

## Maximum Performance : Programs Listing

Marie has developed a solid reputation for creating interactive experiences customized to your learning needs and objectives. She is equally skilled at designing custom training programs, as well as, keynote presentations that are motivational, informative and promote audience participation.

Click on the **bulleted titles** below for detailed information on an individual program, and click on the **logo** on top of each page to return here:

### Communication Skills

- Presentation Skills
- Interpersonal Communication
- Hear What Is Being Said
- Be A Coach, Not A Critic

### Team Productivity

- High Performance Team Series
- Team Communications
- Team Time
- Optimizing Team Meetings

### Supervisory, Management, & Leadership Skills

- Bringing Out The Best In Others
- Coloring Outside The Lines
- Valuing Differences
- What It Takes To Lead

### Maximum Performance Series

- Understanding Self & Others
- Balancing Paradox In Your Personal & Professional Life
- Challenging Change & Stress
- Assertive Communication

## Communication Skills : Presentation Skills

(1 of 4 in this series)

### Description

Being able to speak effectively in public, whether to one or to 100 has become one of the top success factors in the business world today. In this two-day program gain the poise and power of a persuasive speaker. Keep your audience hanging on every word as you present your ideas with conviction, control and poise - and without fear. Learn how to present by presenting and make your natural style work for you, not against you, in presentations.

### Benefits

- Speak and think with greater clarity and purpose
- Overcome nervousness and negative stress
- Project your voice and use pauses to make a point
- Expertly handle difficult questions and situations
- Create a videotape presentation for playback and review
- Be effective in any group

### You'll Discover How to...

- Use a format for structuring the presentation content with a listener's frame of reference
- Develop the opening, body and close of a presentation
- Prepare effectively for presentations
- Deliver the presentation with power and persuasion
- Use techniques to channel physical energy more productively
- Effectively manage the Q & A of a presentation

## Communication Skills : Interpersonal Communication

(2 of 4 in this series)

### Description

Do you want better personal and professional relationships? This program will help you build better relationships by using techniques for results-oriented communication. Handle all types of communications with greater confidence and create a climate for action.

### Benefits

- Develop flexibility in actions, thoughts and feelings
- Increase the amount of information you receive from any exchange through receptive listening
- Earn the reputation of a consensus builder who gets things done with tact and finesse
- Determine if other people's behavior matches their verbal message.
- Recognize how your behavior affects how others hear you
- Learn how to minimize conflict, build trust and commitment
- Discover what the phrase "perception is reality" means and how to manage that reality
- Get your point across without appearing pushy

### You'll Discover How to...

- Identify characteristics of a model communicator
- Communicate successfully with all types of people
- Make your non-verbals contribute to what people "hear"
- Make tradeoffs without being a pushover
- Save the day with damage control tactics after you've made a real blunder
- Promote your ideas without strong-arm tactics

## Communication Skills : Hear What Is Being Said

(3 of 4 in this series)

### Description

If you're not communicating well, you're probably not listening. To most people, communication means expressing thoughts and ideas effectively. Good listening skills are equally important. This program organizes the best communication techniques into a simple, effective and easy-to-learn system to hear what's being said.

### Benefits

- More confidence that you understand and are understood
- Increased rapport and trust
- Increased flexibility in settling disagreements
- Quicker response to clients' needs
- Get more out of your conversations
- Sidestep time-wasting misunderstanding
- Make strong impressions

### You'll Discover How to...

- Recognize why communication fails
- Overcome barriers to effective communication
- Listen effectively to reach understanding and be understood
- Listen to support cooperation and improve moral
- Improve your ability to solve problems
- Eliminate frustrations that diminish your productivity

## Communication Skills : Be A Coach, Not A Critic

(4 of 4 in this series)

### Description

Get the crucial tools and techniques you need to be able to give and get feedback in a constructive manner. Discover powerful ways to motivate and inspire others to achievement levels you never dreamed possible.

### Benefits

- Create a climate for success
- Resolve problems before they get out of hand
- Build trust and rapport - confront conflict constructively, creating a positive, cohesive climate
- Build winning teams and achieve greater success
- Boost your respect and job satisfaction

### You'll Discover How to...

- Develop positive, powerful skills that make people want to take your advice and follow your lead
- Master the art of "growing" others and free up your time
- Give feedback with tact and finesse to bring about positive change
- Confront unacceptable behavior
- Get your ideas across clearly and persuasively
- Use creative thinking techniques to find new solutions to old problems
- Discipline compassionately, without being a pushover

## Team Productivity : High Performance Team

(1 of 4 in this series)

### Description

There is strength in numbers. That is why effective teams are so powerful in the work environment. This program series will give you the knowledge, skills and motivation necessary to build and to lead strong teams to meet goals.

