BUSINESS SKILLS TRAINING PROGRAMS

COMPLIANCE

No Fear Act   Compliance   BA LP FC

The No-FEAR act requires all government agencies to conduct bi-annual training for employees and managers on how to remedy workplace discrimination and retaliation problems.

Elevate's required compliance training includes information on what practices are prohibited and the remedies available to someone who thinks they have been harassed or discriminated against because of race, color, religion, sex (including pregnancy), national origin, age (40 or older), disability or genetic information or if appropriate accommodation was not made for an employee's religious practices or any disabilities

Our comprehensive training not only helps supervisors and staff learn about the protections of the No-FEAR Act, it help them understand the difference between harassment/bullying and conflicts and how to resolve both using behavioral management techniques.

Ethics Awareness Training BA LP FC

Ethics Awareness - Agencies must provide new employees with a minimum of one hour of duty time to either review the ethics materials stated in 5 CFR 2638.703 or receive ethics training, within 90 days of their entrance on duty. Agencies are required to provide annual ethics training to employees identified in the regulation, such as political appointees and contracting officers. Elevate provides a comprehensive ethics training.

Safety, OSHA & Worker's Comp BA LP FC

Do your employees take safety seriously? When employees complete this class, they understand the WIIFM (What's in it for me?), and this topic takes priority in their thinking. Visuals are the key to compliance and this class is full of them. Who wants to lose a limb? Is a paper cut a serious injury? Can anyone fall down a flight of stairs - you bet! Reducing workers' compensation claims is a situation where everyone wins. Any H.R. Professional can add that to your list of accomplishments, but you can't do it alone. This engaging

Julie Burns, Elevate BDG Inc
julie@elevate4success.com
(646) 416-6441

program will guarantee compliance because it is in everyone's best interest.

Sexual Harassment: Promoting Respect in the Workplace BA LP FC

What is sexual harassment? What is not considered sexual harassment? What is 3rd party sexual harassment? What is quid pro quo? Which type of sexual harassment is the worst in the eyes of the law? All of these questions will be answered and more in this enlightening seminar. Attention H.R. Professionals as you will need to get your pen out. Action plans as well as policies revisions will be discussed. New legislation will be covered which will cause everyone to make changes in how we behave with one another in the workplace.

FMLA—The Family Medical Leave Act BA LP FC

This program covers the application and legal guidelines of the Family Medical Leave Act. Ensure your organization is compliant by defining the law, addressing what it means for you and your staff, and what your rights are.

Ethics in Federal Contracting BA FC LP

This course is for both federal government and contractor personnel that need to understand federal ethics laws, regulations, and standards. The understanding of Federal ethics laws, regulations, and standards will help you and your organization be prepared to face ethical issues such as bribery, fraud, and other ethical dilemmas that can occur while contracting. You will learn to identify and avoid problem areas through awareness and adherence to ethics laws and regulations. You will use case study exercises and real-world examples to examine situations in which an ethical decision needs to be made.

Micro-Purchase BA LP FC

Agencies spend millions, if not billions of dollars each year and their employees are expected to know the rules regarding the micro-purchase process. You will learn the guidelines to use micro-purchasing, understand laws surrounding the use of micro purchasing, and know your responsibilities as a micro-purchaser.

ADMINISTRATIVE SKILLS

How to Be a Great Assistant LC LP RD BA BC FC

In the modern workplace, administrative assistants are asked to do much more than answer phone calls. To survive (and thrive) assistants require a very specific set of skills to complete the daily tasks that keep companies running smoothly. Communication, problem solving, and priority setting are paramount skills that any assistant must have. We'll show you how to sharpen your skills with an advanced training seminar that goes beyond typical job functions.

FC RD BA

Techniques of the Great Administrative Professionals I & II (1 or 2 days)

Elevate USA's Techniques of the Great Administrative Professionals will provide participants the skills to handle any crisis, customer or task, juggle a hectic work load, make a good impression on your supervisor, those you work with, and become an invaluable part of the machinery in your workplace.

Business Planning Workshop (2-3 days) L BA RD FC

This training includes time management, time blocking, goal setting, budget models, appointment and lead generation models, economic models and more. This program will be tailored to your company training needs. Examples of business planning are creating a business plan, project management plan, grant writing and event planning.

Financials Made Easy BA RD FC

Even though employee's expertise may not be in the financial field, they need to understand the basics of budget, planning, and resource management. Financials Made Easy explains basic accounting principles for the non-financial person.

Financials for Non-Financial People BA RD FC

Elevate USA's Financials for Non-Financial People training is for participants coming from a non-financial background. It will provide them with the tools and basic knowledge of accounting and financing. Participants will learn to speak the language of financing; understand the concepts of finance and accounting; understand the complex world of accounting and finance; and learn to cut decision time in half by practicing basic accounting principles.

Effective Meetings `RD` `BC` `FC`

In this one-day program participants will explore facets of meeting planning and facilitation. Participants will engage in discussion and activities to plan appropriate facilitation sessions, learn principles of effective communication, investigate group management, and meeting best practices.

COMMUNICATION SKILLS

Handling Difficult Conversations `FC` `BC` `LP`

This two-day program will show you how to engage in a difficult conversation. Learn to balance tact and assertiveness, encourage others to speak up and not shut down, and de-escalate emotional conversations to avoid conflict and resentment.

Influence and Persuasion `FC` `BC` `LP`

Whether you are a seasoned leader or have been promoted into a position of leadership you have to juggle being the boss and maintain a positive relationship with your employees. By drawing from the skills of many of the world's best change agents and combining them with five decades of social-science research, Influence and Persuasion training creates a powerful and portable model for behavior change. This program will help participants to become confident leaders and manage their teams to get desired results, ease conflict, delegate, problem solve, and communicate in a way that keeps everyone accountable. Having the skill to influence and persuade people to your way of thinking for some is a gift, for others it is a learned behavior. Either way this two-day program will teach you powerful strategies to effectively influence, persuade, and motivate others to change behaviors.

Interpersonal Skills `FC` `BC` `LP`

Elevate USA's Interpersonal Skills training will teach participants how to effectively communicate within a team environment. Communication skills must be learned. Most often, poor communication and behavior styles need to be corrected and replaced with approaches that are more conducive to creating harmony in the workplace. Successful navigation of every scenario within a team environment is crucial to making sure that everyone feels accounted for and that as a team the message is clear.

Enhancing Collaboration `FC` `BC` `LP`

In today's workplace you need to collaborate with a multi-generational staff. People younger than you may hold positions of power or compete for the same promotion. There are now five generations working together, each with a radically different way of communicating and completing tasks. This training shows you how to collaborate with and amongst coworkers in different age groups.

Julie Burns, Elevate BDG Inc
julie@elevate4success.com
(646) 416-6441

Excellent Customer Service RD FC
This program will help participants deal with difficult people, identify the root of customer requests or problems, and develop a smooth process for resolving customer issues. Key modules include communication, creative problem solving and critical thinking skills, and conflict resolution to ensure satisfying customer service remedies.

Interviewing Skills L FC BA
Interviewing is an art. Participants will learn about facilitating open communication, understanding people and how we communicate, communicating with emotional intelligence and effective listening skills. This course will then teach how to prepare for an interview, do's and don't of questioning, and how to handle interviews in tense or conflict situations.

Memory Power FC
The human brain is a complex and fascinating living computer that modern science still knows relatively little about. However, there are observable factors and techniques that can be used to manipulate your brain to your advantage. This seminar will teach you the techniques that will allow you to organically and effortlessly recall valuable information. After this seminar you'll remember that important statistic or critical business meeting; remember long-term facts for exams, proposals, or business meetings; limit your reliance on post-it notes and electronic reminders. As you implement the techniques you use in this seminar, your short and long-term memory will improve.

Six Secrets to Thinking On Your Feet L RD FC BA
The Six Secrets to Thinking On Your Feet: Have you ever hung up the telephone or walked away from a conversation thinking—I wish I said…instead? This seminar teaches your workforce how to think effectively on their feet. By the end of this workshop your employees will have the tools and techniques to think and speak in a short amount of time without getting flustered and adapt strategies on the go. Your employees will be calm and effective. They will learn the secrets of how to manage on the spot conflict confidently, prevent communication problems, and become better communicators.

Dealing with Difficult People LP RD BC FC
We've all been there, having to deal with that insufferable co-worker in the next cubicle. Some people just have a talent for getting under your skin. But in a place of business, the worst thing you could do is lose your cool with that person. We've compiled a list of techniques guaranteed to help you deal with different and difficult personalities and diffuse potentially explosive situations.

Julie Burns, Elevate BDG Inc
julie@elevate4success.com
(646) 416-6441

Dealing With a Difficult Workforce LP RD BC FC

Sometimes an entire division or pocket of the workforce can prove difficult for managers and supervisors. What do you do when the problem extends beyond a single individual? Elevate USA's trainers and coaches will help managers identify the root of the problem and the best ways to address it without inflaming tensions. This can lie in behavior clashes, unfair workload, communication problems, or other underlying issues. By taking a comprehensive approach, participants will learn how to uncover and meet the problem head on in a way that satisfies all parties.

Communicating with Tact & Professionalism LP RD BC FC

Most experts agree, to get ahead in life you need that certain something. Call it what you will, charisma, confidence, a combination of both. Every top operator, from CEOs to presidential candidates, has one thing in common – the ability to relate easily to everyone. Communicating well is a skill that will take you far, perhaps even farther than you imagined. Our instructors will arm you with every tool in their arsenal, so you too can go out there and communicate effectively.

Skillful Listening LP BC FC

There's a difference between hearing and listening. How often do you listen to someone only to realize you don't have a clue what they just said? This seminar teaches you the skill of true listening. You will be able to recall information like never before with a series of mind exercises and tricks that lead to results.

