



## Training Courses

*The Mathis Group mission is to provide quality, customized training and consulting services that inspire, educate, and equip companies to be better tomorrow than they are today.*

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## Table of Contents

[GSA](#)

[TABLE OF CONTENTS](#)

[MEET DR. KEITH MATHIS](#)

[CAPABILITY STATEMENTS](#)

[CUSTOMIZATION PROCESS](#)

[DIFFERENT LEARNING CONNECTIONS](#)

[LEARNING MATRIX](#)

[PROGRAM COMPONENTS](#)

[DELIVERY TEAM](#)

[DIFFERENCE BETWEEN A ONE-DAY](#)

[AND TWO-DAY TRAINING SEMINARS](#)

[ONE-DAY FORMAT:](#)

[TWO-DAY FORMAT:](#)

[COURSE NAME COURSE LENGTH MIN MAX](#)

[PRICE PARTICIPANTS PARTICIPANTS](#)

[COURSE DESCRIPTION AND OBJECTIVES](#)

[SIN 874-4](#)

[BALANCED SCORECARD FUNDAMENTALS 1 DAY](#)

[COMPREHENSIVE PROJECT MANAGEMENT 2 DAYS](#)

[MASTERING PROJECT MANAGEMENT 1 DAY](#)

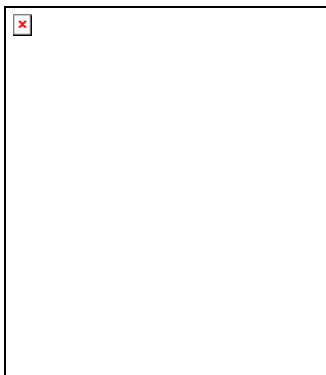
[TOTAL QUALITY IN A GOVERNMENT SETTING 1 DAY](#)

[DELIVERING SUPERIOR CUSTOMER SERVICE 1 DAY](#)

[CREATING A POSITIVE WORK ENVIRONMENT 1 DAY](#)

[STRATEGIC PLANNING 1 DAY](#)  
[STRATEGIC PLANNING 2 DAY](#)  
[EFFECTIVE PROBLEM SOLVING 1 DAY](#)  
[COACHING AND COUNSELING PROFESSIONALS 1 DAY](#)  
[SUCCESSFULLY MANAGING PEOPLE IN A GOVERNMENT SETTING  
2 DAY](#)  
[SUCCESSFULLY HANDLING GOVERNMENT CHANGE 1 DAY](#)  
[TIME MANAGEMENT: CONTROLLING YOUR TIME 1 DAY](#)  
[SUCCESSFULLY DEALING WITH CONFLICT WITHOUT THE FIREWORKS](#)  
[BUSINESS WRITING: PUTTING YOUR THOUGHTS ON PAPER 1-DAY](#)  
[GOVERNMENT CLIENT LISTING](#)  
[PARTIAL CLIENT LISTING](#)  
[BENEFITS OF USING OUR ORGANIZATION](#)

## MEET DR. KEITH MATHIS



**Keith Mathis, Ph.D.**  
*Speaker, Trainer, and Seminar Leader*  
*Specialist In Organizational Behavior and Development*

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Over the last several years, Dr. Keith Mathis has emerged as one of the most effective business trainers in the field traveling throughout the United States, Canada, Mexico and South America. His provocative, informative, humorous presentations on a variety of organizational development topics are demanded by progressive companies. An animated and often electrifying platform speaker, Keith never merely talks to an audience, but he also seeks to involve them in his presentations through high content and numerous illustrations. Intellectually demanding of himself, Keith demands no less of his audiences!

As a consultant who specializes in organizational behavior and development, he comes with thousands of presentations to every kind of organization. He is flexible by teaching in full day formats, multi-day conferences or one hour keynotes for conventions.

He is founder of The Mathis Group, based in St. Louis, Missouri. His work includes teaching corporate America skills on topics such as: teambuilding, leadership, motivation, conflict resolution, project management, supervision, performance appraisals, goal setting and numerous other organizational proficiencies. His problem solving expertise provides him with the ability to help companies in the solving of the most complex difficulties.

Keith continues to broaden his knowledge base and practical advice by teaching. He serves as an adjunct professor of business/management at Nova Southeastern University in Ft. Lauderdale, teaching Consulting, Public Speaking, Total Quality, Project Management, Management, Communication, Customer Value, Leadership, Marketing, Organizational Behavior, Strategic Planning, and Group Dynamics.

Keith has authored numerous training programs as well as magazine and newspaper articles. His book, Purpose Driven Discipline: How To Successfully Change Employee Behavior and Performance, will be published by Equippers Press International.

Keith holds a B.A. in Behavioral Science, a M.S. in Management, and a Ph.D. in Administration Management.

## CAPABILITY STATEMENTS

Since 1993, The Mathis Group has been helping organizations change worker productivity and behavior.

**The Mathis Group Mission:** The Mathis Group provides quality, customized training and consulting services that inspire, educate, and equip companies to be better tomorrow than they are today.

