

Human Capital Development (HCD)

Optimizing Workforce Performance – Training Programs by CLCI



THE
CORPORATE L.I.F.E.
CENTRE INTERNATIONAL INC.

The Corporate L.I.F.E.™ Centre International Inc. (CLCI) is a consulting firm operating in Canada and internationally since 2003. CLCI's mission is to help our clients transform their businesses to High Performance Organizations™ (HPO).

Human Capital Development:

In today's knowledge-based economy, value is created through organization's intangible assets; i.e. the skills, competencies and motivation of employees.

To be well prepared to meet the growing challenges in the current business environment, management should ensure that the individuals driving the business plans have the right skills for performing their jobs at optimal levels.

CLCI has extensive experience in providing human capital development services. CLCI principals have helped many organizations by delivering state-of-the-art training and development programs to their workforce.

These are well-researched, comprehensive and in-depth "people development" programs which help increase the effectiveness of leaders, managers, staff, business units, departments and teams across the entire organization to drive the business results.

Course Facilitator:

CLCI programs are presented by senior consultants and practitioners who have extensive experience in the subject matter; and they have been certified as facilitators by 360 Solutions.

360 Solutions:

360 Solutions is recognized as one of the strongest providers of high quality employee training on the market today. Their goal is to maximize the business performance of organizations by providing employee training and performance solutions that connect corporate strategies with individuals.

360 Solutions provide a wide range of training programs and half-day courses under the following categories:

1. Leadership Development
2. Business Strategy
3. High Performance Teams
4. Employee Development
5. Sales Training
6. Management Training

Highlights of a few selected programs follow.

COMMUNICATION

Creating an organization in which communication is truly valued in more than just a good idea; it's good business. Organizations that choose to foster good communication skills will aid their employees in both their professional and personal development.

The module "Effective Communication" will discuss the following:

- Communicating effectively.
- Nonverbal communication.
- Listening effectively.
- Practicing using communication tools.
- Enhancing your communication skills.

The program also includes a module on "Communication Skills for Supervisors" which helps supervisors understand the role communication plays in leadership. The role of a supervisor requires additional communication skills and developing those skills takes time and effort, but results in more effective performance and higher productivity.

Here the participants will learn the following:

- Communication in leadership.
- Effective feedback.
- Making meetings work.
- Making presentations.
- Enhancing your supervisory communication skills.

TIME MANAGEMENT

In today's changing economy, those who are able to determine what is important to themselves and to their organizations, prioritize their activities, and set and reach goals in their personal and organizational lives will make the biggest impact.

Organizations value employees who are able to:

- Define time management.
- Prioritize time use.
- Adopt a time management approach.
- Enhance your time management skills.

Today's workplace requires managing, motivating and developing the employee's time management skills. Increasing and enhancing their current time management leadership abilities is paramount to the organization's success.

In the module "Leading Others for Effective Time Management", managers will be able to:

- Model time-wise leadership.
- Manage leadership time.
- Use timesaving communication tips.
- Enhance time management leadership skills.

CHANGE MANAGEMENT

Change is a constant, challenging part of the workplace environment. Taking time to improve these skills is a worthwhile investment in self-development. Organizations that value change management as a strategic tool recognize the value of learning about Managing Change as follows:

- Learning about change.
- The change process.
- Developing change resilience.
- Enhancing your change management skills.

Leaders need to be aware of their attitudes toward, and abilities for, leading others through organizational change. It takes both effort and practice to develop effective change leadership skills, but the payoff will be worth it.

In the module "Leading Others through Change", organizational leaders will learn:

- Leadership and change.
- Helping others manage change.
- Becoming a change leader.
- Enhancing leading change skills.



DEVELOPING A HIGH PERFORMANCE STRATEGY

Strategy is defined as the way an organization meets the challenges and opportunities presented by its environment. It consists of a set of conscious choices about how it will deliver value to its customers and distinguish itself from its competitors.

In this program, participants will:

- Understand the challenges and opportunities present in your external environment.
- Identify assumptions about the future.
- Clarify a reason for being that motivates and inspires.
- Identify the principles by which people will conduct themselves.
- Define their future customers and how they will deliver value to them.
- Identify core organizational competencies needed to succeed in the long run.
- Create a long-term business focus and anchors that distinguish them from their competitors.
- Set short-term performance goals.
- Establish performance initiatives and a master plan to manage their organization's long-term development.

SKILLS FOR HIGH PERFORMANCE TEAMWORK

The premise of this program is that organizations are much more healthy and productive when their relationships are strong and people know how to work together.

This program consists of seven modules that are usually delivered a week apart. Each module contains exercises to make the training come alive and ensure back home application. It is designed to be fun and dynamic as well as educational.

Participants will take-away:

- Valuing perspectives different from their own
- Knowing how to listen and understand others points of views
- Understanding the importance of two-way communication
- Being committed to giving and receiving constructive feedback with other team members
- Handling conflicts directly and in a win-win way
- Looking below the surface to diagnose and improve how the team is really operating
- Conducting excellent discussions and making effective decisions
- Understanding several skills for solving technical problems together

EMPOWERING PERFORMANCE

This program is intended for anyone in a sales management position, whether new to sales management position or looking to fine-tune current management skills. It teaches sales managers how to create and drive a sales force to achieve remarkable results. Through interaction and skill practice participants will learn how to hire, retain, motivate, develop, and lead a team to achieve the results needed.

The participant will:

- Gain a clear understanding of the primary responsibilities to increase sales performance
- Learn how to find, recruit, and hire top sales people
- Identify the most effective ways to coach and develop a sales team

- Analyze the best ways to coach and develop a sales team
- Determine ways to motivate a sales force to produce remarkable results
- Set up systems for measuring performance, setting goals, and tracking progress

A major goal of this program is to provide sales managers with the skills necessary to effectively lead a sales team and to identify the key characteristics that will lead to success. The program is divided into five modules, each with specific learning objectives.

CONFLICT MANAGEMENT

It is a strategic advantage to the organization for their employees to learn interpersonal conflict management skills. In the module "Managing Interpersonal Conflict", employees will develop a proactive approach during the course of this module by:

- Understanding the elements of conflict
- Recognizing conflict management styles
- Tips for handling conflict
- Enhancing your interpersonal conflict management skills

To increase high performance, managers must lay the foundation for dealing with, and working through conflict. Managers need to have the essential knowledge about causes of conflict, types of difficult people, and strategies for preventing and managing conflict with them.

The module on "Managing Organizational Conflict" will motivate managers to set goals and define actions for developing and enhancing their current conflict management abilities. It will set the groundwork for participants to acknowledge the impact that conflict can have on their job performance and the positive effect that learning to manage organizational conflict can have on an organizations bottom line.

During the stages of this module, managers will develop the ability to:

- Identify causes of organizational conflict
- Identify difficult people
- Take ownership of conflict management
- Enhance your conflict management skills

THE TRUST FACTOR

The most successful organizations of the 21st century will be those that know how to create a climate of trust and goodwill among their employees.

Participants will learn how to interact with others in ways that build trust and win-win outcomes. Specifically, they will:

- Learn the core elements of trust.
- Identify how to engage in collusive, weakening patterns of relating to others.
- Experience a change of heart and know how to break out of collusive patterns.
- Come to view others in a way that promotes unity, trust, and goodwill.
- Understand the three phases of interpersonal dialogue and practice the dialogue skills.
- Commit to interacting with others in strengthening rather than weakening ways.
- Develop the ability to confront poor performance and behavior problems.