Generations in the Workforce L LP BC FC

There are four different generations in the modern workforce - each with their own way of working, communicating, and solving everyday problems. These days, you may find yourself competing with, or supervised by, someone half your age. This can cause tension and animosity that leads to resentment and inefficiency among your co-workers, employees and management. This program helps you communicate with the different generations in the workforce.

Emotional Intelligence (2 day) L LP BC FC

Elevate USA's Emotional Intelligence training will teach you how to grow your personal emotional intelligence and change your behavior towards others in a way that helps you understand others and improve your communication channels.

How to Communicate & Collaborate on a Team `LP` `RD` `BC` `FC`

No matter who you are, no matter how powerful or productive you might be, you're nothing without a team behind you. An effective team will not only empower you and your project, but it will increase your abilities many times over. Teams have to work as a well-oiled machine if they are going to be productive. This training will help you communicate and collaborate with team members to get the results you need. This training is totally interactive. Participants will work in teams competing against each other using the dynamics of leadership, teamwork, communication, and collaboration. Through planned exercises and challenges each team will compete against the other to complete the challenges.

Terrific Telephone Skills `RD` `FC`

Talking on the phone can be an acquired and highly valuable skill. Whether you work in customer service, sales, or management, sounding confident and knowledgeable during a telephone conversation will project competency to whoever is on the other end of the line. This program will give your staff the skills to speak using clarity and confidence. Active listening skills will help them quickly address the issue and satisfy the conversation.

CONFLICT & STRESS MANAGEMENT

Identifying Workplace Bullying `RD` `LC` `FC`

Employees should feel safe and protected in the workplace; however, inappropriate and unwelcome behavior in the form of bullying—from leaders and co-workers alike—has the opposite effect. Whether being humiliated in a group meeting or dealing with veiled threats tied to one's job performance, workplace bullying has far-reaching adverse effects to include loss of productivity and in some cases even workplace violence. Workplace bullying is at epidemic proportions, and insightful organizations are proactive in identifying and prohibiting this behavior.

Managing Stress for Supervisors `RD` `LC` `FC`

Today's supervisors are experiencing job burnout and stress in epidemic proportions. They oftentimes feel stressed out, insecure, and misunderstood. For most supervisors, the demands of the workplace, combined with the demands of home, have become too much to handle. Today's program explores the causes of such stress and suggests general and specific stress management strategies that supervisors can use every day.

Remain Stress Free & Healthy `RD` `L` `FC`

Don't let stress rule your life. With the help of this seminar you will be able to stay calm and work efficiently at peak levels under any high-stress environment. While your coworkers and peers and buckling under the pressure, you'll be getting ahead.

Stress Management RD L FC

This workshop helps increase employee productivity with stress management training tailored to meet the needs of your organization. Employees learn how to cope more easily with heavy workloads, demanding expectations, and the daily dramas that cause stress at work and at home. This workshop will give your employees the tools to increase their mental toughness and decrease the likelihood they will be distracted by negative emotions while under pressure. The members of your workforce will spend more time being focused and productive and less time feeling annoyed and frustrated.

De-Escalation Techniques for Transit Operators RD L FC

Effective de-escalation takes training and practice to master. Confronting angry or irate transportation customers is a difficult job for transportation operators. It's a learned skill and being able to successfully de-escalate a potentially threatening situation can make the difference between a positive or negative experience for both the operator and the passengers.

Anger Management LP FC RD

The co-worker who can productively confront his team mate about his negative attitude increases his team's chance of success as well as minimizes destructive conflicts. The customer service agent who can defuse the angry customer not only keeps her customers loyalty but makes her own day less troublesome. This one-day workshop is to help give you and your organization that edge.

Conflict Management & Resolution LP FC RD

Elevate USA's Conflict Management and Resolution training will teach participants how to effectively communicate and how to satisfactorily resolve disputes. Communication and conflict resolution skills must be learned. Most often, poor communication and conflict resolution styles must be corrected and replaced with approaches that are more conducive to creating peace in the workplace and at home.

Dealing with Criticism & Discipline LP FC RD

Nothing is harder than handling criticism and discipline. This program will teach staff and managers how to address these hot button issues with tact, professionalism, and transparency to avoid hurt feelings and enforce positive corrective behavior for the benefit of the organization,

Julie Burns, Elevate BDG Inc
julie@elevate4success.com
(646) 416-6441

HR LAW

HIPAA Compliance RD BA Compliance

The Health Insurance Portability and Accountability Act (HIPAA) requires organizations to provide training for all employees, new workforce members, and periodic refresher training. However, most organizations train all employees on HIPAA annually. This is considered to be a best practice. Regulations are updated yearly, so it can be difficult for practices to stay current. After this training participants will walk away with a better understanding of HIPAA and how to use a checklist for compliance.

Objectives:
- Understanding the 4 rules of HIPAA compliance
- 5 standards listed under the Technical Safeguards section
- Implementing security standards: 9 Technical Safeguards
- HIPAA physical safeguards explained
- Implementing 10 physical safeguards for compliance

Ethics in the Workplace L LP BA

Elevate USA's Ethics in the Workplace training will teach participants how to draw clear lines in the blurry world of office ethics and how to encourage ethical practices to improve their workplace.

Personnel Law for Managers RD BA FC Compliance

Do you suspect that there are fraudulent FMLA and Worker's Comp claims in your organization? Is there high turn over? Do you have trouble retaining good employees? Do you think that some employees are "working the system"? If you answer yes to any of these questions you need this seminar. Managers and Supervisors need to know the law and how it works. This course will focus on the E.E.O.C. and the DOL and the important role they play in our organizations. Don't worry if you are unfamiliar with the alphabet soup (Title VII, FLSA, EPA, ADEA, FMLA, ADA, HIPAA, GINA, OSHA, etc.) you will understand by the time this course is finished!

Reasonable Accommodation with ADA BA LP FC Compliance

Reasonable accommodation is guaranteed under the Americans with Disabilities Act. This program will help employers understand the law, what it means to the organization, and how to accommodate employees protected under the act.

Human Resources Management BA FC LP Compliance

Stay up to speed with the latest employment laws, privacy rules, and health insurance and other regulatory compliance. This program will give HR professionals the tools they need to save your organization money, legal penalties, and maintain a happy workforce. Conflict management will

help resolve disputes and understand the liability your organization could face in the event of workplace violence, sexual harassment, or other discrimination. HR professional who participate will gain the knowledge necessary to provide pertinent information to managers and staff on an every-day basis.

Holding Employees Accountable for Performance & Conduct `LP` `RD` `FC`
Elevate USA's Holding Employees Accountable for Performance and Conduct training will provide supervisors at all levels with the information to keep employees accountable in the Federal workplace.

PRESENTATION SKILLS

Speak with Clarity & Confidence `L` `BC` `FC`
It's a common myth that some people are born with "the gift of gab" – that is, the ability to chat away effortlessly and connect with people, whether it be in a business or casual environment. While some people do possess a natural affinity for conversation, it is a learned talent. You too can master this talent. Much like writing, to become competent in conversation you simply have to tackle a few basic skills to communicate with the best.

Become a Master Public Speaker (I & II) (1 or 2 days) `L` `BC` `FC`
A true leader can motivate people through the power of speech. Becoming a master speaker isn't just about overcoming the number one fear of most people, it's about motivating your employees, coworkers, family, or friends. Unlock the keys to speaking in front of groups and unlock the power to change your life and the lives of others.

Presentation Skills (I & II) (1 or 2 days) `L` `BC` `FC`
 Elevate USA's Presentation Skills training will teach you how to prepare powerful and persuasive presentations, deliver presentations effectively, develop yourself into a confident and competent speaker, and prompt action from an audience. This training is interactive. All participants will have numerous chances to practice their presentation skills

Briefing Strategies `L` `BC` `FC`
Information overload is common these days. From cellphones to email, face-to-face communication is becoming obsolete. With new types of communication, however, there is a certain amount of information that is lost and misunderstanding can easily occur. That's why in-person briefings are becoming more important to convey information accurately to your coworkers. Elevate USA's Briefing Strategies training will teach you and your team how to develop effective ways to brief your team without losing valuable time, how to stay on track with projects, how to stick to priorities, and how to manage staff feedback and questions.

SALES/NEGOTIATION SKILLS

Essentials of Digital Marketing RD BC FC

Essentials of Digital Marketing will help you build your knowledge and keep your skills up to date in the rapidly changing media landscape. You will gain a clearer understanding of how digital marketing can benefit your business through best practice scenarios, learning the advantages of various digital platforms as well as practical application of an email management tool. By the end of the course, you will understand how to implement an effective digital campaign for your business.

Sales 101 RD BC FC

Your sales team is critical to the success of your business. They need to be motivated and focused on their goals. While some sales skills are inherent, sales people need to constantly refresh and learn new sales skills and techniques to help them be more productive. Sales Training involves the personal development of skills and techniques related to creating and exploring new sales opportunities, as well as closing sales for an organization. This training will concentrate on the skills each sales person needs in their arsenal—prospecting, presentation, overcoming objections, negotiating, closing the sale, and relationship building for future sales. Selling has changed in recent years. The new generation of sales professionals builds relationships and makes a majority of their sales by telephone, email, and the use of technology. While, only a small percentage of sales are made in-person. This program is designed to help participants exhibit the traits of the new sales person: competence, poise, and honesty.

Networking 101 RD BC FC

Success depends on your network – a lifetime web of personal and professional associates. But networking isn't just who you know, it's how you approach them. Are you afraid to call on your network? What can you offer your network to make them receptive to you? This program will teach participants how to build and utilize their most effective contacts in an intelligent fashion.