**Company Mandate:** The Mathis Group provides high training and consulting that will impact the organization and individual while maintaining an outstanding reputation for success and integrity.

**Values Statement:** Every person has worth and should be treated with respect.

**Area of /Expertise**

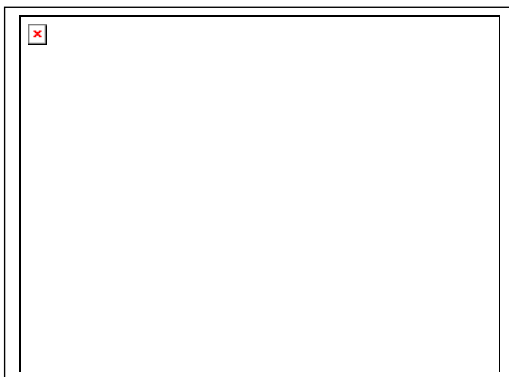
- Curriculum Design
- Organizational Behavior and Development
- Management
- Balanced Scorecard
- Strategic Planning
- Executive Coaching
- Team Building
- Leadership
- Customer Service
- Creating Customer Value
- Marketing
- Sales
- Supervisory Leadership
- Six Sigma
- Coaching and Counseling
- Project Management

## CUSTOMIZATION PROCESS

The customization process will demonstrate that The Mathis Group is prepared to write, customize, deliver, and manage this project with the highest quality team.

**Design of program**

Designing this program will take place using strong customization principles that will influence the participants with strong content and application.



**Why is customization important?**

Customization allows the course to be tailored to meet the particular needs of each organization.

The Mathis Group believes each company has certain issues that are specific to it. Conducting a training course without understanding those differences will prevent successful changes in behavior or performance.

When true customization is complete, that skill base is specific and slanted to the targeted needs of that organizational culture.

**How is the course customized?**

You will notice in (Fig 1) The Mathis Process. This process begins with a pre-training interview that gathers preliminary information. A general outline and proposal is developed and then followed by an assessment and analysis of your organization. Some of those needs will include culture, areas of strengths and weaknesses, application focus, and the best ways to implement the program.

**Curriculum Design**

Curriculum designers who have been producing materials for many of the nation s best organizations have designed the material. Four of the designers have earned doctoral degrees and will benefit this project. All consultants are seasoned professionals with years of experience.

This training program will focus on moving from the introduction of new skills to application for long term use. The application matrix on the right portrays this.

It demonstrates that introduction of new skills is not enough with a training program.

Each program must move beyond introduction toward application of those skills for long term performance and behavior changes. Using different

activities to reinforce the new skills reinforces application.

The following activities may be included in one or all of the training programs:

- Lecture/leader-led
- Discussion
- Reading
- Role play
- Case study
- Video/audio presentation
- Test/quiz
- Self assessment

## Different Learning Connections

The Mathis Group will also differentiate learning categories to influence the participants during the training sessions. We are well aware that participants learn differently. In order to magnify impact and implementation of new core competencies, we make sure each program is filled with numerous learning techniques. The following learning matrix will demonstrate the depth and category of learning. The Mathis Group takes careful steps of action to make sure we are influencing the participants through mental dynamics, exposure to new data, inspirational examples, fun activities, and application of new skills. This entire package of influencing the participants brings about the greatest change in performance and behavior.

Table #1

## Learning Matrix

<b>Category</b>	<b>Characteristics</b>
	Each course involves techniques that stimulate thinking, deductive reasoning and decisiveness.
	Updated material and information are presented. Each course has deeper material provided with new techniques demonstrated.
<b>Examples</b>	Examples, illustrations, and analogies are used in each course to create interest, interaction, and impact.
	Activities and case studies are scattered throughout each course to lock down the new skills and their usage.
	Steps of action are used to reinforce usage of new skills.

Table #2

## PROGRAM COMPONENTS

Item	Minus	Plus	Approach
<b>Commodification</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> It takes time to adjust material.</li> <li><input type="checkbox"/> There is an increase in cost for time.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Material will meet a specific need.</li> <li><input type="checkbox"/> Material will focus on industry specific goals.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Stated in matrix</li> </ul>
<b>Interactive</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Material is taught at a slower rate.</li> <li><input type="checkbox"/> Individuals discuss pet issues outwardly.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> The group brings up issues in which they really need help.</li> <li><input type="checkbox"/> People have more fun.</li> <li><input type="checkbox"/> Issues are brought out and discussed which creates bonding with the group.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Numerous questions and discussions throughout</li> </ul>
<b>Visual Presentation</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> LCD projectors cost an additional fee.</li> <li><input type="checkbox"/> Computers and LCD have the potential of malfunctioning.</li> <li><input type="checkbox"/> Electricity and large screen are required.</li> <li><input type="checkbox"/> Participants must be in vicinity to view screen.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Visual presentations can enhance the presentation.</li> <li><input type="checkbox"/> Increase their retention of information due to hearing and seeing.</li> <li><input type="checkbox"/> More information and data can be presented in a shorter time.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Give more information in shorter time.</li> <li><input type="checkbox"/> Information is given at a faster rate that keeps participants more alert.</li> </ul>
<b>Activity Enhanced</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Activities take time.</li> <li><input type="checkbox"/> Activities force people to participate.</li> <li><input type="checkbox"/> Activities require additional planning and set up time.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Activities teach learning through doing.</li> <li><input type="checkbox"/> Activities allow people to share their knowledge and problem solving skills.</li> <li><input type="checkbox"/> Activities use a different skill set.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Activities are designed to teach, reinforce and have fun.</li> </ul>

## Delivery Team

The Mathis Group, Inc., a training and consulting company based in St. Louis, Missouri, began in 1993. We partner with the client to make sure the program we are creating is high quality, deep in content, and fun for the participant. Our customized programs are presented using a laptop, LCD projector, interactive technology, and activities.

