

## The Baldwin Group Training Courses

*“Our view regarding learning is that all training courses should be part of a strategy to improve the organization through its people”*



### Training with TBG

We realize the challenges involved in selecting the right course not knowing if it will meet the needs of your organization. So why choose TBG? We offer:

- Fully customized or combinations of courses to meet your needs
- Years of experience working with Federal, state and local governments as well as the private sector and non profits
- Ability to consult over 800 experts nationwide
- Certified trainers who are highly experienced in adult education
- Experienced in developing eLearning and Train the Trainer courses
- Courses developed using blended training techniques, combining lectures, and group exercises

### Our Trainers

TBG's accomplished trainers are recognized experts in their respective fields. Our trainers will work with you to customize the training to meet your unique needs and to determine the best delivery mechanism and strategy.

### Credentials held by our Trainers

Certified Management Consultant (CMC); Certification, Leadership Development Process<sup>™</sup>; Certification, Senior Team Alignment Process<sup>™</sup>; Certification, Leadership

Spectrum Profile<sup>®</sup>; Qualified, Myers Briggs Type Indicator (MBTI); Certified Human Element workshop facilitator (based on FIRO Theory); Certified to administer and interpret FIRO Element-B behavioral assessment instrument; Certified to administer and interpret Apter motivational Style Profile (AMSP); Licensed Career Counselor, Certified Master Career Counselor; Center for Creative Leadership certification.

### Customer Response

*Our customer satisfaction is nearly 100%!*

*“I will begin to apply the knowledge gained through this course right away. It will definitely enhance my job performance.” ---Workshop Participant*

*“I'd like to thank you for the outstanding high performance team training provided by you...I was impressed with your initial commitment to address our specific needs. Your approach was customized to take advantage of some preliminary work we had already accomplished and took into consideration our normal heavy work load. Most important is the fact that your training helped us focus to identify and address problems and issues we did not realized were obstacles to our success.” --FHWA, Division Administrator*

### Courses Offered

Below is a list of five course categories we offer.

- Leadership
- Supervision and Management
- Strategies and Decision Making
- Interpersonal Communication and Relationships
- Life and Work Balance

Please note that these listings should be considered simply building blocks and we will customize any course or combination of courses to meet your needs and those of your customers.

The following is a list of TBG courses. We consider these the building blocks and will custom produce a course from any set of components to meet your needs.



## LEADERSHIP

- *Leadership*: addresses challenges with tools and applications to show you how to lead effectively!
- *Leading People to Success*: provides ideas to empower and energize people to do what leaders need done.
- *Managing Change*: helps all change agents to handle change management from both the people-side and the task-side.
- *Communication Strategies*: analyzes the communicator, the communication, and the delivery between all levels within an organization.
- *Values and Principles*: refers to behavioral guidelines used within your organization to develop operating principles, belief statements, and corporate philosophy.



## SUPERVISION AND MANAGEMENT

- *Basic Management*: presents numerous tools and strategies that will equip managers to be more effective in making certain the work gets done.
- *Process Improvement* : shows you how to improve processes to the benefit of your employees and thus the organization.
- *Conflict Resolution* : defines the cause of conflict to assist managers to minimize, alleviate, resolve, and mediate situations.



## STRATEGIES AND DECISION MAKING

- *Strategic Thinking and Planning*: shows you how to think before developing your strategic plan.
- *Creative Problem Solving*: asks a series of simple questions, and discerns the root causes of a problem to bring about a number of solution options.
- *Strategic Exploration*: answers the question, "What will happen if I took this route?"

- *Know Your Customer*: defines key aspects of your customer, and focuses on exceptional customer service.
- *From Vision to Reality™*: identifies what a viable future should look like for your organization.
- *Social Marketing*: focuses on the understanding around the stages people move through to change behavior.



## INTERPERSONAL COMMUNICATION AND RELATIONSHIPS

- *DISC Personality Analysis*: teaches about DISC, a tool to analyze personality styles and apply communication styles to suit diverse occasions and people.
- *Creative Thinking*: provides an understanding of the creative process.
- *Power and Ethical Dilemmas*: explores power first, then overlay power with the ethical dilemmas that face leadership.
- *Building High Performance Teams*: shows you how to build high performance teams that maximize the potential of its members.
- *Interpersonal Communication*: teaches two-way interpersonal communications with active listening, and learn how to diffuse emotions when dealing with others. You will learn to use the strategies and practice the tools in job situations.
- *Strategic Facilitator™*: explores and practices all four facilitator roles that make meetings work. This training can be expanded into a certification course wherein the Strategic Facilitator™ will be able to guarantee each facilitation they undertake!
- *Creating Consensus*: provides participants some critical tools to efficiently and effectively develop team agreement.
- *Way Beyond Diversity*: helps sharpen the tools to benefit from diversity.



## LIFE AND WORK BALANCE

- *Performance Excellence*: Learn five principles to excel: Prepare to succeed; Align for success; Feed your success; Seek feedback; and Define your success.
- *From Chaos to Control™*: offers simple tools and strategies to help people and organizations move from *Chaos to Control™*.