



LIVE TRAINING CATALOG

**PARTNERING WITH LOCAL GOVERNMENTS TO
RECRUIT, ASSESS, & DEVELOP INNOVATIVE, COLLABORATIVE, AUTHENTIC LEADERS**

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For more information please visit us at governmentresource.com or contact us at training@governmentresource.com.



*To help your
people achieve
greatness...
prepare them
BEFORE
you promote
them.*

SGR understands that creating a leadership development pipeline, a strong overall succession plan, and a healthy culture for your organization is a high priority. Let us help you promote team engagement and provide team members with training and professional development opportunities that are tailored to specifically meet the needs of local government.

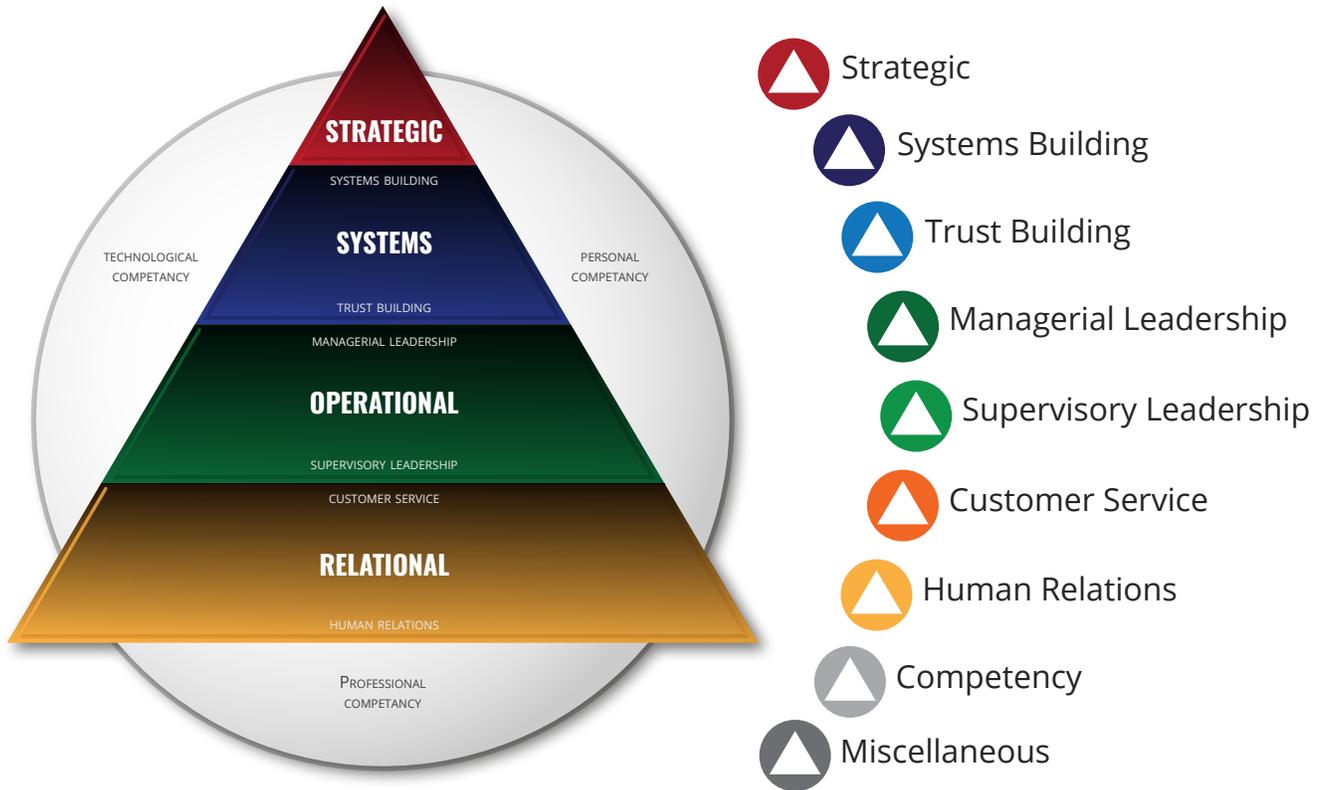
This catalog includes a wide range of live training events that can help your organization be its very best by simply helping its people become authentic and effective servant leaders.

Ready to get started? Feel free to reach out at any time; our team is always available to help you strengthen your training and leadership development programs!

A handwritten signature in black ink that reads "Ron Holifield". The signature is written in a cursive style.

Ron Holifield
CEO of Strategic Government Resources

SGR's 4TH DIMENSION LEADERSHIP MODEL



SGR's 4th Dimension Leadership Development Model recognizes that leaders can be developed – but that a coherent, planned and holistic building block approach must be utilized to achieve genuine leadership competency and effectiveness. It starts by recognizing that all employees exercise some degree of leadership regardless of position. Leadership at the front line is very different than leadership at the top, but using relational leadership skills to accomplish desired outcomes is still critical for maximum success.

Relational Leadership comprises both Human Relations and Customer Service competencies where people follow primarily because of how they are treated.

Operational Leadership comprises both Supervisory and Mid-Management Competencies where people follow primarily because of positional and intellectual authority.

Systems Leadership comprises both Systems Building and Trust Building competencies where leadership transitions from personal dynamics, into a focus on building effective systems that instill trust. For these three predecessor levels, the focus is helping an organization get better at what it does.

Strategic Leadership focuses on what is more external and emphasizes how to transform an organization into who it wants to become while primarily focusing on Department Heads and above. The methodology used in facilitating leadership development is very different than traditional training, relying primarily upon dynamic participant engagement which is best described in SGR's Leadership Development Catalog.

WHY INVEST IN LIVE TRAINING?

Live Training is an excellent foundation for building out a year-round training and development program for your organization. It also happens to be the most effective option in driving employee engagement with great opportunities for team building and interaction as they explore how topics might relate to their daily work.

This catalog is comprised of compliance and general professional development related topics that are best suited for supervisors and/or all staff. Each event has been specifically developed with your organizational needs in mind such as all scenarios being applicable to local government and the option to designate an internal representative to attend live training so that employee questions can be thoroughly addressed or referred to the appropriate department regarding their organization's specific policies (especially valuable for compliance topics).

HOW DO LIVE TRAINING EVENTS WORK?

SGR's live training events are available to be booked as "closed" events or can be opened up to other local government professional areas. In many cases, this can help organization's reduce training costs. SGR is in many cases also able to accommodate special requests such as: the blending of two or more topics into a hybrid class, changing the duration of an event, or simply developing custom training to meet your needs.

ARE LIVE TRAINING EVENTS OFFERED IN ZOOM?

