

Moving Your Organization from Better to Brilliant

Your Partner for Success



Addressing the needs of organizations and individuals to create and sustain



productive and happy workplace ecosystems

“*Trainnovations has done a wonderful job handling our annual training requirements with minimal assistance from staff. It's not often you can find a team that has the ability to deliver a message about workplace violence and anti-harassment to the entire workforce and still have employees leave with a smile on their face.*”

- Building a Mindful Culture
- Leadership Academy
- Strategic Planning
- Anti Harassment Training
- Drug Free Workplace Training
- WIN© Six Sigma DMAIC
- Shaping Organizational Values
- Reclaiming Civility and Compassion in the Workplace
- Customer Care and Recovery
- Conflict to Collaboration
- Critical Thinking Skills
- Decision Making
- The Brain, Productivity and Neuroscience
- And more!

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What it means to be your partner!



Imagine working in an engaging culture where everyone does the right things, executes them well and likes coming into work each day. Imagine a connection to an environment of respect for others, tolerance and acceptance of diversity and experiences. Imagine a world of work where people find joy in what they do and like the people they work with. Imagine a community participating in healthy disagreements and treating each other with respect and dignity.

Promoting Performance; Perfecting Processes

Trainnovations approach in 4 Easy Steps



We can help you build teams and cultures that address key issues in today's super-fast world of work and an ever-changing community portrait. The following pages contain initiatives and workshops for:

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Developing Organizations

Building a Mindful Culture

Culture is key. It determines how organizations the success of an organization. Everyone contributes. And yet many employees complain about the “culture”. People work hard, have too much on their plate, fall behind, are distracted and are treated to a dose of incivility nearly every day. Enter “the mindful culture”. This program creates a focused approach to work effort and productivity while leaving room for decision making, reflection and critical thinking. Scientific research has proven the benefits to be significant and long lasting in the areas of productivity, personal and organizational resilience, efficiency and creativity. Ask us how!

Strategic Planning

The strategic planning process serves to engage community leaders, leverage the involvement of the private sector, and establish a strategic blueprint for setting direction and creating the environment for local prosperity. The strategic plan drives your ability to understand, anticipate and respond to your community’s needs and priorities and properly allocate limited resources, it promotes and facilitates interagency planning, collaboration and coordination among the various city agencies, private sector and partners. The strategic plan helps the City fulfill its responsibilities to citizens, businesses and visitors, along with its societal responsibilities. The plan sets direction, communicates and demonstrates a commitment to the vision and values, sets a focus for customer and workforce engagement and creates an emphasis on action to achieve the mission. Alignment of the budget with the Strategic Plan creates a focus and funding for community priorities where strategic projects are tracked and measured for success. Ask for more information!

Shaping Organizational Values

Organizational values serve as a compass for employees’ behavior at all levels. They shape the culture of the organization; the essence of the organization’s identity. Over time the influence on behavior becomes observable as employees begin to live out core values through all aspects of their interaction. The values function as a manifesto to define the expectation for how people should perform, and how they connect the community. Trainnovations systematic approach involves top down and bottom up input to ensure workers at all levels are invested. This buy in helps the organization shift to a new culture rooted in values that sustain the organization and foster growth to meet all the challenges of managing a community. Trainnovations facilitates the creation of values through engagement of all employees and leadership, as coaches to help your organization successfully transition from the former culture to the newly identified organizational ecosystem.

Creating a Customer Focused Organization

To be successful, an organization must be customer-centric. This means focusing on defining customer groups and their specific and different requirements. Listening to the customer through different portals and then acting on what you hear creates a focus on the customer! Participants understand the importance of defining customer groups and identifying their requirements, discover ways to define customer groups, learn how to attain customer information to help identify their requirements and establish a culture for customer focus.

Capturing Public Input

Use our professional team to assist public officials and local government leaders to find out what issues are of most concern for your community or group when little or no data and information are available. Unearthing these topics is critical for addressing the issues or concerns of the community. Trainnovations’ approach is systematic, data driven and documented. We deliver detailed knowledge of issues and challenges facing the community to the leadership team or elected officials. Mechanisms used may include online surveys, focus groups and interviews. Our methodology allows for open discussion and transparency from groups while verifying information in multiple ways.

Developing Leaders

Leadership Academy

The program includes up to 13 workshops. All workshops include instructive presentations, interactive exercises, engaging team activities and role play all while interweaving discussion of your organization's core values in each topic. The topics available include:

1. Foundations in Leadership – Building Trust and Respect
2. Management Philosophy – The Process of Building Your Own
3. Effective Communication – Anatomy of a Dialog
4. Focus on Behavior – No Place for Attitude
5. The Role of a Manager
6. Progressive Discipline
7. Leadership and Building Effective Teams
8. Delegating Effectively
9. Managing Change
10. Honoring Different Work Styles; Different Doesn't Mean Deficient
11. Giving and Receiving Feedback Effectively
12. Dealing with Conflict
13. Get More Productive; Hack Into Your Time

WIN© Six Sigma – Straight up DMAIC

Work Innovations (WIN) is an amazing continuous improvement methodology that helps to solve real issues using facts and data. It provides skills and tools solve problems effectively, to continuously improve your processes and services long after issues have been addressed. Using tried and true Six Sigma concepts from the manufacturing world, we have developed WIN specifically for government services. WIN teaches a set of skills that help you to use hard data to identify true problems, issues and opportunities, set benchmarks and measures, monitor performance, and make continuous improvements. WIN is based upon teaching skills through doing. Real problems with real solutions are tackled by work teams. This requires a commitment from both executive management, middle management and staff. Ask for a brochure!

