



SUCCESSFUL CORTEL TRAINING TOPICS for 2022

*Imagine the Possibilities –
Onsite or Virtual*

**UNLEASH
YOUR
FULL POTENTIAL.**

We will exceed your expectations.

25 Popular Topics:

Workforce Development - Training for Staff of All Levels

- a) **Secrets to Joy & a Happier Life – Finding fulfilment at Work & Beyond (Identify True Goals)**
- b) **Defuse Negativity and Toxic Behavior – Tools & Techniques Plus Ways to Build up Others**
- c) **Move Forward and Get Back on Solid Ground with a Strong Team Environment**
- d) **Master Work-Life Balance - Achieve Equilibrium and Create a Better Environment**
- e) **Win-Win Communication Tactics & Tools to Produce Maximum Results**
- f) **Leverage Creative & Critical Thinking - Balancing Problem Solving, Intuition & Structure**
- g) **Dare Greatly to Boldly Stand in the Arena Alone - when Navigating Challenges & Initiatives**
- h) **Change and More Change – How to Cope and Embrace Whatever is Coming Your Way**
- i) **Conflict Resolution - Defuse Tensions Early in the Game using Poise & Professionalism**
- j) **Getting Things Done – Manage Priorities, Distractions and Limited Time**
- k) **High-Impact Writing Skills in Today’s Military Environment (an Enlightening & Enjoyable program)**
- l) **Dynamic Followership - Don’t be a Wolf and Never be a Sheep!**

Customer Service Excellence – Creating Distinction by Taking it to the Next Level

How People with High Potential Speak – Power-Talk Your Way to Excellence

Aspiring Leadership - Amplify your Emerging Capabilities in Myriad Ways

Career Planning – Outline Your Career Goals to Match your Talents to Ready You for the Future

Enhance Your Briefing & Presentation Skills - An enjoyable and enlightening course

The Art of Emotional Intelligence – Remain Calm Under Pressure/Enhance your Stress Mgmt.

One-on-One Coaching – Perfect for all Levels – We use the Best Leadership Development Tool (Harrison Assessments)

Strategic Thinking - the art of strategic insight and long-range planning

Giving & Receiving Constructive Feedback – Be a Coach/Mentoring Magnet to Maximize Success

Myers Briggs or “Animal Instincts” Assessments - Insight about Your Style & the Style of Others

Project Management – Strategies that Bring Success and Keep Your Project on Track

Additional Training:

Description – Please call for additional topics and information

a. Secrets to Joy & a Happier Life – Finding Fulfilment at Work and Beyond (Identify True Goals)

Discover your goals and exceed them by training your mind to think in a way that brings about more happiness and wellbeing. Who doesn't want this? This program explores new discoveries for a more joyful life whether it's 'fake it until you make it,' finding a way to bring joy to your commute, making tough stuff work, spending 21 minutes focusing on your relationships, being bullish about "me" time, or understanding that you are already great, and so much more.

Our core values such as compassion and happiness are still there but the exposure to negativity, want, victimization and envy erode these natural beliefs over time. After childhood, happiness is no longer planned for us. So, it's our first job to figure out from the inside out what brings us more happiness at work. Find it, plan for it each week, feel good about it, and stick with it. We will discover tools for finding meaning in whatever stressful thing that has happened by first trying to maintain a positive outlook and taking good cues from others.

b. Defuse Negativity and Toxic Behavior - Tools & Techniques Plus Ways to Build-up Others

NOTE: This is also an excellent program for supervisory groups

This full-day program will build confidence on ways to use techniques that defuse difficult situations, negativity, and toxic characteristics. Individuals at all levels of your organization can be empowered through this training to assert neutralizing strategies that really work! You will learn the famous Cortel "One Liners" which will minimize the impact of negativity at every turn.

Negativity left unchecked eats away at motivation, morale, and teamwork. It can have a damaging impact on individuals, workgroups, and organizations. The sabotaging toxic personality types cannot be ignored. This training provides you with tools and techniques for dealing with ways to de-escalate and cope with each type.

c. Move Forward and Get Back on Solid Ground with a Strong Team Environment

Learn how to master working from home and onsite while optimizing teamwork. Refine your techniques to enhance your own productivity, responsiveness, and communication with both your supervisor and colleagues. Avoid the common pitfalls of procrastination, distractions, reduced standards, and being out of touch with important information.