Yes, some of SGR's live training events are available in a virtual live setting via Zoom. SGR recognizes the need and the value that virtual live training provides, by allowing participants to attend events remotely right from their computers. Events in this format have been modified to be 90 minutes in length (unless otherwise noted) that focus on the event's key learning objectives. Additionally your organization can choose your own virtual platform and administrator. Contact SGR at: training@governmentresource.com

For these sessions, SGR provides: event registration, event correspondence, class deliverables electronically (i.e. participant guide), the virtual platform, a class facilitator, and a class administrator (to moderate the session).

Events that are available in this format are denoted throughout the brochure with the following logo:



LIVE TRAINING PRICING GUIDE

	1 LIVE TRAINING FOR YOUR ORGANIZATION		2 VIRTUAL LIVE TRAINING
DURATION	2 Hours	4 Hours	90 to 120 Minutes
COST	\$2,400	\$3,000	\$2,000
FACILITATOR	SGR		SGR
TRAVEL FEES	Yes		N/A
REGISTRATION	Closed		Closed

Use the table in combination with this Catalog to determine which topics you'd like to bring to your organization.

Prices valid through 12/31/24

PERFECT FOR:

Organizations needing an SGR facilitator to deliver live training.

Select any title from SGR's Live Training Catalog.

*Seat limits may apply.
Recommended class size is 35,
maximum size is 50.*

PERFECT FOR:

Organizations looking for an affordable and flexible way to provide live training to their employees via Zoom.

Select any title from SGR's Live Training Catalog that's accompanied with the following logo:



Contact us at Training@Governmentresource.com for more information.

LEADERS DON'T CREATE MORE FOLLOWERS, THEY CREATE MORE LEADERS.

Tom Peters

LIVE TRAINING CLASS LISTING

Systems Building

- Intro to Servant Leadership Principles [p.9](#)
- Problem Solving and Decision Making [p.9](#)
- Pruning Negativity [p.9](#)
- Relating to Different Personalities [p.9](#)
- Strategic Planning [p.10](#)
- Succession Planning [p.10](#)
- Supervising Customer Service Values [p.10](#)
- Supervising Ethical Behaviors [p.10](#)
- Supervising Generations [p.11](#)
- Supervising Personalities [p.11](#)
- Supervisory Communications [p.11](#)
- Supervisory Servant Leadership [p.11](#)

Trust Building

- Building Trust in Diversity [p.12](#)
- Coaching for Performance for Managers and Executives [p.12](#)
- Constructive Conflict [p.12](#)
- Effective Interpersonal Communications [p.12](#)
- Honing Your Emotional Intelligence [p.13](#)
- Managing Employee Performance [p.13](#)

Managerial Leadership

- Hitting Your Target: Effective Goal Setting [p.14](#)
- Holding Successful Meetings [p.14](#)
- Managing a Budget [p.14](#)
- On Your Mark, Get Set, Motivate! [p.14](#)
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- Preventing Sexual Harassment for Supervisors [p.15](#)
- Project Management from Start to Finish [p.15](#)
- Tools for Successful Leadership [p.15](#)
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- Understanding and Utilizing Performance Measurements [p.16](#)

Supervisory Leadership

- The Art of Effective Delegation [p.17](#)
- Coaching for Performance for Supervisors [p.17](#)
- Employment Law & Supervisory Practices [p.17](#)
- Hiring the Right People [p.17](#)
- Leading Teams [p.18](#)
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- Supervisory Coaching [p.19](#)
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LIVE TRAINING CLASS LISTING



Customer Service

- Conflict Resolution [p.21](#)
- Customer Service Communications [p.21](#)
- Customer Service for Diverse Generations [p.21](#)
- Customer Service for Various Personalities [p.22](#)
- Customer Service in Times of Conflict [p.22](#)
- Customer Service Strategies [p.22](#)
- Customer Service Values [p.23](#)
- The Basics of Extraordinary Customer Service [p.23](#)
- Learning the Language of Multiple Generations [p.23](#)
- Time Management [p.23](#)
- Understanding Different Personality Styles [p.24](#)



Human Relations

- Anger and Stress Management [p.25](#)
- Building a Respectful Workplace [p.25](#)
- Embracing Diversity in the Workplace [p.25](#)
- Ethics: The Heart of Public Service [p.25](#)
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- Preventing Workplace Harassment [p.26](#)



Professional Competency

- The Art of Planning Ahead [p.27](#)
- Business Writing Skills [p.27](#)
- Effective Listening Skills [p.27](#)
- Leading by Example [p.28](#)
- Telephone Skills Training for Local Government Employees [p.28](#)
- Workplace Violence Awareness for Supervisors [p.28](#)
- Written Communication & Open Record Awareness [p.28](#)



Police Training

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TWENTY-FIRST-CENTURY LEADERSHIP RELATIONSHIP DYNAMICS ARE FROM THE BOTTOM UP RATHER THAN THE TOP DOWN; FROM THE OUTSIDE IN, RATHER THAN THE INSIDE OUT.

James M. Strock

SYSTEMS BUILDING

INTRO TO SERVANT LEADERSHIP PRINCIPLES

Target Audience: All Employees

Key Themes: Leadership, Organizational Culture, Trust Building

Author: SGR

Duration: 90 Minutes & 4 Hours



This class is designed as an introduction to the principles of Servant Leadership as originally articulated by Robert Greenleaf in his breakthrough essay, "The Servant as Leader." Participants will review the twelve principles identified as characterizing servant leadership, but this class is more than just hearing about philosophies. Participants will also be presented with short biographies about servant leaders from a variety of backgrounds. Discussions will center around lessons gleaned from these leaders with an emphasis on helping participants apply these lessons to their own situation. Finally, the class will review a case study that allows participants to discuss the impact servant leadership can make in the midst of adversity within a local government context.

PROBLEM SOLVING AND DECISION MAKING

Target Audience: Managers & Executives

Key Themes: Professional Development, Strategic Planning

Author: SGR

Duration: 90 Minutes & 4 Hours



Leadership often requires thinking through complex problems and providing decisive answers. Problem Solving and Decision Making instructs leaders in employing a three-step process to solve problems: understanding the issue, finding solutions, and planning next actions. This class includes activities to promote creative problem solving and techniques to identify the starting issue, desired outcomes, and root causes of problems. In addition, it provides an opportunity to develop a personalized action plan for solving problems and making decisions in the future.

PRUNING NEGATIVITY

Target Audience: All Employees

Key Themes: Communication, Trust Building

Author: SGR

Duration: 90 Minutes & 4 Hours



Negativity is a crushing, poisonous epidemic in the workplace that drains employees of energy and enthusiasm. Pruning Negativity trains participants how to handle negativity in themselves, their co-workers, and their customers appropriately and effectively, as well as how to prevent negativity in the future. This class uses the analogy of "Pruning the Negativity Tree."

