



TRANSFORMING DREAMERS INTO SUCCESSFUL ENTREPRENEURS

## SEE SWEET SUCCESS SERIES™

Leadership Development Workshops for C-Suite Executives & Other Busy Professionals

[Catalog of Courses](#)

Appropriate for CEO, CFO, CTO, CSO, CIO, Executive Directors, Board Chairs and other Directors, Presidents, VPs, nonprofit leaders, business owners, and other officers and executives.

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The See Sweet Success Series™ can be customized to meet your organization’s specific learning objectives. We will partner with your talent development department to identify gaps in your leadership team and develop interactive learning modules including applicable case stories to demonstrate desired behavior modification.

Our standard, “out-of-the-box” course catalog follows. Each course can be delivered in 45- to 240-minute segments based on your organization’s needs. Two or more courses can be bundled into a special training package. Course pricing is negotiated according to time committed, number of participants, and available budget. A three-month executive coaching package can be purchased as a standalone program or added on to any program or bundled course at \$749 per person for groups or \$995 per person for individuals. Pricing does not include materials and travel fees which are negotiated separately. New courses are added and updated regularly. *\*Special pricing consideration is given to nonprofits.*

Title	Description	Learning Objectives
1. Leadership & Influence	This introductory workshop teaches participants the unique qualities and techniques utilized by true leaders. Once you learn the techniques of true leadership and influence, you will be able to build the confidence it takes to take the lead.	<ul style="list-style-type: none"> <li>• Define “leadership”</li> <li>• Explain the Great Man Theory</li> <li>• Explain the Trait Theory</li> <li>• Understand Transformational Leadership</li> <li>• Understand the people you lead and how to adapt your leadership styles</li> <li>• Explain leading by Directing</li> <li>• Explain leading by Participating</li> <li>• Explain leading by Delegating</li> <li>• Kouzes and Posner</li> <li>• Conduct a personal inventory</li> <li>• Create an action plan</li> <li>• Establish personal goals</li> </ul>
2. Personal Branding	Participants will be able to share their vision and passions with others in your company. Utilize this knowledge through Social Media to define and influence how others see you. You are your brand so protect it. Live it.	<ul style="list-style-type: none"> <li>• Define your image.</li> <li>• Control your image.</li> <li>• Understand how to sharpen your brand.</li> <li>• Use social media appropriately.</li> <li>• Manage your brand in a crisis.</li> <li>• Develop a professional appearance.</li> </ul>
3. Personal Productivity	Through this workshop your participants will be on the right track in achieving that goal. Some people blame everything that goes wrong in their life on something or someone else, but through this workshop your participants will take ownership and begin to lead a more productive life.	<ul style="list-style-type: none"> <li>• Set and evaluate SMART goals</li> <li>• Use routines to maximize their productivity</li> <li>• Use scheduling tools to make the most of their time</li> <li>• Stay on top of their to-do list</li> <li>• Start new tasks and projects on the right foot</li> <li>• Use basic project management techniques</li> <li>• Organize their physical and virtual workspaces for maximum efficiency</li> <li>• Take back time from e-mail and handheld devices</li> <li>• Beat procrastination</li> </ul>
4. Critical Thinking & Decision-making	This workshop will provide you the skills to evaluate, identify, and distinguish between relevant and irrelevant information. It will lead you to be more productive in your career, and provide a great skill in your everyday life.	<ul style="list-style-type: none"> <li>• Understand the components of critical thinking</li> <li>• Utilize non-linear thinking</li> <li>• Use logical thinking</li> <li>• Recognize what it means to be a critical thinker</li> <li>• Evaluate information using critical thinking skills</li> </ul>

