



Professional Development for Leaders at all Levels



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CAREER RESOURCE CENTER

PROFESSIONAL TRAINING | ORGANIZATIONAL DEVELOPMENT | CONSULTING

Career Resource Center (CRC), is a human resource management consulting firm with a wide network of subject-matter experts who have over 120 years' combined professional experience in leadership and management training, human resource management consulting and organizational development. Our firm is dedicated to providing exceptional learning experiences that leverage best practices in adult learning principles, incorporates interactive methodologies and directly impacts business goals.

With a certified instructional designer experienced in curriculum design and behavioral science assessments on our team, we customize learning solutions to address specified organizational needs and upon our client's request, we provide up to a 90-day post implementation evaluation service to assess learning impact on the organization.

Our firm is a member of Wiley's Authorized Partner Network, certified to facilitate Everything DiSC® learning solutions and distribute Everything DiSC® products including arranging for the Everything DiSC® Everything DiSC® certification of our clients' in-house trainers. Other behavioral science assessments we incorporate in our training include the Myers Briggs Type Indicator (MBTI) Emotional Intelligence EQi-2.0, EQi360 and Drexler Sibbet's Team Performance Model by The Grove.

In addition to our talent development services, we partner with human resource departments to fulfil their staffing needs. Our staff also support learning and development departments to handle temp/outsourced projects in:

- ✓ Training Needs Assessment and Training Plan Development
- ✓ Training Records/LMS Management
- ✓ Training design, Delivery and Focus Group Facilitation
- ✓ Training Evaluation Reports
- ✓ Onboarding Program Management
- ✓ Employee Recognition Program Management
- ✓ Leadership and Team Development Programs
- ✓ HR, Core Values and Business Skills Training
- ✓ Job description and classification services
- ✓ Performance Management Program Development and Management

Adewunmi (Ade) Lewis
Director



Topic	Training Format	Course Description
Performance Management	<p>Available as an in-person and virtual course</p> <p>Abridged course available online</p>	<p>In – Person courses will be conducted with interactive discussions, individual and group exercises, role plays, assessments, video and illustrative power point slide presentation. Each participant will receive a course workbook and leave the workshop with a personal action plan for applying knowledge and abilities gained during the training.</p> <p>Live Virtual: Delivered via ZOOM, WebEx or similar platform. Similar to in – person in content</p> <p>Online Courses are self – paced on – demand and incorporate interactive exercises a quiz and a certificate of completion.</p> <p>Course Length: In – person and virtual courses have customizable lengths - Online Courses: Usually 30 minutes</p> <p>All courses incorporate adult learning principles and address the needs of different learning styles.</p> <p>Performance Management focuses on systematic ways for improving the effectiveness of team members to achieve desired goals. This course covers how to plan for performance by setting S.M.A.R.T goals, performance monitoring, documenting performance, conducting the performance appraisal meeting, correcting or recognizing performance and motivating employees for high performance. By the end of this course participants should be able to:</p> <ul style="list-style-type: none"> • Explain the key concepts associated with effective performance management • Apply steps for goal setting, clarifying expectations and monitoring performance • Explain how to motivate others for high performance. • Discuss best practices in performance evaluation • Practice how to conduct and document a performance evaluation meeting • Create individual development plans • Comprehend how to correct performance problems • Define critical elements of the performance improvement process.
Workplace Coaching	<p>Available as an in-person and virtual course</p> <p>Abridged course available online</p>	<p>Workplace coaches guide and motivate others to achieve desired results. This course teaches leaders how to: bring out the best in each team member while guiding the whole team to collaborate for success. By the end of this course participants should be able to:</p> <ul style="list-style-type: none"> • Explain the meaning of workplace coaching, • Discuss a range of well- known coaching models, • Use specific goal setting techniques and addresses • Demonstrate effective communication skills for coaches. <p>Participants will practice their coaching skills and develop coaching plans for their direct reports.</p>
Building Internal Morale	<p>Available as an in-person and virtual course</p> <p>Abridged version on employee engagement</p>	<p>Poor morale leads to loss of good employees, decreased productivity and a negative work environment. During this course, participants learn effective ways for to boosting internal morale in order to achieve an engaged and more productive workforce. By the end of this course participants should be able to:</p> <ul style="list-style-type: none"> • Discuss the hierarchy of employees’ needs • Apply steps for effective communication and clarifying expectations to direct reports • Identify motivational techniques that encourage employees’ input • Select methods for investing in employees as appropriate for their team members • Identify appropriate recognition methods appropriate for their team members • Comprehend how to manage employee surveys and feedback • Discuss best practices in employee engagement.
Building Teams Effectively	<p>Available as an in-person and virtual course</p> <p>Abridged course available online</p>	<p>Teams can boost productivity, improve quality, and increase motivation and job satisfaction as members understand how their work aligns with the organization’s larger goals. This course reveals how the formation of a team and its goals largely determines the success of the team.</p> <p>By the end of this course participants should be able to:</p> <ul style="list-style-type: none"> • Know the stages of team development, • Discuss the characteristics of an effective team • Practice team leadership skills • Apply methods for selecting and defining team members’ roles • Apply methods for building trust, collaboration and team pride • Practice effective communication and team management skills • Practice steps for goal setting , problem solving and conflict management