RELATING TO DIFFERENT PERSONALITIES

Target Audience: All Employees

Key Themes: Communication, Trust Building

Author: SGR

Duration: 90 Minutes & 4 Hours



Being able to recognize and relate to different personalities in the workplace is essential to building and developing your team. This class starts by exploring and recognizing four different personality styles and then hones the focus on three key relational principles: acceptance, appreciation, and assistance.

STRATEGIC PLANNING

Target Audience: Executives

Key Themes: Strategic Planning

Author: SGR

Duration: 4 Hours



Systems Leadership is about putting processes in place to make an organization run more efficiently and effectively. Strategic Planning instructs leaders in a five-step process: envisioning the mission, performing a strategic audit, identifying strategic goals and objectives, composing an action plan, and evaluating the results. The class includes exercises to improve participants' goal setting skills, demonstration of the written format for a strategic plan, opportunities to develop a step-by-step strategic plan, and small group discussions of case studies.

SUCCESSION PLANNING

Target Audience: Executives

Key Themes: Strategic Planning

Author: SGR

Duration: 4 Hours



Almost 7,900 baby boomers retire every day. Many local governments report more than 70% of their current workforce is eligible to retire. Despite this, few organizations have adequately prepared a leadership pipeline that will ensure continuity and competence in their next generation of leaders. Succession Planning provides a practical strategy and game plan for an organization to develop a qualified pool of leaders ready to be promoted as the generation shift occurs.

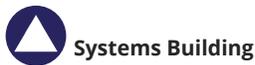
SUPERVISING CUSTOMER SERVICE VALUES

Target Audience: Supervisors

Key Themes: Leadership, Professional Development

Author: SGR

Duration: 90 Minutes & 2 Hours



Participants will focus on the challenge of leading employees to exhibit extraordinary customer service values. They will identify problem behaviors and outcomes. Then participants will apply customer service values to various scenarios. Along the way, they will consider ways to lead and teach the values.

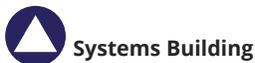
SUPERVISING ETHICAL BEHAVIORS

Target Audience: Supervisors

Key Themes: Leadership, Professional Development

Author: SGR

Duration: 90 Minutes & 2 Hours



Participants will focus on the challenge of guiding employees to behave in ethical ways. They will begin by building and defining an ethic. Then participants will recognize three trust relationships of municipal service. The class will then apply this information as they address right vs. right dilemmas.

SUPERVISING GENERATIONS

Target Audience: Supervisors

Key Themes: Leadership, Professional Development

Author: SGR

Duration: 90 Minutes & 2 Hours



Systems Building

Participants will focus on the challenge of providing what is best for each generation under their authority. They will discover and report on characteristics of Boomers, X-ers, and Millennials. Participants will predict which Servant Leadership principles will be most important to each generation. Along the way, they will discuss tips for managing themselves while supervising each generation.

SUPERVISING PERSONALITIES

Target Audience: Supervisors

Key Themes: Leadership, Professional Development

Author: SGR

Duration: 90 Minutes & 2 Hours



Systems Building

Participants will focus on the challenge of providing what is best for each personality under their authority. They will define and identify four quadrants of personality. Then, participants will discover and discuss how to lead various personalities and seek to apply this knowledge to their current supervisory leadership. Along the way, they will seek to apply this knowledge to their current supervisory leadership.

SUPERVISORY COMMUNICATIONS

Target Audience: Supervisors

Key Themes: Leadership, Professional Development

Author: SGR

Duration: 90 Minutes & 2 Hours



Systems Building

Participants will focus on the challenge of creating an environment conducive to effective communication. They will identify the goal and the elements of a communication cycle. Participants will define and illustrate tools and characteristics of effective supervisory communication and apply that knowledge to communications with diverse employees.

SUPERVISORY SERVANT LEADERSHIP

Target Audience: Supervisors

Key Themes: Leadership, Professional Development

Author: SGR

Duration: 90 Minutes & 2 Hours



Systems Building

Participants focus on Servant Leadership principles that will serve as a foundation for all other classes. Participants will define Servant Leadership, discover principles of Servant Leadership, and will address the tension between relationships and responsibilities.

TRUST BUILDING

BUILDING TRUST IN DIVERSE ENVIRONMENT

Target Audience: Managers & Executives

Key Themes: Team Building, Communication, Diversity

Author: SGR

Duration: 4 Hours



The old way of thinking - that differences must be avoided - is a barrier that prevents organizations from being truly successful. Creating a trusting environment is key to capitalizing on the diverse talent in an organization. Building Trust in a Diverse Environment instructs managers in how to create a productive, synergistic, trust-filled atmosphere for employees. This class facilitates a better understanding of the relationship between trust and diversity, and teaches participants to create a culture that respects individuality.

COACHING FOR PERFORMANCE FOR MANAGERS AND EXECUTIVES

Target Audience: Managers & Executives

Key Themes: Trust Building, Coaching & Mentoring, Leadership

Author: SGR

Duration: 4 Hours



Helping employees achieve their potential relies on a trust relationship. An essential strategy for building trust is knowing when and how to utilize the differing skill sets of coaching, mentoring, and supervisory counseling. Coaching for Performance for Managers and Executives helps participants understand the difference in these three strategies and how to best utilize each of them to help their teams achieve maximum potential.

CONSTRUCTIVE CONFLICT

Target Audience: Managers & Executives

Key Themes: Professional Development, Communication

Author: SGR

Duration: 4 Hours



Conflict, strife, and opposing points of view are part of the workplace and part of life; this cannot be changed, but we can change the way we react and manage conflict when it occurs. In Constructive Conflict, you will discover practical, proven alternatives that will give you skills to harness in the most difficult and frustrating situations. This class requires the additional purchase of IOPT Assessments per participant.

EFFECTIVE INTERPERSONAL COMMUNICATION

Target Audience: Supervisors

Key Themes: Communication, Trust Building

Author: SGR

Duration: 90 Minutes & 4 Hours



Communicating effectively is critical to the success of any organization. *Effective Interpersonal Communication* identifies how to communicate appropriately with others and defines formal and informal channels of communication. In addition, participants learn positive communication techniques, how to recognize limitations to communication channels, how to decode nonverbal communication, and the art of active listening.

