

Module Skill Map

Collaboration and Personal Initiative

All Employees within the Organization

Building Trust Under Pressure:
The Basic Principles®
(4 hours)

Learn and practice six shared basic principles that help transform individuals into genuine leaders.

WorkSkills: Steps to Your Success®

Entry-Level Workers

Defusing Emotionally
Charged Situations
(2 hours)

Getting the Information
You Need
(2 hours)

Helping
Your Team Work
(2 hours)

Positive Response
to Change
(2 hours)

Managing Life Outside Work:
Handling Emergencies and
Resisting Temptations
(2 hours)

Speaking with Confidence
(2 hours)

What it Takes to Succeed:
The Basic Principles
(2 hours)

Preparing entry-level workers – Understanding what is expected, communicate effectively with co-workers and customers, respond to change, handle emotionally charged situations, be a team player, and balance home and work.

Working Through Emotions and Conflict™

Frontline Leaders and Individual Contributors

Addressing
Emotions at Work™
(4 hours)

Resolving Conflicts
with Your Peers™
(4 hours)

Unproductive emotions and conflict in the workplace are two major interpersonal influences that deplete the energy required to meet goals. Important effective ways to manage emotions and conflict.

Contact:

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Developing the 21st
century workforce™

Module Skill Map

Connecting with Others: Listening and Speaking™

Frontline Leaders and Individual Contributors

Listening
in a Hectic World™
(4 hours)

Speaking
to Influence Others™
(4 hours)

Listen effectively, identify and cultivate good sources of information, and master the process of encouraging people to share their knowledge.

Workload Management

Frontline Leaders and Individual Contributors

Identifying Work Priorities
and Setting Verifiable Goals
Learning to Lead®
(4 hours)

Personal Strategies for
Navigating Change
Learning to Lead®
(4 hours)

Managing Your Priorities
Learning to Lead®
(4 hours)

Prioritize work; establish a system for the verification of goal achievement. Recognize and work through stresses and behaviors that rapid change can trigger. Manage competing priorities and maintain high levels of productivity.

Problem-Solving Results: Solutions, Improvements, and Innovations™

Frontline Leaders and Individual Contributors

Unit 1: Connecting
People and Process
(4 hours)

Unit 2: Exploring Gaps,
Causes, and Solutions
(4 hours)

Unit 3: Deciding on
a Solution
(4 hours)

Unit 4: Making it
Happen
(4 hours)

In this workshop all units are to be delivered for complete acquisition of skills and strategies to find appropriate problem-solving solutions and the energy to implement them. Defining, analyzing problems, finding solutions, and implementing them. Specific methods and toolkits. Define decision making procedures and use objective criteria to evaluate choices and arrive at a solution. Action planning and follow-through.

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Module Skill Map

Maximizing Your Supervisory Potential™

Frontline Leaders and Managers

The Hallmarks of
Supervisory Success™
(4 hours)

Delegating for Shared
Success™
(4 hours)

Helps leaders to strive in balancing multiple elements of their job responsibilities. Personal credibility, work group commitment, management support. Delegation success in planning, clear communication, and effective follow-through.

Accelerating Team Productivity™

Frontline Leaders and Managers

Building Team Pride
and Purpose™
(4 hours)

Developing Team Agility:
Day-to-Day Tools™
(4 hours)

Resolving Conflicts
Within Your Team™
(4 hours)

Negotiating Resources
for Your Team™
(4 hours)

Helps leaders focus teams on key results and outputs while building energy and momentum toward achieving goals. Skills that instill high degree of pride and purpose. Strategies team leaders can use to build quickness, flexibility, and adaptability. How to intervene and support team members when conflict arise. Negotiating skills to secure resources for teams. All-inclusive four-unit workshop.

Managing the Performance of Others™

Frontline Leaders and Managers

Planning for Performance
Discussions™
(4 hours)

Clarifying Performance
Expectations®
(4 hours)

Correcting Performance
Problems™
(4 hours)

Conducting Performance
Reviews™
(4 hours)

Ensure employee performance aligns with the direction and strategy of the organization by helping leaders prepare for and conduct different types of performance-related discussions. Discussions that increase productivity, collaboration, and achievement of critical goals. Performance expectations that increase sense of ownership and commitment. Address recurring or serious problems while getting individual back on track and motivated. Conduct a performance review that focuses on major responsibilities, opportunities for improvement, and developmental needs.

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Module Skill Map

Coaching Others for Top Performance™

Frontline Leaders and Managers

Building Trust Under
Pressure: The Basic Principles
Manager's Version™
(4 hours)

Providing Constructive
Feedback™
(4 hours)

Developing Others™
(4 hours)

Giving Recognition™
(4 hours)

Build constructive relationships that gain stronger commitment to improving performance and achieving results. Provide constructive feedback that builds openness and mutual respect. Develop others to expand their capabilities and confidence to face new challenges. Give recognition that reinforces behaviors that lead to the right results.

Activating Change™

Individual Contributors, Frontline Leaders, and Managers

Activating Change™:
Manager Version
(12 hours)

Activating Change™:
Individual Contributor
Version
(4 hours)

Build change capability in your employees and throughout the organization. Use a set of practices and tools to develop the confidence and flexibility needed to master constant organizational change.

Leading Meetings

Frontline Leaders and Managers

Facilitating for Results
(8, 12, or 16 hours, one-
or two-day workshop)

Speaking
to Influence Others™
(4 hours)

Skills to conduct a productive, results-oriented meeting no matter how complex the issue or diverse the group.

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Module Skill Map

Leading Innovation

Frontline Leaders and Managers

Leading Innovation: From
Concept to Customer Value™
(1 Day Workshop)

For organizations needing to accelerate growth and achieve critical business objectives, this program provides a framework, best practices and tools required to make innovation pay off.

Profiles in Genuine Leadership

Frontline Leaders and Managers

Profiles in Genuine
Leadership™
(4 hours)

The core of this program is focused on the Leadership Profile, a self-assessment that measures each participant's performance in six leadership "zones". Participants are not only driven to analyze and celebrate their leadership assets, but they also are encouraged to consider and develop their blind spots and opportunities for improvement.

Direct Resources to Transform the Vision to Action

Senior Managers and Leaders of Others

Bridging Strategy to
Outcomes®
(2 day workshop)

Please note: This program is only available for delivery by AchieveGlobal's own training staff.

Helps senior managers build commitment and focus effort at every organization level. Master and apply key interpersonal skills.

- Seek out, clarify, and confirm ideas and information.
- Describe organization issues and strategy in a compelling way.
- Recognize the challenges and benefits of giving constructive feedback.
- Focus individual action on issues through feedback.
- Explore useful ideas for turning strategies into action.
- Lobby support and resources needed to address key organizational issues.