Our customization allows the course to be tailored to meet the particular needs of each organization. The Mathis Group believes every company has certain issues that are specific to it. Conducting a training course without understanding those differences will prevent successful changes in behavior or performance.

### ***Dr. Chuck Ward***

Chuck is a consultant who specializes in organizational communication and effectiveness. He holds a Ph.D. in Communication and comes with experience as a professor, instructor, and facilitator. He has authored training courses for government and private industry. His comfortable and easygoing style is loved by the audience.

### ***Mr. Ab Jackson***

Ab has delivered training and seminars in over 15 countries. He is a skills builder who delivers practical how-to's with high energy and comes with 18 years in the banking and insurance industry. He holds a B.A. in Mass Communication. He is a past director of training for CareerTrack and author of *How to Organize Your Life and Get Rid of Clutter*.

### ***Dr. Steven Seay***

Steve is an expert in productivity enhancement with a Ph.D. in Administration Management. He has been in charge of an \$8 million Human Resource and Training budget and specializes in organizational strategy. Steve has demonstrated his skills throughout the Middle East as a consultant with Seaco, Inc. and in North America as Director of Change.

### ***Dr. Ronald Kreienkamp***

Ron has 26 years of government service, most recently as a NIMA staff officer. He has been an instructor for NIMA, the U.S. Air Force, FAA, NASA, and four graduate-level universities and holds a Doctorate in Higher Education. He specializes in curriculum design, problem solving skills, and adult learning models.

## Difference Between A One-Day AND TWO-DAY TRAINING SEMINARS

### ***One-Day Format:***

Each one-day course will focus on delivering skills, increasing knowledge base, and providing application of key principles for the participants. A Mathis Group one-day seminar is intensive and fast paced while delivering rich content. The average class will experience 3-5 activities that will enhance the learning experience and deepen their application. The one-day format is structured to enhance the performance and behavior of each person in the shortest amount of time. Each course focuses on detailed objectives, in-depth knowledge, focused application, and fun.

### ***Two-Day Format:***

The two-day course focuses on providing intensive content and key principles with various activities that reinforce key principles. In most two-day seminars, the participants will experience 5-10 activities, group interactions, and experiential exercises. Each is designed to reinforce particular teaching objectives to guarantee that the participants are walking away with the desired skills or techniques. The Mathis Group makes sure that participants receive positive reinforcement. The two-day format also allows the participants to bring up real life situations with time to discuss possible outcomes or performance tips.

### ***Course Name Course Length Min Max Price Participants Participants***

#### **Description**

#### **SIN Number 874-4**

#### **Coaching Counseling and Mentoring \$3,685.00 1 5 25**

**Description:** This one-day course will give each participant basic skills for increasing performance and reducing behavioral concerns through coaching and counseling. This course will include practical, focused techniques to increase productivity of staff as well as real world advice for changing behaviors. Skills such as equipping, nurturing, and confronting will be examined with numerous examples for application.

#### **Time Management \$3,685.00 1 5 25**

**Description:** This course is designed to help participants learn how to use their time wisely. It uses many proven techniques designed to help the participants assess their time management behaviors and explore ways to better manage their time while eliminating negative patterns such as procrastination and clutter.

#### **Successfully Dealing With Conflict \$3,685.00 1 5 25**

**Description:** This intensive course will focus on ways to reduce professional or personal conflict. Participants will gain insight into ways to acquire control of volatile situations and prevent anger from escalating. They will receive clear steps of action for getting to the root of the conflict. Ways to facilitate bad situations, techniques for gaining consensus, and simple confrontation techniques that reduce stress will all be examined.

#### **Creating A Positive Work Environment \$3,685.00 1 5 25**

**Description:** Participants will learn ways to turn around negative situations in the workplace. Outline new strategies to take action quickly. Examine why negative situations ripple into every area of the organization. Create approaches which will turn a negative situation into an optimistic workforce.

#### **Effective Problem Solving \$3,685.00 1 5 25**

**Description:** This one-day course will give a step-by-step process for creating, solving, and implementing solutions to problems. This course will give input not only on process but also on ways to prevent failure, as well as who should be on the Problem Solving Team. Each participant will understand numerous ways to brainstorm problems to come up with the best solution.