Bring excellence to attendance at meetings, manage a schedule that leads to productivity, and pay attention to early detection signs that could sabotage your wellness and productivity down the road. Ward off any loneliness or loss of camaraderie by following easy-to-apply strategies. Continue to build a solid reputation for yourself by using your technology to you and your team's best advantage.

d. Master Work-Life Balance – Create a Better Environment and Achieve Equilibrium

Participants will gain confidence in their ability to connect daily activities to work-life goals. By accepting responsibility for one's own work and life results, the ability to stay more focused and have greater organizational skills increases, despite interruptions and distractions. Balancing all the demands in your life – work, family, friends, caring for yourself – requires focused planning, and letting go of guilt. By focusing on the Cortel Work-Life Balance Sphere and comparing what 'fuels' you versus what 'drains' you, participants will make informed decisions about where to make strategic changes in their life.

This program includes short, yet meaningful assessments to aid in the process of self-discovery. Once foundational pieces are laid, the real work begins: achieving more work-life balance and mapping out a long-term course ahead. Taking this work-life balance program enables participants to start to increasing maximum performance while starting to decrease feelings of being overwhelmed and even frustrated.

e. Win-Win Communication Tools & Tactics – To Produce Maximum Results

Participants will experience practical approaches for every-day use in this highly-interactive training. Gain noticeable improvements in teamwork by inviting better responses and results from others, as follows:

- Approaches for greater communication confidence, clarity and consistency
- Options for improving one and two-way communication and trust
- Listening approaches to practice beyond the workshop
- Relationship and mutual respect enhancement reminders
- Proven tools for improving departmental or organizational information sharing

f. Leverage Creative & Critical Thinking - Balancing Problem Solving, Intuition and Structure

Participants will be enlightened about how to mix creativity with critical thinking when confronted with any problem-solving situation. By seeing information and situations in a completely different light, participants gain confidence in how to expand their perspective even with day-to-day issues. Maximizing one's creativity and intuitive thinking opens doors to improving processes and outcomes for improved customer service.

Knowing how to insert one's creativity while balancing the day-to-day structure and fast tempo will help participants gain confidence to maximize decision making. By using a Problem-Solving Model, critical thinking is easily applied to steps that make good sense—even when rushed. Critical Thinking techniques support anyone's ability to challenge old assumptions, re-think conventional approaches, and come to rational/sound conclusions or decisions. Participants will learn the right questions to ask, how to challenge assumptions, apply creativity, and seek other viewpoints to add clarity.

g. Dare Greatly to Boldly Stand in the Arena Alone– When Navigating Challenges & Initiatives

Whether it's using negotiating skills with your supervisor or raising a new idea, it often feels like you're vulnerable to rejection. Participants will learn how taking calculated risks and even being vulnerable to what might go wrong is all about courage and never about weakness. Trust only evolves when people dare to be vulnerable with others. When you dare to stand in the arena, you are avoiding your old inclination to sit in the cheap seats. Cheap seats are where criticism, blame, victimization, and judgement of others run rampant.

To dare greatly is to assert your full potential by leveraging leadership, creativity, and improved team interaction. Your highest potential only evolves after you have explored what is possible. This program is inspired by Dr. B. Brown and Pres. T. Roosevelt; it is perfectly timed after everyone has experienced life through a new lens of a pandemic.

h. Change and More Change – How to Cope and Embrace Whatever is Coming Your Way

In the last 25 years, change has been ongoing and pervasive. Yet, all too often changes in the workplace--even the simplest changes--are often met with stubborn resistance, fear and need for control. This program provides life altering strategies, logic, and emotional intelligence in order to best navigate the continuing onslaught of change. To be enlightened about easy-to-use techniques will make even the day-to-day easier!

i. Conflict Resolution – Defuse Tensions Early in the Game using Poise & Professionalism

These days, with so much tension, frustrations and even conflict being brought to the forefront, everyone needs to be proficient in recognizing and defusing difficult situations. As a result of this program, participants will gain confidence in their ability to defuse the type of tough situations which bring frustration or even worse to a team or work group. Simple remedies will bring success to previously frustrating situations.

