

2010 Training Course Catalog



HAMEL
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Business Class – A Guide to Business Etiquette

Training Overview

Business etiquette goes far beyond using the correct fork - it's about projecting an image of professionalism, credibility and making the other person comfortable. Everyone, every time. In this workshop, participants will learn how to develop and sharpen business communication skills with the purpose of enhancing both their professional image. Participants will examine all aspects of their business image—from body language, written and oral communications and dress to effective and professional telephone, email etiquette and more.

Training Objectives

At this session's conclusion, participants should be able to:

- Define appropriate and inappropriate work behavior.
- Project professional body language and understand how your body language affects others.
- Describe appropriate business dress.
- Know how to handle office small talk, deal with office politics, and use the right words for the right occasion.
- Exhibit proper telephone etiquette as it relates to leaving and receiving voicemail messages and how to answer and transfer calls in a professional manner.
- Utilize a formula for writing clear, concise and professional business correspondence.
- Compose professional emails and respond professionally to email messages.
- Understand the guidelines of cell phones and other electronics in the workplace.
- Recognize the impact of professional behavior inside and outside of the workplace.

Leading and Navigating Through Changing Times

Training Overview

Organizational change can be disorienting and often overwhelming. Adapting to new ways of doing things and new demands can be very challenging for everyone in an organization - to say the least. Everyone possesses the ability to be a change navigator; they just need to understand how to effect positive change for themselves and others.

Participants will develop an understanding and develop the leadership skills necessary to manage through their own transitions as well as assist others through difficult times of change. With the right attitude and perspective, anyone can become a person of influence.

Training Objectives

At this session's conclusion, participants should be able to:

- Possess the ability to assess the four personal responses to change.
- Acknowledge personal reaction to change.
- Take positive action for themselves and others during times of change.
- Chart their own course for change navigation.
- Understand and positively effect change for themselves and others.
- Identify the stages of transition and the emotional impacts that change brings.
- Develop strategies for preparing for and coping with change.
- Look at change as an opportunity for growth and improvement.
- Understand the importance of maintaining a positive attitude and recognize how negative behavior can impact performance.

You're So Smart – Understanding Emotional Intelligence

Training Overview

The best chances of successfully managing current problems are by maximizing the ability to effectively utilize the leadership characteristics that make up Emotional Intelligence competencies. Without them, management is more likely to fail and lose their grip on everyday issues.

Training Overview

During this session, participants will learn how to:

- ♦ Recognize the importance of EI competencies and their contribution to professional success.
- ♦ Understand the competencies that make up Emotional Intelligence.
- ♦ Understand personal emotions and feeling and how to harness them in support of activities such as thinking, decision making and communication.
- ♦ Know how to control emotions and feeling for individual benefit and the benefit of others.
- ♦ Recognize personal strengths and weaknesses as well as those of others you supervise and/or interact with and strive for improvement.
- ♦ Utilize EI to build stronger working relationships and teams.

Meetings Matter – Facilitation Skills for Business Meetings that Get Results

Training Overview

The most troubled event in the life of an organization can be “the meeting.” People often see meetings as frustrating and lengthy and only as a diversion from real work. Effective facilitators can change the course of the downward spiral of meetings and discussion and breathe new life into business meetings. Effective facilitators understand their role in creating a clear purpose, including everyone in the process to achieve goals and remaining neutral as they keep discussions on track. Participants will experience what goes into an effective meeting from beginning to end: from formulating an effective agenda, strategies for brainstorming, understanding the dynamics of participants and managing to seek and build consensus.

Training Objectives

At this session's conclusion, participants should be able to:

- ♦ Understand the difference between training, public speaking, and facilitation.
- ♦ Understand key meeting components.
- ♦ Describe key characteristics of an effective facilitator.
- ♦ Identify the strengths of meeting participants and the importance of utilizing those strengths and interests for optimum results.
- ♦ Develop an agenda and objectives for a time efficient meeting.
- ♦ Describe strategies for and know how to run a successful meeting.
- ♦ Know how to facilitate a brainstorming session.
- ♦ Keep a meeting moving forward and on track utilizing process intervention.
- ♦ Get results despite roadblocks, incomplete information, and/or difficult participants.
- ♦ Overcome the fear of facilitation.

Networking and Beyond – Creating and Building the Relationship

Program Overview

Interacting with the public – whether it is one-on-one or in a large crowd – can be very intimidating. Mastering the art of networking and building/retaining relationships is key to professional success.

Training Objectives

During this session, participants will learn how to:

- ♦ Comfortably introduce themselves, others and the Company.
- ♦ Determine professional dress, business manners and networking basics.
- ♦ Get the conversation started and keep it going to include icebreakers, etc.
- ♦ Effectively determine the best opportunity to deliver a “30 second infomercial” to articulate the features and benefits of products, services and the Company as a whole.
- ♦ Follow up with members and potential members to enhance relationships and build business.
- ♦ Utilize the philosophy of the “salesperson as partner” and the benefits of building potential member/business relationships and retaining/increasing and enhancing the customer’s business.

