KORF CONSULTING GROUP

2019 Guide

Workshops & Training

If organizations are to survive and prosper in the modern world of rapid change, they need to be more flexible, faster-moving and faster-learning than before. Their ability to do this rests upon the abilities of their workforce to have these characteristics – hence the value of training. If individuals are able to learn, develop and change, then so can the organizations.

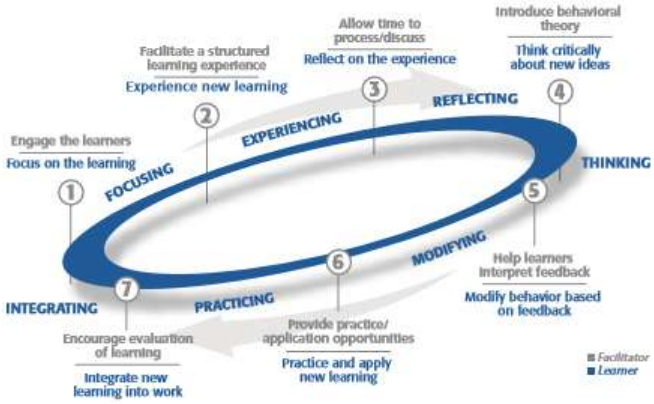
Soft Skills Training

- **Ethics and Integrity** ★ NEW
- **Consultative Selling Process**
- **Influencing with Assertive Communication**
- **Manufacturing Process Improvement**
- **Negotiating Win-Win Solutions**
- **Supervising with Confidence**
- **TeamPower**
- **Working Through Organizational Change**
- **Legacy Leadership Course** ★ NEW

All courses are taught and or facilitated by trained certified instructors. Training programs can be designed to accentuate in-house training or external training. Most seminars are tied to a personal introspective assessment where the individual is forced to review his own internal mental or communicative processes and better understand how they impact or affect the team and or company goals. Some seminars can be completed in a half-day giving the participant an opportunity to get some work done at the office before calling it a day. Longer sessions can be constructed by a combination of multiple training sessions with various themes or learning outcomes.

All participants leave with bound materials highlighting the learning outcomes, their assessment, and any presentation materials.

Courses can be designed to address specific topics or developed around a theme and can be performed on your site or at off-site locations in nearby cities.



Human Resources Development Quotient (HRDQ) ™

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404-735-0326

1755 North Brown Road Suite 200
Lawrenceville, GA 30043

		Description	Learning Objectives
	Customizable **Consultative Selling Process**	We have all been through many sales courses, read books and studied the art of sales. After all it is our profession. In this 1-2 day session, we will not only teach, but ingrain in the organization a consultative sales process. For some, it will be new information that will help set the foundation for that individual to become an elite salesperson. The course will teach the methods of sales alignment and a process for helping customers to reconcile their problems. This information has been pulled together over the years and is comprised from 10-15 of the best sales courses the sales professionals at KCG have either taken and in most cases deployed. 90+ years of sales experience designed. We will help your team demystify the selling process, and provide an outline of tactics and strategies that can assist in your success.	• Sales Process that is synergistic with your product or service offering • Salesperson Pipeline Reviews (Group Think). • Quotas reviewed. Gap Analysis and steps to close. • Gap Analysis for each sales person (As-IS—To BE) recommendations for improvement. • Learn to identify customer organizational pain and quantify it. • Set goals individually and for the team/company for (YTD and 3 year goals). • Personalized Reference Notebooks (leave behind). • Confidential Selling Skills Inventory Evaluation included for management.
	Customizable **Manufacturing Process Training Improvement**	KCG Manufacturing Process training utilizes an integrated approach to create a solution to manufacturing optimization problems. The training includes linked and progressive objectives so as to be both cost effective and to allow organizational learning to occur. We evaluate expectations and ensure that proposed implementation issues that arise are properly addressed. We also believe strongly, that to make the necessary changes in the scheduling process, that KCG have access to management (floor/management/sales). The training includes an exit meeting with the executive team to discuss course corrections, improvements and recommendations. A project management, milestone and tasks with ownership is presented. Training provided by lean six sigma instructors.	• Develop the problem statement with key team members. • Agreement by all organizational leadership of the problem statement. • Identify Clear ownership of the scheduling and forecasting process. • Articulate a compelling need for permanent process changes to the involved organizations. • Establish interface requirements and expectations between the organizations established. • Clearly define sales involvement in front-end and back-end up-selling processes. • Quality metrics established of those interface interactions established. • Create and distribute communications of management expectations, process changes and key dimensions of the problems.
	TeamPower	Great teams don't just happen. Authentic teamwork is built upon true commitment, trust, collaboration, and competence. These are qualities that can only be developed with considerable effort over time. TeamPower accelerates the process, helping teams transform from ordinary to extraordinary. This comprehensive and interactive program provides in-depth skill development in the vital areas needed for effective performance, including group development, team roles and responsibilities, problem solving, group decision making, communication, and managing conflict. Teams emerge from the learning experience with a fresh sense of direction and practical strategies for working together better.	• Acquire and develop group process skills. • Learn how to encourage innovation and implement new work strategies. • Understand how to communicate and collaborate. • Unearth blockages to team performance and work to resolve them. • Discover how to boost team spirit, camaraderie, and commitment. • Develop strategies to improve productivity and work satisfaction.