Breaking Through to Tangible Goals RD BC FC

Everyone has a dream. But what are the chances of that dream becoming reality? Often, it isn't enough to have dreams. You need to turn them into real, tangible goals. We teach you how to set those goals in a system supporting your ultimate, long-term goals, how to set and actionable steps to help you reach each one.

Julie Burns, Elevate BDG Inc
julie@elevate4success.com
(646) 416-6441

Closing the Sale `RD` `BC` `FC`

Selling, perhaps the toughest skill to master, is also the foundation on which every business is based. Our revolutionary sales training will ensure that you have all the knowledge necessary to separate you from the pack and secure your place among top salespeople. Learn how to establish value, answer objections and ask for the sale 6-8 times while still maintaining a great rapport with your buyer.

Generating & Qualifying Leads `RD` `FC` `BC`

To make a sale, you need leads. This program covers the various ways to build lists, and generate and quantify your own quality leads. It's not enough to compile names – you need to know the interest level of each to properly capitalize on it. Unqualified leads are wasted leads.

Social Medial Marketing `RD` `BC` `FC`

Social media is about keeping your target market aware of your presence. Learn how to craft compelling social media strategies without spamming or annoying your potential clients. Participants will learn how to identify wants, express benefits, and engage the audience in content they want to experience.

TIME MANAGEMENT

Managing Multiple Priorities `L` `RD` `BC` `FC`

As you know, rarely do you ever have just one project to work on. In the business world the ability to juggle multiple responsibilities and tasks is essential. At times it can get a bit overwhelming. Our seminar will show you how to cope with several demanding priorities at a time while giving them all the attention and care they deserve.

Professional Accountability: Meeting Your Deadlines `L` `RD` `BC` `FC`

This very special time management course will help participants discover how to:
- Meet deadlines when you cannot add more hours to the day
- Learn to differentiate between a desired deadline and a real deadline
- Create accountability within the organization, department, or team
- Manage multiple projects
- Learn how to communicate with supervisors, co-workers, and subordinates
- Create processes for meeting deadlines and accountability

CHANGE MANAGEMENT

John Kotter's 8 Steps "To DO" Change   L LP RD BA BC FC

Whether you are considering a small or big change, it's typical for others to feel uneasy as they are taken out of their comfort zones. Elevate USA's John Kotter's 8 Steps "To Do" Change training, based on the most widely known and applied model in the world, will help facilitate a smooth transition to any new scenario in an organization.

Managing Through Change and Transition   L LP RD BA BC FC

Our collection of deep-seated beliefs and assumptions create our view of the world. Sometimes these beliefs are so deeply held that we don't realize they are in play. When faced with evidence that conflicts with our beliefs, we look for flaws in the evidence rather than flaws in our beliefs. These assumptions can be painfully difficult to change. With Elevate USA's Change Management training, participants will learn communication strategies to guide their colleagues and organization through the change process.

Change Anything   L LP RD BA BC FC

The irony of change is that the more control you think you have—the more you rely on personal willpower—the less likely you are to succeed. Many of us are blind to and outnumbered by the ways in which the world is organized to drive our current behavior. In this class, you will learn how to take control over the sources of influence that control you and change anything.

Innovation—Everybody's Business   L LP RD BA BC FC

Use creativity to develop innovative strategies for your workplace. Develop critical thinking strategies that promote innovative approaches to new and existing problems that will prompt your workforce to see issues in a new light that can lead to enhanced productivity, creative thinking, and problem solving.

Open Office Environment   L LP RD BA BC FC

Learn the benefits and challenges to working in an open office environment. Participants will learn different techniques to stay productive, behavior to avoid (such as not distracting others), keeping your workspace organized, and strategies to help work will with others. The program will incorporate exercises to develop flexibility and open-mindedness, and to build open office etiquette skills.

Julie Burns, Elevate BDG Inc
julie@elevate4success.com
(646) 416-6441

COMPUTER SKILLS

Microsoft Office Suite Overview RD BA FC

A complete rundown of all critical and widely-used Microsoft Office Suite resources and software. The program can be taken as a whole or broken into smaller sections based on ability level and software.

Microsoft Access (I-III) (1 to 3 days) RD BA FC

Learn the basics of design and progress to fully-functional databases. This new seminar from Kyle McCloud will teach you everything from creating tables and forms to making it functional by designing macros and switchboards. Keep your information organized and easy to retrieve with your new Access abilities.

Microsoft Excel (I-III) (1 to 3 days) RD BA FC

We're taking you beyond the basics with our in-house computer expert. With this engaging seminar you'll learn all the advanced techniques that will transform an ordinary spreadsheet program into one of the most powerful tools in your business arsenal. Keyboard shortcuts, advanced options, we cover it all.

Microsoft Outlook RD BA FC

Elevate USA's Microsoft Outlook training will cover the crucial features of the program business professionals can't do without. Features that simplify and streamline their work, boost productivity, scheduling a calendar for important meetings and events, managing contacts, creating and executing a to do list, managing mail and more. This training will provide the shortcuts, tips and strategies to making the most out of Outlook.

Microsoft Power Point RD BA FC

Elevate USA's Microsoft Power Point training will cover the basic essentials of this program and provide them the tricks and strategies that will their presentations the extra 'wow' effect that will make an impact towards their audience.

Microsoft Word (I-II) (1 to 2 days) RD BA FC

With Elevate USA's Microsoft Word (I-II) training, participants will discover a world of benefits as they unlock features to boost their productivity. Uncover hidden shortcuts to creating reports, newsletters, tables, charts, and articles. This training will prepare participants for any kind of document.

Adobe Creative Suite Overview RD BA FC

A complete rundown of all Adobe Creative Suite resources and software. The program can be taken as a whole or broken into smaller sections based on ability level and software

Adobe Photoshop `RD` `BA` `FC`

The basics and advanced applications of Photoshop. From simple-to-understand instructions that familiarize the novice with graphic design and photo manipulation to more advanced techniques that produce professional-quality work.

Adobe Dreamweaver `RD` `BA` `FC`

Basic, intermediate, and advanced web-design using the powerful Dreamweaver software. From simple HTML to complex web-design.

Adobe Flash `RD` `BA` `FC`

All the resources to produce or package Flash applications, instructional videos or interactive programs into self-contained files or website integration.

Adobe InDesign `RD` `BA` `FC`

The premier publishing and layout application. Produce top-quality books, magazines, informational booklets, newsletters, and executive summaries. Learn the simple layout tools, typesetting, and graphics integration to create eye-catching content.

Adobe Illustrator `RD` `BA` `FC`

Combine the power of Photoshop with the vector graphics editing capabilities of Illustrator. Create logos, icons, sketches, and typography for the web or print.

DIVERSITY

Promoting Respect in the Workplace `L` `LP` `RD` `BA` `BC` `FC`

This program includes all types of diversity including gender differences, age, technology, physical disabilities, culture, and religion. There are self-assessments and exercises that may surprise long-term employees as well as those that are new to the workplace. One test will help participants to understand that we put people into categories almost immediately upon meeting them. Some categories include: Appreciation, Acceptance, and Tolerance. This has been designed to help people to recognize their differences and understand that I am not different from you but I am different like you.

Working in a Multi-Cultural Workplace `L` `LP` `RD` `BA` `BC` `FC`

Many challenges face our workforce in the midst of our ever-changing demographics. However, these challenges can be turned into opportunities to provide exceptional service to the community by becoming more culturally and Diversity aware. In this training, participants will gain information to

better prepare them in a culturally sensitive fashion, become aware of biases and how to address them, gain tools to better communicate with people of different backgrounds, and strategies for mitigating conflict.

Diversity in the Workplace   L LP RD BA BC FC

Commitment to diversity awareness is a vital strategy for both positive personal growth and productive business growth. In this dynamic, one-day program, your employees will develop their own awareness of and sensitivity to the wide variety of people that surround them every day.

Generational Blending in the Workforce   L LP RD BA BC FC

A comprehensive course that covers the four main generations in the current workforce. This involves identifying various communication, conflict resolution, and work styles, and the incentives each require to perform as they should. A competent manager will be able to draw on this knowledge and facilitate an even flow between each generational group for the maximum productivity, team cohesion, and output.

Sexual Harassment Training for Managers   L LP RD BA BC FC

Managers must aware of the types of harassment going on within their workforce. This involves identifying different types of harassment, including various forms that can take place on the internet and via email. The program will aid managers in developing or refining comprehensive sexual harassment policy that protects the organization and the victims, facilitates easy reporting of harassment, and outlines the legal repercussions of violation. Managers will also come away with an understanding of the steps necessary to prevent harassment before it begins and how to respond to situations that have the potential to turn toxic.

LEADERSHIP SKILLS

Accountable Leadership   L LP RD BA BC FC

This course is designed to provide leaders with the practical knowledge, skills, and tools needed on a day-to-day basis to successfully manage responsibilities and challenges in their roles. It is based around the theories of Accountable Leadership and places a strong emphasis on building and applying the leadership, management, and communication skills necessary to be an effective leader.

Mentor Match I & II—Mentor & Protegé (2 ½ days) L LP RD BA BC FC

Mentoring is a power-free, mutually beneficial learning situation where the mentor provides advice, shares knowledge and experiences, and teaches using a low pressure, self-discover approach. Mentoring is a two-way street. By teaching using an adult-learning model instead of a teacher-to-student model, mentors are able to willingly question their own methods for self-discovery and freely share their own experience and skills with their mentee. The mentor is both a source of information and acknowledge and a Socratic questioner. Strong mentors breed strong mentees to carry on the tradition of mentorship to others.

A mentor's role focuses on the person seeking help, their career, and their capacity for individual growth and maturity. A strong formal mentoring program strives for consistency, compatibility, support, and accountability. The formal mentoring procedures that are established for a mentoring program will greatly affect a program's quality and sustainability.

