



Change and the Power of 7 Minutes

A common lament from managers and supervisors is they lack time during the day to accomplish their most important tasks. Tandem Training works with participants on the sometimes stressful, always rewarding process that leaders face as they manage their teams through change and beyond. In this powerful workshop, the value of coaching and mentoring *in just 7 minutes a day* is explored and emphasized, as we focus on 18 proven tips and ideas regarding change. Using our time-tested methods and hands-on, interactive style, participants will see for themselves that these tips can be executed daily on the job, in just 7 minutes.

Participants will ponder the power involved in initiating and managing change using techniques we highlight—using case studies, stories, and discussions. The result is learners will commit to using the skills learned in class on a daily basis! In the workshop, participants learn:

- To change what needs changing...not what's easy to change
- Why gathering the best team players is so important
- How to inspire personal responsibility and accountability
- The importance of measuring results
- How to encourage creativity and innovation, ...and more!

Participants will walk away from this workshop with their own individual, customized action plan plus a re-commitment to the importance of consistency when dealing with their teams.



Giving and Receiving Feedback

When feedback is given and received well, it can contribute valuable information to employees and organizations. Do you struggle when giving feedback to others? Have you ever been offended, hurt or discouraged by feedback you received? Feedback that is specific, descriptive, timely, and practical is valuable for others to hear. Even when negative feedback is offered—in a clear, concise way at the appropriate time—it too can contribute value to an organization—and preserve goodwill!

In this fun, interactive workshop, Tandem Training & Consulting explores the A to Z of feedback! Through exciting competitions, a real-life business problem simulation, group discussions, and hands-on activities, participants learn guidelines for giving clear, constructive feedback—both formally & informally. They will learn how to set the tone for these sessions. Participants will also explore being on the receiving end of feedback! They will learn to sort out strategies for handling customer feedback—both good feedback *and* bad! Participants will learn:

- WHO gives feedback
- WHAT constructive/destructive and formal/informal feedback really is
- WHEN feedback is given and received at work
- WHERE feedback conversations should take place
- WHY we need to give and receive feedback
- HOW to successfully prepare to give *and* receive feedback

Participants will develop a Positive Feedback Plan for “spreading the word” about client/customer compliments! At the end of this workshop, participants will be experts in giving clear feedback, and will listen more effectively to the feedback of others!



GOAL SETTING, the SMART Way

Do you have trouble setting and achieving your goals and dreams? Do you believe that you can control your own successes, or do you believe success is based upon “the stars” and “pure luck”? You can make your goals align with your values and achieve results that are amazing. If you are passionate about your goals, others will become engaged—you will be able to elicit ideas and advice from others; they will be drawn into your network and provide multiple new opportunities. Passionate goal setters act like a magnet to others around them.

In this interactive workshop, participants will explore factors that impact their ability to set challenging, yet realistic goals. Through group discussions, personal reflection activities, “what-if” scenarios, and real-world case studies, participants will learn about their perceived degree of control over their own lives. Their “Locus of Control” impacts their tendency to set goals and achieve success. Participants will be introduced to the renowned SMART Goals model and will learn how to make their own goals *SMART!* The goals will be:

- S – SPECIFIC—the goal should identify a specific action or event
- M – MEASURABLE—the goal and its benefits should be quantifiable
- A – ACHIEVABLE—the goal should be attainable given available resources
- R – REALISTIC—the goal should allow you to stretch, but allow the likelihood of success
- T – TIME-SENSITIVE—the goal should state the time period in which it will be accomplished

Finally, participants will explore several strategies for managing their goals and keeping the “fire burning,” including visualization and “mantra” recital. By the end of this workshop, participants will be able to set a course to achieve their goals with the precision of a highly tuned compass—and will have the drive of a professional athlete to achieve them!



