

# training programs



Business Building

Communication & Teamwork

Customer Service

Human Resource Management

Leadership

Management Skills

celia@ccconsultingllc.com  
tel: 978-455-4003  
fax: 978-455-5970

15 Danielle Drive  
Tewksbury, MA 01876

[www.ccconsultingllc.com](http://www.ccconsultingllc.com)

## About Us

CC Consulting is a business management consulting firm founded in 2001 by Celia Couture. Years of corporate and entrepreneurial experience have taught us that almost anyone with a bit of business savvy can discover problems and develop creative solutions.

It takes a higher level of knowledge, experience and commitment to implement clear action plans that ensure movement towards short and long-term company, team or personal goals. And that's what we do for you.

Our key to success is taking the time to fully understand your needs so we can propose customized solutions that work best for you. Our programs and workshops come from:

- Building a strong working relationship with you
- Getting to know your culture
- Suggesting and implementing the best solutions to meet your business needs
- Becoming a business partner

Our staff brings a diverse set of backgrounds from multiple industries. Consider us your business advisors, committed to helping you improve processes and productivity so you can achieve greater profitability.

## Our Values

Our values are founded on the belief that the cornerstones of success and profitability are leadership, teamwork and productivity. CC Consulting was founded on the belief that the keys to success and profitability are leadership, teamwork and productivity. To help our clients achieve these three critical success factors, we honor the following values:

- |                                |                   |
|--------------------------------|-------------------|
| Respect                        | Profit and Growth |
| Personal Learning              | Honesty           |
| Humor and Fun                  | Balance           |
| Intuitiveness and Common Sense | Commitment        |
| Diversity                      | Empathy           |

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## Creating a Mentoring Program for your Company

### Course Description:

75% of executives surveyed target mentoring as one of the key factors in their business successes. In order to have a successful mentoring program at your company it is very important to have support from top executives and senior managers, time and resources devoted to this effort and a healthy organizational climate...(hiring, people interested in learning and developing).

### Who Should Attend:

This workshop explores for HR Executives, CEOs or Presidents how to begin a successful mentoring program at your company.

### What You Will Take Away:

- Course of action for mentors
- Course of action for mentees
- Tools to use in the process

## Decision Making Tools for Companies—Using the RACI Chart

### Course Description:

Are you a team leader who has been asked to solve a particular problem on behalf of your department or another department you work closely with? Do you find yourself involved in brainstorming activity and then having no way to plot your ideas so that you have owners and an action plan? This workshop introduces participants to the RACI Chart for decision making. The acronym stands for: Responsible, Accountable, Consulted, Informed. Participants are asked to bring a problem they are trying to solve so that they can immediately apply the knowledge to a real company situation.

### Who Should Attend:

Suitable for all levels of employees, especially team leaders, the RACI Chart can make the difference between chaos and strong results for your company.

### What You Will Take Away:

- Immediate application to current company problem
- Understanding of what it means to be responsible, accountable, informed and considered
- Finding ownership for decisions

## Developing a Mission and Vision for Your Company

### Course Description:

For a company to ensure that all of its employees are pulling in the same direction, it is important that they share a similar purpose, mission and vision for success. The purpose, mission and vision define the entity's strategic direction. The terms *purpose*, *mission* and *vision* are often confused or used interchangeably. They actually have distinct meanings and play complementary roles in defining strategic direction. This 2-day workshop helps strategic leaders in departments or in companies work through their strategic planning to ensure that the organization's purpose provides long-term continuity as the business navigates changing market conditions and adopts different missions.

### What You Will Take Away:

- What is a Mission Statement
- What is a Purpose Statement
- How to use our purposed mission to set strategies for your company

### Who Should Attend:

Appropriate for strategic leaders, managers, and small business owners

## Goal Setting and Accountability

### Course Description:

Are you getting the results you need from your employees? Are your employees equipped with the tools they need to create goals for themselves? Regardless of an employee's position, he/she must be held accountable for results. The workshop facilitates the development of goals, mechanisms for quantifying and qualifying goals and methods for measuring effectiveness.

### What You Will Take Away:

- What are goals and objectives and what do they provide
- Steps for successful goal setting through a basic method
- How to use Action Planning Tools and hold employees accountable

### Who Should Attend:

This workshop is especially effective for managers or team leaders who must drive accountability down into their organizations.

# business building

## Motivating Values for Optimum Job Performance

### Course Description:

Is your organization going through change? Are your employees beginning to assess or think about the jobs they are doing today and how they might be able to fit into the jobs of tomorrow? This workshop prepares employees for change by having them assess their values as they relate to their work worlds.