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<p>Best Practices in Hiring and Retaining Staff</p>	<p>Available as an in-person and virtual course Abridged course available online</p>	<p>Selecting the right candidate remains the greatest challenge for many managers. Some are torn between their gut feelings about candidates and objective measures of candidates’ competencies. The course also examines creative ways for retaining staff through the reduction of unwanted staff turnover which could be a loss of return on the investment made on the employees. By the end of this course participants should be able to:</p> <ul style="list-style-type: none"> • Apply key steps for effective hiring • Develop competency – based/ behavioral interview questions • Apply guidelines for legal and effective interviewing • Identify how to avoid common hiring errors • Set staff retention goals • Identify controllable and uncontrollable factors for staff turnover • Identify effective methods for promoting staff retention • Develop an action plan for adopting best practices in hiring and employee engagement
<p>Supervisor Development: For New and experienced Supervisors</p>	<p>Available as an in-person and virtual course Abridged Course available online</p>	<p>The supervisory role is critical 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. By the end of this course participants should be able to:</p> <ul style="list-style-type: none"> • Define the concepts of supervision, management and leadership • Apply guidelines for managing the transition to the supervisory role • Comprehend requirements for managing the performance of others • Know the guidelines for effective team building, motivation and problem solving • Apply techniques for effective delegation and empowerment • Practice effective communication skills and avoiding communication barriers • Apply guidelines for making meetings effective • Practice steps for managing conflict and other dysfunctional behavior • Identify emotional Intelligence and self-management competencies • Develop a personal action plan for effective supervision

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Change Management	Available as an in-person and virtual course Abridged Course available online	<p>In – Person courses will be conducted with interactive discussions, individual and group exercises, role plays, assessments, video and illustrative power point slide presentation. Each participant will receive a course workbook and leave the workshop with a personal action plan for applying knowledge and abilities gained during the training.</p> <p>Live Virtual: Delivered via ZOOM, WebEx or similar platform. Similar to in – person in content</p> <p>Online Courses are self – paced on – demand and incorporate interactive exercises a quiz and a certificate of completion.</p> <p>Course Length: In – person and virtual courses have customizable lengths - Online Courses: Usually 30 minutes</p> <p>All courses incorporate adult learning principles and address the needs of different learning styles.</p> <p>Our highly turbulent and constantly changing business environment demands that organizations develop the capacity to continuously change, whilst striving to sustained competitive advantage.</p> <p>This course is designed to teach managers effective strategies for managing people through a change process. It examines the different types of organizational change, stages in a change process, developing change management strategies, techniques for managing the transition cycle, change implementation process and how to sustain change. By the end of this course participants should be able to:</p> <ul style="list-style-type: none"> • Describe the types of organizational change • Identify stages of organizational change • Discuss elements of change management models ADKAR, Forced Field Analysis • Apply guidelines for developing a systematic change management process • Comprehend how to manage transitions and resistance • Develop a change management communication plan to engage stakeholders • Explain steps for monitoring and sustaining desired change outcomes
Conflict Management	Available as an in-person, virtual course and on-line course	<p>Workplace conflicts may arise from disagreements, personality differences or pressure due to certain work situations. This course presents approaches for managing workplace conflicts effectively in order to handle potentially destructive situations in a way that creates growth opportunities and positive outcomes.</p> <p>By the end of this course participants should be able to:</p> <ul style="list-style-type: none"> • Identify common sources of workplace conflict; • Discuss the impact of workplace conflict; • Practice communication skills for promoting a positive work environment • Apply practical steps for resolving conflicts successfully • Demonstrate how to build consensus among employees (role play).
Workplace Ethics	Available as an in-person, virtual course and on-line course	<p>The objective of this course is to define ethical responsibilities of leaders in the workplace and promote ethical practices among individuals in the organization. Participants will appreciate the importance of ethical conduct at work.</p> <p>By the end of this course participants should be able to:</p> <ul style="list-style-type: none"> • Know the legal requirements for ethical practices and their organization’s policy • Identify and manage pressures on ethical standards and behavior • Describe the tools and guidelines for promoting ethics in the workplace • Apply the ethical action test to make ethical decisions. • Discuss their ethical responsibilities to their direct reports and to their organization.