### Benefits

- Tools to evaluate and improve your team's accomplishments
- Stronger working relationships with your colleagues
- Expertise to develop productive team structures
- Understanding human dynamics that impact a team's success
- Increased control over projects and results
- Become more customer focused
- Know the different types of teams and what they do

### You'll Discover How to...

- Create a vision that unites your team in a universal purpose
- Build a team that sticks together through thick and thin
- Master a method for working through team conflict to build stronger relationships
- Gain solid leadership strategies that will help grow a team's talents
- Turn decision making from a nightmare into a dream
- Enlist each team member's wholehearted commitment to team goals
- Manage the stages of team development and what to expect
- Hold effective team meetings that generate cooperation
- Deal with conflict among team members or between teams
- Put in place a proven problem solving procedure teams can use

### What You'll Learn...

- *Working Together I* - Reasons for teams, stages of team development and the implications for behavior; setting up teams - mission, roles, ground rules; team feedback and group process; use specific tools and assessments to analyze both the productivity and health of teams
- *Working Together II* - Recognize and manage group issues and team conflict; conducting team meetings, brainstorming and effective decision making; interactions of personality styles on teams
- *Good Decisions, Good Solutions* - Use a four stage problem solving model to enhance a work group's product or process; incorporate various tools in problem solving - flowchart, cause-effect diagrams and data displays; select improvement solutions and create action plans

## Team Productivity : Team Communications

(2 of 4 in this series)

### Description

Individual and team success depends upon the ability to communicate with others - to understand and to be understood. This program highlights the importance of the "people" side of teams. It addresses the critical issue of communication and conflict management on teams and how to keep communication flowing among team members. You'll discover the communication skills necessary to successfully tap into individual and group potential.

### Benefits

- Communicate more confidently your opinions, feelings and ideas
- Deal with negative or aggressive behavior
- Establish strong, trusting working relationships
- Defuse volatile conflicts that destroy morale and productivity
- Develop strategies to avoid communication breakdowns and the subsequent mistakes, missed deadlines, etc.
- Incorporate listening habits guaranteed to dramatically improve team relationships

### You'll Discover How to...

- Create and maintain empowering, dynamic work relationships
- Give criticism others can learn from
- Identify and overcome communication barriers
- Take advantage of your natural communication strengths
- "Turn down" communication noise that disrupts your message
- Keep your composure and "the floor" during conflict
- Express anger in the workplace without damaging teamwork

## Team Productivity : Team Time

(3 of 4 in this series)

### Description

For team members who want to develop a more focused, organized, effective workstyle and reclaim the personal time lost to long working hours. This time management program offers a non-nonsense approach to effectively taking control of the many priorities that come your way.

### Benefits

- Analyze and identify what the team priorities really are
- Break time wasting habits to add hours to your day
- Bring order to a chaotic team schedule
- Reduce everyday stress and frustration
- Claim more time for yourself by understanding and respecting limits
- Plan and execute strategies to meet deadlines and achieve results
- Better negotiate conflicting priorities with your boss and co-workers

### You'll Discover How to...

- Maintain focus and avoid distractions
- Overcome time traps
- Organize the team
- Build downtime into the team schedule
- Reap the benefits of better planning
- Make sure the team's top priorities don't get "lost in the shuffle"

## Team Productivity : Optimizing Team Meetings

(4 of 4 in this series)

### Description

Meetings don't have to be deadly. This program provides a wealth of practical examples and proven methods that can be applied immediately on the job. Whether you conduct meetings or participate in them, you'll learn how to make a difference in the next one.

### Benefits

- Lines of communication stay open
- Disagreements are resolved within a meeting before they become unproductive conflicts
- Enhanced personal and professional effectiveness
- More effective and productive work groups

### You'll Discover How to...

- Use techniques for leading, not bossing meetings
- Create an objective and agenda for each meeting
- Follow steps for opening and closing meetings
- Establish and reinforce ground rules to keep participants on track, attentive and feeling engaged
- Facilitate discussions in which all participants are involved
- Handle difficult situations effectively

## Supervisory, Management, & Leadership Skills : Bringing Out The Best In Others

(1 of 4 in this series)

### Description

This series provides you with both useful and practical tools to improve your overall supervisory and managerial effectiveness. Managers and supervisors are the driving force for improving performance, productivity, quality and innovation in today's workplace. Whatever pressures and opportunities face you, this program series will provide you with useful new skills and insights as to the "right stuff".

