

PUBLIC WORKSHOPS

Learn. Do. Lead. Succeed. Pacific Northwest 2011



LEARNING
POINT
INC.

THIS WAY TO WORKFORCE RESULTS!



1.800.823.1646 | www.LearningPointInc.com



Leadership and learning are indispensable to each other.

- John F. Kennedy

For over twenty years, **LEARNING POINT, INC.** (LPI) has helped thousands of individuals, in hundreds of organizations, learn how to lead. Developing leaders is our mission. From the executive suite to the frontline supervisor, and from Fortune 500 companies to entrepreneurial startups, our workshops connect and deliver.

This catalog provides an overview of the public workshops we offer. For further information on these workshops and our other solutions, please contact us.

Organizations that have benefited from Learning Point workshops include:

- | | |
|-----------------------|---------------------------|
| adidas | Ocean Spray |
| ASARCO | PacifiCorp |
| Autoliv | Pepperidge Farm |
| Columbia Ultimate | Pirelli Cable |
| Columbia Machine | Portland General Electric |
| Daimler Trucks | Reebok |
| Energy West | Regence Group Blue Cross |
| GE Security | 7 Cedars Resort |
| Goodwill | TaylorMade Golf |
| Heritage Glass | Tektronix |
| Honeywell | Thomas Bus |
| Iberdrola Renewables | Tidewater |
| LaCrosse Footwear | Umpqua Bank |
| Lattice Semiconductor | Weyerhaeuser |
| Nike | Xerox |
| Northwest Natural | |



A GREAT TIME FOR LEARNING

This is a great time for learning. Many organizations are still struggling to simply survive, let alone work on learning, leadership, and continuous improvement. We get that. It is not an easy time. We recognize the unprecedented nature of the economy on most businesses. The unique feedback we have received during these turbulent times, particularly from our valued clients, is that this is indeed a great time, an essential time for learning. We have applied that feedback to our current offering of public workshops.

Challenging times or not, one reality rings loud and clear – leadership and learning are essential to business success. In many ways, this is an ideal time to gain the edge, sharpen the skills, and invest in yourself. Work teams, organizations, and entire communities need leadership, vision, clarity, direction, and practical tools. Businesses need strong supervision. Trust needs to be restored. Change is imperative. New templates, new practices, and new approaches are in high demand. Now is an ideal time for learning. But it needs to be relevant, affordable, and extremely efficient.

It is our aim to provide workshops and solutions that consistently deliver that kind of learning. Your investment in learning should result in measurable returns – both immediate and long term. We are committed to helping you make that happen. We are excited about the collection of public workshops that we have assembled. We are confident that they will add value, especially during these challenging times. We invite you to join us and extend to you our sincere promise to deliver practical and impactful content in every hour you spend with us.

Best of success,

Mark Christensen
President and CEO
Learning Point, Inc.



Attend our
Public Workshops
 Sharpen your leadership
 and communication skills



1-888-823-1646 | www.LearningPointInc.com

Learn, do, lead, and succeed with the help
 of Learning Point's powerful public workshops.

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Management & Supervision

Supervisor Boot Camp™

Basic training for supervisors, managers, and frontline leaders.

LENGTH

Two Days | 8:30am to 4:30pm each day

TARGET AUDIENCE

Supervisors, Managers, Team Leaders,
Key Professionals, Future Supervisors

“This is a must for all new or experienced supervisors. The Supervisor Boot Camp covered a wide variety of topics and every topic gave me something to apply to my everyday work.”

-Operations Manager, Xerox Corporation

SUPERVISOR BOOT CAMP is an extremely popular, two-day workshop that provides managers, supervisors, and team leaders with essential skills for leading others in the workplace. This highly interactive session enables participants to actually practice key supervisory skills in fun, non-threatening exercises. You will walk away with several proven tools that you can apply immediately to your job. If you work with people, you need this workshop.

YOU WILL LEARN HOW TO:

1. Establish your role as supervisor and leader.
2. Set crystal-clear work expectations.
3. Communicate powerfully in all directions.
4. Lead proactively through change.
5. Work with a variety of people and styles.
6. Coach for optimal performance.
7. Facilitate conflict resolution.
8. Establish an influence base.
9. Build effective work teams.