We will also explore the Don'ts such as: don't jump to the defensive; don't point fingers; don't talk behind people's back; don't take things personally, etc. Participants will learn fool-proof techniques that can easily be applied to ensure tension, negativity, or conflict does not evolve or get worse.

j. Getting Things Done – Manage Priorities, Distractions and Limited Time

- Do you start your day with good intentions and finish your day further behind?
- Are you interrupted by others or easily distracted throughout the day?
- Is your work setting (the same or completely changed) causing you to feel scattered?
- Are you letting others down because you don't follow through on commitments?
- Do you ever feel disorganized or can't find things right at your fingertips?

New mental skills are now needed. It's all about balancing your workload/priorities against your desired intent and the distractions and unknowns which arise. Learn how to apply 'order' to chaos and meet last-minute demands. Positive working relationships are key as well as the ability to ask clarifying questions about priorities, accurate due dates, and the 'how to' of a project. This program will enlighten you with many new strategies and techniques to accommodate the 'new normal' from which many are working.

k. High-Impact Writing Skills in Today's Military Environment (Enlightening and Enjoyable)

The power of clear, concise, and understandable written communication is more important than ever. This enjoyable program points out frequent errors and even email faux pas that people make, which can undermine their credibility and professionalism. Most helpful are simple explanations about common grammar and punctuation rules (often misused) and also the best route to putting your main points up front to gain attention and action from others.

l. Dynamic Followership - Don't be a Wolf and Never be a Sheep!

Followership training is as essential as leadership training because without followership there is no leadership. Good followers get recognized and rewarded – it's the ability to see the big picture as well as the following:

- Solid loyalty to the organization, colleagues, and leader
- The ability to communicate effectively and assertively
- Aptitude for working very well with others
- A willingness to collaborate and listen with an open heart and mind
- A mindset that holds oneself as well as others to a high standard
- Sincere trustworthiness and honesty
- Being focused on positive change, creativity, and ingenuity

20 Leadership Topics:

Leadership & Supervisory Development (a sampling of possibilities)

1. **Moving from Good to Great – Experience a Fresh Look at Excellence and Beyond**
2. **Leadership: Forming and Sustaining Your Best Talent at their Highest Level of Performance**
3. **Solutions to Conflict Resolution (*Manage Conflict Rather than it Managing You*)**
4. **Shaping the Future Together – Now More than Ever, Create Your Deserved Tipping Point**
5. **Mandatory Management & Supervisory Training – Create the Environment you Want and Need**
6. **Moving Forward – Get Back to a Solid Team Environment**
7. **Lead like Water of a Rolling Mountain Stream – Avoid being a Tsunami, Glacier, or Waterfall**

Leadership Retreats for Your Organizational Team

Employee Engagement and Motivation (*Inspiring Employees during Challenging Times*)

Strategic Thinking & Leadership – *Staying the Course while Navigating Challenges*

Succession Planning and Talent Management – Building Your Bench

Management vs. Leadership (*Bring out the best in both*)

Essential Art of Providing Feedback (*Positive & Constructive*) While Integrating Neutralizers

High-Impact Mentoring and Coaching Techniques – *Positive Difference One Person at a Time*

Management Enhancement Skills - *Phased training containing all the Right Topics & Activities!*

Dealing with Conduct & Performance Issues -*Progressive Discipline can be Included in this Training*

Ensuring Successful Transitions (*Both Personal and Organizational*)

Achieving the Commander's Intent -*Decipher, communicate, and problem solve/critically think*

One-on-One Coaching – Perfect for Leader & Executive Development – We use the Best Leadership Development Tool (*the Harrison Assessment*) – 220,000 calculations provide you Accurate, High-Level Results that will strongly impact your life in a way that other assessments can't.

20 Top Topics:

Description

1. Moving from Good to Great – Experience a Fresh Look at Excellence and Beyond

Participants will explore interesting criteria for organizations comparing what is good versus what is actually great. Ever heard of 'Big Hairy Audacious Goals?' How about using the 'Hedgehog Effect?' These fascinating concepts, and others, stem from Collin's "Good to Great" principles. Gain important insight with the enlightening 4-step process to assess your own work, team, or organization using the Good to Great principles, beginning with 'are the right people on your bus?'