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Managing Challenging Employees	Available as an in-person, virtual course and on-line course	<p>Supervising challenging employees takes skillful management and patience. Participants will learn how to develop self-awareness for their own self-management, identify challenges associated with managing difficult employees and how to respond appropriately to such employees in a way that achieves and effective outcome. By the end of this course participants should be able to:</p> <ul style="list-style-type: none"> • Identify challenges associated with supervising difficult employees; • Practice effective Self – management techniques • Apply guidelines for creating a positive work environment for all; • Practice conversations to addressing problems and not personalities • Apply guidelines for responding positively to challenging employees and treat them fairly.
Problem Solving	Available virtually, in-person and on-line	<p>The problem-solving ability of a leader directly impacts their effectiveness at work. A variety of creative problem-solving tools and techniques are presented in this highly interactive workshop . Participants will learn to analyze problems, generate creative solutions, and decide which solution most closely matches their needs. By the end of this course participants should be able to:</p> <ul style="list-style-type: none"> • Use methods for defining a problem • Analyze and prioritize problems, symptoms and root causes • Apply steps for identifying creative solutions • Practice evaluating and selecting the solution • Follow guidelines for implementing the solution - creating the action plan • Discuss measures for evaluating solution implemented
Workplace Diversity	Available virtually, in-person and on-line	<p>Understanding and valuing differences in others can improve communication, reduce inappropriate behavior and promote employee engagement. This course will help participants understand the importance of diversity in the workplace and how they can support it for the benefit of employees and the organization. By the end of this course participants should be able to:</p> <ul style="list-style-type: none"> • Comprehend how to manage the different dimensions of diversity • Recognize the challenges and opportunities in a diverse workforce • Explain how to promote inclusion and equity • Identify elements of cultural competence • Discuss legal guidelines on discrimination and harassment in the workplace • Appreciate the importance of valuing and leveraging differences in the workplace
HR Compliance Training	Available virtually and in-person	List: Workplace Violence Prevention, Workplace and Sexual Harassment Prevention, Progressive Discipline, FMLA, FLSA, ADA, Ethics – Course descriptions available upon request

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Leading and Managing Virtual Teams	Available virtually and in-person	Organizational culture has faced dramatic changes in the wake of COVID-19. Abrupt transitions to remote work forced new modes of communication. The challenges of isolation and burnout are putting a stress on workplace culture. By the end of this course participants should be able to: <ul style="list-style-type: none"> • Develop guidelines for managing the benefits and challenges of virtual teams • Set clear and detailed deliverables to promote accountability • Engage and motivate team members through effective communication • Discuss methods for choosing and leveraging technology for success • Apply steps for facilitating effective virtual meetings • Promote work-life balance for team members
Productive Virtual Meetings	Available virtually and in-person	The goal of this course is to equip participants with skills they can use to plan, run and follow up with effective virtual meetings. During the course, participants will learn how to hold engaging virtual meetings that are aligned to business objectives with effective post meeting action plans. By the end of this course participants should be able to: <ul style="list-style-type: none"> • Describe the key elements for planning a virtual meeting • Explain platform capabilities required for effective meetings • Practice questioning and facilitation skills for engaging others and boosting meeting participation • Apply guidelines for curbing unproductive behavior in order to achieve meeting goals • Create post virtual meeting accountabilities and deliverables
Leadership – at-all-levels For Non-Supervisors, supervisors, Managers and Executives (Program will be further customized for each level)	Available virtually and in-person	Since communication, influence and collaboration occur up, down and across the organization, formal and informal leaders pulling together (regardless of title, compensation or tenure) ultimately contribute significantly to an organization’s mission. The number, quality and collective input of all leaders at all levels, shapes an organization’s leadership culture and influences organizational success By the end of this course participants should be able to: <ul style="list-style-type: none"> • Comprehend the concept of formal and informal leadership • Explain steps for establishing purposeful leadership • Identify approaches for building trust, motivating and gaining influence at all levels • Describe how lead with emotional intelligence • Appreciate the power in valuing others and appreciating differences • Appreciate the importance of valuing and leveraging differences in the workplace • Develop plans for impacting the organization’s mission and culture

