J. Brown Group

Training Course Catalog

About the J. Brown Group

The J. Brown Group is a management consulting firm focused on aligning human capital capabilities to achieve business objectives. We focus on meeting each client's unique needs in the most effective and efficient way possible through an integration of cutting edge behavioral science knowledge and practical business experience.

We offer a wide variety of support, with particular expertise in three area

- Executive Coaching
- Strategic Planning
- Change Management

Some of our other solution offerings include:

- Balanced Scorecard Development
- Cloud Based Talent Management & Learning Management Systems
- Custom Research
    - Survey Research (employee & customer)
    - Qualitative Research (e.g., interviews & focus groups)
    - Program Evaluation
- Customized Training Program Development & Delivery
- Employee Assessments (e.g., MBTI, Birkman)
- Human Resources Management Subject Matter Expertise
- Job Analysis & Description Writing
- Performance Strategy Development

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Leadership Development

Building a High Performing Culture

Description	Modules
There is a saying that, "culture eats strategy for breakfast." The meaning of this overused axiom is that no matter how well we plan our organization's objectives, if our people don't habitually behave in ways that support those objectives, the goals will never be achieved. This session helps leaders learn how to build an engaged culture, with clear performance outcomes, provide performance feedback, and coach their employees to ensure optimal success of outcomes.	• Culture • Performance Outcomes • Feedback • Coaching

Duration	Price
½ Day	$ 2750 for up to 15 participants

Coaching Workshop

Description	Modules
All leaders have a responsibility to coach the members of their teams to their fullest potential. Both for their own sake, and for the sake of the team. Unfortunately, far too many leaders are not sure what steps to take to drive coaching success. This ½ day session examines the connection between coaching, success, and workplace performance. Participants learn the characteristics of an effective coach and motivator, and explore a coaching model they can use with team members or peers.	• The Coaching Context • A Coaching Definition • Characteristics of an Effective Coach and Motivator • The Role of the Coach and Motivator • Model for Coaching and Motivation • Techniques of Coaching and Motivating Others

Duration	Price
½ Day	$ 2750 for up to 15 participants

Developing Core Leadership Skills

Description	Modules
Leadership is not a talent, it is a skill. Like all skills, it must be developed and practiced. The first step to developing this skill is becoming proficient with the core fundamentals. In this session, participants will learn to self-assess their current competencies of *Interpersonal Skills, Building Trust, Oral Communication, Integrity/Honesty, Influencing/Negotiating, and Continual Learning*. They will also learn how to create action plans to apply leadership behaviors in their current roles.	• Leadership Skills Inventory • Communication Skills • Art of Giving and Receiving Feedback • The Nature of Conflict

Duration	Price
½ Day	$ 2750 for up to 15 participants

Expanding Your Leadership Skills

Description	Modules
Every competent leader seeks opportunities to expand their skills. One of the most important skills is understanding which leadership approaches work in various situations, and how to moderate each approach for the best results. This session enables leaders to assess their current notions of leadership, and learn about different styles of leadership and how they can be applied. Those styles include *Transactional Leadership*, *Situational Leadership*, *Transformational Leadership*, and *Servant Leadership*.	• Your Leadership Definition • Transactional Leadership • Transformational Leadership • Situational Leadership • Servant Leadership

Duration	Price
1 Day	$ 5250 for up to 15 participants

Introduction to Leading Teams & Coaching

Description	Modules
Teams are a fact of organizational life. The simple truth is that the collective impact of our efforts should be greater than the sum of its parts. To ensure that we maximize these outcomes, leaders must understand how to appropriately influence diverse teams. This session will explore how teams leverage the diversity of talents available in an organization, and how best to approach work through a team to accomplish desired outcomes. Participants will become familiar with the developmental phases of a team, communication styles used in teams, and how to increase the effectiveness of their current teams.	• Team Effectiveness • Indicators of Trust • Your Role on the Team • Team Effectiveness Inventory • Collaboration vs. Competition • Coaching • Coaching Self Assessment
Duration	**Price**
½ Day	$ 2750 for up to 15 participants

Managing Through Tough Situations

Description	Modules
Tough situations happen in the workplace. While we all know that avoiding them only makes things worse, the avoidance strategy is very popular. The reason for its popularity is that too many managers have not learned the skills to address these scenarios as they arise. This session helps participants gain an understanding of the value of confronting tough situations, and what happens if those situations are allowed to fester. Participants will practice giving corrective feedback and coaching, and learn how to play the role of mediator if necessary. This session also covers how each person has their own style preferences for resolution, and the advantages and obstacles for each style are discussed.	• Coaching Uncooperative Employees • Mediating Conflict • Resolving Conflict to Increase Cohesiveness ** Each participant completes a Thomas Killman Conflict Inventory.*
Duration	**Price**
½ Day	$ 2750 for up to 15 participants + $50 per participant to complete TKI