### Who Should Attend:

This workshop is suitable for all employees at all levels.

### What You Will Take Away:

- Definitions of your long and short-term goals and job preferences
- Understanding of how to sustain motivation while at work

## Strategic Business Planning

### Course Description:

This is a 4-day intensive course designed to help senior level managers or business owners to develop strategic plans for their companies. The course begins with defining a purpose statement for the company and culminates in implementation planning. This course is best delivered over the course of multiple days so that participants can go back to their own work places and work on specific tasks identified in the class. The course can be customized to meet the needs of intact teams or managers within companies or to individuals representing their companies.

### Who Should Attend:

Senior level managers or business owners.

### What You Will Take Away:

- How to integrate the elements to create a formal business plan
- How to develop operating principles and core values
- How to define Key Success Factors

# communication and teamwork

## Change Management

### Course Description:

Many people resist change. Even your best employees are greatly influenced by the emotions surrounding change. This workshop guides employees through a systemic process that helps break down the stages of change and helps them understand and address its personal impact successfully.

### Who Should Attend:

This workshop is suitable for all employees at all levels.

### What You Will Take Away:

- How to achieve the 5 main elements of change
  - Awareness
  - Desire
  - Knowledge
  - Ability
  - Reinforcement

## Communication Skills for Effective Teamwork

### Course Description:

Most of the difficulties that occur around teamwork in the workplace center on communication issues. This workshop explores the nature of these communication barriers and how to fix them before they impact strong teamwork and joint problem solving. The workshop defines the nature and process of communication and demonstrates the differences between one-way and two-way communication. Participants will also explore how well they listen and practice giving and receiving feedback.

### Who Should Attend:

This workshop is suitable for all employees at all levels.

### What You Will Take Away:

- Understanding of the differences between one-way and two-way communication
- How to give clear instructions
- Understanding of the dynamics, process and impact of information sharing

# communication and teamwork

## Conflict Management

### Course Description:

Conflict is inevitable, especially when work teams are diverse and stress levels are high. Conflict results from:

- Poor communication
- Misunderstandings
- Different agendas
- Different values
- Struggles for power and influence within a group

### Who Should Attend:

This workshop is suitable for all employees at all levels.

### What You Will Take Away:

- Understanding of what contributes and ignites disagreement and conflict and the nature of people's reactions
- Understanding of and skill set for helping people through conflict
- Understanding as a company leader how to react

## Dealing with Difficult Employees without Drowning

### Course Description:

Do you get along with everyone you work with?  
Do you know how your social style might affect your ability to work with others?

This workshop begins with an assessment of your own social style to determine the characteristic of that style and how it impacts the communication you have with employees. The workshop also explores the different types of "difficult" employees and through a series of role plays and case studies participants are asked to explore different ways to deal with resolving issues.

### Who Should Attend:

The workshop is best suited for those individuals who lead teams or directly supervise employees.

### What You Will Take Away:

- Understanding of how to relate to everyone you work with and make your work environment more pleasant and productive
- Understanding of your social style
- Understanding of how to practice style flexing



# communication and teamwork

## Effective Meetings

### Course Description:

The difference between a productive meeting and a waste of time has a lot to do with the basics of meeting management.

How do you:

- Create a strong agenda?
- Solicit agenda items from participants?
- Decide if the meeting really needs to happen?
- Determine the type of meeting to have?

### Who Should Attend:

This popular workshop, designed for anyone responsible for facilitating meetings.

### What You Will Take Away:

- Understanding of meeting effectiveness
- A model for effective meetings
- Best practices for meeting success

## Exploring Differences in the Workplace

### Course Description:

Understanding how to manage and maximize a diverse workforce is critical to business success. By helping employees successfully address cultural, gender and style issues, you can transform your work environment into a more effective place for collaboration and teamwork. This popular workshop involves managers, supervisors and employees in situational discussions, assessments and role plays aimed at defining the best ways to work with and for each other.

### Who Should Attend:

This workshop is suitable for all employees at all levels.

### What You Will Take Away:

- Understanding of how to take advantage of a diverse workplace
- Creating an organizational assessment to take advantage of workplace diversity
- How to use diversity as a business advantage

# communication and teamwork

## Teamwork Toolkit

### Course Description:

- Do your teams work together effectively?
- Are team members willing to pool their strengths for problem solving?
- Do one or two members dominate?
- Do members ignore mistakes, hoping they'll go away?

This interactive program delves into these questions and more using team exercises and group discussions. We'll guide your team to optimum performance.

