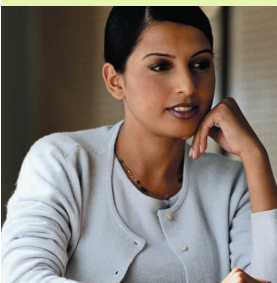




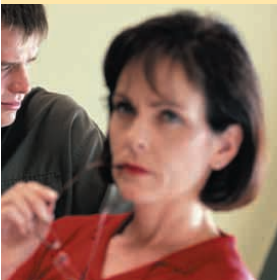
## Participant Objectives & Outcomes

- Increase personal accountability for behavior
- Understand how choices impact your behaviors, image and performance
- Understand how behavioral style and core values affect interactions with others
- Acquire skills for improving confidence, team cooperation and communication
- Resolve problems and disagreements assertively
- Create clear communication with I-statements and active listening
- Achieve goals resulting in growth, change and increased effectiveness



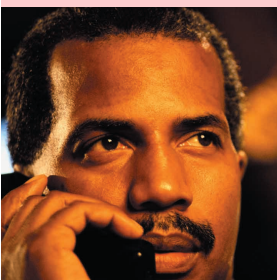
## Target Population

- Individual contributors
- Team members
- Managers/supervisors
- Any individual who has to work with others to achieve results



## Organizational Outcomes

- Increase employee accountability for performance and results
- Improve individual performance through self-awareness
- Increase productivity through conflict resolution
- Enhance customer responsiveness and satisfaction
- Empower individuals to proactively contribute ideas to stay ahead of industry trends
- Individuals learn to concentrate energies on job performance instead of company politics



## Instructional Design Skill Checks

- Awareness information presented in a variety of ways for skill building
- Knowledge examples and models to learn and demonstrate each skill
- Practice activities for application of each skill
- Success / encouragement / feedback from self, co-participants and facilitator for confidence building
- Habit integration through goal setting and visualization
- Behavioral self-assessment
- Manager pre-and post-course behavioral assessments and manager's reinforcement guide