**Strategic Planning** \$3,685.00 1 5 25

**Description:** This intensive one-day course is a road map on ways executives can strategically align each department with the mission and vision. Strategic planning will focus on creating and implementing new plans that reinforce new goals and vision as well as support goals which has been inherited. This course will identify a process with strong emphasis on behaviors and performance needed to successfully fulfill the plan.

**Mastering Project Management** \$3,685.00 1 5 25

**Description:** This intensive one-day course focuses on ways employees can run projects faster and more effectively. This course recommends a six-phase process as well as numerous preventative actions to efficiently speed up a project. Participants will learn how to successfully create, monitor, and guide the project's scope and critical path as well as how to manage multiple projects. Participants will diagnose and prevent problems such as scope creep, time slippage, and team conflicts.

**Balanced Scorecard Fundamentals** \$3,685.00 1 5 25

**Description:** This introductory course teaches the participants the balanced scorecard philosophy developed by Robert Kaplan and David Norton. This seminar teaches participants the fundamentals of the balanced scorecard and how to apply it. This seminar creates ways for participants to translate vision and mission into detailed workable objectives.

**Successful Change Management** \$3,685.00 1 5 25

**Description:** This two-day course will examine all the angles of change. Participants will learn approaches people take in handling change and ways to anticipate or forecast changes coming down the line. Each person will gain skills not only in looking at change from the perspective of the organization but also what he/she can do to help implement that change. Each person will gain insight into the components of change and will create a strategic plan in how to overcome hurdles due to the fear of change.

**Total Quality In A Government Setting** \$3,685.00 1 5 25

**Description:** This course is designed to teach workers the skills which are vital for quality in the workplace. This course focuses on team functions, rewards, and communication necessary to drive quality throughout the organization. Participants will learn how to facilitate and implement quality initiatives, monitor collection of data, and explore planning and monitoring quality projects.

**Delivering Superior Customer Service** \$3,685.00 1 5 25

**Description:** This course is designed to teach the skills needed to impact customers with higher quality service. This course focuses on the behavioral side of customer service. Participants will learn how to handle agitated patients in a quality manner and reduce potential problems. Participants will learn techniques that communicate a caring attitude as well as change the customer's perception of the service being received.

**Business Writing** \$3,685.00 1 5 25

**Description:** This course is designed for those who desire to improve their writing and/or editing skills. Its goal is to enhance the students writing skills through lectures, modeling, peer tutoring, and several short written assignments and editing exercises.

**Successfully Managing In A Government Setting**

\$6485.00 2 5 25

**Description:** *Successfully Managing People* is designed to give skills to those in supervision or management. The program is filled with behavioral skills that will help motivate, equip, and discipline the worker. Interactive pieces are placed within this course to allow the learner the opportunity to interject real life situations. Those in attendance will leave with tricks of the trade that can only be learned after years of experience.

**Strategic Planning** \$6485.00 2 5 25

**Description:** This intensive two-day course is a road map on ways executives can strategically align each department with the mission and vision. Strategic planning will focus on creating and implementing new plans that reinforce new goals and vision as well as support goals which has been inherited. This course will identify a process with strong emphasis on behaviors and performance needed to successfully fulfill the plan. Participants will learn how to break down the plan into bite size steps for faster implementation and delegation.

**Comprehensive Project Management** \$6485.00 2 5 25

**Description:** This intensive two-day course focuses on ways employees can run projects faster and more effectively. This course recommends a six-phase process as well as numerous preventative actions to efficiently speed up a project. Participants will learn how to successfully create, monitor, and guide the project's scope and critical path as well as how to manage multiple projects. Participants will diagnose and prevent problems such as scope creep, time slippage, and team conflicts.

## Course Description and Objectives SIN 874-4

### Balanced Scorecard Fundamentals 1 Day

**Description:** This introductory course teaches the balanced scorecard philosophy developed by Robert Kaplan and David Norton. This seminar teaches the fundamentals of the balanced scorecard and how to apply it. This seminar creates ways for participants to translate vision and mission into detailed workable objectives.

**Objectives:**

- Define balanced scorecard
- Discuss overview of balanced scorecard
- Analyze limitations of the old style philosophy
- Review benefits of balanced scorecard
- Examine strengths of balanced scorecard
- Identify factors impacting its success
- Create a focused strategy
- Develop ways to support an inherited strategy and vision
- Define ways to clarify strategy
- Identify and direct strategic drivers
- Classify preparation techniques in using the balanced scorecard
- Create the financial perspective
- Create the customer perspective

- Create the learning and growth perspective
- Create the internal process perspective
- Discuss ways to design a customized tool for your area
- Recommend ideas for aligning management to the balance scorecard
- Identify check-ups and reviews
- Identify major resistors to implementing balanced scorecard
- Formulate ways of gaining input and consensus in implementation
- Create an action plan for monitoring

## **Comprehensive Project Management 2 Days**

**Description:** This intensive two-day course focuses on ways employees can run projects faster and more effectively. This course recommends a six-phase process as well as numerous preventative actions to efficiently speed up a project. Participants will learn how to successfully create, monitor, and guide the project's scope and critical path as well as how to manage multiple projects. Participants will diagnose and prevent problems such as scope creep, time slippage, and team conflicts.