HONING YOUR EMOTIONAL INTELLIGENCE

Target Audience: Supervisors

Key Themes: Coaching & Mentoring, Employee Engagement, Leadership, Team Building

Author: SGR

Duration: 4 Hours



Trust Building

Great leaders move their teams by igniting passion and inspiring success. Honing Your Emotional Intelligence acknowledges and explains the complex mix of social and interpersonal behaviors that incorporate intuition, character, integrity, motivation, communication ability, and relationship skills. This class includes a self-assessment to measure participants' strengths and areas for improvement in emotional intelligence and practical situational exercises.

MANAGING EMPLOYEE PERFORMANCE

Target Audience: Managers & Executives

Key Themes: Personal Development

Author: SGR

Duration: 90 Minutes & 4 Hours



Trust Building

Meaningful performance management techniques maximize employee performance by communicating areas needing improvement, as well as areas of excellence, in ways that ensure the employee understands the expectations. Performance management is not an event, but rather a continual process that begins while the new employee is still on probation, continues through the career of the employee, and ends with the retirement party. The key to success is an effective performance management process. Managing Employee Performance teaches participants the steps in that process and provides tools to successfully implement each step.

IF YOU CREATE THE RIGHT VALUES AND CULTURE, NORMAL PEOPLE WILL DO EXTRAORDINARY THINGS!

Edward Hess

MANAGERIAL LEADERSHIP

HITTING YOUR TARGET: EFFECTIVE GOAL SETTING

Target Audience: Managers

Key Themes: Strategic Planning, Professional Development

Author: SGR

Duration: 4 Hours



Managerial Leadership

Managing individual, team, or organizational goals requires managers to focus on key results areas and to set reasonable and achievable goals. Hitting Your Target: Effective Goal Setting instructs participants in the theories and best practices of goal setting, techniques for avoiding goal setting traps, and strategies for building goals as a team. This class includes discussion of the complete goal setting process, methods for attaining goals, management techniques for keeping a team on track, and a personalized action plan to set and meet goals.

HOLDING SUCCESSFUL MEETINGS

Target Audience: All Employees

Key Themes: Professional Development, Process Improvement

Author: SGR

Duration: 2 & 4 Hours



Managerial Leadership

Whether leading a meeting, or simply participating, it is important to get the most out of the time spent. Holding Successful Meetings teaches participants to plan and organize efficient meetings, conduct productive meetings, and interact appropriately in meetings. The class includes techniques to help participants write effective agendas, use time-saving tactics, and employ efficient methods for keeping meetings on task, as well as tips for making meetings meaningful.

MANAGING A BUDGET

Target Audience: Managers

Key Themes: Professional Development

Author: SGR

Duration: 4Hour and 90 Minute;
Virtual Mini series part 1 & 2
(each 90 minutes long)



Managerial Leadership

The budget is the single most important policy document a local government adopts. It is the tangible translation of the organization's mission, vision, and values into practical action and service delivery. Capable budget management is one of the primary responsibilities of a manager. Managing a Budget instructs managers in financial terms and concepts, as well as how to implement a comprehensive system to budget efficiently and effectively. This class provides participants with practical insights and understanding regarding budget management.

ON YOUR MARK, GET SET, MOTIVATE!

Target Audience: Managers & Executives

Key Themes: Employee Engagement, Leadership, Team Building

Author: SGR

Duration: 4 Hours



Managerial Leadership

On Your Mark, Get Set, Motivate! instructs participants in motivational theories, the role of the manager in motivating employees, and the three conditions of motivational management: confidence, trust, and satisfaction. This class defines motivation in the workplace, explains some of the classic theories of motivation, pinpoints some powerful needs that motivate people and how to relate motivators to them, and discusses how to develop motivational skills.

PRESENTATIONS WITH AN IMPACT

Target Audience: All Employees

Key Themes: Professional Development

Author: SGR

Duration: 4 Hours



Managerial Leadership

The best presentations are both meaningful and engaging. This class is designed for employees who conduct formal presentations and want to enhance their presentation skills. *Presentations with an Impact* instructs participants in creating impressive presentations, from writing the content, to effective handouts and visual aids, to mastering the difficult question and answer session. The class includes step-by-step instructions on presentation preparation, handling nervous energy, and methods to improve writing, inflection, and storytelling.

PREVENTING SEXUAL HARASSMENT FOR SUPERVISORS

Target Audience: Supervisors

Key Themes: Compliance

Author: SGR

Duration: 2 & 4 Hours



Managerial Leadership

Sexual harassment and discrimination in the workplace are issues that cannot be ignored. Not only is there a considerable amount of liability for an organization, but there can be personal liability for a public employee as well. Preventing Sexual Harassment provides a comprehensive overview of sexual harassment prevention for public sector employees and includes a test to recognize harassment, principles to create a safe environment and mitigate risk, and discussion of actual workplace scenarios. Preventing Sexual Harassment for Supervisors uses scenarios and challenges that address the supervisory responsibilities regarding the prevention of sexual harassment in the workplace. Participants will learn how to quickly and wisely assess a situation and create an environment that upholds the standards that allow employees to work in a safe place.

PROJECT MANAGEMENT FROM START TO FINISH

Target Audience: Managers

Key Themes: Professional Development, Technical Development

Author: SGR

Duration: 4 Hours



Managerial Leadership

Project Management from Start to Finish offers insight into creating and implementing a systematic approach to manage a successful project and the tools to get it done. Topics such as Planning, Team-building, Risk-Management, and Communication are covered and exercised with insightful activities and discussion.

TOOLS FOR SUCCESSFUL LEADERSHIP

Target Audience: Managers and Executives

Key Themes: Leadership

Author: SGR

Duration: 90 Minutes & 4 Hours



Managerial Leadership

Successful Leadership explores the concepts of leadership and helps participants recognize leadership opportunities in the workplace and community. The Tools for Successful Leadership class teaches participants to identify the characteristics of effective leaders and the role that personal values play in leadership. Participants also learn to recognize the dynamic relationship between leaders and followers and to identify the difference between management and leadership proactively.

TRANSITIONING FROM PEER TO TEAM LEADER

Target Audience: All Employees

Key Themes: Leadership

Author: SGR

Duration: 90 Minutes, 2 & 4 Hours



Managerial Leadership

Making the leap from peer to team or crew leader is never easy. New team leaders frequently struggle to balance their old co-worker relationships with their new responsibilities. Transitioning from Peer to Team Leader teaches participants skills and techniques to make this important transition a positive and productive experience. This class challenges participants to accept new realms of responsibility involving productivity, safety, and public image. Building on that foundation, learners then work together to discover the three keys to a successful transition: acknowledge realities, be observant, and serve proactively.