	Supervising with Confidence	The role of supervisor has changed dramatically through the evolution of the organization. Today's frontline leaders need practical, skill-specific training to meet growing on-the-job demands — and Supervising with Confidence delivers. Participants get the opportunity to examine strengths and development needs as well as practice strategies within 5 skill areas. By gaining experience in Guiding the Work, Organizing the Work, Developing Staff, Managing Performance, and Managing Relations, supervisors are ready to put their enhanced skills into action.	• Differentiate between effective and ineffective supervisors. • Recognize the role of the supervisor. • Identify 5 fundamental supervisory skills. • Discover the steps used in effective planning. • Learn ways to handle shifting priorities. • Recognize several important aspects of setting goals. Understand how to strengthen relationships with employees and others.
	Negotiating Win-Win Solutions	When it comes to negotiating, being "nice" doesn't have to mean losing — or being the only one to benefit, either. Using a "win-win" negotiating style, both parties can walk away feeling like winners. Negotiating Win-Win Solutions is a must-have experience for anyone involved in day-to-day negotiations and interactions. Practical and to the point, the program provides individuals with an easy-to-use framework for conducting win-win negotiations, giving them the skills to be confident and competent negotiators.	• Understand a model of win-win negotiating and recognize the effectiveness of the collaborative style. • Pinpoint one's preferred negotiating style and contrast the behaviors and outcomes of the 5 styles. • Recognize 5 factors to consider when preparing for any negotiation. • Learn how to use 3 essential interpersonal skills when negotiating. • Demonstrate the 5-step process involved in conducting a win-win negotiation. • Practice applying win-win negotiating skills to an upcoming situation.
	Working Through Organizational Change	The more we know about the process of change, the better equipped we are to take steps toward the acceptance of change and adapt to it in our work and our lives. Working Through Organizational Change guides individuals through the change experience. The program helps them better understand change and identify ways to address and support it. Focusing on their emotional responses, participants can then discover how to embrace change and make it work for them.	• Pinpoint one's personal response to change. • Learn how change can create stress. • Understand the 4 phases of change. • Identify 12 actions that help to regain a sense of control.
	Influencing with Assertive Communication	Every day we communicate with the goal of influencing others. Amidst a gamut of situations, we use a variety of communication strategies to help achieve that influence — expressed through our choice of verbal and nonverbal behaviors. Through Influencing with Assertive Communication, individuals learn what it takes to express themselves directly and honestly, while acknowledging and respecting the rights of others. With new knowledge of the benefits of assertive communication and increased confidence in their abilities, participants are prepared to apply their influence skills to workplace situations.	• Recognize the 4 styles of influence. • Understand style benefits and drawbacks. • Identify personal influence style. • Learn why an assertive communication style is most effective Master the "ASERT" process to build stronger professional relationships.

TEAMPOWER®

building a winning team

Learning Goals and Agenda

Teampower provides in-depth skill practice in the key areas of group development, team roles and responsibilities, problem solving, group decision making, communication, and managing conflict.

PRE-WORK

To be completed prior to the start of the program. Includes personal learning objectives, plus personal-style, conflict-strategy, and team-effectiveness assessments.

