

SOUTHWEST TRAINING INSTITUTE—SINCE 1988

Turn-Key, Instructor-Led Facilitation Kits

OUR “TURN-KEY” INSTRUCTOR-FACILITATION KITS, SIMULATIONS & GAMES, & TRAINER LEARNING ACTIVITIES are customizable and include the following (most titles):

- Facilitator Outline, Guide, & Script
- Reproducible Participant Workbook (some titles)
- Behavioral Videos (some titles)
- All interactive learning activities, i.e. video scenarios & debriefings, case studies, role plays, assessments, inventories, writing & editing exercises, checklists, and/or guidelines, etc.
- Customizable PowerPoint Slideshow
- Pre-Post Learning Assessments
- Industrial and Office Learning Formats (some titles)
- Workshop & Instructor Evaluation Form

Our programs engage learners right from the start with the opportunity to interact, develop skills, and learn by doing. The result: participants know how to apply the learning to real-world situations and put it into immediate action. All of our learning materials are professionally developed with adult learning theory in mind using quality design elements. Our Instructor Kits are 95% complete; you provide that last 5% to make them exactly yours.

ONLINE COURSEWARE: Most of our Turn-Key Instructor Kits have correlating interactive Online Courseware. Our Online courseware can stand alone or become a “BLENDED” learning solution for your organization. Request a complete Directory of titles.

DISCOUNTS: Discounts are available for non-profit, government, & education organizations. The suggested training duration listed below can be contracted or expanded to fit your specific learning objectives.

NO MANDATORY CERTIFICATION: There are **NO** site licensing requirements; there are **NO** mandatory certification requirements. **OPTIONAL** Train-the-Trainer Workshops are available. Most TTT Workshops can be delivered in one or two days depending on the learning objectives and the experience level of the trainer-students.

Instructor Kit Title	Description
	LEADERSHIP SOLUTIONS CURRICULUM <i>Titles 1-15 are available in both Instructor-Led & Online delivery formats. Available in English & Spanish, Office and Industrial delivery formats, approved for academic college credit & CEUs.</i>
1. ESSENTIAL SKILLS OF LEADERSHIP	Essential Skills of Leadership builds a foundation that enables team leaders to manage their team toward to a shared goal: achieving the organization's strategic objectives. Throughout the workshop participants will review video presentations and case studies, participate in group discussions, practice new skills and receive immediate feedback. Managers will leave the session with implementation tools, troubleshooting guides, and additional resources to help them immediately apply their new skills on the job.
2. ESSENTIAL SKILLS OF COMMUNICATING	Essential Skills of Communicating helps managers techniques for developing effective communication skills-improving their performance and increasing the productivity of the team members. Throughout the workshop, managers will review video presentations and case studies, participant in group discussions, practice new skills, and receive immediate feedback. Managers leave with implementations tools, troubleshooting guides and additional resources to help them apply the skills

	they have learned on the job.
3. MANAGING COMPLAINTS	As the leaders on the front line, managers and team leaders are often the first to hear team member complaints. And though sometimes they may seem unimportant, each complaint should be addressed and resolved. This module shows how to resolve simple complaints and identify the hidden agendas that so often underlie the chronic grievances.
4. IMPROVING WORK HABITS	Improving Work Habits helps managers learn to clearly and specifically communicate the nature of the problem. It provides a process for working with the individual to develop a plan for addressing the issue while maintaining self-esteem. Throughout the workshop managers will review video presentations and case studies, participate in group discussions, practice new skills, and receive immediate feedback. Managers leave the workshop with implementation tools, troubleshooting guides, and additional resources to help them apply the skills they have learned on the job.
5. DEVELOPING PERFORMANCE GOALS & STANDARDS	Unless managers and team leaders are successful in spelling out the organization's specific goals, their team members are not going to know how to meet those objectives. This module shows trainees how to establish specific, measurable, attainable, results-oriented, and time-framed performance goals. It then illustrates the steps that gain team member agreement and commitment to those performance goals.
6. PROVIDING PERFORMANCE FEEDBACK	This workshop shows the way evaluation is done by the experts. First, relevant performance standards are established. Then the team member's own performance evaluation is solicited. This accomplished, the stage is set for a summary evaluation that will be clear and credible to the team member.
7. COACHING JOB SKILLS	Coaching Job Skills provides the tools necessary to successfully coach individuals to perform a job, task, or skill. But, in order to achieve results, the coaching must go beyond just showing how to do something. Coaching involves observing, analyzing demonstrating, and giving feedback. It is a process of developing relationships with team members - relationships that can ultimately build the trust and respect that is the foundation of successful organizations.
8. DELEGATING	Delegating helps managers master the skills needed to effectively assign work to others. By clearly communicating expectations and encouraging participation and involvement, managers can use delegating to develop team members' skills and abilities. Throughout the workshop, managers will review video presentations and case studies, participate in- group discussions, practice new skills, and receive immediate feedback. Managers leave with implementation tools, troubleshooting guides and additional resources to help them apply the skills they have learned on the job.
9. COMMUNICATING UP	Communicating Up focuses on the upward communication important to productivity and performance. Most managers and team leaders realize the importance of upward communication, but few accept the responsibility for the quality and effectiveness of communicating with their own managers. Managers and team leaders will learn how to frame communication so that a desired result is achieved.
10. EFFECTIVE DISCIPLINE	Effective Discipline provides the tools necessary to dramatically reduce problem behaviors. By involving team members in performance discussions and gaining their commitment to behavioral change, managers can turn a potentially negative interaction into a positive developmental step. This may seem like a contradiction in terms, but it doesn't have to be. Managers and team leaders will learn how to change unacceptable team member behavior without causing bruised and resentful egos.
11. SUPPORTING CHANGE	Supporting Change provides the tools managers need to understand and interpret change - in order to more successfully manage their team through it. By working to support change while addressing the team's comfort level with that change, the manager can more effectively facilitate acceptance of a new way of doing things. This workshop teaches managers and team leaders how to introduce change