This session is recommended for anyone responsible for representing the Company at business and/or social functions.

Knock 'Em Alive – Creating and Delivering High Impact Presentations

Training Overview

Some people say that their worst fear is to have to get up in front of an audience regardless of how many people are in it. Strong presentation skills will calm those fears and ensure that everyone will become engaged up front and hear your message from beginning to end. Participants will learn the techniques to create and deliver powerful and effective presentations leaving their audience screaming for more.

Participants will have the opportunity to practice all of the skills learned in this workshop to reinforce concepts and create a learning experience that will be sure to carry over into the preparation and delivery of their next dynamic presentation.

Training Objectives

At this session's conclusion, participants should be able to:

- ♦ Identify the three essential parts of a successful presentation and methods of delivery.
- ♦ Understand that effective presentations are all about the audience and the importance of knowing who they are.
- ♦ Adapt the presentation to meet the styles and interest of all audience members.
- ♦ Understand the power of voice and tone in keeping the audience engaged.
- ♦ Identify methods to overcome F.E.A.R.
- ♦ Know when and where it is appropriate to interject humor.
- ♦ Effectively handle disruption from the audience.
- ♦ Set up presentations to ensure the most effective meeting space and greetings.
- ♦ Utilize the most appropriate and effective visual aids.

If You Build It – A Guide to Project Management

Training Overview

There is so much to managing a project it can be overwhelming for someone who does not have a roadmap going in. Participants will learn what the role and responsibilities are of a Project Manager and how to initiate, plan, execute, and evaluate as well as how to delegate responsibilities and manage multiple projects. This workshop will teach participants what they need to know in order to oversee a project from start to finish while continuing to perform the daily requirements of their “real job.”

Participants will learn how to develop a formal risk process. Using the Risk Identification Worksheet, this session looks at how to carefully examine risks to decide which are most threatening and must be managed as well as how to prioritize risk.

Training Objectives

At this session's conclusion, participants should be able to:

- ♦ Present the scope of a project and gather requirements.
- ♦ Create a project plan and assess risk.
- ♦ Understand the importance of stakeholders.
- ♦ Cope with budget and time constraints.
- ♦ Develop SMART Objectives.
- ♦ Stay on top of schedules, workloads, and “people problems.”
- ♦ Delegate fairly.
- ♦ Build flexibility vs. put out fires.
- ♦ Negotiate effectively.

It's a GPS, It's an MP3, It's WiFi.....

It's Confusing!

Overcoming Technology Paralysis

Training Overview

Someone in their infinite wisdom, just bought you a great gift of the newest technology craze; or worse, your boss just handed you a Blackberry and told you that you have to use it effective immediately. Great! You just experienced your first panic wave.

This workshop is designed to assist participants in the understanding the basics of new technology. From the internet to I Pods to Blackberries, participants will learn the very basics of understanding computer lingo and the gadgets available out in the real world. We will look at what they are, how to use them, and how to get the information that you want into them. This is a session for those who can find the on button but have no idea what to do after that. Don't worry if you can't find the on button; we'll cover that, too.

Training Objectives

At this session's conclusion, participants should be able to:

- ♦ Understand the basic terminology and acronyms for today's technology (don't worry, you will have a reference list to take with you).
- ♦ Understand the basics behind the following:
 - WiFi
 - Cell Phones
 - Bluetooth Technology
 - On the Web: You Tube, Blogging, Podcasts, Search Engines
 - GPS (you'll even know what it stands for)
 - PDAs (you'll know that, too)
 - HDTV and Home Theater Set Up
 - And anything else you have questions on in the end – time permitting

It's About Time – Time Management and Organizational Skills Training

Training Overview

“Until you change the way you work at things, the things you work at will never change.” So much to do. So little time. This workshop is designed to help participants develop an effective time management plan that will work for them: understanding the value of time, proven ways to get the most out of a day, how to balance work and home, techniques for eliminating time wasters, how to conquer procrastination, and more. Participants will have the ability to evaluate effective time management systems and consider the best alternatives that will assist them in becoming more organized and productive in achieving their personal and professional goals.

Training Objectives

At this session's conclusion, participants should be able to:

- Understand the basics of time management.
- Understand the impact of urgency and be able to control it.
- Define what is important.
- Develop long range, medium range, and immediate goals.
- Develop SMART goals.
- Recognize and avoid roadblocks to accomplish tasks.
- Prioritize and schedule key tasks.
- Develop habits for success.
- Recognize the importance of delegation.
- Identify time wasters and keep them under control.
- Know how to create work life balance.
- Identify and implement a time management system that works for them.
- Create an action plan that effectively prioritizes and manages tasks.