Handling Difficult Conversations

Unresolved conflict is disruptive and costly to your organization. Unresolved conflict can damage working relationships, cause discomfort in the workplace, and lead to absenteeism. It can lead to decreased productivity, turnover, and a waste of company resources. There is the potential for hidden costs, such as sabotage and a negative impact on decision-making. **Companies with chronic, unresolved conflict can find it difficult to attract and keep good employees.** Without management intervention, conflicts may escalate! The cost and effects associated with conflict:

- Direct and *Measurable Costs*: Absenteeism/Turnover, Health Care Issues, Litigation
- Indirect, *Potentially More Costly*: Decreased productivity, Low morale, Poor communication

Acknowledging conflict exists is the first step towards resolution! In this workshop, Tandem Training & Consulting assists you in using the LISTEN Method to defuse difficult situations. This process involves active listening to fully understand the other person's point of view. It brings individuals together and helps them understand the importance of speaking openly – and safely – about issues that cause conflict and disputes. This type of listening and talking creates a *shared meaning* between both parties. In this workshop, we will help you discover non-threatening, respectful ways to communicate preferences and navigate through difficult situations utilizing the LISTEN Method. Participants will:

- L – LEARN - the other person's story *and make it safe*
- I – INTERACT with heart - ask questions that help you understand each other's issues
- S – SHARE ideas – about common goals among the parties in a conflict
- T – TALK about feelings—in conversations regarding conflict and disputes- *without judgment*
- E – EXPLORE options - to resolve each issue
- N – NEGOTIATE - how to resolve future conflict

Participants will walk away with the skills, knowledge and tools needed to deal more effectively with conflict situations—the problem-solving skill set needed to manage adversity. Conflict can be resolved!



Instant Coaching

The single most important job of a manager is **to be a Great Coach!** A true Coach must deliver information in a way that will motivate the person who is being coached *to change the behavior or continue the current behavior*. The INSTANT Coaching workshop outlines the benefits of coaching, and the characteristics of a Great Coach. Using group activities, participants practice the skills that will strengthen and further develop their ability to coach effectively. Each Coach will leave the workshop with an ability to utilize the INSTANT Coaching tool to keep employees motivated:

- I** **Instill** Confidence
- N** **Notice** Strengths and Weaknesses
- S** **Set** the Example
- T** **Timing** is Everything
- A** **Ask** Questions
- N** **Nothing** Will Work Without Consistency
- T** **Track** Progress

In this workshop, participants will:

- Learn the many benefits to coaching
- Identify the characteristics of a Great Coach
- Differentiate between formal and informal coaching *and learn when to use each*
- Understand how Social Intelligence relates to Great Coaching



Interviewing Skills

“Hiring Right” is critical to your customers, your current staff, and the continued high performance of your organization! Interviewing for competency takes practice, yet sometimes, managers are left to their own devices when it comes to recruiting and interviewing job candidates. This can cost organizations in many ways, such as *lowered employee morale* due to the wrong hire, *wasted resources* due to retraining and re-hiring, *negative impact* on the quality of products and services—even possible *litigation!*

Like any other management skill, interviewing to ensure competency can seem difficult at first, but will become easier with the right attention to details—and practice. Training will allow you to hone your skills in a supportive environment where the stakes aren’t as high as a real interview.

In this inter-active Interviewing Skills workshop, participants learn to overcome common interviewing obstacles, avoid dangerous interviewing pitfalls, ask high-impact questions that reveal what you REALLY want to know, evaluate candidates fairly and accurately, and hire the BEST candidate for the position! Through group discussions, meaningful stories, and fun role plays that take them through the interviewing process from start to finish, participants learn everything they need to know to become savvy interviewers who get results! Participants learn:

- The importance of doing your homework *before* the interview
- Responsibilities of the interviewer – legal, fiscal, and promotional
- How to spot red flags on resumes and applications
- To ask insightful interview questions using a STAR system
- Rules for interview conduct... you are being interviewed, too!
- Evaluating candidates for best “fit” ...identifying what’s important and what isn’t

You *can* increase your interview skills — and your comfort levels — during an interview. Hiring Right the first time is always the best!



Managing Change:

See – Feel – Change

Do things stay the same forever in your organization? Probably not – at least not if you’re looking to remain competitive! As the old saying goes, “The only thing we can count on in life besides death and taxes is constant change.”

In this fun, interactive workshop, we will take participants through a very visual exploration of “sticky change.” Tandem Training will use business simulations, exciting competitions, and quizzes to highlight *change* as a normal part of doing business. Through these exercises and discussion of real-life change efforts undertaken by companies in various industries, participants will learn:

- Why it’s important for companies to always search for greener pastures
- Which emotions facilitate change—and which ones undermine successful change
- Why we feel the way we do when faced with change
- How different DiSC styles typically react to change
- How to communicate change in a way that appeals “to the masses”
- Common faux pas many companies make when trying to implement change
- Eight steps to real sustainable change – See-Feel-Change

By the end of this class, participants will better understand how to make changes that “stick”!