		<ul style="list-style-type: none"> <li>• Identify the benefits of critical thinking</li> <li>• Revise perspective, when necessary</li> <li>• Apply critical thinking and one's personal mission for decision-making</li> </ul>
5. Problem-solving	This workshop will give participants an overview of the entire creative problem solving process, as well as key problem solving tools that they can use every day. Skills such as brainstorming, information gathering, analyzing data, and identifying resources will be covered throughout the workshop.	<ul style="list-style-type: none"> <li>• Comprehend problem solving abilities</li> <li>• Understand problems and the creative problem solving process</li> <li>• Identify types of information to gather and key questions to ask in problem solving</li> <li>• Identify the importance of defining a problem correctly</li> <li>• Identify and use four different problem definition tools</li> <li>• Write concrete problem statements</li> <li>• Use basic brainstorming tools to generate ideas for solutions</li> <li>• Evaluate potential solutions against criteria, including cost/benefit analysis and group voting</li> <li>• Perform a final analysis to select a solution</li> <li>• Understand the roles that fact and intuition play in selecting a solution</li> <li>• Understand the need to refine the shortlist and redefine it</li> <li>• Understand how to identify the tasks and resources necessary to implement solutions</li> <li>• Evaluate and adapt solutions to reality</li> </ul>
6. Organizational Skills	Participants will encounter improved productivity, better management, and an overall increase in professional growth. Every day people waste numerous amounts of time looking for items. So stop looking for those important items, and start knowing where they are by getting organized.	<ul style="list-style-type: none"> <li>• Examine current habits and routines that are not organized</li> <li>• Learn to prioritize your time schedule and daily tasks</li> <li>• Determine ways of storing information and supplies</li> <li>• Learn to organize personal and work space</li> <li>• Learn to resist procrastination</li> <li>• Make plans to stay organized in the future</li> </ul>
7. Goal-Setting	This workshop will cover strategies to help your participants overcome procrastination. These skills will translate into increased satisfaction in their professional and personal lives. Your participants will learn the Goal Setting characteristics of successful people and in turn will become happier and more productive individuals.	<ul style="list-style-type: none"> <li>• Overcome procrastination</li> <li>• Manage time effectively</li> <li>• Accomplish important tasks</li> <li>• Self-motivate</li> <li>• Create SMART goals</li> </ul>
8. Time Management	This workshop will cover strategies to help participants learn these crucial strategies. Your participants will be given a skill set that include personal motivation, delegation skills, organization tools, and crisis management. We'll cover all this and more during this workshop.	<ul style="list-style-type: none"> <li>• Plan and prioritize each day's activities in a more efficient, productive manner</li> <li>• Overcome procrastination quickly and easily</li> <li>• Handle crises effectively and quickly</li> <li>• Organize your workspace and workflow to make better use of time</li> <li>• Delegate more efficiently</li> <li>• Use rituals to make your life run smoother</li> <li>• Plan meetings more appropriately and effectively</li> </ul>
9. Project Management	This workshop will give participants an overview of the entire project management process, as well as key project management tools that they can use every day. Working with project planning documents, such as needs assessments, risk management plan, and a	<ul style="list-style-type: none"> <li>• Define projects, project management, and project managers</li> <li>• Identify the five process groups and nine knowledge areas as defined by the PMI</li> <li>• Describe the triple constraint</li> <li>• Perform a project needs assessment and write goals, requirements, and deliverables</li> <li>• Create key project documents.</li> </ul>