### Who Should Attend:

This workshop is suitable for all employees at all levels.

### What You Will Take Away:

- Definition of teamwork
- A means for creating team agendas
- A means for developing team standards
- A teamwork model for facilitators

## Giving and Receiving Coaching and Feedback: Recognizing Employee Contributions

### Course Description:

Feedback is essential to personal and professional communication, but there are both opportunities and perils in the feedback process. This workshop helps you offer constructive, rather than critical, suggestions for improving performance. Learn to receive feedback with a receptive, not defensive, attitude with real-world case studies and behavioral examples.

### Who Should Attend:

The workshop is best suited for those individuals who lead teams or directly supervise employees.

### What You Will Take Away:

- How to give negative feedback well
- Seven tips for receiving feedback gracefully
- Four common 360 feedback mistakes

## Achieving Operational Efficiency

### Course Description:

By using the successful operational model practiced by The Walt Disney Company, this workshop introduces participants to key practices and behaviors that lead to strong results and extraordinary customer service. Participants are asked to think about what differentiates them from the competition, how they achieve service excellence and how to ensure that all employees are on the same page as it relates to their company's mission and vision.

### Who Should Attend:

To maximize the effectiveness of this workshop senior level managers are optimum participants.

### What You Will Take Away:

- Definition of service recovery
- How to achieve customers for life
- Understanding of your operational values

## Customer Loyalty, Voice of the Customer or Building Customers for Life

### Course Description:

More and more companies are struggling to keep customers. How do they differentiate themselves in this competitive market? How do they ensure that customers want to continue to buy services or products from you because your service to customers can't be compared? This workshop helps participants view service from the customer's point of view. Participants will learn how to accept accountability for customer service, how to recognize its importance and how to turn a poor customer experience into a great one by using service recovery tools.

### Who Should Attend:

This workshop is suitable for Service Managers or any employee needing to deal directly with end-user customers or distributors.

### What You Will Take Away:

- How to accept accountability for customer service and how to recognize its importance
- How to turn a poor customer experience into a great one using service recovery tools

## Behavioral Interviewing

### Course Description:

This workshop involves role plays, phone screening and resume work to ensure that class participants know how to evaluate potential candidates, what they must do to assess “talent.” Most hiring managers hire to the resume rather than hiring to the person; this workshop helps the hiring manager understand the tools for behavioral interviewing, outlines the art of asking open-ended questions and provides probing questions to ensure that you can assess that the behaviors you see demonstrated in the interview as well as on-the-job.

### Who Should Attend:

This workshop is suitable for all individuals that are responsible for interviewing and screening potential hires.

### What You Will Take Away:

- How to prepare for and conduct effective telephone screens and interviews
- How to evaluate candidates for “now” and “when”
- How to comply with laws and your own company practices

## Building a Performance Management System

### Course Description:

A Performance Management System is a mechanism to invest in people to create a competitive and committed workforce. This program explores why performance systems of the past are no longer valid for today’s workforce. The course discusses change drivers, linking company objectives and deploying them down through the organization, accountability and development planning.

### Who Should Attend:

The workshop is best suited for high level professionals or executives.

### What You Will Take Away:

- Exploration of the management expertise and skills needed to drive a successful performance management system
- How to move an organization from an entitlement culture to that of performance

## New Employee Orientation Workshop

### Course Description:

Are you a small business owner enjoying strong growth? Are you bringing on new employees who need to be oriented to your company's mission, vision, purpose or values? It is very important for employees to acclimate themselves quickly to their new environment and figure out the expectations you have for their jobs. This 2-day workshop, designed for small business owners or companies without the benefit of a Human Resources Staff, will learn the most important components for a successful orientation program for employees. Most importantly, you will set the groundwork for employee commitment.

### Who Should Attend:

This workshop is suitable for all new employees at all levels.

### What You Will Take Away:

- Understanding of the commitment curve
- Understanding of expectation mismatches
- How to anticipate expectation mismatches

## New Manager Assimilation Process

### Course Description:

As a new manager you want to make sure that you create an environment that maximizes the strengths of your team. This workshop is best facilitated by working first with members of the new team and then involving the new manager in the second half of the workshop.

### Who Should Attend:

This workshop is suitable for all employees at all levels that are working within a new working environment.

### What You Will Take Away:

- What do we already know about our manager
- What don't we know but would like to know about our manager
- What are our concerns about our new manager
- What do we want most from our new manager

# leadership

## Approaches to Leadership

### Course Description:

This workshop leads participants to the deliverables for the program through a series of case studies. Class participants work alone or in teams to problem solve and come out of the program with stronger leadership skills.