This training course for mentees ensures that any mentorship program is successful and rewarding by teaching the mentee what to look for in a mentor, build a strong relationship, and put the mentor's knowledge to work.

As skilled, educated, and motivated as you are, learning from someone who knows the ins and outs of your organization can be a powerful business asset. You need to find the right Mentor, build a strong relationship, and put your knowledge to work. The responsibility for a good mentor/mentee relationship is both with the mentor and the mentee. You have to be willing to work hard and do your part. This training will help you create and maintain a mutually rewarding mentor/mentee relationship.

7 Habits—Mission to Action (3 days) L LP RD BA BC FC

This program is a mission to action plan for your organization using Steven Covey's 7 habits, your organization's mission statement, the elements and models of a strategic plan, and mission to action. The course is tailored specifically to your organization's needs.

DISC Behavior Profile L LP RD BA BC FC

Learn your talents, inner strengths and weaknesses with the DISC Behavior Profile administered by a certified DISC trainer. You will be able to capitalize on abilities you never knew existed and will have a newfound knowledge about yourself, the people you deal with and the challenges you each face.

Creative Leadership for Managers L LP RD BA BC FC

These days it's not enough to simply "manage." Instead, you have to inspire creativity and bring about positive change to keep you workforce engaged and motivated. Sound difficult? It doesn't have to be with our breakthrough new seminar. We'll teach you everything you need to know to creatively manager

you employees in new, exciting directions.

Team Building & Coaching L LP RD BA BC FC

In today's business world the occasional "good job" to your employees just doesn't cut it anymore. Research has shown that progressive managers who employ coaching techniques to motivate their employees not only boost productivity, but also overall workforce happiness. We'll show you all the tips and tricks in our arsenal so you can move forward with these incredible new tactics to inspire your employees for great things.

Coaching & Mentoring C-Level L LP RD BA BC FC

Elevate USA's Team Building, Mentoring and Coaching's training will provide participants with the information to become more decisive, capitalize on their team building skills, and to be a mentor to their teams.

Leading When Not in Charge L LP RD BA BC FC

John Maxwell sums up his definition of leadership as "leadership is influence - nothing more, nothing less." Some people are leaders because they are tasked to be leaders. But, you don't have to be in a position of leadership to be a leader. Leadership is a learned technique. In this program you will learn your purpose and your personal power. You will learn to motivate, persuade, inspire, and influence others to realize their potential. Make a difference no matter what the position you are in by putting the leadership skills of the great leaders into practice.

Effective Teams L LP RD BA BC FC

Elevate USA's Effective Teams training will teach participants how to grow employees into highly driven individuals dedicated to getting results. Participants will:

- Learn how to foster cooperation in their teams
- Learn decision-making tools for their teams
- Learn how to inspire and motivate their teams
- Go from conflict to resolution
- Learn how to spot potential conflict and put out the fires
- Learn how to do collaborative problem solving

L LP RD BA BC FC

Developing Your Employees LC LP RD BA BC FC

Employee development requires producing an effective, well-incentivized team. This requires the ability to inspire high-quality work, build an environment of trust and mutual respect, identify areas for improvement, and develop critical skills. Employee development can take on many dimensions, but central to every approach is the concept of employee ownership and development plans for continued improvement.

Developing a Younger Workforce L LP RD BA BC FC

Young people in the workplace view things differently than other generations. They have a different style of communicating, working, even end-goals and incentives. This program will teach managers how to mold this growing and capable section of the workforce into a valuable tool using personality style assessments, conflict resolution skill and communications skills building, and preparation for them to seize on opportunity within an acceptable framework.

PROJECT MANAGEMENT

Project Management: Assessing & Recovering Troubled Projects 2 day

L RD BA FC

This course explains and reinforces the need for project control throughout the recovery of the challenged projects. It helps you determine the symptoms of a challenged project, create an assessment and recovery process, and prevent future challenged projects. This is consistent with the knowledge areas of Project Management Institute's A Guide to the Project Management Body of Knowledge.

Project Management: Managing Scope, Schedule and Cost 3 day L RD FC BA

This course provides a structured approach to project planning and management. The course goes beyond project management fundamentals and applies a variety of techniques to balance the competing demands of scope, schedule, and cost. The course uses industry best practices to teach the latest tools and techniques. Learn how to establish the performance measurement baseline (PMB) and gain proficiency in the tools and techniques used to compare actual work accomplished against established plans. Determine how best to plan project scope based on stakeholder budget and schedule constraints. Be proactive and in control of your project by implementing cost and schedule management.

Project Management: Managing Stakeholder's Expectation in a Government Environment 2 Day `L` `RD` `FC` `BA`

Focus on a stakeholder-based approach in projects and examine what it takes to actively and successfully build and manage relations with stakeholder management planning, managing and controlling stakeholder engagement. Key inputs, various tools and techniques, and critical outputs are discussed in detail. Participants practice using tools designed to aid in the discovery and management of stakeholder and team expectations.

Root Cause Analysis & Problem Solving `L` `RD` `BA` `FC`

Discover the root cause of your organizational problems by:

- This course will provide the staff members with the knowledge and skills necessary to facilitate an effective problem analysis
- A perfect first course in effective problem solving
- The participants will learn how to apply Apollo Root Cause Analysis (ARCA™) to both simple systems and complex groups of systems
- This course is ideal for anyone whose job involves problem solving, supervisors, managers, and lead personnel
- Course is run over two days where participants will work with several instructor-led exercises that build upon each other to learn how to identify causes and to recognize the difference between actions and conditions

Critical Thinking & Creative Problem Solving `L` `RD` `BA` `FC`

Nobody can be an expert in everything. But you can train yourself to figure out any problem thrown at you. This seminar covers the critical thinking process from brainstorming to implementation. You'll discover how to quickly predict potential outcomes, discover the root of your problems, assess the risks and benefits to your solutions and ultimately create something new and different to tackle the challenges coming your way.

Become adept at all aspects of decision-making and problem solving in the workplace, whether you are implementing innovation, managing crises or planning future strategy. Participants will have the opportunity to apply the concepts to a specific problem or opportunities from within their own business environments.

Process Improvement (2-3 days) L RD BA FC
This is a valuable skill that can be learned by anyone. Discover what a facilitator is and what a facilitator is not. Learn how to interact with a team, the anatomy of a facilitation session, how to build a strong environment, how to prepare the session, and how to use the right facilitation tools.

Basic Tools for Process Improvement L RD BA FC
Learn the basics of process improvement and the basic process improvement steps. This is a beginner course that helps participants understand better process improvement and how to start implementing process improvement in their work.

Project Management Leadership (2 days) L RD BA FC
Project management and project leadership are two sides of the same coin. They are inter-linked and need to be if a project is to be delivered on time, on budget, and to the desired quality. Too many project managers place too much attention on managing and too little time on leading. Finding the right balance is the key. One without the other will not get the desired results. This one-day workshop defines the balance between the two. This workshop is designed to help individuals become better project managers and project leaders

Project Management (1 – 3 days) L RD BA FC
This course builds on each step of project management. The learning objectives are to understand:
- Definition of a project and its attributes
- Key constraints within which a project must be managed
- How a project is "born"
- Understand the Project Life Cycle
- Steps involved in the project management process
- Benefits of project management

PMP Test Preparation (5 days) L RD BA FC
Test preparation for the Project Management Professional (PMP) exam based on the Project Management Institute's Guide to the Project Management Body of Knowledge and the Certified Associate in Project Management certification. Review includes practice materials, discussions with the instructor, and practice exercises and test questions. Perfect for project team members or entry-level project managers.

Julie Burns, Elevate BDG Inc
julie@elevate4success.com
(646) 416-6441

Facilities Management (2-3 days) L RD BA FC

This program provides an overview of information that is vital to running an efficient facility. Upon completion of this program, you will have a comprehensive understanding of how to manage and maintain cost-effective facilities that operate at peak performance levels.

Crisis Management and Prevention (1 or 2 days) L RD BA FC

Unexpected events occur frequently in all aspects of our daily environment. No matter where they occur, understanding the importance and challenges to individuals when addressing crisis management or emergency situations is vital for the safety and security of human life, revenues, and reputation. This course on crisis management offers participants the basics in identifying, preventing, and controlling crisis situations. Crisis management basics, from preparation to training and compliance are discussed, as are various stages of a crisis, and the need to establish a crisis management team. This course also helps participants to identify potential risks, learn approaches on how to respond to such incidents, and how to communicate the situation to the team.

SUPERVISORY SKILLS

Supervisor Rights and Responsibilities LC LP RD BA BC FC

Being promoted into a position of leadership is a challenging transition. You now have to juggle being the boss and maintaining positive relationships with your employees. Not only do you get a whole new set of responsibilities, you have many new skills to learn as well. This course will orient you to your changing role as a supervisor and help you understand your rights and responsibilities as a supervisor, as well as the rights of your employees.

You will be introduced to federal government core and leadership competencies, proficiency rating scales, merit system principles, and prohibited personnel practices and how they apply to you as a supervisor.

Accountable Leadership 2 Day L LP RD BA BC FC

Whether you are a seasoned leader or have been promoted into a position of leadership you have to juggle being the boss and maintain a positive relationship with your employees. Elevate USA's Accountable Leadership program will help participants to become a confident leader and manage a team to get desired results, ease conflict, delegate, problem solve, and communicate in a way that keeps everyone accountable.

Communication Skills for Effective Project Management 2 day-
L **LP** **RD** **BA** **BC** **FC**

Communication skills are an essential element of an effective Project Manager. This course enhances the ability to effectively communicate with people. The capacity to successfully communicate in today's global economy is a pivotal element to the success of any organization. Managers need to be aware of emerging technologies and how these affect international communication. This course explores how communication takes place, and presents techniques and strategies for enhancing communication.