	communication plan will provide benefits throughout your organization.	<ul style="list-style-type: none"> <li>• Build a project schedule by estimating time, costs, and resources</li> <li>• Understand and use the work breakdown structure</li> <li>• Create project planning documents, such as a schedule, risk management plan, and communication plan</li> <li>• Use planning tools, including the Gantt chart, network diagram, and RACI chart</li> <li>• Establish and use baselines</li> <li>• Monitor and maintain the project</li> <li>• Perform basic management tasks, including leading status meetings and ensuring all documents are complete at the end of the project</li> </ul>
10. Business Etiquette	This course examines the basics, most importantly to be considerate of others, dress/appearance, the workplace versus social situations, business meetings, proper introductions and 'the handshake', conversation skills/small talk, cultural differences affecting international business opportunities, dealing with interruptions, and proper business email and telephone etiquette.	<ul style="list-style-type: none"> <li>• Define etiquette and provide an example of how etiquette can be of value to a company or organization.</li> <li>• Understand the guidelines on how to make effective introductions.</li> <li>• Identify the 3 C's of a good impression.</li> <li>• Understand how to use a business card effectively.</li> <li>• Identify and practice at least one way to remember names.</li> <li>• Identify the 3 steps in giving a handshake.</li> <li>• Enumerate the four levels of conversation and provide an example for each.</li> <li>• Understand place settings, napkin etiquette and basic table manners.</li> <li>• Understand the meaning of colors in dressing for success.</li> <li>• Differentiate among the dressy casual, semi-formal, formal and black tie dress code</li> </ul>
11. Business Ethics	This workshop will show attendees how a company's ethics will have an influence on all levels of business. Participants will learn how to develop, implement, and apply a business ethics program to achieve long-term success of the organization.	<ul style="list-style-type: none"> <li>• Define and understand ethics.</li> <li>• Understand the benefits of ethics.</li> <li>• Create strategies to implement ethics at work.</li> <li>• Recognize social and business responsibility.</li> <li>• Identify ethical and unethical behavior.</li> <li>• Learn how to make ethical decisions and lead with integrity.</li> </ul>
12. Business Acumen	The workshop will help your participants recognize learning events, manage risk better, and increase their critical thinking. Business Acumen has the ability to influence your whole organization, and provide that additional edge that will lead to success.	<ul style="list-style-type: none"> <li>• Know how to see the big picture</li> <li>• Develop a risk management strategy</li> <li>• Know how to practice financial literacy</li> <li>• Develop critical thinking</li> <li>• Practice management acumen</li> <li>• Find key financial levers</li> </ul>
13. Assertiveness & Self-Confidence	This workshop will give participants an understanding of what assertiveness and self-confidence each mean (in general and to them personally) and how to develop those feelings in their day-to-day lives. These skills will encompass many aspects of your participant's lives and have a positive effect on all of them.	<ul style="list-style-type: none"> <li>• Define assertiveness and self-confidence, and list the four styles of communication</li> <li>• Describe the types of negative thinking, and how one can overcome negative thoughts</li> <li>• Explain the difference between listening and hearing.</li> <li>• Define the importance of goal setting, and practice setting SMART goals for assertive behavior</li> <li>• Utilize methodologies for understanding your worth -- and the use of positive self-talk</li> <li>• List reasons why a pleasing appearance and body language are critical for creating a strong first impression</li> <li>• Practice sending positive communications phrased as "I-Messages"</li> </ul>

		<ul style="list-style-type: none"> <li>• Practice strategies for gaining positive outcomes in difficult interpersonal situations.</li> </ul>
14. Work-Life Balance	This workshop will show how to focus on the important things, set accurate and achievable goals, and communicate better with your peers at work and your family at home.	<ul style="list-style-type: none"> <li>• Explain the benefits of work life balance.</li> <li>• Recognize the signs of an unbalanced life.</li> <li>• Identify employer resources for a balanced lifestyle.</li> <li>• Improve time management and goal setting.</li> <li>• Use the most effective work methods for you.</li> <li>• Create balance at work and at home.</li> <li>• Manage stress.</li> </ul>
15. Business Writing	This workshop will give your participants a refresher on basic writing concepts (such as spelling, grammar, and punctuation), and an overview of the most common business documents. These basic skills will provide your participants with that extra benefit in the business world that a lot of people are losing.	<ul style="list-style-type: none"> <li>• Gain better awareness of common spelling and grammar issues in business writing.</li> <li>• Review basic concepts in sentence and paragraph construction.</li> <li>• Know the basic structure of agendas, email messages, business letters, business proposals, and business reports.</li> <li>• Know tips and techniques to use when deciding the most appropriate format to use for agendas, email messages, business letters, business proposals, and business reports.</li> <li>• Know tips and techniques in writing agendas, email messages, business letters, business proposals, and business reports.</li> <li>• Gain an overview of Request for Proposals, Projections, Executive Summaries, and Business Cases.</li> <li>• Define proofreading and understand techniques in improving proofreading skills.</li> <li>• Define peer review and list ways peer review can help improve business writing skills.</li> <li>• List guidelines in printing and publishing business writing.</li> </ul>
16. Successful Communications	This workshop will help participants understand the different methods of communication and how to make the most of each of them. These strategies will provide a great benefit for any organization and its employees. They will trickle down throughout the organization and positively impact everyone involved.	<ul style="list-style-type: none"> <li>• Understand what communication is</li> <li>• Identify ways that communication can happen</li> <li>• Identify barriers to communication and how to overcome them</li> <li>• Develop their non-verbal and paraverbal communication skills</li> <li>• Use the STAR method to speak on the spot</li> <li>• Listen actively and effectively</li> <li>• Ask good questions</li> <li>• Use appreciative inquiry as a communication tool</li> <li>• Adeptly converse and network with others</li> <li>• Identify and mitigate precipitating factors</li> <li>• Establish common ground with others</li> <li>• Use "I" messages</li> </ul>
17. Interpersonal Skills	This workshop will help participants work towards being that unforgettable person by providing communication skills, negotiation techniques, tips on making an impact, and advice on networking and starting conversations. They will also identify the skills needed in starting a conversation, moving a conversation along, and progressing to higher levels of conversation.	<ul style="list-style-type: none"> <li>• Understand the difference between hearing and listening</li> <li>• Know some ways to improve the verbal skills of asking questions and communicating with power.</li> <li>• Understand what is 'non-verbal communication' and how it can enhance interpersonal relationships.</li> <li>• Identify the skills needed in starting a conversation.</li> </ul>