UNDERSTANDING AND UTILIZING PERFORMANCE MEASUREMENTS

Target Audience: Managers

Key Themes: Coaching and Mentoring, Leadership

Author: SGR

Duration: 4 Hours



Managerial Leadership

A high performing organization is reliant upon meaningful and effective performance measures. Unfortunately, too many organizations do not measure what matters, instead measuring too much of what does not matter. Understanding and Utilizing Performance Measurements equips managers to take their organizations to the next level by understanding, measuring, and interpreting the things that matter.

**“IT’S NOT ABOUT ME AND
IT’S NOT ABOUT NOW.”**

Ron Holifield

SUPERVISORY LEADERSHIP

THE ART OF EFFECTIVE DELEGATION

Target Audience: Supervisors

Key Themes: Compliance

Author: SGR

Duration: 90 Minutes & 4 Hours



Management can be defined as accomplishing things through others. In order to do that, supervisors must learn to delegate effectively. The Art of Effective Delegation focuses on organizing employees to accomplish goals by maximizing the use of delegation. Supervisors learn the benefits of delegating, how to overcome reluctance to delegate, and how to use tools to avoid lower to higher level delegating. In addition, participants identify multiple ways to “work smarter, not harder,” leading to lower stress levels and higher morale.

COACHING FOR PERFORMANCE FOR SUPERVISORS

Target Audience: Managers & Executives

Key Themes: Trust Building, Coaching & Mentoring, Leadership

Author: SGR

Duration: 90 Minutes & 4 Hours



Helping employees achieve their potential relies on a trust relationship. An essential strategy for building trust is knowing when and how to utilize the differing skill sets of coaching, mentoring, and supervisory counseling. Coaching for Performance for Supervisors helps participants understand the difference in these three strategies and how to best utilize each of them to help their teams achieve maximum potential.

EMPLOYMENT LAW & SUPERVISORY PRACTICES

Target Audience: Supervisors

Key Themes: Compliance

Author: SGR

Duration: 90 Minutes & 4 Hours



Today, more than ever, it is important for supervisors to understand the nuances of multiple employment laws in order to reduce liability and perform their jobs more effectively. Employment Law and Supervisory Practices increases supervisors’ awareness of employment laws and emphasizes supervisors’ responsibility to comply with laws at the leadership level. This class provides participants with synopses of key employment laws, guidelines for protecting themselves and the organization from liability, and employee counseling timelines and techniques.

HIRING THE RIGHT PEOPLE

Target Audience: Supervisors

Key Themes: Process Improvement

Author: SGR

Duration: 90 Minutes & 4 Hours



Have you ever interviewed a candidate for a position and thought they were perfect for the job only to regret your decision several months later? While not always the case, the culprit is often traditional interview questions and techniques that only provide a partial glimpse into a candidate’s skills and behaviors. Hiring the Right People asserts that the greatest indicator of future performance is past performance in a similar situation. This class teaches participants how to interview in a way that yields a much more accurate overview of a candidate’s performance potential by utilizing techniques that are easy to learn and fun to implement.

LEADING TEAMS

Target Audience: Supervisors

Key Themes: Leadership, Team Building

Author: SGR

Duration: 90 Minutes, 2 & 4 Hours



Supervisory Leadership

An effective team is one that achieves a high level of performance and member satisfaction. They must have a climate of openness and trust, a clear purpose, specific roles and work assignments, and an effective system of conflict resolution. Leading Teams teaches participants the dynamics of leading a team, the characteristics of an effective team, and the different team player styles that may make up a team. This class includes a self-assessment to identify individual style, team building techniques, and case studies that apply the principles of team leadership.

MANAGING CHANGE

Target Audience: Supervisors

Key Themes: Process Improvement

Author: SGR

Duration: 90 Minutes & 4 Hours



Supervisory Leadership

For any change initiative to be effective, the change process must be aggressively managed. Managing Change instructs supervisors in the essential elements of change, including strategy, execution, and the all-important human element. This class offers participants an interactive approach to understanding the “dynamics” of small and organization-wide changes, great and small. In addition, participants gain a heightened awareness into their own processes of adapting to fundamental change, while acquiring tools in understanding and guiding others through change.

**THE TRUE HEROES OF THE NEW
MILLENNIUM WILL BE SERVANT
LEADERS, QUIETLY WORKING OUT OF THE
SPOTLIGHT TO TRANSFORM OUR WORLD.**

Ann McGee-Cooper

PROFESSIONAL ETHICS

Target Audience: All Employees

Key Themes: Compliance, Leadership, Professional Development

Author: SGR

Duration: 90 Minutes & 4 Hours



Local government employees should be above reproach in adhering to ethical standards and codes. Professional Ethics discusses current business ethics, identifies areas of risk, and reviews leaders' accountability for setting an ethical standard and holding both themselves and others accountable to that standard. This class includes group discussions about ethical dilemmas, guidelines for deciding what is ethical and not ethical in a local government context, and application of the six pillars of character.

SUPERVISORY COACHING

Target Audience: Supervisors

Key Themes: Leadership, Professional Development

Author: SGR

Duration: 90 Minutes & 2 Hours



Participants will focus on ways to partner with employees to share a vision of personal growth and will explore the options available to equip and empower employees toward that vision. While feedback helps the employee make quick changes with immediate application, coaching involves long term goals such as skill and leadership development.

SUPERVISORY DELEGATION

Target Audience: Supervisors

Key Themes: Leadership, Professional Development

Author: SGR

Duration: 90 Minutes & 2 Hours



Participants will focus on delegation as a way of developing employees to do your job. They will be challenged to push work down and will discover the idea of work "growing" as it moves down—that what is small to you is big to them. Participants will also learn to say the right things when delegating.

SUPERVISORY FEEDBACK

Target Audience: Supervisors

Key Themes: Leadership, Professional Development

Author: SGR

Duration: 90 Minutes & 2 Hours



Participants will focus on defining effective feedback, both in terms of giving and receiving it, as well as building scripts and applying their knowledge to real-life managerial situations.

SUPERVISORY HIRING PRACTICES

Target Audience: Supervisors

Key Themes: Leadership, Professional Development

Author: SGR

Duration: 90 Minutes & 2 Hours



Supervisory Leadership

Participants will prioritize hiring outcomes, explore four guideposts for effective hiring, and will learn to plan for the hiring process. As a result, they will be better prepared to screen candidates for both job and organizational fit and this will increase the odds of higher retention.

SUPERVISORY PRACTICES

Target Audience: Supervisors

Key Themes: Leadership, Professional Development

Author: SGR

Duration: 90 Minutes & 4 Hours



Supervisory Leadership

It can be very difficult to make the transition from peer to supervisor and to understand the responsibility of this new role. Supervisory Practices helps new supervisors develop their employees, encourage a climate of motivation, plan effectively, and evaluate to make sure performance standards are met. Participants learn the four major roles of a supervisor and how supervision is carried out, taking into consideration the workplace environment and the shared and individual values of all employees.