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The Emotionally Competent Leader (Emotional Intelligence)	Available virtually and in-person	<p>In – Person courses will be conducted with interactive discussions, individual and group exercises, role plays, assessments, video and illustrative power point slide presentation. Each participant will receive a course workbook and leave the workshop with a personal action plan for applying knowledge and abilities gained during the training. Live Virtual: Delivered via ZOOM, WebEx or similar platform. Similar to in – person in content Online Courses are self – paced on – demand and incorporate interactive exercises a quiz and a certificate of completion. Course Length: In – person and virtual courses have customizable lengths - Online Courses: Usually 30 minutes All courses incorporate adult learning principles and address the needs of different learning styles.</p> <p>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.</p> <p>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.</p> <p>By the end of this course participants should be able to:</p> <ul style="list-style-type: none"> • Explain the role of emotional intelligence in effective leadership, management and supervision • Identify the key elements of the EQ-i 2.0 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-i 2.0 growth plan. <p><i>(Each participant receives a profile/report based on pre course assessment administered)</i></p>
Emotional Intelligence in Relationship Management: Self-management sensitivity and Interpersonal skills	Available virtually and in-person	<p>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.</p> <p>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. By the end of this course participants should be able to:</p> <ul style="list-style-type: none"> • 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.
Everything DiSC® Work of Leaders	Available virtually and in-person	<p>Based on Wiley’s Everything DiSC® Work of Leaders, this interactive session will focus on three elements fundamental to the work of leaders which are: crafting a vision, building alignment and championing execution. This leadership framework helps leaders understand critical leadership behaviors that influence their effectiveness in specific leadership situations. Through case studies and checklists, this session will provide participants with an actionable path towards more effective leadership of people and effective leadership of audit related projects.</p> <p>The Work of Leaders model is based on leadership best practices and four years of research and developmental effort with input from more than 300 subject matter experts and thought leaders at over 150 organizations.</p> <p>By the end of this course, participants should be able to:</p> <ul style="list-style-type: none"> • Identify the main drivers for crafting a vision, building organizational alignment and championing execution of a vision. • Describe the behaviors that characterize drivers of vision, alignment and execution • Discuss steps for creating structure for project management and execution. <p><i>(Each participant receives a profile/report based on pre course assessment administered)</i></p>

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Everything DiSC® for Managers	Available virtually and in-person	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. A major take away 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. By the end of this course, participants should be able to: <ul style="list-style-type: none"> • 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 <i>(Each participant receives a profile/report based on pre course assessment administered)</i>
Myers-Briggs Type Indicator® (MBTI) for Teams	Available virtually and in-person	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. By the end of this course, participants should be able to: <ul style="list-style-type: none"> • 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 teamwork with all MBTI Types. <i>(Each participant receives a profile/report based on pre course assessment administered)</i>

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Everything DiSC® Workplace	Available virtually and in-person	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. By the end of this course, participants should be able to: <ul style="list-style-type: none"> • Gain in – depth self-discovery with an understanding of their DiSC Personality style • Apply tools for facilitating productive teamwork 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 <i>(Each participant receives a profile/report based on pre course assessment administered)</i>
Everything DiSC® Productive Conflict	Available virtually and in-person	Conflict is an inevitable part of relationships and can be productive if you are aware of your own behaviors and tendencies. Everything DiSC® <i>Productive Conflict</i> defines how each of the DiSC styles handles conflict, by defining both destructive and productive tendencies. Participants will discover their own behaviors and examine how to improve their personal approach to conflict. Colleagues will do the same. All participants will then come together to learn how best to work with different styles. By the end of this course, participants should be able to: <ul style="list-style-type: none"> • Gain and in – depth understanding of their DiSC style and how they individually react to conflict • Identify their triggers and recognize the destructive behavior they exhibit in a conflict situation • Apply guidelines for changing destructive responses to productive responses • Gain insight into how other styles react to conflict and how to steer conflict into more productive directions <i>(Each participant receives a profile/report based on pre course assessment administered)</i>
Implicit Bias Training	Available as an in- person and virtual course	Implicit bias exists when we unconsciously have ingrained feelings, beliefs or attitudes towards certain people or groups. While implicit bias is unintentional, it can lead us to judge or stereotype people. When left unchecked, it can influence important decisions in the workplace including hiring, promotions and daily interactions. This session is focused on raising awareness of implicit bias and steps we can take to prevent biased attitudes and behaviors from interfering with our decisions and interactions. The session addresses the meaning and types of implicit biases, what it impacts and what can be done about it. Each participant will leave the session with actionable tips for managing their biases. They will also develop individual action plans to execute as they continue on their own personal journey to conquer implicit bias. By the end of this course, participants should be able to : <ul style="list-style-type: none"> ▪ Define Implicit bias ▪ Identify common types of biases ▪ Explain how implicit bias impacts our decisions and interactions ▪ Identify their own personal biases ▪ Apply strategies for conquering the negative impact of implicit biases ▪ Develop action plans for overcoming their personal biases