**Objectives:**

- Define the six step project management process
- Understand the project's life cycle
- Determine five ways to give proper leadership within culture
- Design an agenda for the first project team meeting
- Identify the triple constraints of every project
- Define the project drivers
- Demonstrate interviewing techniques that will assist in determining project specifics
- Review constraint red flags to watch
- Show how to set, control, and monitor project scope
- Summarize major areas to brainstorm
- Classify who to place on your project team
- Label role descriptions and project responsibilities when you have no position power
- Facilitate brainstorming and planning meetings
- Create a modified code of conduct for running an empowered team
- Examine forms in scheduling a project and possible scheduling issues
- Formulate a WBS, work breakdown structure
- Track multiple projects
- Evaluate a real time line
- Evaluate why time calculations are wrong
- Examine characteristics of a milestone
- Analyze strengths and weaknesses of a Gantt chart
- Define the critical path
- Evaluate the strengths and weaknesses of a critical path
- Explore how to handle delays
- Discuss effects of a late start
- Examine steps in creating a project budget and developing a master budget control process
- Discuss implementation of project plan
- Identify seven things which must be communicated in every project
- Review who should be communicated to
- Evaluate the results of poor communication
- Identify a checklist for team meetings
- Analyze signs of poor updates
- Describe ways to communicate bad news
- Classify how to manage the project through influence rather than power
- Summarize danger signals to watch
- Assess how to crash a project
- Implement close down checklists and handoff procedures
- Identify phase out of the project
- Conduct a postmortem

## **Mastering Project Management 1 Day**

**Description:** This intensive one-day course focuses on ways employees can run projects faster and more effectively. This course recommends a six-phase process as well as numerous preventative actions to efficiently speed up a project. Participants will learn how to successfully create, monitor, and guide the project's scope and critical path as well as how to manage multiple projects. Participants will diagnose and prevent problems such as scope creep, time slippage, and team conflicts.

**Objectives:**

- Define the six step project management process
- Understand the project's life cycle
- Determine five ways to give proper leadership within culture

Design an agenda for the first project team meeting  
 Identify the triple constraints of every project  
 Define the project drivers  
 Demonstrate interviewing techniques that will assist in determining project specifics  
 Review constraint red flags to watch  
 Show how to set, control, and monitor project scope  
 Summarize major areas to brainstorm  
 Classify who to place on your project team  
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 Define the critical path  
 Evaluate the strengths and weaknesses of a critical path  
 Explore how to handle delays  
 Examine steps in creating a project budget and developing a master budget control process  
 Discuss implementation of project plan  
 Identify seven things which must be communicated in every project  
 Assess how to crash a project  
 Implement close down checklists and handoff procedures

## **Total Quality In A Government Setting 1 Day**

**Description of course:** This course is designed to teach workers the skills which are vital for quality in the workplace. This course focuses on team functions, rewards, and communication necessary to drive quality throughout the organization. Participants will learn how to facilitate and implement quality initiatives, monitor collection of data, and explore planning and monitoring quality projects.

*Objectives:*

Compare old and new philosophies  
 Define quality for today  
 Identify a prevention mentality rather than a reactive one  
 Evaluate data that must be analyzed  
 Set guidelines for executing continuous quality  
 Examine continuous process improvement  
 Break down rules for continuous improvement  
 Analyze where continuous improvement can help  
 Discuss symptoms of quality concerns  
 Design a continuous improvement team s concern  
 Judge ways to reduce resistance from organizations  
 Compare roadblocks to continuous improvement and quality initiative  
 Predict characteristics to the cost of quality  
 Choose techniques for involving co-workers  
 Evaluate Deming s seven deadly diseases  
 Blend Juran s six-step approach to quality  
 Record steps for creating a quality action plan  
 Explore implementation of the quality action plan  
 Examine ways of monitoring the quality action plan  
 Identify the strengths and weaknesses of Gantt charting  
 Discuss the strengths and weaknesses of CPM charting

## **Delivering Superior Customer Service 1 Day**

## How To Surpass Customer Expectations

**Description of course:** This course is designed to teach the skills needed to impact customers with higher quality service. This course focuses on the behavioral side of customer service. Participants will learn how to handle agitated patients in a quality manner and reduce potential problems. Participants will learn techniques that communicate a caring attitude as well as change the customer's perception of the service being received.

### Objectives

- &nbs p: Review current hindrances facing organizations
- &nbs p: Analyze why every company should be concerned about customer service
- &nbs p: Compare customer expectations to customer deliverables
- &nbs p: Define customer service
- &nbs p: Evaluate customer expectations
- &nbs p: Break down top customer complaints
- &nbs p: Identify how to build credibility with customers
- &nbs p: Assess how to bond with customers
- &nbs p: Identify ways of persuading customers to provide more information
- &nbs p: Choose distinct connections every customer must receive
- &nbs p: Rate human factors which mislead communication
- &nbs p: Understand unspoken signals which distort communication
- &nbs p: Understand how to put active listening to work
- &nbs p: Select ways for handling problem customers
- &nbs p: Review methods for calming down irate customers
- &nbs p: Identify special care to the elderly or chronically ill
- &nbs p: Discuss feedback systems that work
- &nbs p: Measure warning signals that customer service is dying
- &nbs p: Identify 5 ways to improve your customer service

## Creating A Positive Work Environment 1 Day

### *Changing Negative Workers Into Productive Employees*

**Description:** Participants will learn ways to turn around negative situations in the workplace. Outline new strategies to take action quickly. Examine why negative situations ripple into every area of the organization. Create approaches which will turn a negative situation into an optimistic workforce.