### Who Should Attend:

This workshop is best used for senior managers who have at least 3 years of experience in a management role.

### What You Will Take Away:

- Key understanding of how to create an environment for effective leadership
- Understanding of how to build team leaders skills
- Practice in solving leadership issues and developing leadership competencies

## The Leader as Coach

### Course Description:

Do your managers recognize the importance and effectiveness of coaching in their work with employees? This interactive program uses customized case studies to reflect real issues facing your leaders and suggest methods to reinforce the positive behaviors in their employees. Your managers will be better equipped to achieve organizational and individual goals and identify their own development needs in the process. This workshop is typically delivered as 4 half-day workshops to give participants time to work on case studies.

### Who Should Attend:

This workshop is best used for senior managers who have at least 3 years of experience in a management role.

### What You Will Take Away:

- Case studies for leadership
- An ability to provide F.A.S.T. feedback
  - Frequent
  - Accurate
  - Specific
  - Timely

## Leadership Styles

### Course Description:

This workshop helps managers identify their dominant leadership style and what influences it. The workshop explores ways to relate to employees positively regardless of the circumstances. Role plays and case studies are used to illustrate different leadership traits. The workshop then leads participants through the characteristics most closely aligned with the style. The workshop also talks about the importance of resorting to multiple leadership styles depending upon the circumstances.

### Who Should Attend:

This workshop is particularly effective for all managers or team leaders who might be asked to facilitate groups or team activities.

### What You Will Take Away:

- Leadership Styles Assessment
- Understanding of your leadership style
- Understanding the forces influencing your leadership style
- How to relate to employees positively

## There's a Kid Inside™ Every Great Manager

### Course Description:

Daniel Goleman, author of the *New York Times* and *Wall Street Journal* Bestseller *Emotional Intelligence*, states that, "The rules for work are changing. We're being judged by a new yardstick; not just by how smart we are, or by our training and expertise, but also by how well we handle ourselves and each other." This workshop focuses managers on the importance of understanding Emotional Intelligence and the importance of developing listening and communication skills, adapting to change, motivating your employees and assisting them in the fundamentals and importance of collaboration and teamwork.

### Who Should Attend:

This workshop is suitable for all managers and executives.

### What You Will Take Away:

- The fundamentals of emotional intelligence
- How to reward and recognize employees
- Understanding of the equity theory of relationships

# Leadership

## Situational Leadership

### Course Description:

This workshop explores several different types of leadership: Directive and Supportive Behavior, Leadership Variables and a Situational Leadership model. Participants learn about the different leadership styles as they relate to specific employee situations. Oftentimes this workshop is customized so that participants are dealing with issues familiar to their industry or their specific work situation. Typically the workshop is delivered in 2 half-day sessions to ensure time for role playing and case study analysis.

### Who Should Attend:

This workshop is best delivered to intact teams of managers.

### What You Will Take Away:

- Understanding of directives and supportive behavior
- Understanding of leadership variables
- Understanding of the situational leadership model

## Framework for Leadership

### Course Description:

This interactive workshop gives participants the tools they need to understand how to use emotional intelligence to exceed goals and, more importantly, how to reach their full potential as managers, leaders or individual contributors in their companies. Participants discover the four areas of the Emotional Quotient (EQ) inventory: self-awareness, self management, social awareness and relationship management. Finally, the workshop provides participants with the opportunity to assess their own EQ by taking an on-line EQ appraisal.

### Who Should Attend:

This workshop is suitable for all employees at all levels.

### What You Will Take Away:

- Key understanding of emotional intelligence and the emotional quotient (EQ) inventory
- Specific ways that emotional intelligence helps you exceed goals and reach your potential
- Assessment of your EQ



# management skills

## Accountability Through Results

### Course Description:

You have a great mission and vision for your company. You have articulated your strategic goals and your management team has been asked to come up with appropriate objectives that will yield the results you are looking for. Six months later, employees are struggling with how to achieve the results and are also confused about the goals they are each trying to achieve. Based upon the principles introduced in the book, *The OZ Principle, Getting Results Through Individual and Organization Accountability*, participants in this program will be introduced to the 16 Best Practices to reach results through accountability.

### Who Should Attend:

This workshop is suitable for all managers and executives.

