



inspire human resources

— Trusted by Clients for Over Ten Years —

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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