WORKSHOP TOPICS:

- Welcome and Overview
- The Essential Role of Supervisor
- New Realities for Today's Supervisor
- Supervisory Core Practices
- Communicate with Power
- Establish Clear Work Expectations
- Coach for Results
- Build a Team Environment
- Guide Conflict Resolution
- Supervisor Grab-and-Go Tools
- Supervisor Boot Camp Follow-up Strategies
- Wrap-up and Future Steps



Management & Supervision

Advanced Manager Summit™

Best practices for today's professional manager.

LENGTH

Two Days | 8:30am to 4:30pm each day

TARGET AUDIENCE

Managers, Directors, Senior Supervisors, Executives, and Senior Professionals.

It is recommended, but not required, to first attend Supervisor Boot Camp.

“Learning Point, Inc. has the ability to interact with our managers and provide the training necessary to develop skills for success. I have worked with them for several years in an ongoing relationship and the feedback from their training solutions has always been positive.”

*Greg Wootton, Manager of Operations
Daimler Trucks North America*

This hands-on workshop is an ideal progression from LPI's popular Supervisor Boot Camp. If you are ready for advanced training on the most essential management practices for today's challenging workplace, you will want to attend this course. You will leave **ADVANCED MANAGER SUMMIT** with tools and templates that you can immediately apply on the job.

YOU WILL LEARN HOW TO:

1. Create organizational focus.
2. Align operations to strategy.
3. Turn goals into results.
4. Establish a measurable scorecard system.
5. Manage essential people systems.
6. Execute for sustained success.
7. Continually improve work processes.
8. Manage change.
9. Harvest leadership at all levels.

WORKSHOP TOPICS:

- New Realities for Today's Manager
- Business Manager Simulation
- Core Manager Practices
- Know Your Business
- Creating Focus
- Results, Measures, and Scorecard
- The Big Five People Systems
- Manager Success Tools
- Manager Advance Camp Final Exercise
- Wrap-up and Next Steps



5 Five Climbs

ASCENDING TO LEADERSHIP

Leadership Development

Ascending to Leadership™

Five essential climbs for today's workplace leader.

LENGTH

Initial Session - Two Days

Subsequent Sessions - One Day Each

8:30am to 4:30pm each day

TARGET AUDIENCE

Managers, Supervisors, Team Leaders, Key Professionals, Future Supervisors

“By bringing learner and coach together in a highly relevant and interactive experience, Five Climbs and LeaderStream™ are facilitating a new kind of learning conversation in organizations . . . one that is sure to impact both culture and results.”

*-David Berry, Director,
Coaching & Leadership Development
TaylorMade Golf*

If you are looking for just another leadership workshop with traditional topics, **ASCENDING TO LEADERSHIP** may not be for you. But if you are ready to transform the way you lead, manage relationships, develop teams, plan your work, organize your workforce, and shape your culture, you are ready for Five Climbs.

You will learn invaluable skills for leading yourself and others in today's challenging work environment. You will create a personalized roadmap for your growth as a leader. You will also have access to practical, proven tools and templates to quickly implement new leadership strategies on the job.

YOU WILL LEARN HOW TO:

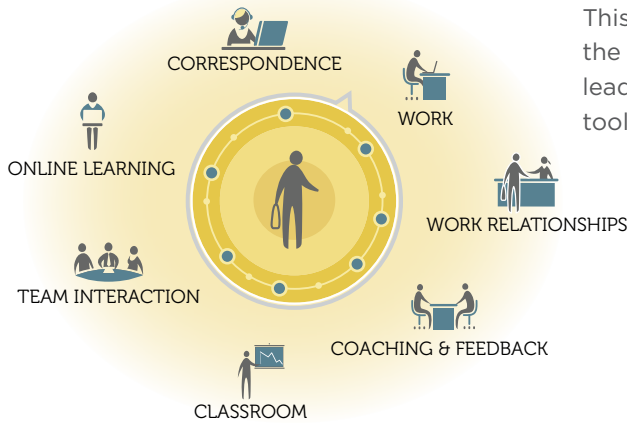
1. Dispel the myths and illusions about leadership and recognize the true essence of leading.
2. Define, refine, and live by your own leadership philosophy.
3. Identify your own leadership values, strengths, and style.
4. Access and apply practical tools for leading.
5. Seek and utilize meaningful feedback.
6. Embark on a long-term leadership learning process, tailored specifically for you.