### What You Will Take Away:

- How to articulate a positive definition of accountability
- Recognition of the behaviors of people in the Victim Cycle
- Use of the 4 simple steps to reach accountability

## Coaching for Improved Performance

### Course Description:

Feedback should lead to change in behavior or sustained good behavior. Feedback is NOT about the form, but rather about consistent and ongoing activity from the manager that provides the employee with feedback about how they are doing. Feedback is a 2-way street – the manager needs to be prepared and welcome employee input about management style, performance criteria and job processes and procedures. A high quality feedback system needs to be frequent, accurate, specific and timely. This workshop helps managers develop the tools needed to coach for improved performance.

### Who Should Attend:

This workshop is suitable for all managers and executives.

### What You Will Take Away:

- Feedback is not about the form
- Feedback is ongoing and daily, not a one time or annual occurrence
- Feedback should be upside down--employee provides feedback to manager as well

# management skills

## Coaching and Progressive Discipline

### Course Description:

The most difficult part of the manager's job is giving employees feedback that is developmental in nature or that addresses substandard performance. For each manager, this can be an emotional battle or it can be an opportunity to provide employees with the tools they need to get their performance back on track. The session uses role playing to ensure that managers know HOW to use the tools to get employees back on track. Participants will be asked to write both verbal and written warnings based on case studies and will then participate in simulations where they will be asked to deliver a verbal or written warning.

### Who Should Attend:

This workshop is suitable for all managers and executives.

### What You Will Take Away:

- Understanding of the various stages of progressive discipline: verbal warnings, written warnings and termination
- How to adequately document within each phase for improved performance

## Coaching for Improved Performance through Progressive Discipline

### Course Description:

Do you find yourself in the HR office complaining about an employee and asking for assistance in finding ways to turn substandard performance into extraordinary performance? Many company leaders struggle with delivering information that is developmental in nature and documenting it so that the employee knows what you expect while you mitigate risk to your company by fully documenting and detailing employee performance expectations? This workshop utilizes employee situations and role plays and is typically customized to reflect progressive discipline plans already in place by the company.

### Who Should Attend:

This workshop is suitable for all managers and executives.

### What You Will Take Away:

- Understanding of the various stages of progressive discipline
- How to adequately document within each phase for improved performance

# management skills

## Development and Performance Planning

### Course Description:

One of a manager's key responsibilities to employees is ensuring success while on the job, but also developing their skills beyond today's job so that they are able to make a long-term impact on the company. This workshop helps managers understand the difference between performance planning and development planning. The Performance Plan and Development Plan are key documents that reflect an employee's contribution to business performance. This workshop helps managers look at accountability from the customer's perspective and guide the employee into creating performance and development planning documents to guide the employee to success.

### Who Should Attend:

This workshop is suitable for all managers and executives.

### What You Will Take Away:

- Understanding of the difference between development planning and performance planning
- Learning the steps for creating a strong performance plan and development plan

## Performance Management Training for Managers

### Course Description:

How do you achieve the best you can from your employees? How do you ensure that you are maximizing the strengths of your team? This 2-day workshop helps managers understand the building blocks necessary to achieve maximum results from team members. Each phase of the performance management process is analyzed. Once the tools are learned, the optimum goal is to pass accountability to the individual employee level.

### Who Should Attend:

This workshop is useful for all levels of manager in an organization and is best delivered first to the highest levels in an organization and deployed down to first level managers.

### What You Will Take Away:

- Understanding of the component parts of a performance management system
- How to improve organizational results
- How to provide a culture that attracts and retains employees

# management skills

## Social Styles and Communication: Its Impact on You as a Manager

### Course Description:

Are you aware of your dominant communication style? Do you know how your style impacts the employees that report to you? Are problem employees really problem employees or are you simply having difficulty communicating with them? The more you know about how you communicate the more success you have as a manager and as an employee. Your social style can also impact how well you team with others in your group. The team leader learns a lot about communication styles as well as those dominant traits of team members.

### Who Should Attend:

This workshop is suitable for both employees and managers and is best delivered to intact teams so the manager and the employees have the benefit of discovering their dominant styles together.

### What You Will Take Away:

- Understanding of how your dominant communication style impacts others
- Understanding of the difference in styles
- Understanding of how to practice style flexing

## The Role of the Manager

### Course Description:

A manager must be able to do four things well: select a person, set expectations, motivate the person, and develop the person. This workshop explores each of these critical responsibilities and helps both the new manager and the experienced manager think about these steps in practical ways. Participants leave the workshop with easily implemented actions to ensure success with their own teams.

### Who Should Attend:

This one-day workshop is suitable to all levels of managers and can be combined with the Leadership Styles Workshop.

### What You Will Take Away:

- The Key Success Factors to being a successful manager
- Understanding of how to recruit for talent
- Understanding of the importance of goal setting and accountability