Reclaiming Civility and Compassion in the Workplace

Civility is a larger factor in workplace productivity than you may know! A recent survey reveals that 95% of respondents feel civility is a problem, 74% report it's worse than a few years ago, and 70% indicate it's reached crisis proportions. Incivility causes a reduction in productivity and an increase in absenteeism, sick time and turnover. But what is civility and why is it so important to us as public servants? This workshop provides an overview of today's work environment. The information helps leaders and staff at all levels in the organization bring back basic tenets such as respect, support and trust with actionable steps toward making civility and compassion in the workplace a priority.

Conflict to Collaboration

Conflict occurs almost daily, yet few people learn how to resolve differences in a positive way. Conflict makes many people uncomfortable and they try to avoid it. When issues are unresolved, small disagreements grow into bigger issues and avoidance escalates. Understanding "conflict" gives people the confidence to approach, negotiate and resolve issues that need to be addressed. This workshop teaches participants how to manage workplace disagreements and learn strategies to "talk it through". Participants learn to identify their individual style for dealing with conflict, obtain the skill set and techniques for improving conflict resolution and how to preserve relationships while working through disagreements. Using real work examples, participants practice in the workshop environment using Traininnovations' approach "Conflict to Collaboration"

Developing Talent

Anti Harassment Training

Workplace harassment costs businesses millions of dollars every year through poor employee morale, reduced productivity and costly lawsuits. That's why it's critical that employees are educated on the various types of workplace harassment, and that you communicate and enforce your zero-tolerance policy. It's a three-step process to creating a harassment-free workplace, as simple as knowing your ABCs.

After completing this topic, participants grow familiar with the Classes protected from unlawful discriminatory harassment under various federal and state laws, identify examples of behaviors that may constitute harassment and/or discrimination and be aware of the problems associated with incidents of workplace violence. Also they understand the appropriate actions to take if you are harassed at work

Drug Free Workplace Training

This training educates workers using the employer's policy. Employees should be familiar with the Alcohol/Drug-Free Workplace Policy and understand the requirements of the Drug-Free Workplace Policy. Participants learn about the prevalence of alcohol and drug abuse and its impact on the workplace and the availability of drug and alcohol counseling and assistance through the Employee Assistance Program (EAP). They learn how to recognize the link between poor performance and alcohol and/or drug abuse along with the penalties that may be imposed upon employees for drug or alcohol use in violation of this policy

The Brain, Productivity and Neuroscience

The world today is moving faster than ever. Sometimes it feels like the earth's rotation is twice what it was only a few years ago. At work we have projects, deadlines and meetings with what feels like impossible expectations. And then we have personal appointments, health, sports, school and homework and errands. We feel pressured, overwhelmed, tired, underproductive and stressed. This program is an introduction to a new way of thinking, feeling and behaving that is taking hold across the world in both professional and personal environments. These concepts are being introduced in business and government from Morgan Stanley's Mindful Mondays to Google's "Search Inside Yourself" employee training program to the concept of "A Mindful Nation" being adapted in the UK Parliament, as well as in the US by Congressman Tim Ryan (D-Ohio), author of A Mindful Nation. This high-level program overview addresses better focus, productivity, emotional and behavioral intelligence as well as the concept of professional and personal growth through neuroplasticity.

Project Management – Capturing and Tracking

This 4 day program includes basic project management skills, real department examples, and homework. Participants learn new skills to plan, implement, execute and track projects from start to finish including assignment of resources, hours, and budget (where appropriate). Employees improve their knowledge of project planning and tracking, understand who needs to be involved in communication and task assignment, and develop project maps with coaching during class time for use at work

Harmonizing Generations at Work

It's not enough just to know about the five generations present in our workforce today. It's time to truly understand them, especially those who make up Generations X, Y and Z. begin forming the majority of our workforce. This workshop focuses on maximizing generational similarities and capitalizing on their differences. Learn techniques and tools for engaging the different generations for more effective and productive work environments. Participants gain a practical understanding of critical influences and how best to translate them into high performance. They learn ways to utilize the strengths of each generation to support the growth and success of the others and receive collection of engagement tools that can be used immediately

Different Doesn't Mean Deficient – Honoring Different Work Styles

Discover the power of different work styles. Personalities and behavior style play an important part in determining how we do our jobs, communicate, problem solve and work in teams. And this directly impacts our quality of work and relationships, stress, and effectiveness. Personalities build the framework for teamwork. Our program helps participants understand "why people do what they do" and how we are wired differently. Participants assess their work style type, learn about other types and how it impacts the work, the process, and the outcome. And participants gain a greater understanding of how to get along with workers who work differently and as they learn to honor those differences.