WORKSHOP TOPICS:

Attend the initial session (Ascending to Leadership) to get started. Then, depending on your needs and interests, attend additional sessions. You can also continue your learning online using LeaderStream™ which is a state-of-the-art leadership tool.

- Ascending to Leadership - 2 Day Initial Session
- Lead Self - 1 Day Session
- Lead Relationships - 1 Day Session
- Lead Teams - 1 Day Session
- Lead Organization - 1 Day Session
- Lead Culture - 1 Day Session

UNIQUE LEARNING PROCESS:



FIVE CLIMBS will introduce you to a revolutionary process that blends technology, human interaction, and everyday work into one integral learning experience. It focuses not just on what leaders learn (content), but how they learn it (application).

This series will help you practice and apply leadership skills in the context of your actual job. You will be able to build your leadership capabilities on a daily basis, using a state-of-the-art tool, called LeaderStream™.

THE FIVE CLIMBS:

1. Lead Self

- Know Yourself
- Align Yourself
- Account for Yourself
- Organize Yourself
- Present Yourself
- Care for Yourself
- Trust Yourself
- Challenge Yourself

2. Lead Relationships

- Know Key Relationships
- Build Trust in Relationships
- Align Working Styles
- Strengthen Interactions
- Foster Collaboration
- Provide Coaching
- Seek Coaching
- Care for the Relationship

3. Lead Teams

- Create Team Identity
- Foster Team Trust
- Ensure Team Alignment
- Inspire Accountability
- Develop Team Strength
- Facilitate Collaboration
- Guide Team Transition
- Care for the Team

4. Lead Organization

- Know Your Business
- Create Focus
- Develop Measures
- Improve Processes
- Strengthen People Systems
- Execute for Success
- Manage Change
- Care for the Organization

5. Lead Culture

- Know Your Culture
- Inspire Vision and Values
- Lead by Example
- Develop Leaders at All Levels
- Foster a Culture of Trust
- Reinforce Accountability
- Create Community
- Care for the Culture



Ascending to Leadership is a process involving five essential climbs.



Leadership Development

Presenting with Power™

Professional presentation tools and skills.

LENGTH

Two Days | 8:30am to 4:30pm each day

TARGET AUDIENCE

Executives, Managers, Supervisors,
Key Professionals, and anyone who is called
upon to make professional presentations.

"Learning Point's public workshops are some of the best I have ever attended. Their practicality and commitment to quality are unmatched. They are not just delivering a seminar, they are helping you acquire valuable tools for success."

Manager - Manufacturing Organization

As a working professional, you must be capable of making powerful, persuasive presentations. It may be committing others to action, gaining support for ideas and initiatives, providing clear and captivating information, or even training people on critical skills. Regardless of the purpose, you must deliver with confidence and be ready to adjust your style to a variety of audiences, from large crowds to small groups, from boardrooms to shop floors.

PRESENTING WITH POWER will provide you with practical tools for turning ho-hum information into powerful presentations that create focus, sustain energy, and produce results. Through a variety of hands-on exercises, you will practice proven techniques for defining the purpose of the presentation, preparing high-impact material, and delivering with power, punch, and promise.

YOU WILL LEARN HOW TO:

1. Identify the various types of presentations that are most applicable to your role.
2. Prepare for 100% success, 100% of the time.
3. Deliver messages that connect with and compel your audience.
4. Practice proven presentation techniques.
5. Receive and use professional feedback on your presentation.

WORKSHOP TOPICS:

- The Presentation Process
- Types of Presentations
- Defining the Purpose of Your Presentation
- Analyzing Your Audience
- Defining Your Objectives
- Developing Your Message
- Planning for Follow-up
- Mentally Preparing for the Delivery
- Practice Brings Power
- Overcoming Barriers



Leadership Development

Leading Through Change™

Change requires leadership. Leadership requires change.

LENGTH

One Day | 8:30am to 4:30pm

TARGET AUDIENCE

Manager, Supervisor, Team Leader, or Key Professional who is faced with the realities of change.

“Learning Point is refreshing because they deliver what they say they will deliver. They have strong, professional trainers, materials, and solutions. Plus, they are extremely practical and flexible. Their workshops have real meat that you can use immediately – not just fluff.”

Training Director - Major Insurance Company

Do you have what it takes to lead others during times of change? Is your team “change ready”? Are you? This intensive one-day workshop will equip you with practical tools for leading yourself and others through challenging change and transition.

