Establish your leadership brand
  - Your short-term and long-term goals
  - Establish your personal “board of directors”

# Diversity and inclusion

*Objective: Build a culture of inclusion; educate team on zero-tolerance policies for sexual harassment and discrimination*

- Respect and inclusion
  - Organization's commitment to create a culture of respect and inclusion
  - Dimensions of diversity
  - Discrimination and harassment in the news and social media
- Communicating with respect
  - Uncovering unconscious bias
  - Active listening
  - Throughout the employee's lifecycle

# Diversity and inclusion (continued)

- **Discrimination and harassment**
  - General harassment and discrimination laws and definitions
  - Manager's liability
  - Tools to identify, report and prevent
- **Bullying**
  - Impact on reputation
  - Addressing power disparity
- **Navigating the workplace**
  - Practice conversations
  - Situations to navigate
  - Exercises to practice learning

# Managing multi-gen workforce

*Objective: Recognize the advantage of different generations in the workplace; understand the influence and characteristics of each generation; review areas likely to cause intergenerational conflict and strategies for ideal situations*

- Business case for addressing generational issues
- Demographic information about each generation
- Traits, influences and communication preferences of each generation
- Perception of each generation: myths vs. realities
- Common “generation clash” areas
- Tips to work more effectively with each generation

# Managing multi-gen workforce (continued)

- Panel discussion
  - Company representatives from each generation respond to prepared questions
  - Questions are designed to highlight some of the different perspectives of each generation in the workplace
  - Audience members have a chance to ask questions to the panelists as well
- Program includes creative ideas to celebrate different generations such as:
  - Music from each generation plays when participants enter room
  - Suggestions for candy from each generation to enjoy during the program

# Career development

*Objective: Learn possible career paths; discover how to create short-term and long-term goals; understand how to have an effective career conversation with your manager*

- Discussion on best career conversations and why it is important for both employee and manager
- Career path options – there is no longer just one
- Steps on how to manage career development
  - Discover your value proposition
  - Set career goals
  - Create a strategy
  - Communicate your strategy to your leader

# Career development (continued)

- Common obstacles
  - Make it a priority
  - Follow up
  - Leader-employee partnership
- Program includes:
  - Self-assessment looking at values, motivators and goals
  - Career development action plan
  - Practice conversation with manager
  - Possible questions to ask during a career development conversation

# Performance management refresh

*Objective: Know why and how to have authentic performance conversation; deliver both positive and negative feedback; feel comfortable in delivering feedback to employees at varying performance levels, write clear, authentic and meaningful feedback*

- Authentic performance feedback
  - How to increase comfort delivering feedback
  - Make performance feedback immediate
- Giving feedback using SBIN model
  - Situation
  - Behavior
  - Impact
  - Next Steps



# Performance management refresh (continued)

- The conversation
  - Feedback conversation
  - Anatomy of a conversation
  - Employee development
  - Deliver difficult feedback
  - Write an appraisal
- Includes:
  - Practice giving feedback
  - Practice writing feedback
  - Share and discuss insights

# Goal setting

*Objective: Tools for leaders to create linkages between team and organizational goals; create goals that feel relevant and motivating*

- Participants will bring pre-work of drafted annual goals and use this during working sessions to strengthen goals
- Participants will learn that setting S.M.A.R.T. goals are applicable to all employees, whether he/she is entry-level, mid-level, or more senior
  - The way goals are framed, or the degree of specificity/prescriptiveness may vary from role to role or person to person

# Goal setting (continued)

- Participants will learn to create annual goals for all levels and positions that are S.M.A.R.T.
  - Specific: What will the goal accomplish? Are you being clear?
  - Measurable: How and why will it be measured and accomplished? Can you measure your success?
  - Attainable: Is it realistic? Do you have the knowledge, skills, abilities, and resources to accomplish this?
  - Relevant: What is the business impact?
  - Time Bound: What is the time frame?
- Participants are encouraged to build goals with input from their employee

# Managing employees in an open floor plan/working remotely

*Objective: Equip leaders with effective strategies and tools to manage and engage employees in an open floor plan and across locations*

- Benefits of an open floor plan/working remotely
  - Best practices
  - Benefits
- Leading into the unknown
  - Inclusive leadership
  - Growth vs. fixed mindset
- Strategies for engaging employees

# Decision making

*Objective: Strengthen decision making skills and be comfortable - or not averse - to risk taking*

- Understand the value of making a decision
- Strategic decision making
  - Keys to success
  - Choosing the best option
- Sell your decision
  - What you need to address
- Managing the aftermath
  - What if things go wrong?