### Benefits

- Capitalize on your personal management style to bring out the best in others, get commitment and produce results
- Become more effective at influencing others
- Accomplish goals and manage outcomes when dealing with staff
- Hold performance discussions that develop your staff's talent and result in changed behavior and enhanced productivity
- Develop your skills, personal style and flexibility
- Increase personal and professional satisfaction and position yourself for career growth
- Create a high energy workplace

### You'll Discover How to...

- Optimize performance and results in today's tough environment
- Manage time more effectively and efficiently in relation to planning, priorities and action
- Develop and empower subordinates to increase creativity, productivity and commitment
- Coach your staff to peak performance
- Cope with change and transition
- Delegate responsibilities to others

### What You'll Learn...

- *Coaching for Development* - The differences between management and coaching, as well as, knowing which is appropriate; effective coaching and counseling skills, the roles of a "SMART" coach and an effective system for coaching
- *Capitalize on Your Communication Skills* - Practical tools for communicating more comfortably and effectively, emphasis on listening skills, collaboration tools, how to communicate with "difficult people", and a positive assertive approach in providing feedback.
- *Turning Conflict into Collaboration* - How to recognize the elements of conflict, learn about your own conflict management style and determine the appropriate strategies to move to a more productive, mutually trusting work environment
- *Your Management Style* - Using the Myers-Briggs Type Indicator, learn how you prefer to interact with and motivate others; how to recognize, appreciate and effectively manage different styles
- *Managing Priorities* - Developing an approach to time management that matches your personality type's strengths and blind spots
- *Optimizing Meetings* - Group communications, run effective meetings, reach consensus (when appropriate) and do creative problem solving with your staff
- *Dealing with Paradoxical Choices* - Assess paradox in the workplace; create a tool to determine how to manage the most appropriate balance of choices

## Supervisory, Management, & Leadership Skills : Coloring Outside The Lines

(2 of 4 in this series)

### Description

Are you one of those people who mistakenly believe that you are either born creative or you aren't? Do you envy "idea people"? In this program, discover how to tap into your creativity and stretch your imagination to come up with new and effective ways of decision making and problem solving.

### Benefits

- Break free from "thinking ruts" that hold you back
- Challenge "the way its always been done" to get new solutions
- Quickly and accurately weigh risks against rewards
- Fend off "idea killers" who prevent breakthroughs
- Change old habits
- See yourself as creative

### You'll Discover How to...

- See more than what you think you see
- Use "what if" thinking to predict outcomes
- Sidestep typical thinking traps
- Discover where your "sparks" for new ideas originate
- Bring out the possible in any "impossible" situation with creative thinking skills that get you "out of the box"
- Overcome your biggest mental blocks and unleash the full potential of your mind
- Exploit the power of play as a way of finding a "right answer"
- Treat mistakes as stepping stones on the path to success

## Supervisory, Management, & Leadership Skills : Valuing Differences

(3 of 4 in this series)

### Description

We live and work in a world characterized by instant communication, a global market, and transnational organizations. How do we create, sustain and direct a workforce in this diverse and global environment? This program enables people of different origins and backgrounds not only to work together successfully, but also to value and take advantage of their differences.

### Benefits

- Reduced conflict and tension
- Greater readiness to challenge old assumptions and the status quo
- More problems get solved
- Knowledge and skills for working in a multicultural environment
- Understand the differences between Affirmative Action, Valuing Differences and Managing Diversity
- Recognize that different groups have different perceptions of the same workplace

### You'll Discover How to...

- Understand the meaning of diversity and clarify the need to develop diversity awareness
- Accelerate desirable individual and workplace change through feedback
- Be able to behave in ways that value diversity
- Reduce personal and professional stereotypes and focus on unique contributions
- Explore personal values and perspectives on diversity and exchange views with others
- Translate new insights and concepts into an action plan and next steps

## Supervisory, Management, & Leadership Skills : What It Takes To Lead

(4 of 4 in this series)

### Description

"It's the job of the leader to bring out the magnificence in people and to create an environment where they feel ready to do the best job possible" - Ken Blanchard Are you up to that challenge? Using the Situational Leadership model, learn how to successfully work with people so that they are motivated to peak performance and results.