LEADING THROUGH CHANGE is both about change and about teamwork. Both are challenging and both require leadership. The two concepts go hand in hand. Most transitions require teamwork, and most work teams are under constant pressure to adapt to increasing demands and diminishing resources.

When you have completed this workshop, you will have a roadmap for building change readiness in yourself and your team. You will also have practical tools for defining and navigating through the most challenging organizational changes.

YOU WILL LEARN HOW TO:

1. Build a collaborative team environment that is conducive to change and transition.
2. Accurately define organizational changes that will impact you and your team.
3. Define the principle of shared leadership and apply it to leading teams through change.
4. Apply practical tools for implementing change, maintaining focus, dealing with resistance, and fostering commitment.

WORKSHOP TOPICS:

- The Realities of Change
- The Context of Change
- Roadmap for Change Readiness
- Dealing with Imposed Change
- Change Readiness Assessment and Tools
- Tools for Defining Specific Change
- Tools for Communicating Change
- Tools for Overcoming Resistance
- Tools for Implementing Change



Leadership Development

Advanced Communication™

Advanced skills and practices for effective conversations.

LENGTH

Two Days | 8:30am to 4:30pm each day

TARGET AUDIENCE

Manager, Supervisor, Team Leader, or Key Professional whose success is directly tied to their ability to hold effective conversations with others.

"Effective communication is key in our ability to excel. Every interaction we have with others will greatly impact their willingness to communicate with us openly... or not."

- Molly Davis

This workshop is tailored specifically for today's business professional who understands just how essential workplace conversations are to leadership success.

The skills, tools, and processes covered in this two-day, intensive session have been proven successful in numerous organizations by thousands of supervisors, managers, and key professionals.

ADVANCED COMMUNICATION is the ideal workshop for helping you prepare for, and hold, productive conversations with those you lead, serve, and work with on a daily basis.

YOU WILL LEARN HOW TO:

1. Build conducive communication channels.
2. Communicate in an authentic and genuine manner.
3. Recognize and prep for important interactions.
4. Frame conversations that stay focused, safe, and productive.
5. Listen effectively, so others truly feel they have been heard and understood.
6. Express your thoughts, observations, and feelings.
7. Effectively gain closure to conversations.

WORKSHOP TOPICS:

- The Bottom-Line Impact of Workplace Communication
- Communication War Stories
- The Communication Process
- Barriers to Effective Communication
- Five Steps to Powerful Communication Always
- Skill Focus and Practice
- Real Life Application



Leadership Development

The Ownership Spirit®

Thinking changes everything.

LENGTH

Half-Day | 8:30am to 12:00 noon

TARGET AUDIENCE

All workplace leaders.

Receive a free copy of the book *The Ownership Spirit: The One Grand Key that Changes Everything Else*, by Dr. Dennis Deaton, along with the standard participant materials.



NOTE:

This powerful workshop will be delivered by Learning Point's professional facilitators who have been personally trained by Dr. Deaton on these essential concepts and tools. Dr. Deaton may not be present at every workshop.

THE OWNERSHIP SPIRIT® has impacted the lives of tens of thousands of people all across the world by altering their thinking about thinking itself. Plan now to spend a very productive half-day learning and applying Dr. Dennis Deaton's practical insights on developing the ownership spirit within yourself and those you lead. This unique workshop experience will give you tools to exceed goals, enhance relationships, rescript old habits, improve mental discipline, conquer adversity, and attain robust success, even in the face of daunting challenges.

This seminar imparts specific methods and skills for identifying and redesigning nonconstructive patterns of thought, freeing you to be more creative, flexible, resilient and changeable. As you come to recognize the Owner/ Victim option in any situation, you learn to make choices and take responsibility that enables you to "own" your success and your outcomes.

YOU WILL LEARN HOW TO:

1. Alter your destiny by altering your thoughts.
2. Recognize blind spots and "viruses" in your personal operating software.
3. Shift Victim-thinking into Ownership.
4. Rescript ineffective mental habits.
5. Use specific tools to build mental toughness.
6. Develop skills in dealing with difficult people.
7. Demonstrate composure and confidence in the face of adversity and setbacks.
8. Foster a team culture of ownership and accountability in the workplace.
9. Take more ownership and responsibility for your life on and off the job.