SUPERVISORY RAPPORT

Target Audience: Supervisors

Key Themes: Leadership, Professional Development

Author: SGR

Duration: 90 Minutes & 2 Hours



Supervisory Leadership

Participants will focus on building rapport with employees. They will discover how to use weekly one-on-one meetings to build rapport and boost productivity among employees.

SUPERVISORY SERVANT LEADERSHIP CONSIDERATIONS

Target Audience: Supervisors

Key Themes: Leadership, Professional Development

Author: SGR

Duration: 90 Minutes & 2 Hours



Supervisory Leadership

Participants will focus on connecting Supervisory Competencies to Servant Leadership Principles, Characteristics, and Legal Expectations.

CUSTOMER SERVICE

CONFLICT RESOLUTION

Target Audience: Supervisors

Key Themes: Communication, Trust Building

Author: SGR

Duration: 90 Minutes & 4 Hours



Conflict, strife, and opposing points of view are part of the workplace and part of life; this cannot be changed. However, employees can change the way they react and manage conflict when it occurs. Conflict Resolution helps employees discover practical, proven alternatives that give them skills to not only deal with difficult and frustrating situations, but to learn from them, thus creating a more productive and less stressful work environment. This class instructs participants in the sources and benefits of conflict, as well as in individual conflict styles.

CUSTOMER SERVICE COMMUNICATIONS

Target Audience: All Employees

Key Themes: Customer Service, Professional Development, Communication, Citizen Engagement

Author: SGR

Duration: 90 Minutes & 2 Hours



Using an active learning challenge, employees will identify the responsibilities associated with sending, receiving, and following through on information. Participants will also recognize the elements of an effective communication cycle. Along the way, they will discuss how customer service communications can honor the eight customer service values.

CUSTOMER SERVICE FOR DIVERSE GENERATIONS

Target Audience: All Employees

Key Themes: Customer Service, Professional Development, Communication, Citizen Engagement

Author: SGR

Duration: 90 Minutes & 2 Hours



Participants will become familiar with characteristics and experiences of The Boomers, The X-ers and The Millennials. They will consider how each generation prioritizes customer service values and will discuss how to meet those expectations.

CUSTOMER SERVICE FOR VARIOUS PERSONALITIES

Target Audience: All Employees

Key Themes: Customer Service, Professional Development, Communication, Citizen Engagement

Author: SGR

Duration: 90 Minutes & 2 Hours



Customer Service

Participants will become familiar with four personality styles based on two spectra. They will consider how each personality type prioritizes customer service values and will discuss how to meet those expectations. These values include being Compassionate, Competent, Careful, Confident, Courteous, Calm, Quick, and Creative.

CUSTOMER SERVICE IN TIMES OF CONFLICT

Target Audience: All Employees

Key Themes: Customer Service, Professional Development, Communication, Citizen Engagement

Author: SGR

Duration: 90 Minutes & 2 Hours



Customer Service

Participants will discover and apply helpful approaches to customers during times of conflict. Participants will acknowledge the importance and the challenge of focused attention. They will learn how to bypass unnecessary conflict and move quickly to meet the needs of the customer while honoring the eight customer service values.

CUSTOMER SERVICE STRATEGIES

Target Audience: All Employees

Key Themes: Customer Service, Professional Development, Communication, Citizen Engagement

Author: SGR

Duration: 90 Minutes & 2 Hours



Customer Service

Participants will learn the importance of impressions and will then identify and explore strategies that will leave the customer with a great impression of the employee and the organization. Three key principles, presented as the E.Y.E. acronym, will be discovered and applied: Eager, Yielding, and Efficient.

CUSTOMER SERVICE VALUES

Target Audience: All Employees

Key Themes: Customer Service, Professional Development, Communication, Citizen Engagement

Author: SGR

Duration: 90 Minutes & 2 Hours



Customer Service

Participants will consider eight customer service values. They will explore the importance of being Compassionate, Competent, Careful, Confident, Courteous, Calm, Quick, and Creative. Based on this knowledge, employees will compile a list of behaviors that either support or undermine each value.

THE BASICS OF EXTRAORDINARY CUSTOMER SERVICE

Target Audience: All Employees

Key Themes: Customer Service

Author: SGR

Duration: 2 & 4 Hours



Customer Service

As the pressure increases to keep citizens happy and local business growing and thriving, it is more important than ever that local government employees know how to deliver customer service at the highest level. The Basics of Extraordinary Customer Service is designed to give the participants a broad overview of customer service and addresses dealing with both internal and external customers. This class instructs participants on topics including making great first impressions, professional phone etiquette, using email professionally, being respectful and responsive to customers' needs, and interacting with difficult customers.

LEARNING THE LANGUAGE OF MULTIPLE GENERATIONS

Target Audience: All Employees

Key Themes: Customer Service, Diversity

Author: SGR

Duration: 4 Hours



Customer Service

Now, more than any time in history, different generations with diverse outlooks are being asked to work together. Learning the Language of Multiple Generations helps employees understand the confusing differences between generations. In this class, participants overcome generational misconceptions and employ effective techniques for communicating with people of all ages, whether citizens or co-workers.

TIME MANAGEMENT

Target Audience: All Employees

Key Themes: Organizational Culture, Team Building

Author: SGR

Duration: 90 Minutes, 2 & 4 Hours



Customer Service

Even with cell phones, computers, and Wi-Fi Internet access at their disposal, employees never seem to have enough time to complete important tasks, as well as urgent ones. This can lead to frustration and can directly affect relationships with internal and external customers. Time Management teaches employees to put first things first and implement organizational and time-saving strategies. It is easy to try to condense time management into a series of to-do lists, or tips, but effective time management is much more than that. This class is based on emotional intelligence principles, taking the participant through a much broader concept of time management than traditional approaches.

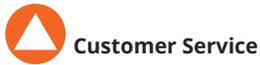
UNDERSTANDING DIFFERENT PERSONALITY STYLES

Target Audience: All Employees

Key Themes: Customer Service, Team Building

Author: SGR

Duration: 4 Hours



Relational Leadership requires that employees understand and work effectively with coworkers and customers. Understanding Different Personality Styles utilizes the DiSC® Classic personality profile assessment, equipping employees with the tools to identify and effectively deal with different personalities. Often a customer presents his/her primary temperament style within the first minute of conversation, allowing the customer service representative to frame his/her responses accordingly. This class instructs participants in understanding their own temperament styles, as well as identifying the prominent styles in others, so that they can respond to different situations effectively and efficiently. This is the foundational class for all SGR customer service classes. This class requires the additional purchase of DiSC Assessments per participant.