Motivating Your Team

Description	Modules
The ability to motivate others is a prerequisite for successful leaders. Like many skills, it is one that not everyone does naturally, but anyone can learn to do more effectively. In this session participants will learn how to understand the six needs that drive people's behavior, and identify the needs and motive patterns of others. They will also discover how to apply techniques for motivating people based on their needs, and define next steps for developing their motivating skills.	• What is Motivating? • Benefits of Motivating • When to Use Motivating • Understanding What Motivates You and Others • How to Motivate: The Six Needs • Identifying Motive Patterns • Applying Skills for Motivating Others
Duration	**Price**
1 Day	$ 5250 for up to 15 participants

Systems Thinking Strategy

Description	Modules
Strategy is about creating situations that allow organizations to be successful. Many organizations are unsuccessful because they lack a defined strategy, or base their strategy on one domain (e.g., competitive positioning) without considering their business' entire ecosystem. The *Systems Thinking Strategy* is a holistic approach that incorporates Capabilities, Customers, and the Competitive Environment domains into the strategic planning process to understand how each of these domains are interacting with and impacting business success. This workshop focuses on understanding what strategy truly is, and how to use the principles of systems thinking to make sense of it. The *Systems Thinking Strategy* will be introduced and participants will have time to apply the model to real work situations.	• What is Strategy? • What is Systems Thinking? • Introduce the Systems Thinking Strategy Model • Capabilities Overview and Exercises • Customers Overview & Exercises • Competitive Environment Overview & Exercises • Sensemaking Overview and Exercises Each participant receives a copy of the book *Systems Thinking Strategy* signed by the author
Duration	**Price**
2 ½ Day	$ 13,500 for up to 15 participants

Team Building & Staff Development

Building Cohesive Teams

Description	Modules
Teams are a fact of organizational life. The simple truth is that the collective impact of our efforts should be greater than the sum of its parts. To realize the benefits of teams we must learn how to be a part of them in effective and efficient ways. Participants in this session will learn how to increase the effectiveness of their current team by learning how to build team cohesiveness. Topics include types of decision-making skills to use with a team, the difference of task vs. process on a team, and how to overcome the six common pitfalls of a team.	• Team Effectiveness Inventory • When to Use Teams • Stages of Team Development • Types of Decision-Making • Task and Process Skills • Types of Feedback • Six Common Problems in Teams
Duration	**Price**
1 Day	$ 5250 for up to 15 participants

Building Employee Commitment

Description	Modules
Building employee commitment to organizational goals is a key part of success. Commitment is a shared sense of purpose in the workplace, and a clear strategy of execution for that purpose. This session provides participants with the tools to develop and articulate a vision for the team, and how to create a clear plan tailored to individual motivators for performance.	• Alignment • Organizational Vision • New Initiatives • Engagement Increases Performance
Duration	**Price**
½ Day	$ 2750 for up to 15 participants

Building Your People Skills

Description	Modules
Since organizations are made up of people, everyone must have good *people skills* to survive and thrive in organizational life. Whiles some individuals have innate talents in this domain, many of us must develop and practice our *people skills*. This session helps participants develop their *people skills* by introducing them to core concepts such as giving and receiving feedback, and understanding the pros and cons of their current conflict management style. Also covered are the topics of how to work with difficult people, and how to handle difficult situations.	• The Nature of Conflict • Art of Giving & Receiving Feedback • What Makes People Act Difficultly? • Gateways to Trust
Duration	**Price**
½ Day	$ 2750 for up to 15 participants

Confident Communications

Description	Modules
We can't be effective in the workplace without communicating with other people. Unfortunately, we don't always realize that many of our verbal and non-verbal communications may be delivering messages other than what we intended. In this session participants will learn elements of effective communication, including generational differences, and assess the appropriate modes for communication given the topic and scenario.	• Describe the communication process and elements that impact effective communication • Describe the verbal and nonverbal aspects of communication • Identify various communication styles and identify your personal style • Assess the impact of generational differences in communication style preferences • Use five methods for more effective communication
Duration	**Price**
½ Day	$ 2750 for up to 15 participants