		<ul style="list-style-type: none"> <li>• Identify ways of creating a powerful introduction, remembering names, and managing situations when you've forgotten someone's name.</li> <li>• Understand how seeing the other side can improve skills in influencing other people.</li> <li>• Understand how the use of facts and emotions can help bring people to your side.</li> <li>• Identify ways of sharing one's opinions constructively.</li> <li>• Learn tips in preparing for a negotiation, opening a negotiation, bargaining, and closing a negotiation.</li> <li>• Learn tips in making an impact through powerful first impressions.</li> </ul>
18. Public Speaking	This workshop will give participants some basic public speaking skills, including in-depth information on developing an engaging program and delivering their presentation with power.	<ul style="list-style-type: none"> <li>• Identify their audience</li> <li>• Create a basic outline</li> <li>• Organize their ideas</li> <li>• Flesh out their presentation</li> <li>• Find the right words</li> <li>• Prepare all the details</li> <li>• Overcome nervousness</li> <li>• Deliver a polished, professional speech</li> <li>• Handle questions and comments effectively</li> </ul>
19. Presentation Skills	This workshop will give participants some presentation skills that will make speaking in public less terrifying and more enjoyable. This workshop includes topics that participants can look forward to including: creating a compelling program, using various types of visual aids, and engaging the audience.	<ul style="list-style-type: none"> <li>• Perform a needs analysis and prepare an outline</li> <li>• Select presentation delivery methods</li> <li>• Practice verbal and non-verbal communication skills</li> <li>• Knock down nervousness</li> <li>• Develop and use flip charts with color</li> <li>• Create targeted PowerPoint presentations</li> <li>• Utilize white boarding for reinforcement</li> <li>• Describe how video and audio enhance a presentation and list criteria for determining what types to use</li> <li>• Enrich the learning experience with humor, questions, and discussion.</li> </ul>
20. Teamwork & Team Building	This workshop will encourage participants to explore the different aspects of a team, as well as ways that they can become a top-notch team performer. Your participants will be given the details and concepts of what makes up a team, and what factors into being a successful team and team member.	<ul style="list-style-type: none"> <li>• Describe the concept of a team, and its factors for success</li> <li>• Explain the four phases of the Tuckman team development model and define their characteristics</li> <li>• List the three types of teams</li> <li>• Describe actions to take as a leader – and as a follower for each of the four phases (Forming, Storming, Norming and Performing)</li> <li>• Discuss the uses, benefits and disadvantages of various team-building activities</li> <li>• Describe several team-building activities that you can use, and in what settings</li> <li>• Follow strategies for setting and leading team meetings</li> <li>• Detail problem-solving strategies using the Six Thinking Hats model -- and one consensus-building approach to solving team problems</li> <li>• List actions to do -- and those to avoid -- when encouraging teamwork</li> </ul>
21. Facilitation Skills	This workshop can help any organization make better decisions. This workshop will give participants an	<ul style="list-style-type: none"> <li>• Define facilitation and identify its purpose and benefits.</li> <li>• Clarify the role and focus of a facilitator.</li> </ul>