**IF YOU WANT TO LIFT YOURSELF UP,
LIFT UP SOMEONE ELSE.**

Booker Washington

HUMAN RELATIONS

ANGER AND STRESS MANAGEMENT

Target Audience: All Employees

Key Themes: Personal Development

Author: SGR

Duration: 90 Minutes & 4 Hours



Human Relations

With the pace of life so fast, it seems as if anger and stress can control our lives. It has been estimated that more than half of all doctor visits are due to anger or stress-related illnesses. When we do not have a healthy mechanism to deal with the frustrations in our lives, it can lead to serious health problems. If we take the time for purposeful and constructive action, the path that we take to deal with our anger and stress can actually be a positive one. Anger and Stress Management helps participants communicate anger in healthy ways and implement effective stress management techniques.

BUILDING A RESPECTFUL WORKPLACE

Target Audience: All Employees

Key Themes: Organizational Culture, Team Building

Author: SGR

Duration: 90 Minutes, 2 & 4 Hours



Human Relations

Respect is the glue that holds every successful team together. Without a culture of respect organizations and teams will spiral into burnout, resentment, and high turnover rates. Learn the secrets to making a culture respectful and how to address disrespect without ruining relationships.

EMBRACING DIVERSITY IN THE WORKPLACE

Target Audience: All Employees

Key Themes: Diversity, Organizational Culture, Team Building

Author: SGR

Duration: 90 Minutes & 4 Hours



Human Relations

The U.S. workplace is more diverse than ever before. Diversity brings many benefits, but it also creates a responsibility for supervisors and employees to learn how to nurture and encourage healthy and vibrant interactions and teamwork in such a diverse environment. Embracing Diversity in the Workplace trains participants how to create a productive, synergistic environment.

ETHICS: THE HEART OF PUBLIC SERVICE

Target Audience: All Employees

Key Themes: Professional Development, Personal Development

Author: SGR

Duration: 90 Minutes & 2 Hours



Human Relations

Ethical behavior is the foundation of a successful organization. Ethics: The Heart of Public Service is an ethics overview that can be used for new employee orientation and an ethics refresher for tenured public sector employees. In this class, participants review the basic rules of ethical conduct in the public sector and learn how to utilize the HEART Ethical Decision Making Process®. The class also includes many practical applications and several worksheets, including Unethical Behaviors Public Sector Employees Should Avoid.

PREVENTING SEXUAL HARASSMENT

Target Audience: All Employees

Key Themes: Compliance

Author: SGR

Duration: 90 Minutes & 2 Hours



Human Relations

Sexual harassment and discrimination in the workplace are issues that cannot be ignored. Not only is there a considerable amount of liability for an organization, but there can be personal liability for a public employee as well. Preventing Sexual Harassment provides a comprehensive overview of sexual harassment prevention for public sector employees and includes a test to recognize harassment, principles to create a safe environment and mitigate risk, and discussion of actual workplace scenarios. Preventing Sexual Harassment for Supervisors uses scenarios and challenges that address the supervisory responsibilities regarding the prevention of sexual harassment in the workplace. Participants will learn how to assess a situation quickly and wisely, create an environment that upholds the standards that allow employees to work in a safe place.

PREVENTING WORKPLACE HARASSMENT

Target Audience: All Employees

Key Themes: Compliance

Author: SGR

Duration: 90 Minutes, 2 & 4 Hours



Human Relations

Harassment comes in many different forms. Some forms are overt, some are more subtle. In this class we will discuss the various forms of harassment and what practical steps can be taken to prevent them. Preventing Workplace Harassment instructs participants in creating a place of mutual respect for all employees. This class educates employees at all levels of responsibility on what the law says about sexual and other types of harassment and what constitutes harassment. It also helps define what is and is not appropriate personal behavior in a variety of specific situations and circumstances. You will leave this class with a keen awareness and concrete steps for addressing and preventing harassment in all its forms.

PROFESSIONAL COMPETENCY

THE ART OF PLANNING AHEAD

Target Audience: All Employees

Key Themes: Personal Development

Author: SGR

Duration: 2 Hours & 4 Hours

The Art of Planning Ahead encourages participants to think one step ahead. Building on this foundation of strategic thinking, participants discover skills that can improve both communication and time management in the workplace.



Professional Competency

BUSINESS WRITING SKILLS

Target Audience: All Employees

Key Themes: Professional Development

Author: SGR

Duration: 2 Hours & 4 Hours

Business Writing Skills teaches participants to write clearly, concisely, and appropriately in a business context. This class is designed for those who prepare written presentations, letters, memos and emails and want to enhance their writing skills. The class includes grammar basics, exercises to enhance sentence structure, and overall improvement of written communication so that participants can convey their messages professionally.



Professional Competency

EFFECTIVE LISTENING SKILLS

Target Audience: All Employees

Key Themes: Communication, Customer Service

Author: SGR

Duration: 90 Minutes, 2 & 4 Hours

Listening is the foundation of all leadership. Most people are taught how to speak, few ever really learn how to listen. Effective Listening Skills instructs participants in the art of active listening. Active listening is a difficult skill to learn, but the payoff can be great. Participants explore the process of listening more effectively and learn specific tools to maximize interpersonal communication. Discover here the power of listening, the doors it can open for you, and the difference it can make in building and sustaining healthy relationships with your team.



Professional Competency

THE SERVANT LEADER BELIEVES THAT 'MY SUCCESS IS YOUR SUCCESS.'

Anonymous

LEADING BY EXAMPLE

Target Audience: All Employees

Key Themes: Leadership

Author: SGR

Duration: 90 Minutes, 2 & 4 Hours



Professional Competency

As employees move into leadership roles, the example they set becomes increasingly important. Leading by Example challenges participants to acknowledge both the existence of influence and the power that it wields. This class explores the concepts of leadership and helps the participant recognize leadership opportunities in the workplace.

TELEPHONE SKILLS TRAINING FOR LOCAL GOVERNMENT EMPLOYEES

Target Audience: All Employees

Key Themes: Compliance, Technical Development, Communication

Author: SGR

Duration: 2 & 4 Hours



Professional Competency

Statistics have shown that 55% of the communication process involves body language. This means that we lose over 50% of our ability to communicate when on the telephone. If good communication is the key to getting the job done right, then learning effective communication strategies on the telephone is crucial to any organization's ongoing success. Telephone Skills Training for Local Government Employees instructs participants in basic phone etiquette, phone manners that make a good business impression, the correct way to answer and speak on the phone, how to deal with resistance and disgruntled callers, and much more. If you make or receive even a handful of phone calls each day, this training initiative will continue paying dividends for years to come.

