



CAREER RESOURCE CENTER

PROFESSIONAL TRAINING | ORGANIZATIONAL DEVELOPMENT | CONSULTING



Your Center for Excellence!

Powerfully Promoting Professionalism and Performance

Career Resource Center is a global talent development firm that provides cutting-edge learning and organizational development solutions to private, public and nonprofit organizations. We customize training to address strategic business priorities.

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Director's Message

It's an exciting time at Career Resource Center as we continue to provide cutting-edge programs to meet our clients' unique needs.

We recently expanded our network by becoming an Authorized Partner of Wiley's Everything DiSC network. This means we are better positioned to bring to all clients, a wider variety of learning solutions that drive organizational performance!

As your Center for Excellence, customized face-to-face training, using proven assessment tools will remain a major focus of our work. Our instructors' strengths continue to be their perfect mix of real-world experience and captivating presentation style.

This catalog contains descriptions of our main courses and valuable information on our capability to support your organization with your outsourced learning and organizational development projects. With our wide network of subject matter experts, we function as your strategic business partner and catalyst for organizational growth! Our post-training evaluations and 90-day follow up at no additional cost has indeed become a popular favorite of clients. I would like to use this opportunity to extend a warm appreciation to all our clients, course participants and partners. Your support is critical to help us successfully meet diverse individual and organizational needs. The information in this catalog is all yours to review as you make important decisions on how to invest in your most valuable assets—yourself and your team members.

I encourage you to take advantage of these impactful learning opportunities and look forward to working with you very soon!

Adewunmi (Ade) Lewis
Director, Career Resource Center



Our Certifications

- Certified Instructor Myers Briggs Type Indicator (MBTI®)
- Everything DiSC® Solutions (Certified member, WILEY Authorized partner network)
- Certified Instructor/practitioner Emotional Intelligence - EQi2.0 and EQi 360
- Certified Franklin Covey Facilitator in Leadership, Diversity, 7 - Habits, 5 Choices of Extraordinary Productivity
- Certified Achieve Global Facilitator in Leadership, Customer Service and Adult Learning Principles
- Certified Instructor - Team Performance Model -Drexler Sibbet/Grove
- Certified Master Trainer
- Certified Instructional Designer/Developer
- Certified Training Manager/Director



Our Mission

We exist to promote business performance, professionalism and effectiveness by providing cutting - edge learning and development solutions at all employment levels in our clients' organizations.

Our Vision

To become the global talent development experts of choice making learning opportunities that drive business results readily available to all sizes of organizations.

What We Believe

- When employees are learning and growing, they are more engaged and contribute more to the achievement of the organization's mission
- Every organization should readily have access to learning and development opportunities that meet the needs of their team members as well as the needs of the organization.
- An organization's success is optimized through the collective effort of all its members



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Customizable Training Suite Collection

- Leadership Development Program at all levels
- Preparing the Future Leader
- Graduate Trainee Development Program
- Business Writing
- Technical Writing
- Microsoft Office Suite - Microsoft Word, Excel and PowerPoint
- Customer Service Skills
- Conflict Resolution
- Change Management
- Effective Communication
- Communicating Effectively in Teams
- Making Team Meetings Work

Learning and Organizational Development Areas of Expertise

- Organization- wide training needs assessment
- Behavioral competency model development
- Annual training plan development aligned to your organization's mission
- Instructional Design; Facilitator's Guide, PowerPoint Presentation, Activities and Participants' guide development
- Team Retreat facilitation
- New Hire Orientation/ On boarding Process development
- Performance management systems development
- Employee recognition program development
- Talent Acquisition

Everything DiSC Workplace®

**Unlock the potential of people, strengthen teams
and improve communication**

Everything DiSC Workplace® is a personalized learning experience that can empower every individual in the organization to build productive relationships that drive workplace performance. Regardless of title or position, department or function, it teaches participants to understand themselves and others, while learning to appreciate different priorities, preferences, and values that influence work attitudes and behaviors.

With personalized insights and actionable strategies, participants learn how to adapt to the style of others, ultimately improving engagement, collaboration, and the overall quality of the workplace.

The DiSC® profile, published by Wiley, is a non-judgmental tool used for discussion of people's behavioral differences. It provides a common language that people can use to better understand themselves and to adapt their behaviors with others - within a work team, a sales relationship, a leadership position, or other relationships.