# Improving executive presence

*Objective: Build awareness on how we are perceived; learn to project confidence and create your personal brand*

- Understand why presence matters and how to use it as a career management tool
- Learn the presence building blocks: communication (how you speak), appearance (how you look) and gravitas (how you behave)
- Customized case study to address specific scenarios where leaders need to hone their specific skills (i.e., influencing business partners)
- Master your inner state to project confidence and executive presence

# Improving executive presence (continued)

- Create positive self talk
- Identify stress triggers
- Create your desired personal brand
- Examine how others see you
  - Each participant will get anonymous feedback from 5 participants with 2 strengths and 1 area for development. This feedback will impact their personal branding roadmap.
- Make a personal branding roadmap
- Write an action plan

# Effective communication

*Objective: Provide tools to improve both verbal and non-verbal communication*

- Characteristics of great communicators
- Identify opportunities for communication at work
- Interpersonal Communication Skills Self-Assessment
  - Send clear messages
  - Listen
  - Give/get feedback
  - Handle emotional interactions
- Role of listening



# Effective communication (continued)

- Sending clear messages
  - How to effectively plan
  - Preparation tips
  - Clear message delivery
- Give and get feedback
- How and why to ask for feedback
- Tips for giving feedback in order to get a positive response
- Effective meetings
  - Characteristics of effective meetings
  - How to handle challenging personalities in meetings
- Techniques when you are not getting through

# Navigating time and priorities

*Objective: Understand how you currently manage your time and learn techniques to improve your time management (including how to manage interruptions and emails, and ways to avoid procrastination)*

- Time Management self-assessment
  - Personal time analysis
- Urgent vs. important matrix
  - How to use to prioritize
- Prioritization approach
  - How to use the ABC method

# Navigating time and priorities (continued)

- Multi-tasking and juggling multiple priorities tips
  - Lecture with interactivity
- Procrastination
  - Tips and tools to overcome
  - Case study
- Pareto Principle
  - How to focus on the right tasks
- Email Overload
  - Techniques to manage email
- Action Planning

# Interviewing skills 101

*Objective: Prepare for and navigate the interview; behavioral interviewing; close the interview*

- Interview prep checklist
- Traits of a good interviewer
- Culture fit
- Open and navigate interview
- Behavioral interviewing
- Interview communication

# Interviewing skills 101 (continued)

- Understand bias
- Close interview
- Legal risk
- Includes:
  - Practice conversations
  - Situations to navigate
  - Exercises to practice learning

# Negotiation skills

*Objective: Develop an effective plan and strategy for any negotiation; recognize interests and issues and avoid unnecessary positions; become more persuasive*

- Effective negotiators
  - Position vs. interest
  - Understand yourself and the other side
  - Map it out (Plan B, C, D...)
- The foundation: listening
  - Good habits
  - Barriers
  - Aspects of communication

# Negotiation skills (continued)

- Strategy steps
  - Influence
  - Leverage
  - Cooperation
  - Agreement

# DiSC assessment & team building

*Objective: Create team cohesion and collaboration through deeper understanding of team members' communication style at work*

- DiSC program:
  - Participants complete online DiSC assessment prior to team building session; reports are given out at session
  - Discover communication style and work habits to heighten awareness
  - Uncover what motivates and stresses individual styles and group dynamics
  - Gain insight into types, and how individuals and groups collaborate effectively
  - Determine optimal way to communicate with DiSC types across the group
  - Discuss DiSC results through interactive, engaging facilitated discussion
  - Focus on both individual and group results



# MBTI assessment & team building

*Objective: Create team cohesion and collaboration through deeper understanding of team members' personality types*

- MBTI program:
  - Participants complete online MBTI assessment prior to team building session; reports are given out at session
  - Review of the different personality styles
  - Activities for participants to determine their own personality styles
  - Compare and contrast reports of participants to their own assessment
  - Activities to show how different personality styles work
  - Customized activities to show how differently personality styles work with other personality styles (customized to department)
  - Activities of funny scenarios and how the different personality styles react



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collaborating with you!

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