

ARS Professional Development Training Catalog



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Overcoming Procrastinating **OP1002008**

Course Description

Procrastination is one of the leading causes of failure. It is the habit of putting off until tomorrow what you need to do today. The problem with this practice is that for some people, tomorrow never comes. Discover practical techniques for increasing your professional and personal effectiveness. This course helps you identify your procrastination style and offers effective tools to fight your procrastination demons. Discover strategies for handling interruptions, anticipating and meeting deadlines, and ways to motivate yourself.

Who Should Attend

Employees, managers, business owners and executives who manage multiple priorities and need to become more results oriented.

What Participant Had to Say...

“Good class – informative, good exercises, good examples, good Interaction.”

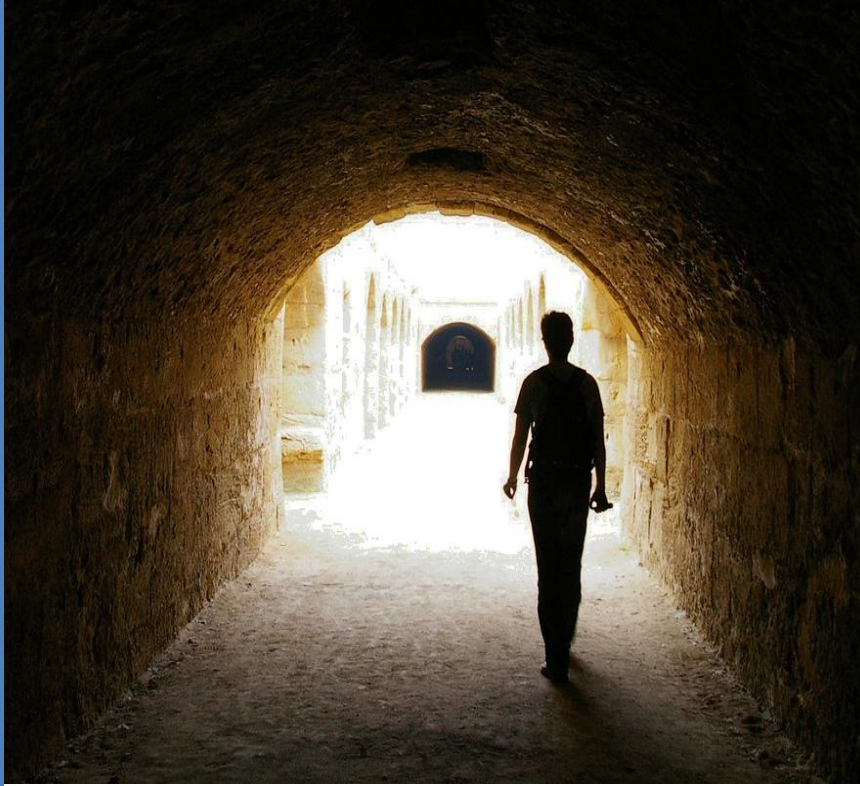
“Liked the exercises; liked the small group setting.”

“Excellent class – we discussed issues that helped me better understand why I avoid difficult tasks. Many take home tools to apply to setting and achieving goals.”

“I liked the whole class, very interactive, plenty of exercises, really challenging.”

Common Major Organizational Changes

- *Staff Changes*
- *Job responsibility changes*
- *Reorganization*
- *Expansion*
- *Downsizing*
- *Procedural changes*
- *Technology advancement*
- *Product/service diversification*
- *Mergers*
- *Acquisitions*



Leading Organizational Change LOC1002008

Course Description

Change is constant and inevitable, yet so many people get blind-sided when it occurs. Leaders are change agents who understand and facilitate change while managing, shaping and sustaining change. Leaders as change agents ensure employees share the organizational vision. You'll learn solid techniques that will enable you to manage the change process. Change can be difficult, yet it's not impossible to handle. Discover how to help your employees accept change; how to cope with loss –uncertainty- lack of control; how to make the transition smoother; how to identify new opportunities and how to develop a strategic plan to prepare for new beginnings.

Who Should Attend

Individuals who lead groups or teams that are experiencing changes as well as non-supervisory employees who want to improve their skills.

What Participant Had to Say...

"Very engaging & full of practical information that anyone could use! Gives you the 'armor' you need to handle insults."

"Excellent - lots of information. Well put together and very well presented!"

"Great class. Very informative, entertaining, delightful delivery, personable lecturer!"

"Great class. Confirmed a lot of things and opened my mind to new techniques."

Positive Communications in Difficult Situations

PCDS1002008

Course Description

Learn how you can develop and maintain a positive attitude in the midst of unpleasant situations. Allow yourself to build confidence by employing strategies that will improve your response to verbal affronts. Gain a personal action plan that will allow you to respond in a positive manner. Develop tools for positive interactions and improve interpersonal relationships. Develop the required skills to assist others in resolving conflict, managing difficult situations and facilitating productive conversations.

Who Should Attend

Managers, employees and customer service professionals and other individuals who want to learn effective strategies for dealing with negative situations.