Leadership Development

Getting Results™

Organizing your work, your team, and your life to get results.

LENGTH

One Day | 8:30am to 4:30pm

TARGET AUDIENCE

Any leader who needs practical tools for organizing themselves and their work to achieve positive, desired, results.

"Our managers overwhelmingly express a high-degree of satisfaction with all of the Learning Point development opportunities they have experienced."

- Scott Burgess
President/CEO

Rivermark Community Credit Union

This workshop is for the professional who is struggling to keep all the wheels on the wagon, who spends the majority of the day fighting fires, who feels as though they are up to their elbows in alligators.

You've heard it all before right? You can relate, right? That's because this workshop is for you.

GETTING RESULTS will provide you with the tools to help you organize yourself, your team, your work, and your life to get the results that matter the most.

YOU WILL LEARN HOW TO:

1. Identify the top challenges that are blocking your personal productivity at work.
2. Effectively prioritize the "stuff" in your day so you have time for more than simply fighting fires.
3. Define, organize, and improve the workflow for some of your most important work priorities.
4. Apply proven tools for planning work tasks and work projects.
5. Effectively handle the people side of "getting it done."
6. Apply practical tools for structuring your time, space, and information.

WORKSHOP TOPICS:

- Getting Results Warm-Up Exercise
- Defining the Results that Matter Most to You
- Organizing Your Work Flow
- Lunch - Yes!
- Organizing Your Workspace
- Organizing Your Time
- The People Side of Getting Results
- Workshop Wrap-up



Team Development

Team Leader Base Camp™

Lead your team to extraordinary success.

LENGTH

Two Days | 8:30am to 4:30pm each day

TARGET AUDIENCE

Any workplace leader who has stewardship over the success of their work team.

“We look to Learning Point as a partner in helping us develop our organization. They work to understand our needs and provide us with great business value. Their workshops and materials give us a head-start in developing our people because their tools and resources can be used immediately on the job.”

*Director of HR,
Northwest Software Company*

Teamwork is perhaps the most overused and misunderstood word in the modern day workplace. Very few would argue that teamwork doesn't matter. It does matter. We know it matters. Most of us can identify it when we see it. But do we actually know what it takes to create it? What goes into building and sustaining a strong team? Is it luck, work, or both?

TEAM LEADER BASE CAMP provides team leaders with the roadmap and tools to build and sustain strong work teams. As a result, team leaders will have the knowledge, skills, and confidence to take their team to new levels of effectiveness, performance, and results.

YOU WILL LEARN HOW TO:

1. Create team identity.
2. Foster team trust.
3. Ensure team alignment.
4. Inspire team accountability.
5. Mobilize team execution.
6. Facilitate team collaboration.
7. Guide team transition.

WORKSHOP TOPICS:

- The Business Realities of Teamwork
- The Essential Role of Team Leader
- Fostering Shared Leadership
- Core Leadership Practices
- Team Leader Assessment
- Team Success Tools
- Practice and Application



Team Development

Team Success Tools™

Help your team learn, do, and succeed.

LENGTH

One Day | 8:30am to 4:30pm

TARGET AUDIENCE

Any workplace leader who has stewardship over the success of their work team.

Team Success is seldom an accident. Learn to masterfully diagnose the needs of your team and then apply proven tools for addressing those needs.

This workshop is the perfect follow-up session to Team Leader Base Camp. It provides hands-on “grab-and-go” tools for training your team members and establishing consistent practices within your team. You will leave with a complete tool kit of templates, worksheets, and processes for ensuring your team’s success.

YOU WILL LEARN HOW TO:

1. Define and use a team charter.
2. Manage team meetings.
3. Turn team goals into action and action into results.
4. Make team decisions.
5. Solve team problems.
6. Manage team projects.
7. Manage stakeholder relationships.
8. Resolve team conflict.
9. Ensure team accountability.

WORKSHOP TOPICS:

- Team Strength Factors
- Team Simulation
- Team Success Tools
- Learn, Do, Coach, Inspect
- Practical Application of Team Tools



Team Development

Team Summit™

Learn together. Work together. Succeed together.

LENGTH

One Day | 8:30am to 4:30pm

TARGET AUDIENCE

Intact Work Teams

"The view is better at the summit. The value is in the climb. Teams excel as they learn, climb and summit together."