Diversity & Inclusion **LP** **RD** **BA** **BC** **FC** **L**
This course is designed to foster positive intergroup interaction, reduce conflict, and generally teach individuals who are different from others how to work together effectively. Through diversity training, employees will be more aware of individual differences in the workplace and how those differences inhibit or enhance the way people work together and get work done.

Characteristics of Highly Successful People 2 Day **L** **LP** **RD** **BA** **BC** **FC**
Elevate USA's Characteristics of Highly Successful People training will teach participants the common characteristics of people who have achieved remarkable success. You will learn how to use these traits to identify your strengths to improve your performance. You will be motivated and enthusiastic about your professional and personal empowerment plan. Participants will learn what it takes to become more effective, more efficient and how to achieve excellence.

Learning Objectives
- Define traits of highly successful people and how to apply them to your life
- Develop your path to success and excel
- Get motivated to take responsibility and accountability for your success
- Learn how to communicate to persuade and influence
- Use Emotional Intelligence in tricky situations
- Critical thinking and creative problem-solving techniques

Julie Burns, Elevate BDG Inc
julie@elevate4success.com
(646) 416-6441

Achieving Maximum Productivity 2 Day L LP RD BA BC FC

Rarely do people ever have just one project to work on. In the business world the ability to juggle multiple responsibilities and tasks is essential. At times it can get overwhelming, causing stress and loss of productivity and focus. Elevate USA's Achieving Maximum Productivity program will show participants how to cope with several demanding priorities at a time, while giving each the attention and care they deserve. Learn how effective communication can reduce stress, and other stress busting techniques.

Criticism & Discipline for Managers & Supervisors L LP RD BA BC FC

It can be hard to deal with a troublesome employee – someone who lowers morale, stalls productivity and encourages bad habits – especially without provoking more conflict. Our seminar will teach you the proper techniques to put a stop to bad behavior once and for all while minimizing negative outcomes.

Train the Trainer I & II (1-2 days) L LP RD BA BC FC

In today's digital world things are moving at a faster pace than ever before. Training techniques that were once considered common practice have been eliminated in favor of more dynamic teaching styles. These days it takes a very special blend of knowledge, showmanship and follow-up to be a top trainer. Our instructors - who benefit from decades of experience and being on the front lines of corporate training - will teach you everything you need to know to stay competitive.

Unacceptable Employee Behavior L LP RD BA BC FC

A disruptive employee can be a supervisor's worst nightmare. Everything you're trying to do – set a good example, encourage good work habits – he or she might be undoing. We'll show you how to deal with troublesome employees in the best way possible, without any repercussions.

Transitioning from Staff to Supervisor L LP RD BA BC FC

You got it! That big promotion that promises you better benefits and a better salary. You're the "boss" now! But how will you make that tricky transition from "co-worker" to someone of authority? Our seminar has got you covered. We'll show you how to weather the move with poise and confidence.

Essential Skills for First Time Supervisors L LP RD BA BC FC

To keep the troops motivated and focused there are certain skills you will need to employ on a regular basis. We'll show you how to be forward thinking and dynamic in your approach to supervision, gain the trust and loyalty of you employees and lead a stress free work life.

Successful Performance Management L LP RD BA BC FC

Focusing on performance management communication and planning results in happier employees willing to go the extra mile, higher employee retention rates, less conflict a052/29l528 l////";5mong employees, fewer mistakes, and

a willingness to take on more responsibility. This seminar teaches effective performance management skills.

Performance Management, Coaching, and Discipline `L` `LP` `RD` `BA` `BC` `FC`
Managers and Supervisors need to know what is expected of them and how their performance is being measured. Do they give the same courtesy to their employees? Some do and some do not. Why? Most of them have not been taught some of the most important skills: coaching, disciplining, recognizing good performance, rewarding employees, team building, motivating, goal setting etc. This program focuses on how to improve performance in the workplace. It is appropriate for up and coming supervisors as well as those that have been on the job for 20+ years

Coaching Skills for Managers & Supervisors `L` `LP` `RD` `BA` `BC` `FC`
This program will teach managers and supervisors to become effective coaches and guides for their staff. Using "train-the-trainer" techniques, we will prepare managers and supervisors to encourage their staff to go the extra mile, give constructive feedback, create a cooperative working environment, incentivize quality work, and deal with difficult employees in a positive manner.

WRITING SKILLS

Effective Business Writing, Grammar & Proofreading (2 days) `BA` `RD` `FC`
Your writing style reveals a lot about what goes on in your head. The more precise you are with your word and the more error-free your prose, the better your colleague's opinions of you will be. Our fast-paced, fun seminar will teach you everything you need to know to improve your writing without boring you to death in the process.

Grammar & Proofreading the Fun Way `RD` `BA` `FC`
Fun and functional – this is a far-cry from you elementary school grammar class – this seminar will teach you everything you need to catch common grammatical errors in the proofreading stages of your writing.

Technical Writing (Fundamentals, Intermediate, Advanced 1 day each) `RD` `BA` `FC`

Technical writing training covers a wide range of topics and depending on the industry, comes in many formats such as short reports, lab reports, specifications, manuals, proposals, technical articles, white papers, and abstracts. Different reader groups read the same documents; however, their level of understanding can vary greatly. This course includes several core modules and then works with you to design a technical writing piece that meets your specific needs and objectives.

Writing Technical Documents can be a one-day, two-day, or three-day course, depending on how many topics you wish to incorporate. Core modules cover the basics, review good technical writing skills, and encourage adopting standards and best practices. One of the objectives is to promote consistency and a uniform level of professionalism.

Business Writing & Mistake Free Grammar (2 days) RD BA FC

Words are perhaps the most powerful tools on the planet. You use them everyday, in your speech and in your writing. How you write reflects your level of competence to those around you, so it's important to maintain a high level of proficiency. Our business writing training and grammar will give you the basic and advanced skills you need to boost your quality of writing for maximum efficiency and clarity of thought.

Reader-Centric Writing RD BA FC

During the two-day course employees will learn to compose, review, edit, and issue written materials for a diverse audience. By the end of the training, the participants will have the effective writing techniques to consider the topic and intended reaction before writing a response with clarity, correct grammar, and formatting. Participants will learn how to use appropriate tone, avoid a passive voice, proofread their own work, and develop a strong call to action. Additionally, participants will leave with the knowledge to properly contextualize and order information for maximum impact and to continue their own further development of communication skills. Every participant will write and complete a piece during the two day session.

Plain Language RD BA FC

Teach your staff writing using plain and concise language in compliance with the Plain Language Act of 2010. The law requires that all government employees, agencies, and documentation use "clear Government communication that the public can understand and use." This course draws on the basics of good grammar and written communication with emphasis on structuring ideas and writing to an audience based on clarity. This can be applied to simple or complex writing scenarios – such as press releases, SOWs, or translation of multi-layered reports and data analysis into simple language.

SPECIAL/UNIQUE LEADERSHIP PROGRAMMING

Leadership Lessons in Living History (2-3 days) L LP RD BA BC FC

When we take a group of executives out of corporate surroundings, we help them experience and identify with the successes, failures, and critical moments of historical figures at key junctions of American history. That connection is a powerful tool for demonstrating how such lessons can have a dramatic impact on their own lives and relationships at work. It becomes a

significant emotional event which cannot be duplicated in a classroom and that drives the desire for change that can be paired with practical application and effective training skills. Imagine walking across the battlefield at Gettysburg with your executives … hearing the words of Abraham Lincoln … standing on the rocks of Little Round Top … and learning how the leaders of the day came to critical decisions. Imagine the walls of Fort McHenry, where the Star-Spangled Banner was written, and learning the lessons of persistence that won the day. Picture your team walking along the Freedom Trail in Boston, standing on the Green at Lexington, or the North Bridge in Concord, and hearing how timely communications and decisive action won victory. Historical venues offer valuable and diverse teachable moments that apply today. Elevate USA couples history with interactive exercises, practical lessons, and guest speakers. Whether you want to have a strategic planning retreat, a team-building session, or training on a specific management or communications module, Elevate will plan an historical training event for your team. Select from one of the many locations and events below, or propose an entirely unique setting customized to your needs.

LIFE—Leadership Program (2 days) L LP RD BA BC FC
LIFE teaches interactive leadership lessons through the exercise of starting and growing a department, unit, or business through its embryonic stages, development, growth, and success. Workshop participants work in teams competing against each other through planned exercises that use the dynamics of leadership, teamwork, communication, finances, time management, and business skills.

Work is the Cure (6 months) L LP RD BA BC FC
If your workforce lacks fulfillment and self-esteem, their motivation to excel suffers. This program will give your staff the tools to manage changes in their lives and approach work with a more positive, empowering attitude. We shape work into a positive force in the lives of your staff. This is not an EAP program—it is a program about a total attitude shift. The program includes: One two-hour seminar per month (6 seminars total) and two groups of individual coaching sessions per month (12 hours of coaching). Each coaching session will contain accountability exercises designed to build self-esteem, help your staff deal with change, set-up and follow goals, cope with negativity and stress, and learn to keep a strong sense of humor.

Leadership Boot Camp (3 days) L LP RD BA BC FC
A three-day intensive leadership boot camp features lessons from a real drill sergeant your staff lives together, bonds together, and learns to work together by marching in cadence, solving real world problems, learning to live healthy, and lead under difficult conditions. These leadership lessons are team-focused and encourage leaders from your staff to develop their own self-image even as they rely on the needs of their teammates and coworkers.