	<p>understanding of what facilitation is all about, as well as some tools that they can use to facilitate small meetings. A strong understating of how a facilitator can command a room and dictate the pace of a meeting will have your participants on the road to becoming great facilitators themselves.</p>	<ul style="list-style-type: none"> <li>• Differentiate between process and content in the context of a group discussion.</li> <li>• Provide tips in choosing and preparing for facilitation.</li> <li>• Identify a facilitator's role when managing groups in each of Tuckman and Jensen's stages of group development: forming, storming, norming and performing.</li> <li>• Identify ways a facilitator can help a group reach a consensus: from encouraging participation to choosing a solution.</li> <li>• Provide guidelines in dealing with disruptions, dysfunctions and difficult people in groups.</li> <li>• Define what interventions are, when they are appropriate and how to implement them.</li> </ul>
<p>22. Meeting Management</p>	<p>This workshop will explore how to reduce waste and make meetings more efficient. This is a hands-on workshop and your participation will help make it a valuable experience. Use this time to begin the process of developing your skills along with other participants who share the same desire to improve their meeting management skills.</p>	<ul style="list-style-type: none"> <li>• Planning and Preparing</li> <li>• Identifying the Participants</li> <li>• How to choose the time and place</li> <li>• How to create the agenda</li> <li>• How to set up the meeting space</li> <li>• How to incorporate your electronic options</li> <li>• Meeting Roles and Responsibilities</li> <li>• Use an agenda</li> <li>• Chairing a Meeting</li> <li>• How to deal with disruptions</li> <li>• How to professionally deal with personality conflicts</li> <li>• How to take minutes</li> <li>• How to make the most of your meeting using games, activities and prizes</li> </ul>
<p>23. Supervising Others</p>	<p>This workshop will help supervisors become more efficient and proficient, with information on delegating, managing time, setting goals and expectations (for themselves and others), providing feedback, resolving conflict, and administering discipline.</p>	<ul style="list-style-type: none"> <li>• Define requirements for particular tasks</li> <li>• Set expectations for your staff</li> <li>• Set SMART goals for yourself</li> <li>• Help your staff set SMART goals</li> <li>• Assign work and delegate appropriately</li> <li>• Provide effective, appropriate feedback to your staff</li> <li>• Manage your time more efficiently</li> <li>• Help your team resolve conflicts</li> <li>• Understand how to manage effectively in particular situations</li> <li>• Understand what a new supervisor needs to do to get started on the right path</li> </ul>
<p>24. Performance Management</p>	<p>Participants will be able to make sure the employee and the organization are focused on the same priorities. This workshop touches on the organization itself by improving production and reducing waste. Participants will be able to help the employee or individual set and meet their goals and improve the employee manager relationship.</p>	<ul style="list-style-type: none"> <li>• Define performance management.</li> <li>• Understand how performance management works and the tools to make it work.</li> <li>• Learn the three phases of project management and how to assess it.</li> <li>• Discuss effective goal-setting.</li> <li>• Learn how to give feedback on performance management.</li> <li>• Identify Kolb's Learning Cycle.</li> <li>• Recognize the importance of motivation.</li> <li>• Develop a performance journal and performance plan.</li> </ul>