	without inducing defensive reactions.
12. RESOLVING CONFLICTS	Resolving Conflicts provides the tools needed to recognize conflict and deal with it quickly and effectively. By understanding the signs of conflict and by getting to the root cause, managers can eliminate the issue and minimize the impact. Facing these conflicts head-on allows the manager to preserve the integrity of the team and to demonstrate a commitment to individual performance and growth. This workshop teaches managers and team leaders how to explore a conflict and get to the heart of the problem to correct it before it's too late.
13. HIRING WINNING TALENT	The workshop teaches a behavioral based interview approach based upon the philosophy of past behavior is one of the best predictors of future behavior. Learn how to discover the "real" person behind the job applicant. We can add assessments that have selection validity.
14. MOTIVATING TEAM MEMBERS	Motivating Team Members helps managers learn the four stages to influence a team member to perform a task, while creating a work environment that will motivate higher performance. Throughout the workshop managers and team leaders will participate in reading, discussion, assessments, diagnostics, small group exercises and rehearsal modeling with real life situations, and facilitator coaching. Managers leave the workshop with implementation tools, troubleshooting guides and additional resources to help them apply the skills they have learned on the job.
15. DEVELOPING & COACHING OTHERS	Developing and Coaching Others is about how managers can effectively and successfully develop and coach their team members to become better and more consistent performers. The program will help your managers learn the specifics of how they can effectively impact the learning process and coaching moments of their teams to make the difference.
16. LEADING SUCCESSFUL PROJECTS	This program is designed for Managers, Supervisors, and others who want to gain more fundamental understanding of how to successfully manage and lead successful projects. The content follows the PMI (Project Management Institute) Project Management Body of Knowledge (PMBOK) language and process. The content will help prepare a participant if they want to pursue PMI Certification as a Project Manager, however it is not designed at a level to actually certify. This hands-on workshop teaches how to plan, schedule, estimate, resource, influence, communicate, report, and track progress on any project in any part of the organization.
17. SOLVING WORKPLACE PROBLEMS	Solving Workplace Problems is a workshop that teaches a process for solving problems that helps managers and all employees understand that by working together – looking at things with a new perspective – they can be creative and innovative in solving problems. Through structured activities, participants learn how to define problems, identify blocks to creativity, and develop skills and create strategies to plan creative solutions.
18. RETAINING WINNING TALENT	This workshop teaches four ways in which supervisors and managers can make the difference between retaining or losing employees. We present a Hiring Model to help you hire the kind of employees who want to stay and provide practical suggestions to develop an Employee Retention Program at your organization.
19. DEVELOPING & COACHING OTHERS – SENIOR MANAGEMENT VERSION	The Developing & Coaching Others - Senior Management Version is designed for higher-level leadership—those who have multiple levels of management reporting to them. D&CO-SMV is about how managers can effectively and successfully develop and coach the management group to become better and more consistent managers. The program teaches how to effectively impact the learning process and coaching moments to make the difference in performance.
	CUSTOMER SERVICE & SALES
20. S.T.A.R. CUSTOMER SERVICE	Your service employees will learn the process and skills they need to provide customers with Positive Memorable Experiences. The clear, practical, four-step STAR Service Process, coupled with the communication skills taught in the