### Benefits

- Higher motivation and productivity
- Real empowerment
- Increased leadership style flexibility
- Maximum commitment of colleagues
- Proficiency at diagnosing a situation
- More influential power

### You'll Discover How to...

- Select your leadership style appropriately
- Create an atmosphere where people flourish
- Empower others to be successful
- Analyze and refine your own style for its impact on those you lead
- Increase your effectiveness through targeted strategies and techniques
- Learn to use a range of styles to gain support and commitment

## Maximum Performance Series : Understanding Self & Others

(1 of 4 in this series)

### Description

Understanding why people behave as they do is vital to your success. Everyday you work with people in different ways. This program provides insight into the motivations, behaviors and actions of you and those around you. Using the Myers-Briggs Type Indicator, you'll understand your personality- how it helps you and holds you back, and how to work with other personality types.

### Benefits

- Better understanding of your motivators
- Enhanced insight into personality differences
- Increased confidence in your personal style
- Appreciation of the styles and strengths of others
- Insights for maximizing diverse potential in the workplace
- Feel more energized

### You'll Discover How to...

- Recognize your own work style preferences
- Enhance your relationships with others
- Use your natural strengths in decision making and problem solving
- Avoid the pitfalls of doing "too much of a good thing"
- Work with the valuable differences in people
- "Think outside of your box"
- Handle change more easily

## Maximum Performance Series : Balancing Paradox In Your Personal & Professional Life

(2 of 4 in this series)

### Description

Have you ever felt pulled back and forth by seemingly contradictory choices when making personal or professional decisions? This personal effectiveness program will suggest an easy to use method to anticipate and minimize problems that occur when you face contradictory choices.

### Benefits

- Balance paradoxical choices and behaviors in your personal and professional life
- Effectively utilize complimentary management and leadership skills
- Save money, time and energy by improving your decision making
- Understand and manage change more capably
- More effectively negotiate opposing solutions to problems
- Banish cycles of ineffectiveness

### You'll Discover How to...

- Develop a more balanced approach to problem solving
- Understand and experience how your values influence life decisions
- Know your direction during periods of stress and pressure
- Better manage seemingly paradoxical choices using a simple set of techniques
- Identify your own personal paradox
- Maximize your strengths and achieve the results you seek in every aspect of your personal and professional life

## Maximum Performance Series : Challenging Change & Stress

(3 of 4 in this series)

### Description

Anyone who works in an office knows change and stress are inevitable. It's what you do about the change and stress that makes all the difference to your personal and professional well being. In this program, you'll learn about the myths and misconceptions of the most misunderstood constants of life. Then you'll be ready to seize hidden opportunities as they come into your life.

### Benefits

- Be more proactive in dealing with change
- Break the cycle of change induced stress and its negative effect
- Live a healthier life
- Keep calm and in control when others are "losing it"
- Break through barriers of resistance when facing change
- Renew, recharge and regain energy and balance in your life
- Handle time squeezes without panic

### You'll Discover How to...

- Hold things together during periods of high pressure or stress
- Maintain a high level of personal motivation under stress
- Make change and stress your ally
- Recognize the stages of change and navigate through them
- Deal with the emotional impacts of change
- Fit quick and easy stress relieving exercises into your busy life

## Maximum Performance Series : Assertive Communication

(4 of 4 in this series)

### Description

Would you like to exercise greater influence? Resolve conflicts decisively and strengthen your professional image? Here's a chance to learn how your communication behavior impacts results and learn a dynamic process to become more effective. It will empower you to state your case, resolve conflict and negotiate positive outcomes, while insuring you will be heard.

### Benefits

- Recognize, understand and be able to use effective communication techniques
- Confidence to say "no" when you should
- Ability to communicate more effectively with people who are angry or frustrated
- Confront problem behavior and self-defeating response patterns
- Increase your own effectiveness and productivity
- Voice a dissenting opinion without appearing hostile
- Master the assertive advantage: Ask for what you want and get it

### You'll Discover How to...

- Distinguish assertiveness from non-assertiveness and aggressiveness
- Respond to intimidating situations
- Strategically plan for confrontation and anticipate consequences
- Find the true meaning of what is being said
- Better handle complaints and criticism from peers
- Develop win-win skills to use with employees, peers and clients
- Say what you mean, mean what you say, and don't say it mean