### Objectives:

- Examine definition of negativity
- Analyze the cost of negativity in U.S. organizations
- Evaluate the challenges of the modern workplace
- Formulate a 5 step approach in examining negativity
- Review the CIA way negativity grows
- Explore the inner/personal dialog
- Identify the family influence
- Assess ways for rebuilding trust
- Discuss situational, habitual, and chronic negativity
- Discuss the effect of someone else's negativity on you
- Create stair steps toward negativity
- Comprehend results of negativity
- Compare ways in dealing with the negaholics
- Understand rules for confronting negativity
- Analyze how to break the victim complex
- Define ways to impact negative culture
- Discuss how to fight personal negativity
- Create an action plan

## Strategic Planning 1 Day

### *Dreaming A New Dream*

**Description:** This intensive one-day course is a road map on ways executives can strategically align each department with the mission and vision. Strategic planning will focus on creating and implementing new plans that reinforce new goals and vision as well as support goals which has been inherited. This course will identify a process with strong emphasis on behaviors and performance needed to successfully fulfill the plan.

**Objectives:**

- Convince others to participate and help design the strategic plan
- Discuss 10 benefits of strategic planning
- Record why people resist strategic planning
- Analyze the handling and confronting fear
- Identify communication ideas
- Describe the strategic planning process
- Examine the 3 phases of strategic planning
- Predict resources needed to fulfill the plan
- Formulate phase #1, *Creating a Strategy*
- Discuss preparing to plan
- Create a code for the strategic planning meeting
- Facilitate the three steps in strategic dreaming
- Discuss application of strategic goals
- Analyze the issues of inheriting the strategic plan
- Evaluate phase #2, *Checking the Strategy*
- Conduct four steps to force field analysis
- Compare benefits of force field analysis
- Examine contingency plans and crisis situations
- Discuss rules for contingency planning
- Review questions for high probability planning
- Design phase #3, *Implementing the Strategy*
- Convince others by kicking off the strategic plan
- Show 7 keys to strategic plan implementation
- Explore 5 key interferences to implementing the strategic plan
- Evaluate performance gap
- Create an action plan

## Strategic Planning 2 Day

### *Dreaming A New Dream*

**Description:** This intensive two-day course is a road map on ways executives can strategically align each department with the mission and vision. Strategic planning will focus on creating and implementing new plans that reinforce new goals and vision as well as support goals which has been inherited. This course will identify a process with strong emphasis on behaviors and performance needed to successfully fulfill the plan. Participants will learn how to break down the plan into bite size steps for faster implementation and delegation.

**Objectives:**

- Convince others to participate and help design the strategic plan
- Discuss 10 benefits of strategic planning
- Record why people resist strategic planning
- Analyze the handling and confronting fear
- Identify communication ideas
- Describe the strategic planning process
- Examine the 3 phases of strategic planning
- Predict resources needed to fulfill the plan
- Map and organize strategic goals
- Formulate phase #1, *Creating a Strategy*
- Discuss preparing to plan
- Create a code for the strategic planning meeting
- Facilitate the three steps in strategic dreaming
- Formulate and create a mission statement
- Discuss application of strategic goals
- Analyze the issues of inheriting the strategic plan
- Evaluate phase #2, *Checking the Strategy*
- Break down strategic focus, goals, and plan
- Conduct a SWOT analysis

- Conduct four steps to force field analysis
- Compare benefits of force field analysis
- Examine contingency plans and crisis situations
- Discuss rules for contingency planning
- Review questions for high probability planning
- Design phase #3, *Implementing the Strategy*
- Convince others by kicking off the strategic plan
- Show 7 keys to strategic plan implementation
- Analyze what to do when things go wrong
- Explore 5 key interferences to implementing the strategic plan
- Analyze alignment of management focus
- Evaluate performance gap
- Create an action plan

## **Effective Problem Solving 1 Day Moving Ahead With Creative Solutions**

**Description:** This one-day course will give a step-by-step process for creating, solving, and implementing solutions to problems. This course will give input not only on process but also on ways to prevent failure, as well as who should be on the Problem Solving Team. Each participant will understand numerous ways to brainstorm problems to come up with the best solution.