	workshop, help your employees not only to transform negative and neutral customer experiences into positive and memorable transactions but also to reaffirm and enhance long-term relationships, the foundation of business success.
21. WINNING THROUGH CUSTOMER SERVICE	This workshop trains your sales and service personnel to present a professional image and to communicate effectively in everyday customer service transactions, as well as in difficult situations
22. CUSTOMER ORIENTED SELLING	Teaches a consultative process for developing understanding and agreement between the customer and your salespeople throughout the sales process. It's a logical, non-manipulative approach that works. COS develops proven selling skills while teaching your salespeople to be responsive consultants—individuals sincerely interested in helping to achieve the business objectives of their customers with your products or services. (Available in English, Japanese, and Spanish)
23. ACCOUNT STRATEGY	Account Strategy is a new, advanced training program to give your salespeople an edge in meeting the challenges of major account selling. Using a straightforward, practical process, they work quickly through complex selling issues. The result--salespeople leave the program able to develop major accounts more effectively--leveraging strengths, maximizing opportunities, facing competition, avoiding costly mistakes, and emphasizing long-term account relationships.
24. COACHING FOR (SALES) RESULTS	Designed for new or experienced sales managers whether in a field sales or telephone sales environment. This workshop teaches the essentials of coaching for improved sales performance.
25. MAKING THE SALE--RETAIL	This intensive workshop gives retail sales people the skills they need to make each customer contact more profitable by improving essential sales communication skills: listening, observing, questioning, verifying, and explaining. Sales representatives learn the dynamics of a sales encounter by participating in an extensive sales practice session allowing them to polish and internalize their new skills.
26. TELEPHONE PROSPECTING & QUALIFYING	Teaches sales representatives why and how to prospect and qualify over the phone. Techniques for handling special obstacles, getting through a screener, etc. The course also fine tunes communication skills.
	TEAM BUILDING
27. Everything DiSC Classic Includes: -Effective Communication -Conflict Resolution -Interpersonal Effectiveness - Management Effectiveness -Team Effectiveness -Custom Course Outlines	<p>The Everything DiSC Facilitation System is built on a series of Insight Modules that help facilitate specific outcomes, or "insights," using a broad range of DiSC-based reports and tools. With the Insights Modules, you can:</p> <ul style="list-style-type: none"> • Create simple, effective DiSC-based training solutions • Learn which DiSC tool works best for your desired outcome • Discover how to combine DiSC resources for better results • Customize your own DiSC-based training solutions <p>By using Course Outlines, it's easy to organize Insight Modules into effective solutions. The Everything DiSC Facilitation System includes a number of ready-to-use "starter" Course Outlines that address common workplace issues, including <u>Effective Communication, Conflict, Interpersonal Effectiveness, Management Effectiveness, and Team Effectiveness.</u></p> <p>You'll also get tips on building your own custom course outlines. Over one hour of new training video in 68 individually selectable segments using true DVD technology</p> <ul style="list-style-type: none"> • More than 100 professionally designed, customizable PowerPoint slides • Professional designed handouts for creating participant manuals • PowerPoint and handout templates • Sample reports for all online DiSC products • Eight major DiSC tools are built right in, including: <ul style="list-style-type: none"> a. DiSC Classic paper profile