- Mark Christensen

This workshop is for your entire team. Attend together. Learn together. Apply best practices together. Achieve extraordinary results together. Can you picture it? And while attending as a team, you will learn from and share best practices with other intact teams that are also at the session. This unique and powerful process brings a whole new dimension to team learning. Your team will not only walk away with practical tools for team success, you will have had time to discuss, apply, and tailor the tools to your team's specific situation.

YOUR TEAM WILL:

1. Create team identity.
2. Foster team trust.
3. Ensure team alignment.
4. Inspire team accountability.
5. Mobilize team execution.
6. Facilitate team collaboration.
7. Guide team transition.

WORKSHOP TOPICS:

- Teams are Good for Business
- Why Does Your Team Exist
- Assess Your Team's Strength
- Sharing Best Practices
- Applying Team Success Tools . . . As a Team
- Real-life Reentry



Workforce Development

Training for Results™

Powerful tools for helping others learn and succeed at work.

LENGTH

Two Days | 8:30am to 4:30pm each day

TARGET AUDIENCE

Any Manager, Supervisor or Key Professional who has responsibility for training and developing others.

“The Learning Point team is clear, exacting, and always professional. In all, Learning Point has been a real asset to our training initiatives.”

*Director of Leadership Development
High Tech Firm*

In today’s workplace, the task of delivering training is not reserved for professional trainers alone. In fact, some of the most effective training available is that provided on-the-job, by co-workers, coaches, and supervisors.

TRAINING FOR RESULTS will provide practical methods for turning training into business results. The workshop is designed especially for individuals who are called on to teach, train, and coach others in the workplace. Through a hands-on learning process, participants will use proven techniques and practical tools to deliver powerful training in both classroom and on-the-job settings to ensure performance results.

YOU WILL LEARN HOW TO:

1. Tie training and learning directly to desired performance.
2. Apply the four-step Action Learning Model.
3. Effectively facilitate learning in the classroom, on the job, and online.
4. Foster accountability for learning before, during, and after the training event.
5. Use proven methods and current technology to enhance the learning process.
6. Calculate and communicate the ROI for the training you provide.

WORKSHOP TOPICS:

- What Makes Great Training Great
- The Role of Trainer / Facilitator
- How People Learn—Especially at Work
- Using Performance Objectives to Drive Learning
- Creating Powerful Learning Activities
- Delivering Content to a Variety of Learning Styles
- Facilitating Application Discussions
- Conducting Practice and Feedback Sessions
- Using Technology to Achieve Blended Learning
- Evaluating Training Effectiveness
- Calculating the ROI of Training



Workforce Development

Maximizing Performance™

Develop, measure, and sustain high levels of individual and team performance.

LENGTH

Two Days | 8:30am to 4:30pm each day

TARGET AUDIENCE

Managers, Supervisors,
and Human Resource Professionals.

PERFORMANCE = RESULTS + BEHAVIOR

This hands-on workshop will provide a proven roadmap and set of tools for not only managing, but truly maximizing both individual and team performance.

You will learn how to define performance in terms of both RESULTS and BEHAVIOR. You will also learn how to establish and communicate measurable expectations; manage the key factors that contribute to performance, namely ABILITY and MOTIVATION; and act quickly to diagnose and correct performance problems.

YOU WILL LEARN HOW TO:

1. Focus - Create clarity, alignment, and commitment for what is important, and why.
2. Plan - Create both a results plan and a development plan.
3. Execute - Provide coaching to achieve the plan and make adjustments as you go.
4. Review - Track, display, and discuss, both results and learning from both success and failure.
5. Reinforce - Build on strengths and minimize weakness.

WORKSHOP TOPICS:

- Five Key Steps to Maximizing Performance
- Key Performance Factors
- Creating Focus and Alignment
- Performance Planning
- Creating a Scoreboard
- Coaching to Execute
- Diagnosing and Correcting Performance Problems
- Reviewing Performance for Future Success
- Holding Conducive Performance Conversations
- Recognizing & Reinforcing Desired Performance



Workforce Development

Facilitation Skills™

Harnessing the hidden power in groups.

LENGTH

Two Days | 8:30am to 4:30pm each day

TARGET AUDIENCE

This workshop has value for all facilitators. Experienced facilitators will be able to augment and refine their skills. New facilitators will receive a road map and set of tools to ensure their success in keeping their group on-track and productive.