EVERYTHING 
WORKPLACE®

Expected Learning Outcomes

Upon completing this workshop, participants should be able to:

- Gain in - depth self-discovery with an understanding of their DiSC® Personality style
- Apply tools for facilitating productive team work and managing conflict
- Develop stronger sales and marketing skills with ability to identify and respond to customer styles
- Develop strategies for successful interpersonal relationships with customers and team members

Duration: One-day (8 hours)

Facilitated by a certified MBTI® practitioner

Target Audience:

Individuals and teams from all levels of the organization

Workshop materials

- Participant Workbook
- Everything DiSC Workplace® assessment report
- After the workshop, participants receive access to MyEverythingDiSCmobilefriendly interactive online portal which enables them to:
 - Continue learning more about how their DiSC® style impacts their workplace preferences.
 - Invite others to compare DiSC® styles and accept invites to compare from others.

Everything DiSC® Management

Successfully engaging, motivating and developing people

Everything DiSC® Management is a personalized learning experience proven to increase the effectiveness of anyone in a management role.

During this highly interactive workshop with videos, exercises and group discussions, participants deepen their understanding of themselves, their direct reports and their bosses using the DiSC® model. They also learn how their management style influences their approach to decision-making, time management, and problem solving.

Major take aways for participants are concrete strategies to help them "read" styles adapt to the styles of their direct reports, enabling them to bring out the best in their people.

Expected Learning Outcomes

- Upon completing this workshop, participants should be able to:
- Discover their DiSC® management style, priorities, preferences & potential stress areas
- Explore strategies for effective directing and delegating
- Apply tools to improve their management effectiveness for creating motivating environments
- Deepen their ability to develop others based on each individual's potential
- Improve their working relationship with their own manager

Workshop Outline

- Introduction to your management style
- Directing and delegating
- Creating a motivating Environment
- Developing Others
- Working with your manager
- Personalized strategy and action plans for adapting your DiSC® style to styles of direct reports and your managers.

EVERYTHING MANAGEMENT



Duration: One-day (8 hours)

Facilitated by an Everything DiSC certified professional

Target Audience:

Managers of departments, divisions, teams or projects with direct reports.

Workshop materials

- Participant Workbook
- Everything DiSC Management® assessment report
- After the workshop, participants receive access to MyEverythingDiSCmobilefriendly interactive online portal with these features: My Comparisons: They can invite others to compare DiSC® styles and accept invites to compare from others. My Style: They can continue to learn more about how their DiSC® style impacts their workplace preferences.

Myers-Briggs Type Indicator® (MBTI®)

Valuing Differences

The Myers Briggs Type Indicator (MBTI®) provides a framework to help individuals understand their personality and the personality of others by exploring differences and preferences in four areas. As a result, they may work more effectively with other people and be more understanding in relationships having gained a better understanding of individual differences in value oriented, non-judgmental way.

This highly interactive session will introduce participants to MBTI®, examine basic differences between people and assist participants to understand how to work effectively with others while remaining comfortable with themselves

Expected Learning Outcomes

By the end of this session, participants should be able to:

- Identify and validate their personality "TYPE"
- Appreciate the implication of individual differences in interpersonal relationships and team functioning.
- Apply techniques for reducing stress resulting from exposure to different personalities or individual preferences

Workshop Outline

- "TYPE" based stress management techniques.
- "TYPE" dynamics in communication, teamwork and conflict management

Duration: One-day (8 hours)

Facilitated by a certified MBTI® practitioner

Target Audience:

Individuals and teams from all levels of the organization



Myers-Briggs Type Indicator® (MBTI®) for Teams

Appreciating Individual Differences to Enhance Personal and Team Effectiveness

The Myers Briggs Type Indicator® (MBTI®) is a powerful, versatile personality instrument that helps individuals and teams gain insight into themselves and others in a value oriented, non-judgmental way. This highly interactive workshop is designed to introduce participants to MBTI®, examine basic differences between people and assist participants to understand how to work effectively with others in a team while remaining comfortable with themselves. Participants will leave the workshop with greater self - awareness and guidelines for strengthening their roles in their team.