	<ul style="list-style-type: none"> b. DiSC PPSS c. QuikDiSC Cards d. DiSC Action Planners e. DiSC Classic 2.0 on EPIC f. DiSC Facilitator Report on EPIC g. Everything DiSC DVD h. Everything DiSC People-Reading Guide
<p>28. EVERYTHING DISC WORKPLACE</p> <ul style="list-style-type: none"> - Employee Engagement - Empowerment - Accountability - Responsibility - Communication Skills 	<p>Everything DiSC Workplace helps build better relationships — one relationship at a time. Everything DiSC Workplace is classroom training that uses online pre-work and engaging facilitation with contemporary video to create a personalized learning experience.</p> <p>Participants understand and appreciate the styles of the people they work with. The result is more effective and productive working relationships. Everything DiSC Workplace focuses on:</p> <ul style="list-style-type: none"> • Discovering Your DiSC Style • Understanding Other Styles • Building More Effective Relationships • Includes Optional People-Reading Module <p>The Everything DiSC Workplace Facilitation Kit provides you with everything you need to deliver memorable training experiences. Facilitation materials include easily customizable:</p> <ul style="list-style-type: none"> • Leader's script • PowerPoint with embedded video • Participant handouts <p>The Everything DiSC Workplace Facilitation Kit is designed to be used with the Everything DiSC Workplace Profile.</p>
<p>29. EVERYTHING DISC SALES</p> <ul style="list-style-type: none"> - Consultative Selling - Communication Skills - Presenting Features, Benefits, - Responding to Customer Needs - Customer Interaction Map 	<p>Introducing Everything DiSC Sales: the most in-depth, easily customizable DiSC-based sales-training solution available! Everything DiSC Sales increases sales effectiveness using the power of DiSC. Salespeople learn to communicate better and improve their sales relationships by:</p> <ul style="list-style-type: none"> • Understanding their DiSC sales style • Identifying and understanding their customer's DiSC buying styles • Adapting their DiSC sales style to meet their customer's needs <p>The Everything DiSC Sales Facilitation Materials provide you with everything you need to deliver memorable training experiences. Facilitation materials include easily customizable:</p> <ul style="list-style-type: none"> • Leader's script • PowerPoint with embedded video • Participant handouts <p>Everything DiSC Sales Facilitation Materials are designed to be used with the Everything DiSC Sales Profile.</p>
<p>30. EVERYTHING DISC MANAGEMENT</p> <ul style="list-style-type: none"> -Communication Skills -Conflict Resolution -Emotional Intelligence -Management Effectiveness 	<p>Introducing Everything DiSC Management The most in-depth, easily customizable DiSC-based management-training solution available. Everything DiSC Management increases effectiveness using personalized learning to help managers</p> <ul style="list-style-type: none"> • Develop their management styles • Improve communication • Increase employee engagement <p>The Everything DiSC Management Facilitation Materials provide you with everything you need to deliver memorable training experiences to your clients. Facilitation materials include easily customizable:</p> <ul style="list-style-type: none"> • Leader's script

	<ul style="list-style-type: none"> • PowerPoint with embedded video • Participant handouts <p>Everything DiSC Management Facilitation Materials are designed to be used with the Everything DiSC Management Profile.</p>
31. EVERYTHING DISC WORK OF LEADERS	<p>The Everything DiSC Work of Leaders is classroom training that uses online pre-work, engaging facilitation with contemporary video, and online follow-up to create a personalized learning experience. Based on best practices, Work of Leaders connects to real-world demands, generating powerful conversations that provide a clear path for action.</p> <p>Using the framework of Vision, Alignment, and Execution, Work of Leaders encourages leaders to understand their own leadership behaviors and how they impact their effectiveness. Rich, compelling narrative adds depth to the data and strong visuals support the learning process by illustrating key messages.</p> <p>Modular design: create an end-to-end leadership development program or concentrate on specific areas. All-new leadership-focused video.</p> <p>Five 60-90 minute modules:</p> <ul style="list-style-type: none"> Introduction Vision Alignment Execution Action Plan <p>Thought-provoking partner/group discussions Experiential learning activities</p>
32. DYNAMIC COMMUNICATION	<p>This workshop will result in building long lasting relationships that will continue to grow. The foundation of success is based in understanding yourself, understanding others, and realizing the impact (versus intent) of personal behavior on the people around you. This workshop helps individuals get along better, even with the most "difficult" people.</p>
33. YOUR ATTITUDE IS SHOWING	<p>Often people lack the words to articulate why they do the things they do, or why they feel the way they feel. This seminar raises the awareness of one's attitude and values and empowers them to a more satisfying lifestyle. This seminar is the path to great communication.</p>
34. CONDUCTING EFFECTIVE MEETINGS	<p>Escape the black hole of stressful, unproductive meetings. Facilitate, participate, and scribe effectively in meetings – techniques to keep meetings short and productive.</p>
PRODUCTIVITY SKILLS	
35. RE-ENERGIZING THE ORGANIZATION	<p>This workshop contains six effective organizational development-training solutions for: Conflict Resolution, Goal Setting, Performance Appraisals, Team Job Selection, Job Cross Training, Sales Force Training. The goal for an organization is to continually improve organizational effectiveness. This intervention is a major tool for achieving specific goals through planned and managed change in interpersonal and intergroup relationships and the organization as a whole.</p>
36. ORGANIZATIONAL CHANGE	<p>Responding to change and leading change. This workshop will help you embrace change, to see a situation accurately, to put things in perspective while you choose your next steps.</p>
37. ACHIEVING COMMUNICATION EFFECTIVENESS	<p>Achieving Communication Effectiveness helps individuals examine their personal communication patterns and construct more effective messages. Using tools and techniques to enhance listening skills and improve messages, individuals can develop stronger interpersonal relationships. Learn effective communication techniques thereby opening the door to dialogue, negotiation, collaboration, and</p>