Oh Behave!

DiSC – the key to understanding behavior styles

Training Overview

It's so easy to get along with people who think just like we do. However, getting along with those who process information differently can present major challenges to the best of us. Frustration and/or misinterpretation of someone else's words or actions can destroy the best environment and limit potential for organizational growth.

This workshop is designed for managers, supervisors, customer service representatives, sales people, and anyone else who has the responsibility to develop relationships in the workplace. Participants will walk away with a whole new understanding of why people behave the way they do and will be able to identify their own strengths as well as develop an understanding of the strengths of other styles.

Training Objectives

At this session's conclusion, participants should be able to:

- Understand behavioral tendencies and how they affect them individually and the people they coach, service, and/or supervise.
- Understand, respect, and value individual differences.
- Understand the work environments that are most and least comfortable for them and the people they coach and supervise.
- Identify dominant characteristics and see how they can be both strengths and drawbacks.
- Develop an understanding of how other people interpret their actions.
- Learn strategies to understand, influence, and relate to others.
- Learn about fears and behavioral tendencies when working under pressure.
- Understand what motivates people and how to maximize motivation in themselves and others.
- Develop new and more effective communication strategies.
- Adapt to other behavior styles to ensure open communication and maximize motivation.

Today I am the Boss – Now What Do I Do? Training for the First Time Supervisor

Training Overview

One day you are a co-worker, the next day you wake up and you're now the boss. As a new boss, you need to let go of your old responsibilities, learn to delegate, motivate your staff, the list goes on and on. Overwhelming, isn't it? This workshop is designed for first time managers and supervisors to assist them in the transition to a managerial role. Participants will complete pre-workshop assignments to expand and enhance the learning experience to assist them in their transition from peer to their new supervisory role and responsibilities.

Training Objectives

At the conclusion of the session, participants should be able to:

- Understand their new role and responsibility as manager/supervisor.
- Learn how to set realistic expectations for themselves, their employee, internal and external customers, and management.
- Use colleagues and managers for advice and help with supervisory issues.
- Identify the behaviors that make first time managers/supervisors successful.
- Apply those successful behaviors to situations commonly faced.
- Balance the expectations of managers, employees, customers and themselves.
- Learn how to resolve typical problem situations by setting expectations.

Bringing Out the Best in Others - Coaching for Performance

Training Overview

One of the greatest challenges for managers and supervisors is to know how to motivate and improve performance, productivity, and morale for all employees. This workshop identifies the need for the continued development and motivation of staff that is performing at a satisfactory level as well as those that may be performing at an unsatisfactory level.

Training Objectives

At the session's conclusion, participants should be able to:

- ♦ Identify ways to be a better coach and motivator.
- ♦ Identify the behaviors that make managers and supervisors successful and motivate staff.
- ♦ Define/identify ways to be a better communicator.
- ♦ Spot the difference between coaching and corrective action .
- ♦ Understand the reasons for poor performance and the process for addressing and documenting performance issues.
- ♦ Recognize learning styles of subordinates and adapt training style for each.
- ♦ Understand perception and its impact on performance levels.
- ♦ Develop a well thought out plan of action to address performance issues.
- ♦ Deliver an effective coaching and or corrective action session.
- ♦ Become familiar with documentation and corrective action process.

*Help Wanted – A Guide for Selection
Interviewing*

Training Overview

One of the most important decisions someone can make is hiring the right person for the job. Interviewing without a road map can be a very scary ride for most managers. This workshop is designed to assist in the understanding of selecting the best candidate for an open position. Participants will learn how to target critical success factors, structure the interview to best identify past behaviors for future success, and gain an understanding of federal laws and regulations involved in the interviewing process.

Training Objectives

At the conclusion of this session, participants should be able to:

- ♦ Recognize how certain legislation affects employers.
- ♦ Identify critical success factors using the position description.
- ♦ Know how to review the job application and/or resume to assess qualifications and experience.
- ♦ Develop a plan to ask the questions that will determine the best candidate and future success.
- ♦ Learn how to get the information needed to identify true behavior and experience.
- ♦ Utilize enhanced communication skills.
- ♦ Structure and conduct a successful interview that is consistent and targets critical success factors.
- ♦ Understand the most effective approach for the interview as it relates to generational differences.
- ♦ Objectively evaluate candidates.
- ♦ Determine a hiring decision and discuss a job offer.

Say It with Style - Communicating with Tact and Diplomacy

Training Overview

We've all been there – everyone at some point has to be the bearer of bad news or have that difficult discussion with a subordinate, boss or coworker. This workshop will introduce participants to the skills to help them to relate easily to everyone regardless of the situation. They will experience the difference between diplomacy and brute force and learn to listen first and act second. Enhanced relationships with internal and external customers will benefit anyone who has the ability to accept and delivery criticism in a positive and professional manner and knows how to stay cool when they are feeling hot.