Today's workplace leaders distinguish themselves by their ability to get results in group settings. More and more, business success depends on group success. From project teams to task forces, committee meetings to board retreats, group facilitation is an essential skill set for today's workplace leader.

FACILITATION SKILLS is packed with skills, tools, and techniques to help the group stay focused on purpose, encourage participation from even the most reluctant members, balance task and relationship needs, clarify misunderstandings before they grow into major conflicts, and, most importantly, turn group discussion into action and results. Through hands-on exercises and skills practice, you will quickly gain familiarity with proven tools for leading group discussions, managing meeting dynamics, and building team success.

"Learning Point has been an outstanding resource for our entire Management Team at Rayonier. Our Learning Point facilitator came to us at a time when we were having significant team issues. He listened to our situation and needs, then developed a customized approach to help us get back on track."

*-Bryan Flake, HR Manager
Rayonier - Western Forest Resources*

YOU WILL LEARN HOW TO:

1. Define the value-added role of a facilitator.
2. Apply the five principles of group facilitation.
3. Employ proven facilitation techniques.
4. Develop critical skills for ensuring group success.
5. Establish shared ownership of group outcomes.

WORKSHOP TOPICS:

- Creating a Meeting Plan
- How to Focus the Group on Purpose
- Encouraging Participation
- Balancing Concern for Task and Concern for Relationship
- Using Questioning and Listening Skills to Lead the Discussion
- Elevating and Maintaining Group Energy
- Ensuring Mutual Understanding
- Dealing with Disruptive Behavior, Conflict, and Interruptions
- Committing the Group to Action
- Gaining Closure
- Summarizing Meeting Results
- Evaluating Meeting Success
- Communicating Meeting Results



Workforce Development

Focused Interviewing™

Putting the right people on your team.

LENGTH

Two Days | 8:30am to 4:30pm each day

TARGET AUDIENCE

Managers, Supervisors,
Human Resource Professionals, and Team
Members who have responsibility for
interviewing and selecting new talent.

The content of this workshop focuses on establishing clear and consistent processes for recruiting, interviewing, and evaluating employment candidates.

Without talented people, your organization will not survive the rapid and rigorous demands of today's marketplace. However, talent alone is not enough. Finding the "right people" requires making a match between company values and individual competence, commitment, and collaboration.

FOCUSED INTERVIEWING is designed to improve the collective recruitment and hiring skills of your organization's leaders. Improving your hiring practices will enable you to manage the costs of attracting and retaining a solid workforce, foster and sustain a conducive culture, and improve your access to your industry's most promising professionals.

YOU WILL LEARN HOW TO:

1. Clearly understand and apply their organization's recruitment and selection process.
2. Plan, prepare for, and effectively hold behavior-based selection interviews.
3. Develop behavior-based questions that are focused on specific selection criteria.
4. Objectively evaluate interview candidates in a consistent, systematic and focused manner.

WORKSHOP TOPICS:

- Overview - Provides the context for the workshop and builds a business case for focused interviewing and selection.
- The Recruiting Process - Provides a step-by-step roadmap for defining your search objectives and then efficiently finding what you are looking for.
- Getting Interview Results - Establishes the key practices of planning for, conducting, and evaluating selection interviews.
- Developing Focused Questions - Provides skills and tools for developing behavior-based questions that are focused on specific hiring criteria.
- Legal Considerations - Provides an overview of important legal parameters related to employment, hiring, and selection.



Workshop solutions for

Operating Excellence™

A collection of workshops that combine talent, teamwork, technology, and training to ensure sustained results.

TARGET AUDIENCE

Managers, Supervisors, Team Leaders, Lean Champions, Facilitators, and Production Personnel who are charged with continuous improvement efforts.

Learning Point's collection of operating solutions is the result of nearly 20 years of experience working along side thousands of managers, production supervisors, and organization leaders in numerous industries and operating environments. One theme continues to ring loud and clear: "Tools are great, but only if the culture can sustain them. The tools mean nothing unless our people will own them and use them to create organizational success."

These workshops are designed to help leaders create the culture and implement the tools that lead to operating excellence.

Attend any one of Learning Point's Operating Excellence Workshops. Or, attend them all. Each workshop is a stand-alone learning experience for operational leaders. Each session provides a rich collection of best practices, roadmaps, and tools for achieving organizational excellence.