Set the Stage for Customer Service Excellence

Customer service is more strategic to business success than ever before, and customers are more demanding. There is still a gap between most customer service goals and the actual service experience they deliver. Managers set the stage for customer service excellence. This workshop assists workers to outline the infrastructure for excellent customer service. Participants generate an environment of excellent customer service, determine customers' standards for customer service excellence and learn how to make measurement fun and motivating for everyone.

Customer Service 101: Professionalism, Speaking Tone, Listening and Owning Your Customer

With increasing access to information and alternative products, your customer is more educated than ever! This Customer Service workshop teaches the skills you need to communicate positively and professionally with customers – both internal and external. Participants of this workshop leave the training feeling upbeat, motivated, and ready to deliver world-class service. They increase their credibility with customers and value to your organization. They self-assess their customer service skills, and develop skills for dealing with angry customers using the L.E.A.R.N method.

Can We Talk? A Simple Guide to Having Those Difficult Conversations

Throughout an employee's career there will be situations in which a manager must hold conversations that are uncomfortable for one or both parties. Typical situations include performance discussions where both parties disagree about the quality and quantity of the performance, hygiene issues, cultural differences that create unease among team members, inappropriate clothing for the work environment, behavior or conduct that creates unease among team members, etc. Based on Susan Scott's book *Fierce Conversations, Achieving Success at Work & in Life, One Conversation At a Time*, *Achieving Success at Work & in Life, One Conversation At a Time*, this workshop helps managers develop the right intention and mindset for the conversation and provide a framework and tools that shape the best outcome.

Time Management Workshop:

This workshop is based on Brian Tracy's book, *Eat That Frog!* Participants identify causes of procrastination and indecision, pinpoint personal time-wasters and increase their concentration and focus. This workshop uses Mr. Tracy's and other business professionals' proven techniques to cut to the core of what is vital to effective personal success: decision, discipline, and determination. There are twenty-one practical and doable steps that help you stop procrastinating and get more of the important tasks done – today! Those able to successfully implement time management strategies are able to control their workload rather than spend each day in a frenzy of activity reacting to crisis after crisis. Stress declines and personal productivity soars. These highly effective individuals are able to focus on the tasks with the greatest impact to them and their organizations.

Body Language – A Human Phenomenon!

What is body language? Actions speak louder than words! This concept shifts communication and messaging at work. This workshop assists in identifying body language and interpretation. Participants learn body language and “messaging” body part by body part! They also gain an understanding of interpretations and learn to enhance working effectively and building the “human” side of business.

Adapt Ability – In an Ever Changing Work Environment

Today’s demanding workplace is fraught with fast paced change, increasingly complex reorganizations and job insecurity, creating stress and testing even the most productive employees. Research shows that the ability to adapt to changing environments is key to navigating life’s challenges. This workshop provides an overview of how change impacts job performance and how attitudes toward change may affect successful outcomes.

Participants learn to identify the opportunities presented by change and create plans of action to achieve positive outcome and develop the coping strategies necessary to embrace change.

Critical Thinking Skills – Capturing the Essence of Issues

The U.S. Department of Labor has identified critical thinking as the raw material of a number of key workplace skills, such as problem solving, decision making, organizational planning and risk management. The skills we need in order to be able to think critically are varied and include observation, analysis, interpretation, reflection, evaluation, inference, explanation, problem solving, and decision making. Many employees are unclear on the difference between fact, opinion and emotions. Good decisions require focusing on the most relevant information, asking the right questions, and separating reliable facts from false assumptions – all elements of critical thinking. Participants learn these essential skills.

Emotional Intelligence is at the Heart of Success

Emotional Intelligence is a system of managing our selves to ensure maximum professional success along with a personally fulfilling and satisfying life. "Emotional Intelligence is a way of recognizing, understanding, and choosing how we think, feel, and act. It shapes our interactions with others and our understanding of ourselves. It defines how and what we learn; it allows us to set priorities; it determines the majority of our daily actions. Research suggests it is responsible for as much as 80% of the "success" in our lives." -From Handle With Care: Emotional Intelligence. Participants learn to determine the connection between emotional intelligence, productivity and quality of the work product and to value the skill of awareness and how it impacts their world of work.

Don’t Tolerate Bullying in the Workplace

A recent survey showed that 75% of workers are affected by bullying in their workplace and 46% of people say that bullying has an adverse impact on their performance at work. The same amount believe it has a negative effect on their mental health. Bullying is not always easy to spot and even harder to report. Often this leads to reduced productivity, increased absenteeism, more stress and less satisfaction. Participants learn how to define bullying, what to do as an onlooker, strategies for controlling retaliation and communication techniques for safely handling the situation.

Process Mapping Made Easy

Workflows don't manage themselves. To ensure you are meeting your customers' needs, you need to take control of your business processes, document workflows, standardize them and hopefully improve them! The first step to workflow management is to define the current state of your processes by creating an "As-Is Flowchart". This workshop teaches the mapping techniques. Participants learn guidelines and construction rules, review SIPOC, understand interviewing to document the way work actually gets accomplished.