DAY 1: KNOWING YOUR TEAM

Learning Goals

- Understand the importance of using cooperative, rather than competitive behavior toward team members
- Recognize the fundamental elements required for authentic teamwork
- Experience the elements that affect how teams work together
- Understand one's personal style preference and discuss strengths and excesses
- Realize the value of diversity in team functioning
- Identify the team's personality, including its team strengths and blind spots
- Apply a simple yet creative problem-solving model
- Participate in a problem-solving discussion and experience its effect on team member commitment
- Experience various task and interpersonal issues that occur during teamwork
- Understand the impact of one's behavior on productivity and team satisfaction
- Identify ways in which a team can strengthen its use of critical task and maintenance roles

Call Us For a Quote:
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AUDIENCE

Team members and team leaders

PROGRAM LENGTH

2.5 days – 3 days

CERTIFICATION

2 days

- Register for Workshops
- Speak with Industry Experts
- Request Training Information
- Find Out More on KCG Services
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Agenda (DAY 1)

- Effective Teamwork Principles
- The Cooperation vs. Competition Dilemma
- Elements of Teamwork
- Group Leadership
- Style Overview
- Understanding My Personal Style
- Capitalizing on Our Team's Style
- Force Field Problem Solving
- The Force Field Model in Action
- Understanding Team Roles
- Strengthening Critical Task and Maintenance Roles

Evening Assignment: Team Building Article, Task and Process Assessment

DAY 2: BUILDING TEAM EFFECTIVENESS

Learning Goals

- Assess the group's level of functioning
- Identify appropriate behaviors for group leadership at various stages of development
- Use consensus as a decision-making method
- Create a synergistic set of decisions
- Identify situations when teamwork is appropriate and inappropriate
- Provide other team members with information about how he or she is perceived as a communicator by other team members
- Establish the giving and receiving of constructive feedback as a group norm
- Promote greater openness and trust among all team members
- Surface and resolve interpersonal issues among team members that have the potential to block the future success of the team

Agenda (DAY 2)

- Understanding Group Development
- Where Are We?
- Determining Next Steps
- Conflict Strategies Defined
- Applying Conflict Resolution Procedures
- Consensus Decision Making
- Achieving Team Synergy
- When Is Teamwork Appropriate?
- How Well Do We Communicate?
- Giving and Receiving Feedback
- Taking Action

DAY 3: GROWING YOUR TEAM (OPTIONAL)

Learning Goals

- Identify the types of issues that are likely to affect the productivity and satisfaction of work groups
- Determine the specific issue(s) blocking the team's effectiveness (Established Teams)
- Explore potential blockages to success (New Teams)
- Apply a process for continuing the group's development in the future

Agenda

- Charting Your Team Profile
- Focusing on Team Issues
- Identifying Potential Blockages
- Program Wrap-Up

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SUPERVISING WITH CONFIDENCE™

Learning Goals and Agenda

Supervising with Confidence targets the 5 key skills of effective leadership.

LEARNING GOALS

- Differentiate between effective and ineffective supervisors
- Describe the role of a supervisor
- Define and identify the 5 effective Supervisory Skills
- Identify the steps used in effective planning
- Describe ways to handle shifting priorities
- Describe several important aspects of setting goals
- Identify the skills used to supervise employee performance
- Describe ways to strengthen relationships with employees and others

AGENDA

- Supervisory Skills Assessment
- Supervisory Skills Game
- Participant Reflection
- The 5 Supervisory Skills
- Debrief
- Scoring and Charting of the Supervisory Skills Assessment
- What Do Your Scores Mean?
- A Closer Look at the Supervisory Skills
- Introduction to the 5 Supervisory Skills Activities
- 5 Supervisory Skills Activities

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AUDIENCE
Managers, supervisors, and team leaders

PROGRAM LENGTH
1 day or 2 half-days

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Benefits of KCG Solutions

- Learner-focused format encourages active participation
- Hands-on involvement makes learning more meaningful
- Skill practice builds confidence
- Honest self-reflection inspires insight and specific action
- Feedback from others completes an accurate portrait of skill level

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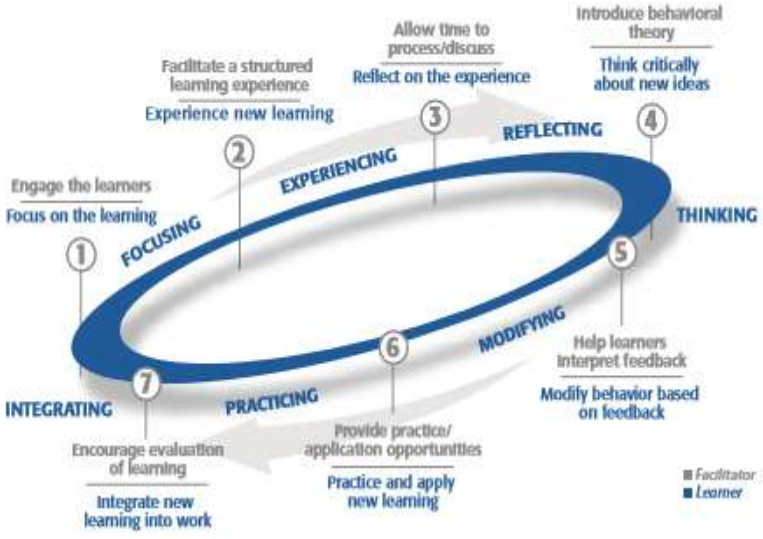