ELEVATE'S MASTER CLASS (Series -6 days)

This course is an all-encompassing Leadership, Communication and Influencing course. Learners will review the following:

- **Handling Difficult Conversations:** Our two day program will show you how to create a trusting workplace environment to achieve the desired results from critical conversations. Learn to balance tact and assertiveness, encourage others to speak up and not shut down, and de-escalate emotional conversations to avoid resentment and conflict. Program includes activities, videos, role play, and DISC Assessment.
  Objectives
    o Recognize when conversations become critical
    o Create an effective dialogue between you and colleagues
    o Manage sensitive topics with ease and diplomacy
    o Learn conflict management skills that de-escalate confrontation
    o Create a safe environment that promotes conversation to reduce defiance
    o Reset the conversation

- **Accountable Leadership:** Master leadership skills in this two day program to become more confident, able to ease conflict, delegate, problem solve, and communicate in a way that keeps everyone accountable. Program includes activities, videos, role play, and EQ Assessment.
  Objectives
    o Create a culture of accountability
    o Stop the blame game
    o Align current processes to desired organizational results
    o Get results and higher performance
    o Motivate colleagues to make a positive contribution
    o How to handle conflict
    o Delegate responsibly
- **Influence and Persuasion:** Having the skill to influence and persuade people to your way of thinking for some is a gift, for others it is a learned behavior. Either way this two day program will teach you powerful strategies to effectively influence, persuade, and motivate others to change behaviors. Program includes activities, videos, role play, and Motivators assessment.
  Objectives
    o Speak with clarity and confidence

- Motivate others to take initiative
- Learn how to create win-win situations from potentially unpleasant situations
- Communication & Collaboration skills for project management
- Become an agent for change

LEADERSHIP FACILITATOR (2 days)

During this 2 day course, individuals will learn the fundamentals needed within a Leadership or Supervisory Role. Learners will use DISC assessment to review:

- Leadership and Management
- Communication and Team Building
- Critical Thinking and Problem Solving
- Managing Change and Transitions
- Creating Accountability.

Getting Results with Clear Writing and Dynamic Presentations (Series 3 days)

Elevates USA's 3 day program focuses on improving both oral and written communication for people who write e-mails, reports, memos, business letters, meeting minutes, and who give presentations to influence and persuade. We take a fun approach to grammar review, and all three days are packed with activities, skill practice, and practical application so that participants can use what they learn immediately back on the job. Each day can be presented as a stand-alone session.

- **Day 1: Grammar:** This adult-directed seminar will focus on the following areas in grammar:
    - Punctuation
    - Active vs. Passive Voice
    - Sentence Structure
    - The Run-On Sentence and the Fragment
    - Usage
    - Grammar Myths
    - Subjects of sentences including definite and indefinite pronouns while remembering to be gender neutral
    - Agreement
    - Numbers

- **Day 2: Writing**: Participants will learn to edit, write with brevity, and create effective written correspondence (i.e. email, letters, reports, meeting minutes, etc.)
- **Day 3: Presentation Skills**: Elevate USA's Become a Master Public Speaker training will teach you how to deliver presentations

Julie Burns, Elevate BDG Inc
julie@elevate4success.com
(646) 416-6441

effectively, develop yourself into a confident and competent speaker, and prompt action from an audience.

Project Management: Assessing & Recovering Troubled Projects 2 day
L LP RD BA BC

This course explains and reinforces the need for project control throughout the recovery of the challenged projects. It helps you determine the symptoms of a challenged project, create an assessment and recovery process, and prevent future challenged projects. This is consistent with the knowledge areas of Project Management Institute's A Guide to the Project Management Body of Knowledge.

Project Management: Managing Scope, Schedule and Cost (3 day)
L LP RD BA BC FC

This course provides a structured approach to project planning and management. The course goes beyond project management fundamentals and applies a variety of techniques to balance the competing demands of scope, schedule, and cost. The course uses industry best practices to teach the latest tools and techniques. Learn how to establish the performance measurement baseline (PMB) and gain proficiency in the tools and techniques used to compare actual work accomplished against established plans.

Determine how best to plan project scope based on stakeholder budget and schedule constraints. Be proactive and in control of your project by implementing cost and schedule management.

Project Management: Managing Stakeholder's Expectation in a Government Environment (2 day) **L LP RD BA BC FC**

Focus on a stakeholder-based approach in projects and examine what it takes to actively and successfully build and manage relations with stakeholder management planning, managing and controlling stakeholder engagement. Key inputs, various tools and techniques, and critical outputs are discussed in detail. Participants practice using tools designed to aid in the discovery and management of stakeholder and team expectations.

Accountable Leadership   **L LP RD BA BC FC**

Whether you are a seasoned leader or have been promoted into a position of leadership you have to juggle being the boss and maintain a positive relationship with your employees. Elevate USA's Accountable Leadership program will help participants to become a confident leader and manage a team to get desired results, ease conflict, delegate, problem solve, and

Julie Burns, Elevate BDG Inc
julie@elevate4success.com
(646) 416-6441

communicate in a way that keeps everyone accountable.

COMPLIANCE

ADMINISTRATIVE SKILLS

COMMUNICATION SKILLS

CONFLICT & STRESS
MANAGEMENT

HR LAW

PRESENTATION SKILLS

SALES/NEGOTIATION
SKILLS

TIME MANAGEMENT

CHANGE MANAGEMENT

COMPUTER SKILLS

DIVERSITY

LEADERSHIP SKILLS

PROJECT MANAGEMENT

SUPERVISORY SKILLS

WRITING SKILLS

SPECIAL/UNIQUE
LEADERSHIP
PROGRAMMING

Communication Skills for Effective Project Management (2 day)
L   LP RD BA BC FC

Communication skills are an essential element of an effective Project Manager. This course enhances the ability to effectively communicate with people. The capacity to successfully communicate in today's global economy is a pivotal element to the success of any organization. Managers need to be aware of emerging technologies and how these affect international communication. This course explores how communication takes place, and presents techniques and strategies for enhancing communication.

Developing Millennials for a Leadership Role L   LP RD BA BC FC
Young people in the workplace view things differently than other generations. They have a distinctive style of communicating, working, even end-goals and incentives. This program will teach managers how to mold and groom this growing and capable section of the workforce by using personality style assessments, conflict resolution skill and communications skills building, to prepare candidates for career success!

PMP Prep Program   L   LP RD BA BC FC L   LP RD BA BC FC
Elevate USA's PMP preparation program gives participants 35 contact hours required by the Project Management Institute as a prerequisite to sit for the PMP certification exam as well directions to obtain PMI membership. This program focuses on the content of the most current Project Management Institute's (PMI) Guide to the Project

Objectives

- Apply for the PMP exam with a mind for a positive outcome
- Apply for a PMI membership
- Recognize and master PMP exam questions
- Assess gaps in your knowledge for PMI exam readiness
- Create a personalized road map to sit for the PMI exam though regular self-assessment and feedback
- Master the PMI specific techniques required to pass the examination

Julie Burns, Elevate BDG Inc
julie@elevate4success.com
(646) 416-6441

Strategic Planning (2 Days) L LP RD BA BC FC

Elevate USA's Strategic Planning course will help you set priorities, focus energy and resources, strengthen operations, ensure that employees and other stakeholders are working toward a common goal, establish agreement around intended outcomes/results, and assess and adjust the organization's direction in response to a changing environment. It is a disciplined effort that produces fundamental decisions and actions that shape and guide what an organization is, who it serves, what it does, and why it does it, with a focus on the future. Effective strategic planning articulates not only where an organization is going, and the actions needed to make progress, but also how it will know if it is successful.

Objectives
- Who, what, why of the Mission/Value Statement
- Develop the grand mission statement to your team, department and self
- Learn the essentials of the strategic planning process
- Apply mission/value statement objectives to the strategic planning model selected
- Prioritize strategies to refine tasks to take mission to action

BEHAVIOR ASSESSMENTS L LP RD BA BC FC FC

Elevate USA Inc. offers over 20 different assessments to determine staff and management relationship styles. These extend beyond the personal and can be used to determine leadership, communication, emotional intelligence styles, and more. These assessments include DISC, Motivators, Driving Forces (what motivates individuals to succeed on a personal and professional level), Emotional Intelligence, Management-Staff Relationship, Team Reports, Sales, and more. Assessments are not only useful for determining information about oneself, they also provide an insight into the motivations of others. Assessments are delivered online in less than 20 minutes and are validated by certified trainers. Some assessments can look at up to 384 different behavior styles. Assessments are designed to demonstrate not discriminate on any of the protected Equal Employment Opportunity (EEOC) legislated classifications.

Myers-Briggs Type Indicator
Elevate USA Inc. trainers are certified to administer the MBTI, a personality type assessment based on theories of C.G. Jung. The assessment makes these classifications understandable to the layman and useful in training participants' everyday personal and professional lives. By assessing seemingly random behaviors, assessment takers will be classified into

several orderly and consistent models based on perception and judgment. Understanding one's MBTI will prepare participants to better understand their personal decisions in the workforce.

360 Assessments

360 assessments are used to gather feedback from peers, subordinates, and superiors. Groups, individuals, or entire divisions can get an accurate picture of their workplace performance, strengths, and weaknesses. This is done by submitting assessments to individuals that have regular contact with the subject. Based on the results, subjects will work closely with a coach or trainer to improve areas targeted in the 360 feedback. Elevate USA Inc. will help organizations determine targets for assessment, monitor participation by evaluators, determine the process of feedback, crunch the data, and plot a path forward.

Strength Finders Assessments

The Strength Finders assessment helps people discover their natural abilities – some they may never have the opportunity to use on a day-to-day basis. A clear understanding of these sometimes obvious, sometimes subconscious strengths enables Elevate USA Inc. trainers to unleash untapped potential in participant's working environments. This also helps identify knowledge gaps that can be improved upon for continuous well-rounded success.

COMMUNITY OUTREACH PROGRAMS

These special programs are designed for Health and Human Service Professionals including Social Workers, Case Managers, Counselors, Health Care Providers, and anyone doing community outreach work.

