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— 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**.

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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

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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

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Learning Program Outlines

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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

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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

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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

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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

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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

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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

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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

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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

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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

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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

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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

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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

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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

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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

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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?

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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

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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

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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

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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

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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

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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

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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

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Negotiation Skills (continued)

- Strategy steps
  - Influence
  - Leverage
  - Cooperation
  - Agreement

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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

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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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We look forward to collaborating with you!

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