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NEGOTIATING WIN-WIN SOLUTIONS™

Learning Goals and Agenda

Negotiating Win-Win Solutions provides a practical formula to achieve the best outcomes from everyday negotiations.

LEARNING GOALS

- Explain the 5 factors to consider when preparing for any negotiation
- Use the 3 essential interpersonal skills when negotiating collaboratively
- Demonstrate the 5-step process for a collaborative negotiation
- Practice applying collaborative negotiating skills to everyday situations

AGENDA

- Negotiating Styles in Action
- The Model of Negotiating Styles
- Understanding Your Approach to Negotiating
- The Collaborative Negotiating Process
- The Importance of Preparation
- The Model of Negotiating Styles – Revisited
- How to Conduct a Collaborative Negotiation
- Common Skills of the Collaborative Negotiator
- Practice Time!
- Action Planning

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AUDIENCE
Individuals at all levels

PROGRAM LENGTH
1 day or 2 half-days

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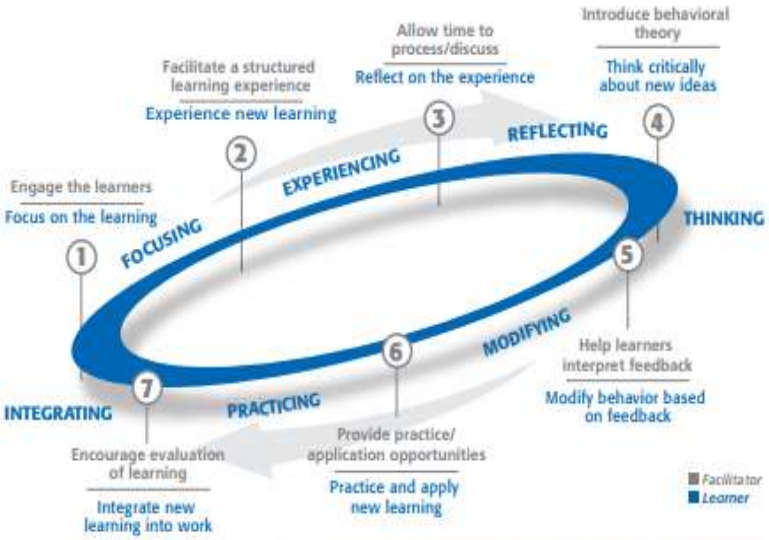

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WORKING THROUGH ORGANIZATIONAL CHANGE™

Learning Goals and Agenda

Working Through Organizational Change maximizes change efforts by helping people develop comfortable methods to adopt and adapt.

LEARNING GOALS

- Identify personal response to organizational change
- Understand how change can create stress in any work environment
- Understand the phases one must pass through to successfully handle change
- Identify 12 actions that help to regain a sense of control while in the midst of change

AGENDA

- Reactions to Change
- Organizational Stress Game Part 1
- Organizational Stress Game Part 2
- Learning About Change
- Pack and Move Activity and Creating a Group or Team Profile
- Developing Individual Skills for Managing Change
- Change Management Business Simulation

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AUDIENCE
Individuals and team members at all levels

PROGRAM LENGTH
1 day or 2 half-days

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INFLUENCING WITH ASSERTIVE COMMUNICATION™

Learning Goals and Agenda

Influencing with Assertive Communication reveals a 5-step process to achieve positive influence in the workplace.