Expected Learning Outcomes

By the end of this workshop, participants should be able to:

- Describe the major elements of the MBTI® instrument.
- Identify and validate their individual personality "TYPE".
- Appreciate individual team member's preferences and value they bring to the team.
- Apply feedback on "Type" to strengthen team work with all MBTI® Types.

Workshop Outline

- Introduction of the MBTI® instrument.
- Valuing Differences - Four interactive exercises to explore personality preferences.
- Team activity to depict "TYPE" dynamics in teamwork.
- Debrief on team activity against personality profiles and "Type".
- Interpretation of MBTI® reports (team/individual) /review of team's collective preferences.
- Team SWOT Analysis and action planning - using feedback on Type to overcome challenges and strengthen teamwork.

Workshop materials

An on-line MBTI® questionnaire completed by each participant prior to the workshop
MBTI® Team Report
Introduction to Type book
Participant Manual

Duration: One-day (8 hours)

Facilitated by a certified MBTI® practitioner

Target Audience:

Intact teams or individuals who work together on group projects

Emotionally Effective Leader Workshop

Leadership, Self-awareness and Self-management

Technically smart leaders could be unsuccessful in their careers if they are not aware of team members' needs, motivations and how to build and navigate workplace relationships.

The Emotionally Effective Leader is a 1-day interactive and engaging workshop during which participants learn about their individual levels of emotional intelligence based on their EQ-i Leadership Report.

Through presentations, group activities and individual reflective exercises, leaders focus on their leadership strengths and areas they can develop further. Participants will learn about the direct link between emotional intelligence and practical leadership behaviors.

Expected Learning Outcomes

By the end of this workshop, participants should be able to:

- Explain the role of emotional intelligence in effective leadership, management and supervision
- Identify the key elements of the EQ-i2.0[®] Leadership Report
- Identify personal strengths and areas with opportunity for growth based on the EQ-i2.0[®] assessment report
- Explain how absence of emotional intelligence can lead to leadership derailing behaviors
- Develop a personal EQ-i2.0[®] growth plan.

Workshop Outline

- Leadership effectiveness framework
- What is emotional intelligence?
- Leadership and emotional Intelligence
- Reflection on individual EQ-i individual reports (additional 1:1 coaching available upon request)
- Maximizing leadership potential
- Leadership derailers
- Personal growth plans

Workshop materials

- Participant Workbook
- Participant's personal EQ-i 2.0[®] Leadership report
- Book: The EQ Edge: third Edition

Duration: One-day (8 hours)

Facilitated by a certified EQ-i 2.0[®] professional

Target Audience:

Executives, functional managers, team leaders, high potential employees.

THE EMOTIONALLY
EFFECTIVE LEADER
WORKSHOP



Emotional Intelligence in Relationship Management

Self-management and Interpersonal skills

Emotional Intelligence (EI) is a skill that can be learned. It increases self-awareness and helps people manage emotions, communications, stress and other challenging situations to achieve effective outcomes.

Through self-assessments, activities and group discussions, participants of this one-day workshop will practice techniques for self-management and relationship building.

Participants will further examine the connections between emotions, interpersonal relationships, workplace stress, and team building.

Expected Learning Outcomes

By the end of this workshop, participants should be able to:

- Discuss the competencies required for developing EI
- Demonstrate an understanding of the techniques for developing EI
- Demonstrate an awareness of the impact of EI on individual and organizational performance
- Apply tools for monitoring and adapting their emotions and behaviors for effective outcomes
- Analyze the impact of emotional intelligence on team building, delegation, conflict resolution and leadership.

Workshop Outline

- The business case for EI
- Assessments and techniques EI competency development
- Self-awareness for self-management
- Regulating actions through self-control
- Three techniques for motivating self and others
- Empathy as a skill and an attitude
- Communicating with emotional intelligence
- Managing adverse group dynamics
- Leading with emotional intelligence
- Emotional Intelligence tests and self-assessment
- Personal Development Plan

Workshop materials

- Participant Workbook
- Participant's personal EQ-i 2.0® Workplace report

Duration: One-day (8 hours)

Facilitated by a certified EQ-i 2.0® professional

Target Audience:

Individuals and teams from all levels of the organization

The EQ-i^{2.0} Model



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Drexler/Sibbet Team Performance Model®.