<p>25. Employee Motivation</p>	<p>This workshop will give participants several types of tools to become a great motivator, including goal setting and influencing skills. Participants will also learn about five of the most popular motivational models, and how to bring them together to create a custom program.</p>	<ul style="list-style-type: none"> <li>• Defining motivation, an employer's role in it and how the employee can play a part</li> <li>• Identifying the importance of Employee Motivation</li> <li>• Identifying methods of Employee Motivation</li> <li>• Describing the theories which pertain to Employee Motivation – with particular reference to psychology</li> <li>• Identifying personality types and how they fit into a plan for Employee Motivation.</li> <li>• Setting clear and defined goals.</li> <li>• Identifying specific issues in the field, and addressing these issues and how to maintain this going forward.</li> </ul>
<p>26. Coaching &amp; Mentoring</p>	<p>This workshop focuses on how to better coach your employees to higher performance. Coaching is a process of relationship building and setting goals. How well you coach is related directly to how well you are able to foster a great working relationship with your employees through understanding them and strategic goal setting.</p>	<ul style="list-style-type: none"> <li>• Define coaching, mentoring and the GROW model.</li> <li>• Identify and set appropriate goals using the SMART technique of goal setting.</li> <li>• Identify the steps necessary in defining the current state or reality of your employee's situation.</li> <li>• Identify the steps in developing a finalized plan or wrapping it up and getting your employee motivated to accomplish those plans.</li> <li>• Identify the benefits of building and fostering trust with your employee.</li> <li>• Identify the steps in giving effective feedback while maintaining trust.</li> <li>• Identify and overcoming common obstacles.</li> <li>• Identify when the coaching is at an end and transitioning your employee to other growth opportunities.</li> <li>• Identify the difference between mentoring and coaching</li> </ul>
<p>27. Delivering Constructive Criticism</p>	<p>Delivering Constructive Criticism is one of the most challenging things for anyone. Through this workshop your participants will gain valuable knowledge and skills that will assist them with this challenging task. When an employee commits an action that requires feedback or criticism it needs to be handled in a very specific way.</p>	<ul style="list-style-type: none"> <li>• Understand when feedback should take place</li> <li>• Learn how to prepare and plan to deliver constructive criticism</li> <li>• Determine the appropriate atmosphere in which it should take place</li> <li>• Identify the proper steps to be taken during the session</li> <li>• Know how emotions and certain actions can negatively impact the effects of the session</li> <li>• Recognize the importance of setting goals and the method used to set them</li> <li>• Uncover the best techniques for following up with the employee after the session</li> </ul>
<p>28. Conflict Resolution</p>	<p>Participants will learn crucial conflict management skills, including dealing with anger and using the Agreement Frame. Dealing with conflict is important for every organization no matter what the size. If it is left unchecked or not resolved it can lead to lost production, absences, attrition, and even law suits.</p>	<ul style="list-style-type: none"> <li>• Understand what conflict and conflict resolution mean</li> <li>• Understand all six phases of the conflict resolution process</li> <li>• Understand the five main styles of conflict resolution</li> <li>• Be able to adapt the process for all types of conflicts</li> <li>• Be able to break out parts of the process and use those tools to prevent conflict</li> <li>• Be able to use basic communication tools, such as the agreement frame and open questions</li> <li>• Be able to use basic anger and stress management techniques</li> </ul>
<p>29. Negotiation Skills</p>	<p>This workshop will give your participants a sense of understanding their opponent and have the confidence to not settle for less than they feel is fair. Your participants</p>	<ul style="list-style-type: none"> <li>• Understand the basic types of negotiations, the phases of negotiations, and the skills needed for successful negotiating</li> <li>• Understand and apply basic negotiating concepts: WATNA, BATNA, WAP, and ZOPA</li> <li>• Lay the groundwork for negotiation</li> </ul>