Managing Conflict

Do your employees ever engage in conflict? Do they disagree about how to best perform a job, handle a customer issue, or what to do to get ahead within the company? Do “personality clashes” and different behavioral styles ever get in the way of your organization achieving its mission or business goals?

In this experiential workshop, Tandem Training & Consulting employs exciting competitions, engaging group discussions, and interactive activities to help participants learn how to break the silo mentality and achieve greater results with a teamwork culture. Participants will:

- Define “conflict” and discuss its grave consequences for not only the involved parties, but also the organization and its customers
- Identify common conflict situations that erupt in their workplace, what lead to the conflict, and how it could be avoided in the future
- Explore the four primary causes of workplace conflict, including differences in DiSC communication styles and poor listening skills
- Identify three main components that determine how most people respond to conflict, and how to control each
- Review the characteristics of each DiSC style, examine the values and needs of each, and discuss the common reactions people with each style tend to demonstrate when their needs aren’t met
- Identify their personal trigger points, discuss how these “hot spots” can lead them to engage in conflict, and learn how DiSC style is related to personal triggers
- Learn strategies for preventing & managing conflict – using a fun and memorable system!

While learning how to manage personal differences and team effectiveness, participants will also learn more than they ever dreamed of!



Managing Generational Diversity

Ever been frustrated with a co-worker from a different generation? Have you ever heard any of these questions come up? “What does this generation want?” “Why don’t those kids like to work?” “How come *they* don’t get it?” Part of the problem: **you now share the workplace with three other generations!** These other generations have a variety of workplace expectations and assumptions. Understanding them becomes critical when they are likely to judge *your* performance! Rather than be frustrated, attend this workshop to expand your generational reach and explore joint issues and concerns. **Traditionalists, Baby Boomers, Generation X and the Millennial Generation**—their values, priorities, goals, world views and work ethic have all been shaped by different life experiences. In this workshop, participants will take a formal Diversity Assessment—because all change begins with understanding. Then participants will learn:

- Generations may differ, yet these employees also share many things in common, one of which is that they are all people who want to succeed in the workplace—and in life
- Trusted Baby Boomer and Traditionalist coworkers in the workplace can help to build the confidence of some Generation X and Millennial workers and encourage them to seek out opportunities
- The rich life experiences of Generation X and Millennial employees tend to inspire some Boomer and Traditionalist workers

Awareness and understanding of the issues that can create generational conflict at the workplace is just the beginning. Then, as only Tandem Training can, we will tease apart these issues using role-plays and creative activities that we developed to keep people thinking on their feet and captivated by their learning experience!

Barriers will be broken down, myths dispelled, and relationships restored. Employees will walk away with increased understanding and insights into what “they” might be thinking. They will use this new appreciation to help them steer clear of some of the most common generational misunderstandings that take place at work—and at home! **For the first time in American history, 4 generations share the workplace. Have you maximized the intergenerational productivity at your workplace?**



Motivating Others

Research shows 65% of employees quit their jobs as a direct result of unhappiness with their manager! Can you afford unmotivated employees, when you know turnover costs companies on average, *two times an employee's salary*? If participants are responsible for motivating and developing even a single employee, they will benefit as we explore core competencies of motivational managers, as described by Robert Epstein, renowned psychologist and author.

Tandem Training & Consulting employs real-world case studies, thought-provoking business simulations, engaging group discussions, and interactive activities to help participants explore different workplace motivators. They will explore creative ideas to inject variety and “spice” into employee reward programs, and examine the impact of “small” rewards on employee morale and performance. They will review the rewards system currently used in their own organization, and *how they can improve upon it*. Lastly, they will identify *their own motivational strengths and weaknesses*. During this workshop, participants will:

- Debate whether employee motivation is the responsibility of employees—or their managers
- Explore the myths of motivation—and learn the simple truths
- Differentiate between *extrinsic* and *intrinsic* motivation, and understand the role each plays in employee behaviors and job performance
- Examine intrinsic motivation, and learn how it is affected by employee attitudes and assumptions, DiSC style, and changes in life circumstances
- Become “motivation consultants,” hired by senior management to motivate employees with each DiSC style
- Highlight Humor- discuss using humor to develop and maintain employee motivation

At the end of this workshop, participants will send themselves 12 months into the future where they will share with each other success stories about how they improved employee motivation in their workplace. They'll feel inspired by their results and full of creative, inexpensive ideas for keeping employees working together as a unified team—in the present, and the future!