The Proven Road Map to High Team Performance

The Drexler/Sibbet Team Performance Model™ is a proven tool that helps teams make changes that set them on the right track to high performance. The Team Performance Model illustrates team development as seven stages, four to create the team and three to describe increasing levels of sustained performance. It provides reliable data on team performance which forms our basis to discuss the team's strengths and issues that impact team performance at each stage.

Participants complete the Team Performance Survey which serves as our basis for developing a unique data driven team-improvement session that allows the team to explore its strengths and learning opportunities. Our certified consultant works with the team through activities that strengthen the team's ability to adjust and self-manage as issues arise on their steady path to high performance.

Expected Learning Outcomes

By the end of this workshop, participants should be able to:

- Identify the stages and processes involved in creating a high-performance team
- Identify the current stage of the team's development
- Establish the future potential of the team with steps it must take to achieve high performance
- Uncover key issues preventing the team from reaching its performance goals.

Workshop Outline

- The concept of teamwork
- Drexler/Sibbet Team Performance Model®.
- Features of the 7 stages of the model
- Customized Team Performance Survey review
- The current stage of team development
- Leveraging areas of strength
- Action plans for accelerating performance

Workshop materials

- Participant Workbook
- Team Performance Survey Report

Duration: One-day (8 hours)

Facilitated by a Drexler/Sibbet Team Performance Model®.certified practitioner

Target Audience:

Intact teams, committees, Managers of departments, divisions, teams or projects with direct reports.



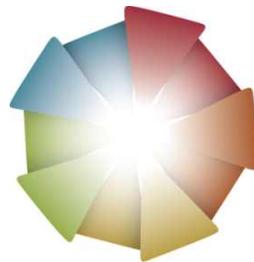
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The Supervisor's Toolkit Program

Leadership Development for Supervisors

The supervisory role is foundational for organizations. Employee engagement is higher when they have a clear sense of purpose and a productive work relationship with their supervisors. During this customized and interactive program, supervisors receive training on how to supervise as a coach, set performance and development goals for themselves and others, provide constructive feed - back and unleash the talents of their direct reports.

The program is designed in 4 - hour modules with a total of 6-10 modules depending on the organization's needs. Participants attend weekly or daily classes with post - training sustainability elements that align with our client's mission. New supervisors learn skills to assist them transition into their new roles during while experienced supervisors have the opportunity to hone their skills



EQ-i 2.0[®]
assess. predict. perform.

Topics covered include:

- Your Organization's Mission, Vision
- Your Organization's, HR Policies and Procedures; attendance, discipline, hiring etc.
- Your leadership Style: Self-awareness and self-leadership (assessment based)
- Hallmarks of Professional Success: Communication, accountability, collaboration
- Performance Management: Setting goals and expectations, coaching and mentoring
- Delegating for Success
- Problem Solving and Decision making
- Accelerating Team performance

Duration: To be agreed with client

Facilitated by our award - winning supervisor training design and delivery instructor

Target Audience:

New and experienced supervisors or managers. Team members who are being prepared for supervisory roles.

EVERYTHING **DiSC**
MANAGEMENT 

Customizable Training Suite Collection

The following topics are in standard training formats (online and classroom) and customizable to meet client's needs.

- Leadership Development Program at all levels
- Preparing the Future Leader
- Graduate Trainee Development Program
- Business Writing
- Technical Writing
- Microsoft Office Suite - Microsoft Word, Excel and PowerPoint
- Customer Service Skills
- Conflict Resolution
- Change Management
- Effective Communication
- Communicating Effectively in Teams
- Making Team Meetings Work

Learning and Organizational Development Areas of Expertise

- Support for Outsourced Projects
- Virtual L&D Department Services

Working as a talent development and learning solutions partner, Career Resource Center provides highly professional and customized consulting and training services to management of companies, organizations and associations. One way we support our clients is by delivering solutions for their outsourced projects.

We have the capacity to assist clients in the following areas:

- Organization- wide training needs assessment
- Behavioral competency model development
- Annual training plan development aligned to your organization's mission
- Instructional Design; Facilitator's Guide, PowerPoint Presentation, Activities and Participants' guide development
- Team Retreat facilitation
- New Hire Orientation/ Onboarding Process development
- Performance management systems development
- Employee recognition program development
- Talent Acquisition



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