### **Objectives:**

- Classify who should be on the problem solving team
- Evaluate why participation helps solve the problem faster
- Discuss benefits of problem solving
- Identify why people are frustrated with problem solving
- Review what influences the problem solving experience
- Define the problem solving processes
- Assess the resources needed to fulfill the plan
- Examine creative solutions
- Compare what to do if you inherit a goofy solution
- Conduct A SWOT Analysis
- Evaluate the four steps to Force Field Analysis
- Discuss the benefits of Force Field Analysis
- Define contingency planning and examine the crisis correctly
- Evaluate how to implement the solution
- Discuss 7 keys to problem solving implementation
- Identify the 7 reasons for implementation failure

## **Coaching and Counseling Professionals 1 Day**

**Description:** This one-day course will give each participant basic skills for increasing performance and reducing behavioral concerns through coaching and counseling. This course will include practical, focused techniques to increase productivity of staff as well as real world advice for changing behaviors. Skills such as equipping, nurturing, and confronting will be examined with numerous examples for application.

### **Objectives:**

- Discuss definitions of a coach
- Analyze qualities of a coach
- Explore dinosaur management compared to coaching
- Model the shifting from one style of management to coaching
- Create values for successful coaching
- Formulate steps in the coaching process
- Explore the 7 questions to ask during coaching events

- Model getting prepared for a face-to-face
- Identify and confront unsatisfactory performance
- Determine which behavior or performance to examine first
- Evaluate 10 stages of one-on-one coaching
- Choose behaviors to change in one-on-one sessions
- Explain characteristics of successful coaching
- Identify how to disagree agreeably
- Formulate types of intrinsic and extrinsic motivation
- Analyze common coaching mistakes
- Utilize coaching along with performance reviews
- Assess when to use policy and procedures
- Evaluate documentation procedures for a coaching session

## Successfully Managing People In A Government Setting 2 Day

**Description:** *Successfully Managing People* is designed to give skills to those in supervision or management. The program is filled with behavioral skills that will help motivate, equip, and discipline the worker. Interactive pieces are placed within this course to allow the learner the opportunity to interject real life situations. Those in attendance will leave with tricks of the trade that can only be learned after years of experience.

**Objectives:**

- Define what workers produce daily, hourly, or by shift
- Analyze job responsibilities
- Discuss priority checklist
- Assess modern day managing myths
- Select qualities managers must possess
- Evaluate how to coach employees toward success
- Equip workers with new skills
- Develop a Mission Statement and Vision
- Identify vision through leadership
- Understand why visions fail
- Evaluate where you are going
- Explain tough-minded leadership
- Contrast different change strategies
- Classify why people block change
- Choose ways to reduce employee resistance
- Evaluate changes which support goals
- Identify secrets to implementing change
- Develop core values
- Explore strategies for creating trust
- Evaluate an empowerment success list
- Define ways to equip and empower
- Describe requirements for being an overcomer
- Analyze two types of motivation
- Examine ways to align motivational techniques to workers
- Evaluate how to hire great employees
- Analyze the disciplining of employees and ways for changing behavior
- Identify how to track employees
- Discuss values of successful coaching
- Understand the 3 step process to coaching
- Recall attributes of successful coaches
- Analyze common coaching mistakes

## Successfully Handling Government Change 1 Day

**Description:** This two-day course will examine all the angles of change. Participants will learn approaches people take in handling change and ways to anticipate or forecast changes coming down the line. Each person will gain skills not only in looking at change from the perspective of the organization but also what he/she can do to help implement that change. Each person will gain insight into the components of change and will create a strategic plan in how to overcome hurdles due to the fear of change.

**Objectives:**

- Discuss the definition of change
- Identify proactive and reactive characteristics
- Analyze why people resist change
- Evaluate 4 types of change
- Examine 5 roles of change agents
- Explain the drivers of change
- Classify the roadblocks to change
- Predict 3 areas that impact change on people
- Assess 5 new focuses from change
- Understand 6 ways fear hinders change
- Evaluate 7 qualities of a paralyzed state
- Identify 8 factors that determine a person's viewpoint
- Compare 4 ways people respond to change
- Evaluate when to create change quickly or gradually
- Formulate a checklist to help determine resistance
- Identify how to deal with setbacks
- Create a strategy for change

Conduct a force field analysis

Create an action plan

## **Time Management: Controlling Your Time 1 Day**

**Description:** This course is designed to help participants learn how to use their time wisely. It uses many proven techniques designed to help the participants assess their time management behaviors and explore ways to better manage their time while eliminating negative patterns such as procrastination and clutter.

### **Objectives:**

- Discuss myths and realities of time management
- Examine excuses for not managing your time
- Define roles and responsibilities which demand time
- Examine how to balance your time to create total human wellness in your life
- Review qualities of time management
- Define guidelines of time management
- Evaluate causes of procrastination
- Compare ways to stop procrastination
- Describe ways of dealing with deadlines
- Organize to set proper deadlines
- Write goals to help budget your time
- Explore ten commandments of deskmanship
- Evaluate the four D's in managing time more effectively
- Select ways to say No
- Explain how to set and establish priorities
- Identify ways to plan your work and learn how to plan
- Create ways to handle the paper work
- Discuss time tips on interruptions and decisiveness
- Discuss time tips in your environment and in travel,
- Discuss time tips on the telephone and in meetings,
- Formulate time tips on personal habits
- Evaluate how to organize yourself

## **Successfully Dealing With Conflict Without the Fireworks**

**Description:** This intensive course will focus on ways to reduce professional or personal conflict. Participants will gain insight into ways to acquire control of volatile situations and prevent anger from escalating. They will receive clear steps of action for getting to the root of the conflict. Ways to facilitate bad situations, techniques for gaining consensus, and simple confrontation techniques that reduce stress will all be examined.