As with anything worthwhile in life, there are no quick fixes. Instead, there is an incubation and formative period that, while not observable to an outsider, is always taking place. Similarly, great teams and organizations don't just become great; they work hard to get there. This program explains many of the important steps to gaining positive momentum in your outcomes, customer satisfaction, and business processes, etc.

2. Leadership: Forming & Sustaining your Best Talent for High-Level Performance

We offer a dynamic, challenging, and full-spectrum learning environment that is perfect for your short-term and long-term leadership journey needs. It includes phased seminars, perfect for small or large groups which promise to be motivating and rewarding. We use individual coaching & assessment tools, group activities, profiling instruments, and interactive discussions to stimulate personal and team growth.

3. Solutions to Conflict Resolution - Manage Conflict Rather than it Managing You

Participants will discover how to best recognize the causes of interpersonal conflict, become aware of emotional triggers, and prevent explosive or underlying situations. Conflict is all around us, yet most people try to avoid it because they don't believe they have the skills to manage disagreements positively and proactively. This program will provide the tools and confidence to interject at the right time.

Conflict does not need to exist due to its disruption of teams, communication, and productivity. Participants will decipher the difference between conflict that promotes needed changes versus that which creates frustration and eventual tension and conflict. Participants will learn to resolve conflicts effectively in order to gain personal and professional power and action. In many cases, effective conflict resolution will make the difference between positive versus negative outcomes.

4. Shaping the Future Together – Create the Tipping Point You Deserve

Everyone comes out of this Pandemic changed and if they didn't, then they completely missed the point! Everyone whether they physically worked from the office or from home, has established some new values and perspective. And since individuals make up your organization, now is a pivotal time for all leaders to capture this moment and create a new cultural normal—one that you desire and deserve. Leaders being adaptable and resilient can pull this off well as a senior leadership body!

5. Mandatory Management & Supervisory Training – Create the Environment You Need

A 1½ day program held when most supervisors and managers can attend in order to establish the systematic goals across your organization. Participants will enhance skills for improved inter-departmental communication, delegation that includes both empowerment and accountability, tools to re-build excellent customer service from all members of the team, coaching techniques to provide both positive and constructive feedback, and ways to best navigate hard conversations that matter. Respond to the leadership with information that allows executives to make well-informed decisions. Much more . . .

6. Moving Forward – Get Back to a Solid Team Environment

Because you don't want the pandemic changes to throw off the momentum you've been building until now, learn tips for establishing highly-productive meetings, having an accountability system and workload coordination, communication that hits the mark, and more. Avoid common pitfalls such as lack of team cohesion, increased silo mentality, colleagues avoiding one another rather than working out differences, and reduced workload. Teams are most successful when you use playful leadership and solid management tactics.

Teams now need to be re-synchronized into an environment where the bar for expectations and goals are set high. Inevitably, it means creating enhanced work habits in order to create desired results.

7. Lead Like Water of a Rolling Stream (Avoid being a Tsunami, Glacier, or Waterfall)

Many can manage but very few can truly lead. Leading against obstacles placed in our way includes using fluidity and flexibility to do the best and right thing. It also means finding creative ways to navigate a path similar to how a mountain stream makes its way around rocks, sharp curves, and boulders.

A leader who can adapt to change and crises avoids leading like Ice which uses intimidation or relies on one's position title. Leading like water means avoiding the pitfalls of being an adrenaline junkie whom ultimately consumes the last-minute time of others – a metaphoric waterfall which dumps volumes of whatever on others. Imagine what the Tsunami leader looks like – all things aggressive, bullying, and overshadowing everyone else. The familiar images of water bring these important leadership principles to life!

Are you ready to unleash your full potential?

About Us

This list only begins to describe the myriad of Cortel Improvement's total training offerings and consulting services. We'll help you unleash the extraordinary power within yourself, your team, and your organization.

Feel free to ask us:

- about one-on-one coaching that creates positive transformations through an life-altering experiences
- for additional descriptions to the topics above
- about other topics that you do not see in this listing
- about any new topics that you seek

Whatever your challenges, we guarantee that our consultants and trainers will exceed your expectations. We harness your strengths and help you overcome your issues. Our approach will improve your productivity, customer satisfaction, and your bottom line.

*Cortel Improvement, LLC wants to hear from you.
We welcome your questions or suggestions.*

Main Office:

O: 315-639-3003

C: 315-783-1105

www.cortelimprovement.com