	will learn that an atmosphere of respect is essential, as uneven negotiations could lead to problems in the future.	<ul style="list-style-type: none"> <li>• Identify what information to share and what to keep to yourself</li> <li>• Understand basic bargaining techniques</li> <li>• Apply strategies for identifying mutual gain</li> <li>• Understand how to reach consensus and set the terms of agreement</li> <li>• Deal with personal attacks and other difficult issues</li> <li>• Use the negotiating process to solve everyday problems</li> <li>• Negotiate on behalf of someone else</li> </ul>
30. Office Politics	This workshop teaches participants to create and maintain better relationships. Participants will be able to communicate and work with peers and colleagues in a way that is mutually beneficial. Employees who understand the positive aspects of Office Politics are better team members and end up being more successful and productive.	<ul style="list-style-type: none"> <li>• Understand the purpose and benefits of office politics.</li> <li>• Setting boundaries and ground rules for new employees.</li> <li>• Learn to interact and influence among colleagues.</li> <li>• Learn how to manage various personality types in the office.</li> <li>• Determine how to gain support and effectively network.</li> <li>• Recognize how you are a part of a group and how you function.</li> </ul>
31. Manager Management	This workshop will expand your participant's knowledge and provide a way for them to teach and lead new and experienced managers. As every manager knows that learning never stops, this workshop will have something for everyone.	<ul style="list-style-type: none"> <li>• Welcome and orientate new managers</li> <li>• Learn ways to successfully coach and mentor</li> <li>• Learn ways to measure and evaluate performance</li> <li>• How to handle complications</li> <li>• Communicate between employees and their managers</li> </ul>
32. Knowledge Management	This workshop will give participants the tools that they will need to begin implementing knowledge management in your organization, no matter what the size of the company or the budget. Wherever there are humans working together for one goal, there is knowledge to be harvested, stored, and dispensed as needed.	<ul style="list-style-type: none"> <li>• Understand the basic concept of knowledge management (KM)</li> <li>• Identify the do's and don'ts of KM</li> <li>• Identify the KM live cycle</li> <li>• Identify the new KM paradigm</li> <li>• Identify the KM models</li> <li>• Understand how to build a KM rational for your company</li> <li>• Understand how to customize KM definitions</li> <li>• Identify the steps to implementing KM in your organization</li> <li>• Identify tips for success</li> <li>• Understand the advance topics in KM</li> </ul>
33. Change Management	This workshop will give any leader tools to implement changes more smoothly and to have those changes better accepted. This workshop will also give all participants an understanding of how change is implemented and some tools for managing their reactions to change.	<ul style="list-style-type: none"> <li>• List the steps necessary for preparing a change strategy and building support for the change</li> <li>• Describe the WIFM – the individual motivators for change</li> <li>• Use needed components to develop a change management and communications plans, and to list implementation strategies</li> <li>• Employ strategies for gathering data, addressing concerns and issues, evaluating options and adapting a change direction</li> <li>• Utilize methods for leading change project status meetings, celebrating a successful change implementation, and sharing the results and benefits</li> <li>• Describe the four states of Appreciative Inquiry, its purposes, and sample uses in case studies</li> <li>• Use strategies for aligning people with a change, appealing to emotions and facts</li> </ul>

<p>34. Lean Process &amp; Six Sigma</p>	<p>This workshop will provide an introduction to this way of thinking that has changed so many corporations in the world. This workshop will give participants an overview of the Six Sigma methodology, and some of the tools required to deploy Six Sigma in their own organizations.</p>	<ul style="list-style-type: none"> <li>• Describe the importance of resiliency and flexibility in the context of change.</li> <li>• Develop a 360 degree view of Six Sigma and how it can be implemented in any organization.</li> <li>• Identify the fundamentals of lean manufacturing, lean enterprise, and lean principles.</li> <li>• Describe the key dimensions of quality – product features and freedom from deficiencies</li> <li>• Develop attributes and value according to the Kano Model</li> <li>• Understand how products and services that have the right features and are free from deficiencies can promote customer satisfaction and attract and retain new customers.</li> <li>• Describe what is required to regulate a process</li> <li>• Give examples of how poor quality affects operating expenses in the areas of appraisal, inspection costs, internal failure costs, and external failure costs</li> <li>• Using basic techniques such as DMAIC and how to identify Six Sigma Projects</li> <li>• Use specific criteria to evaluate a project</li> <li>• Discover root causes of a problem</li> </ul>
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Don't see a course that meets your specific needs?

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