	compromise. Examines the four elements of communication – a message, someone to send the message, someone to receive the message and the context within which the message occurs.
38. PROFESSIONALISM IN THE OFFICE	This workshop will teach the skills needed to be more professional on the job. This self-study will emphasize the positive results when an employee possesses courtesy, work organization, time management skills, effective interpersonal communication skills, knowledge of the organizational culture, and flexibility for change.
39. TEAM DIMENSIONS (OF INNOVATION)	A clear understanding of individual "work" styles is the first step in creating high performance teams. Learning how to appreciate each other's special work strengths and talents comes next, and lastly, how to work together.
40. NUMBER SKILLS	The participant will achieve a 67% increase in number accuracy and a 20% increase in speed. This course is for anyone who transfers, records, keys, or checks numbers.
41. PROOFREADING SKILLS	Delivers measurable improvement in finding errors. Participants will average 29% increase in proofreading skills from pre-test to post-test. The organization will also benefit from increased productivity and reduced costs.
42. MODERN TIME MANAGEMENT	The drive to find creative ways to achieve goals, pay attention to multiple efforts, and respond quickly to customer needs is even more intense in today's less structured, information-driven workplace. This workshop is NOT about day timer calendars.
43. SHARED LEADERSHIP	This workshop will guide the learner in their discovery of how they naturally lead and influence the followership of others. You will learn the 12 Dimensions of leadership that give direction and focus to any leadership situation regardless of whether you are in a leadership or individual contributor role.
44. LISTENING FOR EFFECTIVE COMMUNICATION	Identify your natural listening approach and use other approaches depending on the situation. Participants will learn five listening approaches and how to become active, purposeful listeners in a wide variety of situations.
45. STRESS MANAGEMENT	Learners gain insight into various stress areas (work, personal, family, relationship, etc.) and the coping resources that are available to help.
46. DIVERSITY: UNDERSTANDING DIFFERENCES	Working successfully with others who do not share the same background, beliefs, or traditions is at best difficult. Before we can grow this ability, we need help in assessing our own behavior toward people who are different from us, and then understand the benefits of changing.
WRITING & PRESENTATION SKILLS	
47. PRESENTATION SKILLS & TECHNIQUES	Learn to persuade, excite, and connect with your audience. Teach both the <u>physical</u> skills (posture, movement, gestures, facial expressions, and eye contact) and the <u>vocal</u> skills (inflection, projection, and tone). We demonstrate effective ways to create and use visual aids (flip charts, automated slide shows, overhead transparencies). Participants deliver short presentations followed by review and coaching sessions that add unique value to this energetic, highly interactive workshop.
48. TRAIN-THE-TRAINER	Practical concepts in adult learning theory provide the necessary background to become an effective trainer. This workshop shows how to create a positive classroom atmosphere and how to effectively use role plays, videos, and visual aids to increase learning and retention. The intrinsic value of icebreakers, humor, cross discussion, case studies, and "hands-on" group and solo exercises is also discussed. Finally, tips and techniques to team-teach provide practical, useful information for the professional and future trainer. How to use various interactive learning activities to serve different learners and training objectives. We also include a module with specific activities such as FishBowl, Jeopardy Game,

	Icebreakers, Review Activities, etc.
49. EFFECTIVE BUSINESS WRITING	Write clear, concise, credible memos, letters, e-mail, reports, minutes of meetings. This workshop focuses on the steps required to plan, develop and deliver concise, readable, effective written business communication.
50. GRAMMAR SKILLS	Avoid the nine most common mistakes in business grammar today. Present the grammar of today and beyond--easy ways to remember the road rules of grammar and focus on correcting the most common grammatical errors in business writing.
51. WRITING WINNING PROPOSALS	Write proposals that win in the private sector. Learn to research, gather information, and comprehend the hidden agendas that spell success for writing proposals that convince, persuade, and sell your proposed version.
52. INSTRUCTIONAL DESIGN	Learn specific development and writing techniques to create effective, goal-oriented instruction. Use our six-step process to develop the right course for the right people at the right time.
53. TECHNICAL WRITING	The Technical Writing Workshop provides an easy step-by-step process to document policies, procedures, and system user manuals or reference guides. Our Technical Writing course approaches technical documentation from two viewpoints – that of reader, i.e. user and that of the technical writer or Documentation Department Manager. Our objective is to “write for results”, i.e. to accurately transmit technical information in cost-effective documentation.
54. OTHER TITLES	Ask us—we also have many other derivative works. We can create other learning topics from our existing inventory—JUST ASK.

REQUEST A CUSTOMIZED PROPOSAL WITH PRICING INFORMATION.

PROUD TO BE A CERTIFIED, WOMAN-OWNED BUSINESS ENTERPRISE.

Partnering With You for Enhanced Performance and Profitability!