Developing New Behavior Patterns

Description	Modules
Our behavior in the workplace has a direct impact on our success. While we like to think that what has worked in the past will work in the future; new challenges, new responsibilities, and even new people on our teams can require us to evolve our behavioral patterns if we want to stay successful. This session helps participants increase their behavioral awareness and emotional IQ to better handle relationships. It also helps participants understand and manage emotional triggers. Participants will identify and analyze self-defeating behaviors, and create plans to overcome them.	• Behavior • Values and Goals • Change

Duration	Price
½ Day	$ 2750 for up to 15 participants

Introduction to Customer Service

Description	Modules
We all have customers. Some are external consumers who pay fees for our organization's goods and services. Others are internal to our organization, but how we serve them is no less important. This session introduces what excellent customer service *looks like*, and how to replicate it across an organization. Participants learn how to interact with both internal and external customers, and will enhance their ability to communicate and interact with dissatisfied customers in a positive and productive way. The session also includes a Communication Style Self-Assessment.	• Who Are Your Customers (both internal and External)? • Excellent Customer Service • Communication Style Self-Assessment

Duration	Price
½ Day	$ 2750 for up to 15 participants

Lunch and Learns

Communicating Across Cultures

Description	Modules
We live in a multicultural world. To be successful in our business dealings we must learn to embrace the diversity of the world around us, and work with people from a variety of cultural backgrounds. This lunch and learn explores the idea of *multiculturalism* and discusses why intercultural communications are important. Participants will explore the definition of culture, multiculturalism, and how intercultural communications can transform an organization.	• What is Culture? • Multiculturalism • Intercultural Communications
Duration	**Price**
2 Hours	$ 1500 for up to 15 participants

Presentation Deck Writing 101

Description	Modules
The PowerPoint presentation deck has become a ubiquitous tool in business today. Unfortunately the quality of these presentations can vary greatly, and low quality presentations rarely deliver the intended message. This lunch and learn provides a quick introduction to the basics of developing quality presentations and introduce key topics such as *Storyline*, *Pyramid Structure*, and *Horizontal and Vertical Logic*. Understanding of these concepts helps presenters maximize quality of their PowerPoint decks and the value of the message delivered.	• Key Concepts of Presentation Style & Format • Different Types of Presentation Decks • Rules to Live By
Duration	**Price**
2 Hours	$ 1500 for up to 15 participants

Introduction to Emotional Intelligence

Description	Modules
Emotional Intelligence (EQ) is the ability to identify, assess, and control emotions for yourself and become more effective in how you interact with others. There is growing evidence that EQ is as important, if not more important, than cognitive ability (IQ) in predicting our success in the business environment. Most importantly, higher EQ is much more a function of learned skill than inherited potential. During this lunch and learn, participants will learn to recognize their current level of EQ and the impact that has on their workplace behavior. They will also learn to understand how to use their EQ to ignite the best performance in themselves and others.	• What are Emotions? • Emotional Intelligence Competencies and Definitions • Assessing your EQ • Blocks to EQ
Duration	**Price**
2 Hours	$ 1500 for up to 15 participants

Leading Diverse Teams

Description	Modules
There is growing evidence that diverse teams generate more innovation and new ideas than homogenous groups. Obviously, the ability to produce new and innovative solutions to business problems is a key strategic advantage. To achieve this goal, we must create an environment where differences are valued and everyone feels comfortable contributing. This lunch and learn helps participants identify their own responses to differences and how they can be change agents to achieve business goals and create an inclusive culture in their workplace.	• Dimensions of Diversity • How We Become Who We Are • What is Culture?
Duration	**Price**
2 Hours	$ 1500 for up to 15 participants

Managing a Multi-Generational Workforce

Description	Modules
For the first time in history, there are four generations in the workplace. Each generation has its own traits, nuances, and shared preferences. For managers to be effective, they must know how to lead, manage, and work with multi-generations at one time. This lunch and learn will explore the process of bringing together these diverse generations so that the variety of views can be used as a strategic asset, review case studies, and how to best thrive in this evolving environment.	• Diverse Workforce as an Asset • Case Studies • Managing, Working, and Thriving in Today's Multigenerational Workforce
Duration	**Price**
2 Hours	$ 1500 for up to 15 participants

Pricing Notes

- All prices in this document are for classes of up to 15 people delivered at client location
    - Additional participants may be added for $75 per participant

- Prices include training materials and facilitator time
    - Client is responsible for providing training room, projectors and food/beverages as appropriate

- Prices do not include facilitator travel expenses
    - Facilitator is responsible for arranging their own travel, with actual costs for travel billed as a line item after delivery of session

- Multiple courses may be combined for discounted rates

- Train-the-Trainer options are also available