“...We usually regret having charged into battle—or at least we wonder what we were thinking. And that's just it: We weren't thinking. An emotional reaction bypasses thoughtful deliberation. “

Source: Dealing with Difficult People

By: Nando Pelusi, Ph.D.

Psychology Today Magazine, Sep/Oct 2006



Emotional Intelligence at Work

EIW 280704

Course Description

People are not difficult, but their behaviors can be difficult to handle. Impossible situations can cause misery, frustration and affect relationships. Discover: why people react to difficulties in the way that they do, the difference between intent and impact, how to diffuse a difficult situation and how to reduce the power of negative words. Learn how to stay calm and deal with your negative emotions. You will gain practical guidance, skills, and the confidence to deal effectively with people and their difficult behaviors.

Who Should Attend

Manages, supervisors and employees who seek effective strategies for dealing with difficult people.



Blueprint for Goal Attainment **BGA1002008**

Course Description

If you fail to plan then you plan to fail. The goal is the starting point of all successful plans. Successful people set and achieve their goals. Learn a specific technique to get your goals on paper and create strategic action plan to make it a reality. Develop structures to encourage consistency and discipline. Discover how to tackle enormous goals without fear. Learn how to set and commit to deadlines. Practice positive reinforcement to help you perform with enthusiasm. You will learn how to identify your goals, inspect your progress, and correct your course of action.

Who Should Attend

Individuals, business professionals or groups who want to clarify and achieve specific goals.

A 1979 Harvard study correlates goal setting and ultimate success. The MBA students were asked, "Have you set clear, written goals for your future and made plans to accomplish them?" Three percent had written goals and plans; 13 percent had goals, but had not written them down; and 84 percent had no specific goals.

After 10 years, the students were interviewed again. 13 percent of the class who had goals averaged twice as much as the 84 percent who had no goals at all. The three percent with clear written goals averaged ten times as much as the other 97 percent combined.

Source: What They Don't Teach you at Harvard Business School by Mark McCormack

What Participant Had to Say...

“Lots of great information! I would like to take part 2.”

“Informative, well presented, well organized, helpful information.”

“Great class! Took everything step by step to develop the big picture.”



Time Management TM1002008

Course Description

Are you strapped for time? Are you overwhelmed or stressed out? Do you feel that you've barely accomplished anything at the end of the day? Then you are probably like most busy professionals. You have so many commitments and responsibilities that you can't seem to keep them straight. This course will help you to identify your priorities and find ways to gain better control of your time. You will be able to focus on what's important and urgent and learn how to effectively deal with everything else.

Who Should Attend

Managers, supervisors and employees who juggle multiple responsibilities and priorities.



Essential Leadership Principles

ELP1002008

Course Description

Enhance your ability to be an effective leader. Learn how to gain other people's respect and support. Understand how to manage conflict, handle difficult situations and work with difficult people. This course delineates the difference between leading and managing and focuses on goal setting, delegating, empowering, communicating, and strategic thinking.

Who Should Attend

Supervisors, managers, chiefs, division heads, key stakeholders and influencers. Any individual who are currently in a leadership capacity or aspire to be in a leadership role.

“The first responsibility of a leader is to define reality. The last is to say thank you. In between, the leader is a servant.”

-Max De Pree

“Where there is no leadership the people fall, but in an abundance of counselors there is safety.”

-Proverbs

“Leadership is action, not position.”

-Donald H. McGannon

I just wanted to let you know how much we all appreciated the training we received. I have heard nothing but positive feedback from everyone that attended your workshop. ..once they were sitting there, being engaged by your powerful presence and your stimulating presentations and exercises, their attitudes quickly turned around. They are still talking about the training and using direct quotes and references from that day..The feedback our employees gave was great and most importantly, the tools they learned are in use everyday. This has led to them giving our customers a feeling of genuine concern and satisfaction; which was, indeed, the goal from the very beginning! I thought you would like to hear some of the comments ...

"I thought the class was really great! It provided a lot of information and good ways to deal with the people you come into contact with as well as yourself. Thank you ..."

"Refreshing –Didn't need my red bull!"

"...Makes this stuff interesting! She needs to sell her wears to DC area."

"...the timing was great."

"... very good information to use on and off the job. I really enjoyed it."

"...gave great advice."

I can honestly say that I agree with all the comments made. I hope you will return in the coming years to refresh us on your wisdom. Thank you again for your service.

*Very Respectfully,
CS2 (SW) Laura DiFilippo,
Regional Bachelor Housing
United States Navy*



Customer Service Primer **CSP1002008**

Course Description

Effective customer service is the cornerstone of successful organizations. It is essential that the employees who interact with your customers provide quality service. Individuals with a service mindset execute their duties with excellence. Employees with solid customer service skill communicate the right message about your organization's values and identity. Whether your employees serve internal or external customers, it is vital that they are attentive, courteous and professional. This workshop will introduce and reinforce strategies that enable service providers to polish their business communication skills and increase professionalism.

Who Should Attend

All company employees, supervisors and managers who have responsibility for serving customers, building customer relationships or selling and or delivering products/services.