LEARNING GOALS

- Experience the effects of different influence styles at work
- Understand the costs and benefits associated with each of the 4 influence styles
- Identify the style of influence one uses in the workplace
- Explain why assertive communication influences others positively
- Learn a communication process called ASERT
- Practice applying the ASERT process in typical influence situations

AGENDA

- Influence Assessment
- Communication Game
- Influence Model
- The ASERT Process
- Planning for Future Conversations
- Contracts and Program Evaluation

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404-735-0326

AUDIENCE

Individuals with an understanding of basic communication skills

PROGRAM LENGTH

1 day or 2 half-days

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Ethics in the Workplace

Learning Summary

The Developments of Ethical Standards

- ✓ Utilitarian approach: do the least harm, look at consequences
- ✓ Fairness or justice approach: treat all people equally, treat each person with dignity
- ✓ Common good approach: interlocking relationships are the basis for decisions, look at common conditions that affect the welfare of everyone
- ✓ Virtue approach: look at traits and habits that foster our development to our highest potential

Benefits of an Ethical Workplace

- Attention to business ethics gives employees a foundation during times of change
- Attention to ethics cultivates teamwork and productivity
- Attention to ethics creates greater consistency in standards and quality of products and services offered by the organization
- Attention to ethics helps ensure corporate policies are legal and proactively enforced

The Ideal Ethical Workplace

- Equality is essential
- Fairness is fanatical
- Integrity is integral
- Vision is vital
- Individual accountability is authentic
- Collective responsibility is common
- If others' unethical behavior affects you, find a way to deal with it but don't get sucked in yourself

Guidelines for Achieving an Ethical Workplace

- ✓ **Communication**: Develop and distribute written ethics code, make sure employees are aware of consequences
- ✓ **Training**: Include ethical issues in employee orientation and ongoing training
- ✓ **Contracts and Performance Appraisals**: Make compliance with the code mandatory
- ✓ **Monitoring and Reporting**: Establish a committee to deal with code oversight
- ✓ **Goal**: Every employee demonstrates the preferred behaviors in the workplace
- ✓ The best way to handle an ethical dilemma is to avoid its development in the first place.

Decision Making Steps/Questions

1. What are the facts?
2. Who is involved? Who will be affected?
3. What are the underlying causes of the situation?
4. What principles, values or standards should be upheld in this situation?
5. What are the best and worst case scenarios?
6. What are possible alternatives, and the pros and cons of each?
7. What is your decision and how will you explain it?

An Ethics Policy…

- Sets out an organization's ethical values, standards and commitments that form the foundation for the way that it does business
- Confirms senior management commitment to the above
- Describes how to report a potential violation
- Describes how this will be achieved and monitored
- Identifies the main ethical issues faced by the organization and employee
- Identifies other policies and documents that support and detail aspects of the ethics policy - such as a code of ethics, a bullying and harassment policy, a gifts and hospitality policy, an environment policy etc.

Issues Addressed in an Ethics Policy

- ✓ Professional dress and behavior
- ✓ Business expenses
- ✓ Personal use of business property
- ✓ Conflicts of interest and other questionable behavior
- ✓ Confidentiality
- ✓ Harassment and discrimination
- ✓ Work/home balance
- ✓ Security and data protection, whistle blowing
- ✓ Drug and alcohol use

A Course Dedicated to ALL

- ✓ **Ethical type behavior Assessment. (Anonymous)**
- ✓ **Introspective look at a person internal beliefs**
- ✓ **Understand your role in protecting yourself**
- ✓ **Understand your role in protecting your company and co-workers**
- ✓ **1 day course (Can be done in two 4 hour modules or 1 full day)**
- ✓ **2 day course (Can be done in two 8 hour modules, or 4 1/2 day modules)**

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Benefits of KCG Solutions

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Executive Leadership

This combination assessment, workbook, and one-day workshop offers a proven process for bringing out individuals' best, developing other leaders in the organization, establishing leadership culture, and positively impacting the bottom line. Provides follow-up for senior leaders that have put management through Team Power Course.

How It Works

The LLCI is a comprehensive training package that includes a self-assessment, multi-rater assessment, workbook, and one-day workshop. The self and multi-rater assessments evaluate leader strengths and weaknesses in the 5 Best Practices. In addition, the online multi-rater assessment provides leaders with specific information about how they are perceived by their employees, including an analysis of strong points and blind spots. The multi-rater assessments also feature an action planning application tool that enables leaders to identify and capture the areas they need to develop in order to improve performance.

The one-day workshop offers a comprehensive participant workbook, including takeaways such as a wallet reference card and reference guides.

Learning Outcomes

Understand that legacy is created by leaders, who in turn develop other leaders
Learn The 5 Best Practices Model and the associated 10 Critical Success Skills
Top three strengths and challenges in each of the 5 Best Practices
How to shift one's thinking to serve others first, then oneself
Develop an action plan for becoming a "Legacy Leader"

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