Training Objectives

At this session's conclusion, participants should be able to:

- Understand the importance and meaning of communicating with diplomacy and tact.
- Identify personal styles of communication and how to effectively communicate with styles different from their own.
- Explain the five principals of effective communication.
- Identify and utilize effective listening skills.
- Understand the impact of vocal emphasis and tone of voice.
- Demonstrate effective and open body language to ensure open communication.
- Understand the importance of clarification.
- Know what words work effectively to build consensus and cooperation.
- Provide negative feedback in a professional and non-threatening way.

Not Bad, Just Different – Capitalizing on Workplace Diversity

Training Overview

Today's workplace is extremely diverse – from the customer base to employees, it makes good business sense for all employees to understand all of the factors that make us all different.

This workshop introduces participants to the concepts of diversity and the role they can play in making co-workers and customers feel more valued. Participants gain a greater awareness of their own differences through the Dimensions of Identity, and learn to create an environment where diverse populations feel respected and appreciated.

Training Objectives

At this session's conclusion, participants should be able to:

- To develop a more collaborative relationship with people who are different than they are.
- Have the ability to leverage the talents and background of themselves and others, nourish innovative thinking, and achieve their full potential.
- Develop an awareness of the impact of prejudice.
- Understand that Diversity goes way beyond ethnicity or cultural differences.
- Identify the value of the diverse workforce and customer base.
- Understand the positive impact that diversity can have on the bottom line of business.
- Develop a more open acceptance and appreciation of differences in others.
- Develop sensitivity toward stereotyping.
- Enhance interpersonal relationships beyond the workforce and into the community.

Boomers, Xers and Other Strangers – Managing Diverse Generations and Then Some

Training Overview

Four generations under one roof – yikes! Sometimes we wonder if they are all from the same planet. This workshop is also designed to assist participants in understanding and appreciating the diversity of generations in the workplace and developing the skills to better manage the strengths and challenges of each.

Beyond generational differences, participants will gain insight into the concepts of diversity and the role they can play in making co-workers and customers feel more valued. Participants gain a greater awareness of their own differences through the Dimensions of Identity, and learn to create an environment where diverse populations feel respected and appreciated.

Training Objectives

At the conclusion of the session, participants should be able to:

- Understand that diversity goes way beyond ethnicity or cultural differences.
- Identify the value of the diverse workforce and customer base and understand the positive impact that diversity can have on the bottom line of business.
- Develop a more open acceptance and appreciation of differences in others.
- Develop sensitivity toward stereotyping.
- Define the four generations in the workplace and identify the characteristics of each generation.
- Understand the pluses and minuses – strengths and weaknesses – of each generation and identify the behaviors that make each generation successful.
- Understand the reasons that impact the behavior of each generation.
- Assess how to manage members of each generation and develop an understanding and strategy to effectively lead each generation.

Above and Beyond the Call of Duty – Telephone and Customer Service Excellence

Training Overview

They say that you never have a second chance to make a first impression. The most important first impressions are formed when someone answers the telephone at your organization. Employees who have exceptional telephone and customer service skills provide an experience that will keep your customers coming back for more.

Training Objectives

At this session's conclusion, participants should be able to:

- ♦ Identify the benefits and importance of good customer service.
- ♦ Understand the difference of internal and external customers.
- ♦ Identify key components of the Customer Experience.
- ♦ Identify the seven keys to maintaining a positive attitude and the importance in delivering good customer service.
- ♦ Understand what customers want.
- ♦ Demonstrate essential service mentalities.
- ♦ Know how to effectively answer, transfer, and complete customer telephone calls.
- ♦ Understand the reasons why customers may be upset and effectively deal with them to ensure service recovery.
- ♦ Demonstrate effective methods for managing stress.

Outrageous Customer Service – How to WOW Customers and Keep Them Begging for More!

Training Overview

Okay. So your employees now know how to answer the telephone and display that ever important positive attitude to your customers. How do we get them to go to the next level and provide a level of customer service that is totally outrageous and will blow away your internal and external customers – not to mention your competition? Participants will take part in customer service experiences and see first-hand what outrageous service is all about. This session is guaranteed to put your staff in an outrageous state of mind.

Training Objectives

At this session's conclusion, participants should be able to:

- ♦ Understand the difference between customer service and outrageous service.
- ♦ Develop the skills and techniques to win over customers not matter what the situation.
- ♦ Understand the seven steps to service recovery.
- ♦ Maintain an outrageous state of mind by utilizing the Seven Keys to Success.
- ♦ Identify the components of outrageous service.
- ♦ Identify customer needs and wants and deliver every time – beyond expectations,
- ♦ Maintain delivery of outrageous service with every interaction.
- ♦ Implement an action plan for providing outrageous service.