Mastering Work Life Balance **MWLB1002008**

Course Description

Do you have incredible demands, unbelievable responsibilities and too little time? Do you have so many commitments that you can't seem to keep them straight? Maybe you have experienced professional success at the expense of your personal life. Perhaps you're working hard to keep everything (career, family, and friends) on track, yet you've sacrificed your health. Trying to do too much can create anxiety, frustration and guilt. It increases health issues, absenteeism and decreases productivity.

This seminar will help you focus on what is really important and teach you how to effectively deal with everything else. Traditional time management tools will become obsolete once you adopt simple perspective shifts and behavior modifications. Make easy and lasting changes to your life that will allow you to move forward with greater clarity, focus and purpose.

Who Should Attend

Managers, supervisors and employees seeking realistic solutions to stress, time constraints and competing priorities.

“Life is best enjoyed when time periods are evenly divided between labor, sleep, and recreation...all people should spend one-third of their time in recreation which is rebuilding, voluntary activity, never idleness.”

–Brigham Young

“Peak performers develop powerful mental images of the behavior that will lead to the desired results. They see in their mind's eye the result they want, and the actions leading to it.”

–Charles A. Garfield



Developing Your Professional Identity **DPI1002008**

Course Description

Your professional image sends a message of capability, confidence and credibility. A polished presence can help create success on the job. Learn 7 strategies that you can use to boost your perceived value in the workplace. You will explore the impact of nonverbal communication, gender communication style differences, and the importance of professional business attire. You will learn many non-verbal techniques to help you become more effective in the workplace. You will discover the impact of a polished professional image and learn how to develop a wardrobe that communicates the right message.

Who Should Attend

Employees and manager who need a polished appearance to enhance their successful performance.



Course Customization

CC1002008

In addition to creating new courses to fit your needs, each of the courses offered by ARS Professional Development can be customized to meet your unique requirements. We will provide a thorough needs assessment, utilize our instructional design resources and deliver a training program that is designed to your industry or specific requirement.

Course Description

Each of our courses can be delivered in one of the following formats:

3 Hour Duration

An overview of the topic designed to raise awareness and encourage individuals to begin to focus on aspects of the course that can be used to transform their situation.

1 Day Duration

An interactive program which highlights key concepts that can be incorporated into current situation to make immediate changes.

3 Day Duration

An intensive program designed to create strategic plans that will transform the individual or organization. Group assignments, projects and exercises will be incorporated to reinforce learning.

Adults need to participate in small-group activities during the learning to move them beyond understanding to application, analysis, synthesis, and evaluation. Small-group activities provide an opportunity to share, reflect, and generalize their learning experiences.

Speck, M. "Best Practice in Professional Development for Sustained Educational Change." ERS Spectrum Spring 1996: 33-41.)



“Give a man a fish and you feed him for a day. Teach a man to fish and you feed him for a lifetime.”

-Chinese Proverb

Train-the-Trainer Workshop **TT1002008**

Course Description

Within an organization, learning often takes place on-the-job or in informal settings. While this method is low-cost and can be done quickly. There is no consistency of the information being shared. Formally training Subject Matter Experts or other key individuals allows an organization to have more control over dissemination of information.

Each of our programs are available in the Train-the-Trainer format which includes training for a select number of your associates as well as a job aids and a license to use the course materials within your organization. Train-the-Trainer programs reduce learning curves, improves transfer of knowledge, produces higher confidence, increases morale and improves performance and productivity.

Who Should Attend

Supervisors, mentors and individuals responsible for knowledge transfer within the organization.



ARS Professional Development

Coaching Consulting Communications

ARS Professional Development focuses on helping individuals and organizations achieve personal and professional success.

Customized Solutions

We create customized programs for corporations, government entities, women's organizations, churches, civic/community organizations, non-profits, professional associations and adult learning centers.

Services

We provide individual and group coaching services to ensure personal and professional goal attainment.

Executive Coaching :

High potential individuals or those who need support in improving their leadership or team-building skills will benefit from executive coaching. Coach utilizes active listening skills and powerful questioning to enable individuals to enhance performance and meet their goals.

Group or Team Coaching:

Groups or teams work together to achieve a common goal. The coach facilitates discussions and activities to achieve stated goals. Coaching can be utilized as a tool for team-building, group cohesion and information sharing. The intent is to increase team effectiveness or to give aspiring leaders a cost effective learning and growth opportunity via the coaching experience.

Coaching Venue: Coach and client meet 3-4 times a month via telephone with e-mail support.

Speaking & Facilitating:

We provide keynote speaking, facilitating, seminar/workshop leading and training to help individuals and organizations take action, increase productivity, embrace change and unite around a common purpose.

"Your professionalism shines through in all that you do...from the way that you are continually developing new ideas for seminars to the generous ways in which you share information with students. These days, it's difficult to find presenters who are both splendid behind the podium and easy to work with...you are a master of both!"

*- Deborah G. Leopold,
President, First Class
Inc. Lifelong Learning
Center*



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