WORKPLACE VIOLENCE AWARENESS FOR SUPERVISORS

Target Audience: Supervisors

Key Themes: Compliance

Author: SGR

Duration: 90 Minutes & 4 Hours



Professional Competency

Workplace Violence Awareness for Supervisors instructs participants on how to create a safe environment for your employees. As the number of workplace violence incidents continues to rise, it is increasingly important to be able to recognize threats and take preventative action. The class includes techniques to improve your ability to see warning signs and respond effectively, guidelines for documenting behavior, and group discussion of case studies involving actual workplace violence situations.

WRITTEN COMMUNICATION & OPEN RECORDS AWARENESS

Target Audience: All Employees

Key Themes: Professional Development, Communication, Citizen Engagement Related Training: Business Writing Skills

Author: SGR

Duration: 2 Hours



Professional Competency

The realities of working in local government mean that a vast majority of communication is subject to open records. Written Communication & Open Records Awareness familiarizes participants with the nature of open records requests and what is subject to such requests. This class serves as a friendly reminder that thoughtful and professional written communication (both internal and external) is fundamental to reinforcing organizational reputation and positive public perception.

4 REASONS TO INVEST IN DEVELOPING YOUR LEADERS



IMPROVE
bottom-line
financial
performance.



ATTRACT,
develop &
retain talent.



DRIVE
strategy
execution.



INCREASE
success in
navigating
change.

POLICE TRAINING

TRANSITIONING TO SERGEANT: SERVANT LEADERSHIP

Target Audience: Police Sergeants

Key Themes: Leadership, Professional Development

Author: SGR

Duration: 2 Hours



Police Training

This class will provide the insight and resources you need to become a genuine and effective Servant Leader. Here you will learn what it means to be a Servant Leader while exploring the strengths and weaknesses of different leadership styles. This class is eligible for TCOLE credit and is taught by a TCOLE certified instructor.

TRANSITIONING TO SERGEANT: THE TENSION PT. 1

Target Audience: Police Sergeants

Key Themes: Leadership, Professional Development

Author: SGR

Duration: 2 Hours



Police Training

There is a tension in every department, and in every individual, between focusing on responsibilities and focusing on relationships. This class emphasizes how to take care of your responsibilities, accomplish the mission, and serve with excellence without losing sight of the necessity and power of relationships. This class is eligible for TCOLE credit and is taught by a TCOLE certified instructor.

TRANSITIONING TO SERGEANT: THE TENSION PT. 2

Target Audience: Police Sergeants

Key Themes: Leadership, Professional Development

Author: SGR

Duration: 2 Hours



Police Training

This class builds upon the previous discussion with an emphasis on the relational aspect of leadership. How do you build and sustain healthy relationships in a professional setting? What role do relationships play in you excelling at your new responsibilities? This concluding class will discuss these questions and much more. This class is eligible for TCOLE credit and is taught by a TCOLE certified instructor.

TRANSITIONING TO SERGEANT: WHAT IS YOUR WHY

Target Audience: Police Sergeants

Key Themes: Leadership, Professional Development

Author: SGR

Duration: 2 Hours



Police Training

This class is all about exploring why you tested for promotion, and what kind of leader you want to be. We will discuss the power of knowing your purpose, and how this applies to the new responsibilities and relationship dynamics that you will face. This class is eligible for TCOLE credit and is taught by a TCOLE certified instructor.

LIVE TRAINING SERIES

Many of SGR's individual events are packaged together to form an entire series. This page lists a variety of series that SGR has created and packaged together; however, SGR can work directly with your organization to create custom packages based on your needs. In addition, throughout the Live Training catalog, these suggested series are listed in each event underneath the subheader "Related Training".

COMPLIANCE SERIES

- Preventing Sexual Harassment
- Preventing Workplace Harassment
- Embracing Diversity in the Workplace
- Building a Respectful Workplace

CUSTOMER SERVICE PRACTICES SERIES

- Understanding Different Personality Styles
- The Basics of Extraordinary Customer Service
- Time Management
- Effective Interpersonal Communication
- Learning the Language of Multiple Generations
- Conflict Resolution
- Pruning Negativity

DEVELOPING YOUR TEAM

- Relating to Different Personalities
- Effective Interpersonal Communications
- Conflict Resolution
- Pruning Negativity

EVERYDAY SERVANT LEADERSHIP SERIES

- Building a Respectful Workplace
- Intro to Servant Leadership Principles
- The Basics of Extraordinary Customer Service
- Time Management
- Anger and Stress Management
- Effective Listening Skills

EXTRAORDINARY CUSTOMER SERVICE SERIES

- Customer Service Values
- Customer Service for Various Personalities
- Customer Service for Diverse Generations
- Customer Service Communications
- Customer Service in Times of Conflict
- Customer Service Strategies

FOUNDATIONS OF SUCCESSFUL WORK SERIES

- Leading by Example
- Effective Listening Skills
- The Art of Planning Ahead
- Building a Respectful Workplace

LEAD WORKER SERIES

- Transitioning from Peer to Team Leader
- Leading by Example
- Effective Listening Skills
- Building a Respectful Workplace
- Time Management
- Ethics: the Heart of Public Service

NOW THAT YOU ARE A SUPERVISOR SERIES

- Preventing Sexual Harassment for Supervisors
- Workplace Violence Awareness for Supervisors
- Effective Interpersonal Communication
- Coaching for Performance for Supervisors
- Employment Law and Supervisory Practices
- Professional Ethics

LIVE TRAINING SERIES

SUCCESSFUL WORK ENVIRONMENTS SERIES

- Professional Ethics
- Building a Respectful Workplace
- Conflict Resolution
- Leading by Example
- Effective Listening Skills
- Time Management

TRANSITIONING TO SERGEANT SERIES

- What is Your Why?
- Servant Leadership
- The Tension Pt. 1
- The Tension Pt. 2

SUPERVISORY COMPETENCIES SERIES

- Supervisory Rapport
- Supervisory Feedback
- Supervisory Coaching
- Supervisory Delegation
- Supervisory Hiring Practices
- Supervisory Servant Leadership Considerations

SERVANT LEADERSHIP FOR SUPERVISORS - SERIES 1

- Supervisory Servant Leadership
- Supervising Personalities
- Supervising Generations
- Supervising Communications
- Supervising Customer Service Values
- Supervising Ethical Behaviors

SERVANT LEADERSHIP FOR SUPERVISORS - SERIES 2

- Supervisory Practices
- Hiring the Right People
- Managing Employee Performance
- Leading Teams
- The Art of Effective Delegation
- Managing Change