CP-1 Adopting a Housing First Approach

Participants will get an overview of what a Housing First approach looks like. They will walk away with a better understanding of the philosophy and general rules of the program and best practices for success.

> <u>**Objectives**</u>: **Understanding Housing First**
> - Purpose
> - Philosophy
> - How It Works
> - Principles
> - Components
> - Service Delivery Components
> - Permanent Supportive Housing
> Learners will walk away with a better understanding of the fundamental principles and components of Housing First.

Julie Burns, Elevate BDG Inc
julie@elevate4success.com
(646) 416-6441

CP-2 Addressing the Needs of Domestic Violence Survivors
This training serves as an informational guide for shelters social service support teams to help them understand what domestic violence is, provide and advocate for the needs of victims of domestic violence including sex trafficking.

Objectives: Participants will learn the extent of the problem and the impact this type of trauma has on victims.

- Define of Domestic Violence its common dynamics
- Identify different ways victims respond to and cope with Domestic Violence.
- Distinguish between myths and facts about Domestic Violence.
- Define the impact of Domestic Violence on women, males, children, LGBTQ.

Participants will walk away with tips for identifying and engaging victims and discussion of services victims need for healing, receiving services from domestic violence shelters and reintegration into mainstream society. This course is eligible for 3 CEU credit hours

CP-3 Assertive Engagement
Participants will learn how communication and behavior impacts others. They will gain confidence and develop assertive communication to speak up when appropriate for smoother conversations when discussing uncomfortable situations.

Objectives: Be aware of the needs of self and of others and respond respectfully.
- What does assertive mean
- Respectful Interaction vs. Being "Politically Correct"
- The Pro's and Con's of Stereotyping
- Crossing Boundaries – It happens all the time
- Powerful Listening Skills

Learners will walk away with tools to communicate in a direct and respectful manner in all situations. This course is eligible for 3 CEU credit hours.

CP-4 Boundaries and Confidentiality
Participants will learn the fundamentals of why professional boundaries and confidentiality are vital in social care work. Working with difficult issues can also be very stressful and draining work, and professional boundaries help us to manage ourselves and our emotions.

Julie Burns, Elevate BDG Inc
julie@elevate4success.com
(646) 416-6441

<u>**Objectives**</u>: **Using Best Practices for setting professional boundaries and confidentiality.**

- Types of Boundaries
  - Physical / Emotional / Relational
- Confidentiality
  - Within the agency
  - With other staff
  - With other clients
  - Outside of the agency in public & private

Learners will walk away with a fundamental understanding of why professional boundaries are important and their responsibility to keep confidential the things that might damage or disenfranchise their clients. This course is eligible for 3 CEU credit hours.

CP-5 Conflict Resolution & Non-coercive Approaches to Conflict Management

This program is designed to teach participants how to effectively communicate and satisfactorily resolve disputes in a way that expands people's awareness and understanding of how to achieve their goals without undermining others.

<u>**Objectives**</u>: **Understand how to prevent conflict from escalating to violence**

- Understand conflict and how it relates to aggression
- Identify the three types of conflict and what they look like in the workplace
- Stages of conflict and how they evolve
- Discover your personal style of conflict resolution
- How to avert a crisis through effective communication

Learners will walk away with a better understanding of conflict resolution and will leave with practical application tools to respond to and manage conflict as it applies to their work. This course is eligible for 3 CEU credit hours.

CP-6 Creating Safe Spaces: LGBTQ+ Youth Cultural Competency Training
Participants will learn best practices to understanding needs, promoting trust, and showcasing a safe space for LGBTQ+ youths with-in the homeless community as laid out in the amended Homeless Services Reform Act of 2005.

<u>**Objectives:**</u> **Best practices to understand and support LGBTQ+ Youths**

- LGBTQ+ Youth Education

- Coming Out Process
- LGBTQ+ Youth Needs
- Safe and Engaging Environment

Learners will walk away with techniques to respond to the unique issues surrounding the LGBTQ+ community and how to become an ally. This course is eligible for 3 CEU credit hours.

CP-7 Crisis Intervention & Non-Violent Crisis Intervention
This program is designed to teach participants how to effectively avert and handle a crisis. Using theory and practical application participants will learn strategies and techniques to recognize and de-escalate a crisis without the use of coercion.

Objectives: **Gain a better understanding of applied crisis theory**
- Understand crisis intervention from a historical and modern day perspective
- Identify the three types of crisis and recognize what they look like in the workplace
- Identify the four phases of crisis and how they evolve
- Recognize the two types of crisis and how to respond
- How to utilize the cycle of non-violent intervention to de-escalate a crisis

Learners will walk away with a better understanding and foundational skills to respond to and identify crisis situations. This course is eligible for 3 CEU credit hours.

CP-8 Critical Time Intervention (CTI)
Participants will learn the fundamentals of Critical Time Intervention. They will learn skills to help them collaborate and communicate with individuals to create a solid plan for critical transitions.

Objectives: **Understanding Critical Time Intervention (CTI)**
- Why is CTI necessary
- Core Program Components
- Provider/Case Management Components
- Develop Rapport
- Three Phases of CTI

Learners will walk away with a better understanding of how to develop and implement a Critical Time Intervention plan. This course is eligible for 3 CEU credit hours.

CP-9 Emergency Preparedness

Participants will learn the fundamentals of Emergency Preparedness. They will learn best practices on how to develop a plan, how to prepare and train for emergencies and the hazards to be aware of when an emergency occurs.

Objectives: **How to prepare for emergency situations**
- Psychological and stress response to emergencies
- Planning
- Training and Drills
- Assessment and Prevention

Learners will walk away with a better understanding of how to develop and implement an Emergency Plan. This course is eligible for 3 CEU credit hours.

CP-10 Financial Literacy

Participants will gain a new perspective about money strengths and weaknesses, how to prioritize spending, manage liability and assets and set aside enough for an emergency.

Objectives: **Understand the basics of the philosophy of money.**
- Financial Decision Making
- 9 Money Personalities Model
- Set SMART Goals for financial security
- Types of Savings
- Expect the unexpected!

Learners will walk away with the tools to create a personal budgeting plan and a better understanding of how money works. This course is eligible for 3 CEU credit hours.

CP-11 HIPAA

Participants will learn general information about HIPAA. Using several scenarios for discussion participants will learn general information about what HIPAA really is and how to be compliant with the rules.

Objectives: **Understand the components of HIPAA.**
- What is HIPAA
- Protected information
- What to do when records are requested
- Record keeping
- Compliance

Learners will walk away with a fundamental understanding of what they can and cannot do or say when dealing with situations that involve HIPPA compliance. This course is eligible for 3 CEU credit hours.

CP-12 Housing Based Case Management
Participants will learn the fundamentals and best practices for housing based case management. They will be able to bridge the gap between the philosophy of why housing is important and how to provide effective case management.

> **Objectives**: **Learn Fundamental Case Management Components**
> * Assessment
> * Goal-setting
> * Service coordination
> * Resource development and advocacy
> * Follow-up

> Learners will walk away with a better understanding of Housing Based Case Management and best practices to be effective and successful. This course is eligible for 3 CEU credit hours.

CP-13 Motivational Interviewing
Participants will learn about facilitating open communication, understanding people and how to communicate with emotional intelligence and effective listening skills. This course will teach participants the skills needed to prepare for an interview, do's and don'ts of questioning, and how to handle interviews in tense or conflict situations.

> **Objectives**: **Understanding Motivational Interviewing? (MI)**
> * Define Motivational Interviewing
> * Key Elements of MI
> * Fundamental Process of MI
> * Engagement
> * Focus
> * Evoke
> * Plan
> * Asking the Right Questions
> * 5 Behaviors That Can Derail an MI Mission

> Learners will have the skills needed to conduct effective and successful interviews that will guide the client to the desired outcomes. This course is eligible for 3 CEU credit hours.

CP-14 Sex Trafficking of Minor, Youth and Adults
Participants will learn the extent of the Sex Trafficking problem and the impact this type of trauma has on victims. This training provides best practices for identifying and engaging victims, discussion of services victims need for healing, services received at homeless shelters and reintegration into mainstream society.

> **Objectives**: **Dispel commonly held beliefs and stereotypes that promote Sex Trafficking**
> - Increase awareness and sensitivity
> - Understand the various risk factors
> - Understand the scope and prevalence of Sex Trafficking
> - Methods of recruitment
>
> Participants will learn common terms used to discuss the topic and have a better understanding of the issues of Sex Trafficking according to a philosophy that promotes a victim centered approach. This course is eligible for 3 CEU credit hours

CP-15 SOAR
Participants will receive preparatory information to develop effective strategic planning skills, develop a more accurate understanding of the approval process, create collaborative partnerships with other providers and the SSA, and create their own protocols and resources for effectively submitting the necessary information for benefits.
> **Objectives**: **Understand the components of the SOAR program.**
> - What is SOAR?
> - Pro's & Con's of using the SOAR model
> - Comparison of SSI & SSDI
> - Application Process
>
> Participants are encouraged to complete the online SOAR training to become proficient in the program. This course is eligible for 3 CEU credit hours.

CP-16 Stages of Change
Participants will learn the 5 Stages of Change that describes the series of stages we go through to change our lifestyle habits and how to use this model in their personal and professional life.

> **Objectives**: **Understand the 5 stages of change**
> - Pre-Contemplation
> - Contemplation
> - Preparation

- Action
- Maintenance

Learners will walk away with tools to use the model to help others develop a better life style. This course is eligible for 3 CEU credit hours.

CP-17 Suicide Risk Assessment & Prevention
Disclaimer: Information during this presentation is for awareness and educational purposes only – it is not a substitute for informed medical advice or training. You should not use this information to diagnose or treat a mental health problem without consulting a qualified professional/provider.