### **Objectives:**

- Discuss the positive side of conflict
- Define conflict
- Analyze 8 most common times for conflict
- Identify 6 reasons for conflict among workers

- Utilize rules for handling anger
- Choose words to use that help
- Create action plans for quick resolution
- Analyze hostility and how it surfaces
- Examine how to handle personal and professional hostility
- Compare levels of group conflict
- Review active listening skills
- Discuss hedge words people use to distort communication
- Analyze techniques people use to avoid issues
- Understand 7 stages of group conflict
- Create a code of conduct for controlling a resolution meeting
- Compare ways to confront others while helping them save face
- Examine confrontation techniques
- Review assertiveness techniques
- Apply facilitation skills for allowing everyone to be heard
- Discuss the facilitator s responsibilities
- Create questions to guide others through the process
- Analyze ways to prevent arguing
- Discuss times to make amends

## **Business Writing: Putting Your Thoughts on Paper 1-Day**

**Description:** This course is designed for those who desire to improve their writing and/or editing skills. Its goal is to enhance the participants writing skills through lectures, modeling, peer tutoring, and several short written assignments and editing exercises.

### **Topics of study:**

- Five stages of the composing process
- Gathering material efficiently and effectively
- Examples of several writing tasks
- Benefits of daily journal writing
- Grammar and punctuation overview and review
- Organizing your thoughts
- Organization and structure of business writing
- Rules for writing reports
- Kinds of letters
- Classification of reports and letters
- Common types of reports and letters
- Benefits of brainstorming
- Developing a paragraph
- Benefits of making an outline
- Importance of knowing the reader-writer relationship
- Functional writing in business, industry, and government
- Conducting primary and secondary research
- Fast fact finding research tools
- Five classes of written materials
- Three main body parts of effective writing
- Three purposes of oral presentations
- Writing oral reports and presentations
- Benefits of presenting data visually
- Developing a functional writing style
- Solving common writing problems
- Where to go when you have trouble with grammar and punctuation
- Bibliography of self help reference books on business writing

## **GOVERNMENT CLIENT LISTING**

- Consumer Product Safety Commission
- National Imagery and Mapping Agency
- Michigan Dept of Civil Service
- National Institutes of Health
- Saginaw Police Department
- St. Louis City Police
- United States Postal Service
- City Government of Atlantic City

- Iowa Dept of Child Enforcement
- Internal Revenue Service
- State of Michigan
- Michigan Department of Housing
- Social Security Administration
- Visalia County Government, Visalia, CA

## Partial Client Listing

- St. Louis Post Dispatch
- Ralston Purina
- Blue Cross and Blue Shield
- Motorola
- Lear Corporation
- Lucent Technology
- Kaiser Dental
- Oklahoma State University
- Atlantic City Housing
- CareerTrack, Inc.
- Federal Reserve Bank
- United Van Line
- Enterprise Leasing
- Protein Technologies
- Nova Southeastern University
- National Louis University
- Beverly Farm Foundation
- Alumax Metal, Inc.
- Mallinckrodt Chemical
- TCI
- Coopers and Lybrand
- Portion Pak, Inc.
- Entertainment Publications
- American General Contractors Association
- St. Louis University
- St. Luke s Hospital
- Brentwood Medical Center
- StarMed Staffing Group

## Benefits of Using Our Organization

Table #7

Features	Benefits
<b>Senior associates to service you.</b>	Our team of senior professionals allows us to be able to respond to your needs faster and more efficiently.
<b>Our consultant is a credentialed professional in his/her field.</b>	By using only seasoned experts, the customer is able to receive the desired results in a shorter period.
<b>Specialized expertise in organizational behavior</b>	Specializing in organizational behavior and development allows us to cross over many different specialties to customize training programs to meet the client s internal needs.
<b>Ability to do additional projects for your budget (averaging from 3-15 additional projects)</b>	Our high ratio of repeat business from our customers gives you the reassurance of our high quality. Customers do not ask consultants to return if their services have been marginal or poor.
<b>Group is owned by Keith and his associates.</b>	We understand that our customers must balance their training and consulting budgets. We take special steps to be good stewards of our customer s money and to build a project to fit their budget.
<b>Interactive skill development</b>	You have access to our owners if, or when, you need them. Our decision proposal process all can be streamlined because of our structure. In addition, each person the customer will be in contact with holds the same standards and values as the founding owner, Dr. Keith Mathis.
<b>Committed to serving you.</b>	Each course focuses on application of the new skill set to increase worker or management productivity and communication. Participants can interact and ask questions throughout our entire program. Our experts can answer and help them with their unique problems.
	Customers can rest assured that we are going to do what we say. In each project we will meet or exceed your expectations - every time!