Be sure to contact us at 1-888-823-1646 for specific information on how these workshops can be customized to your organization's specific needs and priorities.

BREAKTHROUGH LEADERSHIP

TWO DAY WORKSHOP

Breakthrough Leadership is not your typical workshop. It is a hands-on learning process that will change your outlook on workplace leadership forever. Through an engaging business simulation, you will have the opportunity to witness and experience first-hand, the powerful effect that the Breakthrough Leadership process can have on individual, team, and organizational success.

CULTURE OF EXCELLENCE

ONE DAY WORKSHOP

Culture of Excellence is for senior level managers and practitioners who are looking for a practical roadmap to shape and sustain their culture so it focuses on the

customer, inspires shared vision and values, harvests leadership at all levels, fosters trust while driving out fear, achieves balanced results, eliminates waste, and ensures true accountability.

ROADMAP TO LEAN

ONE DAY WORKSHOP

When implemented well, lean practices enable dramatic increases in safety, quality, production, profitability, and morale. Lean management is as much about people and processes as it is about tools and techniques. This workshop will provide a roadmap to align leadership, focus teams, and deploy fundamental tools for building and sustaining a lean operation that consistently delivers results.

VALUE STREAM MAPPING

ONE DAY WORKSHOP

Value Stream Mapping is a powerful tool for graphically visualizing and documenting an organization's key business processes, both as they are now (Current State) and as they should or could be (Future State). This hands-on workshop will enable leaders to actually create a value stream map during the session and will provide the tools and steps for facilitating value stream mapping sessions on the job.

PROCESS IMPROVEMENT TOOLS

TWO DAY WORKSHOP

Process Improvement Tools will enable you to analyze and improve key work processes. All organizations, regardless of their purpose or size, are made up of processes. A process is simply a series of steps or activities that produce a product or service. The goal of any work process is to take the input provided and add value to it before passing it on to the next process, and ultimately the customer.

PROBLEM SOLVING TOOLS

TWO DAY WORKSHOP

Problem Solving Tools provides learners with a proven four-step process that ensures that their problem solving efforts are focused on finding and addressing root cause. The four steps are: 1) Define the Problem; 2) Determine the Root Cause; 3) Develop a Solution; and 4) Implement the Solution. The workshop provides hands-on tools and templates for accomplishing each step. Participants come to the workshop with an actual problem in mind and usually leave with a pathway to a sustainable solution.

PROJECT LEADERSHIP TOOLS

TWO DAY WORKSHOP

Project Leadership Tools will provide proven methods for defining project goals, ensuring project commitment, and maintaining project focus. A project leader, by definition, is responsible for ensuring project success. However, when people are involved, project success can become complex and unpredictable. The ability to sustain focus and commitment toward clear project outcomes is a critical leadership skill. Project leaders are often expected to achieve results while balancing limited dollars, time, and resources. People are a project's most valuable resource, but they can also pose the biggest challenges. Through a state-of-the-art

multimedia simulation, you will have the opportunity to learn and apply proven techniques for leading projects in a variety of work settings. You will also receive online access to several practical tools for leading projects back on the job.

THE 5S EXPERIENCE

TWO DAY WORKSHOP

The 5S Experience provides the steps and tools to implement 5S within a work area or throughout an organization. 5S is not just housekeeping. 5S provides the foundation and discipline for all improvement initiatives. It helps to establish a culture of excellence and continuous improvement. Implementing 5S will definitely result in a cleaner, better organized work place. But the real value comes as you enable your organization to ensure a safe work environment, foster a dynamic team environment, improve processes, eliminate waste, build a vision of workplace excellence, initiate visual standards, and reduce costs. 5S is the foundation for excellence. This workshop provides the roadmap, steps, and tools to effectively implement 5S.

THE TPM EXPERIENCE

FOUR DAY WORKSHOP

This workshop takes classroom learning to a new level by allowing each participant to actually experience Total Production Management first hand.

Teams spend the first half of each day in the classroom learning basic principles of autonomous maintenance. In the afternoon, the teams move to the production floor and apply what they have learned in the classroom to actual production machinery.

When the workshop is complete, teams can actually see the progress they have made on the equipment by using TPM techniques. This progress brings a sense of purpose and pride to teams who may have previously been struggling to make a difference.



1.800.823.1646
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