Objectives: **Use Key components of a suicide risk assessment**
- Assess risk factors
- Suicide Inquiry
- Assess protective factors
- Clinical judgment (see disclaimer)
- Document (see disclaimer)

Learners will gain the skills necessary to assess risk and have the confidence to use the information to provide a safe environment for at risk persons. This course is eligible for 3 CEU credit hours.

CP-18 Trauma Informed Care
Participants will learn to bridge the gap between practice (service delivery) and philosophy (trauma theory, empowerment, and relational theory). We identify principles that define trauma-informed service, discuss the need for this type of service, and give some characteristics of trauma-informed services in human service areas.

Objectives: **Understanding Trauma Informed Care**
- How to remain objective
- Define Trauma
- Assess the Level of Trauma Experienced
- Effects of Trauma
- Mental Health & Addiction
- Protocols
- Self Care for Caregivers
  Bonus Section: Emotional Freedom Technique (EFT)

Learners will walk away with a better understanding of how trauma affects people and best practices to be effective and successful. This course is eligible for 3 CEU credit hours.

CP-19 Understanding Special Needs

Participants will learn general information about what the ADA classifies as special needs and protected classes, and the impact of ADA rulings on case managers and their clients.

Objectives: Understanding the basics of Special Needs.
- Americans with Disabilities Act (ADA)
- Impact on homeless clients
- Case Management
- Stress Management for People with Special Needs

Learners will walk away with a better understanding of ADA rules for people with special needs. This course is eligible for 3 CEU credit hours.

CP-20 Cultural Competency

In this training, participants will gain information to better prepare them for serving the public in a culturally sensitive fashion, become aware of biases and how to address them and gain tools to better communicate with citizens of diverse backgrounds.

Objectives:
- Learn strategies for working with various populations in the community by becoming more culturally aware.
- Gain working knowledge of diversity and how it influences people's values, self-image, and expectations
- Address personal biases by understanding their sources, and strategies to overcome bias
- Improve familiarity with behaviors that are specific to various cultures to gain a better understanding and foundation to improve interactions
- Practice effective conflict resolution and collaboration strategies when working within a multicultural context

Participants will walk away with techniques to better communicate respectfully in diverse communities and strategies to foster and build trust within target communities. This course is eligible for 3 CEU credit hours

CP-21Mental Health First Aid

This course is designed to provide an overview of mental health (including addiction) issues for staff so they can recognize and become more aware of their clients' mental health needs to triage and referral of services.

Objectives:

- Learn how the impact of trauma can affect a clients' mental health status and provide participants an understanding of mental health within the framework of homelessness.
- Understand existing assessment and diagnostic tools (e.g. SPDAT and DSM-V
- Use common language to avoid miscommunication between service providers
- Basic triage and emergency preparedness for mental health
- Provide resources for immediate intervention services, supportive services, or preventative services

Participants will engage in small-group activities using case studies, sharing of best practices, and a gamification approach to assessment of mental health issues. This course is eligible for 3 CEU credit hours

CP-22 Financial Management & Contracts/Grants Administration

Participants will learn the basic concepts of finance, accounting and contracts; understand the complex world of budgeting; and learn to negotiate with vendors.

Objectives:

Using Best Practices in Financial and Contract Administration

- Vision of Financial Administration
- Conducting a SWOT Analysis
- Budget Process – Strengths & Weaknesses
- Contract Administration
- Collaboration and Negotiation Skills

Learners will walk away with tools to understand the basics of budget, planning, and resource management using TCP, DHS, and HUD documents. This course is eligible for 3 CEU credit hours.

LEADERSHIP COMPETENCIES

LEADING CHANGE: This core qualification involves the ability to bring about strategic change, both within and outside the organization, to meet organizational goals. Inherent to this ECQ is the ability to establish an organizational vision and to implement it in a continuously changing environment.

- **Creativity and Innovation** - Develops new insights into situations; questions conventional approaches; encourages new ideas and innovations; designs and implements new or cutting edge programs/processes.
- **External Awareness** - Understands and keeps up-to-date on local, national, and international policies and trends that affect the organization and shape stakeholders' views; is aware of the organization's impact on the external environment.
- **Flexibility** - Is open to change and new information; rapidly adapts to new information, changing conditions, or unexpected obstacles.
- **Resilience** - Deals effectively with pressure; remains optimistic and persistent, even under adversity. Recovers quickly from setbacks.
- **Strategic Thinking** - Formulates objectives and priorities, and implements plans consistent with the long-term interests of the organization in a global environment. Capitalizes on opportunities and manages risks.
- **Vision -** Takes a long-term view and builds a shared vision with others; acts as a catalyst for organizational change. Influences others to translate vision into action.

LEADING PEOPLE: This core qualification involves the ability to lead people toward meeting the organization's vision, mission, and goals. Inherent to this ECQ is the ability to provide an inclusive workplace that fosters the development of others, facilitates cooperation and teamwork, and supports constructive resolution of conflicts.

- **Conflict Management** - Encourages creative tension and differences of opinions. Anticipates and takes steps to prevent counter-productive confrontations. Manages and resolves conflicts and disagreements in a constructive manner.
- **Leveraging Diversity** - Fosters an inclusive workplace where diversity and individual differences are valued and leveraged to achieve the vision and mission of the organization.
- **Developing Others** - Develops the ability of others to perform and contribute to the organization by providing ongoing feedback and by providing opportunities to learn through formal and informal methods.
- **Team Building** - Inspires and fosters team commitment, spirit, pride,

Julie Burns, Elevate BDG Inc
julie@elevate4success.com
(646) 416-6441

and trust. Facilitates cooperation and motivates team members to accomplish group goals.

RESULTS DRIVEN: This core qualification involves the ability to meet organizational goals and customer expectations. Inherent to this ECQ is the ability to make decisions that produce high-quality results by applying technical knowledge, analyzing problems, and calculating risks.

- **Accountability** - Holds self and others accountable for measurable high-quality, timely, and cost effective results. Determines objectives, sets priorities, and delegates work. Accepts responsibility for mistakes. Complies with established control systems and rules.
- **Customer Service** - Anticipates and meets the needs of both internal and external customers. Delivers high-quality products and services; is committed to continuous improvement.
- **Decisiveness** - Makes well-informed, effective, and timely decisions, even when data are limited or solutions produce unpleasant consequences; perceives the impact and implications of decisions.
- **Entrepreneurship** - Positions the organization for future success by identifying new opportunities; builds the organization by developing or improving products or services. Takes calculated risks to accomplish organizational objectives.
- Problem Solving - Identifies and analyzes problems; weighs relevance and accuracy of information; generates and evaluates alternative solutions; makes recommendations.
- **Technical Credibility** - Understands and appropriately applies principles, procedures, requirements, regulations, and policies related to specialized expertise.

BUSINESS ACUMEN: This core qualification involves the ability to manage human, financial, and information resources strategically.

- **Financial Management** - Understands the organization's financial processes. Prepares, justifies, and administers the program budget. Oversees procurement and contracting to achieve desired results. Monitors expenditures and uses cost-benefit thinking to set priorities
- **Human Capital Management** - Builds and manages workforce based on organizational goals, budget considerations, and staffing needs. Ensures that employees are appropriately recruited, selected, appraised, and rewarded; takes action to address performance problems. Manages a multi-sector workforce and a variety of work situations.
- **Technology Management** - Keeps up-to-date on technological developments. Makes effective use of technology to achieve results. Ensures access to and security of technology systems.

Julie Burns, Elevate BDG Inc
julie@elevate4success.com
(646) 416-6441

BUILDING COALITIONS: This core qualification involves the ability to build coalitions internally and with other Federal agencies, State and local governments, nonprofit and private sector organizations, foreign governments, or international organizations to achieve common goals.

- **Partnering** - Develops networks and builds alliances; collaborates across boundaries to build strategic relationships and achieve common goals.

• **Political Savvy** - Identifies the internal and external politics that impact the work of the organization. Perceives organizational and political reality and acts accordingly.

• **Influencing/Negotiating** - Persuades others; builds consensus through give and take; gains cooperation from others to obtain information and accomplish goals.

FUNDAMENTAL COMPETENCIES: These competencies are the foundation for success in each of the Executive Core Qualifications.

• **Interpersonal Skills** - Treats others with courtesy, sensitivity, and respect. Considers and responds appropriately to the needs and feelings of different people in different situations.

• **Oral Communication** - Makes clear and convincing oral presentations. Listens effectively; clarifies information as needed.

• **Integrity/Honesty** - Behaves in an honest, fair, and ethical manner. Shows consistency in words and actions. Models high standards of ethics.

• **Written Communication** - Writes in a clear, concise, organized, and convincing manner for the intended audience.

• **Continual Learning** - Assesses and recognizes own strengths and weaknesses; pursues self-development.

• **Public Service Motivation** - Shows a commitment to serve the public. Ensures that actions meet public needs; aligns organizational objectives and practices with public interests.

COMPLIANCE

ADMINISTRATIVE SKILLS

COMMUNICATION SKILLS

CONFLICT & STRESS MANAGEMENT

HR LAW

PRESENTATION SKILLS

SALES/NEGOTIATION SKILLS

TIME MANAGEMENT

CHANGE MANAGEMENT

COMPUTER SKILLS

DIVERSITY

LEADERSHIP SKILLS

PROJECT MANAGEMENT

SUPERVISORY SKILLS

WRITING SKILLS

SPECIAL/UNIQUE LEADERSHIP PROGRAMMING

BEHAVIOR ASSESSMENTS

COMMUNITY OUTREACH PROGRAMS

Julie Burns, Elevate BDG Inc
julie@elevate4success.com
(646) 416-6441