



# THE JPM GROUP, LLC

Solving Workplace Challenges...Created by Change

## SAMPLING OF TRAINING WORKSHOPS

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### The JPM Group, LLC Training Courses

(202) 269-0836 Phone/fax

#### **Alternative Dispute Resolution/Mediation training (ADR)**

Seeking ways to resolve workplace conflicts in an effort to avoid extensive litigation, this workshop was created to provide participants with alternative strategies to resolve issues at the earliest stages of conflict. Facilitator(s) will use several assessment models to determine employee and/or management differences with any eye towards strategies seeking Win-Win solutions. Lectures, group discussions, case studies and role-plays will be used during this workshop. *(Half to 1 Day)*

#### **Aging in the Workplace - Challenges and Opportunities**

Stereotypes and other challenges often cause unhealthy conflicts in the workplace. This workshop will assist participants in understanding the demographics surrounding an older workforce. These challenges and issues will be discussed in depth to help develop strategies that create a more productive working environment and that help to facilitate and enhance better relationships between older and younger workers. *(Half to 1 Day)*

#### **Collaboration and Teambuilding**

This is a "how to" workshop for more successfully integrating individuals with different work styles. It specifically was designed to assist and encourage participants to assess their individual working relationships with co-workers. Several assessments will be used to determine different behavior and communication styles to help participants enhance workplace relationships and group collaboration. *(Half to 1 Day)*

#### **Disability Awareness Training**

Designed to provide participants with a better respect and understanding for those with mental and physical disabilities in the workplace, this workshop focuses on work force differences. The course will increase employees and supervisors awareness regarding reasonable accommodations for those covered under existing federal regulations. Emphasis will be on providing participants with information that will enable them to devise strategies affirmatively supporting agency disability program initiatives. *(Half to 1 Day)*

#### **Diversity Training**

This workshop is designed to increase participants' awareness of diversity and provide skills to more effectively value differences. It allows for constructive open and honest discussions about cultural differences, respect for leadership, communication, decision-making, valuing individual performance and power sharing in a multicultural organization. Several assessments will be conducted during this workshop and a video, "Dealing with Diversity", will be viewed and discussed to further assist each participant in thoroughly understanding

the value of encouraging a diverse workplace. Lectures, group discussions, case studies and role-plays will be facilitated throughout the workshop.

***(Half day to 3 Days)***

### **Conflict Resolution Strategies**

The course is designed to present participants with strategies for handling conflict in the workplace. Its approach demonstrates methods of resolving disputes in a proactive manner to avoid working hostilities and it explores ways to communicate in a more non-threatening manner. Each participant will assess individual communication practices of teaming. The model will explore various tools to employ for more effective negotiations and enhancing listening skills. Ways to resolve conflicts between management and employees will also be facilitated.

***(2 to 3 Days)***

### **Management Coaching**

Today's economic environment demands that both organizations and individuals perform at much higher levels than in the past. To bring this level of performance about, job coaches must learn to elicit greater commitment, creativity and flexibility from people. This three-model workshop addresses the principle behind transformational coaching which involves altering the underlying the shapes, limits and defines the way people think and act. The workshop encourages participants to pursue high-performance goals through commitment and learning and resist the traditional model of coaching – command, control and coerce.

***(2 Days)***

### **EEO Counselor Training**

Participants in this workshop will be presented with guidelines on effective EEO Counseling. The focus will be on how a successful counselor carries out this role and how to facilitate non-threatening strategies in a proactive manner to uncover the facts in the complaint process and seek resolution. Lectures, case studies, open discussions and role plays are slated for this workshop - target attendees: EEO Counselors, Investigators, Personnel and Labor Relations Specialists.

***(2 Days)***

### **Managing for Excellence**

As managing people becomes more complex due to various changes in the working environment related to reinvention initiatives and reduction in force proposals, this course is designed to maximize the ability of managers, supervisors, and team leaders in providing proper ethical leadership to enhance workplace productivity. Participants explore behavioral assumptions and social stereotypes that often get-in-way of appropriate and sound decision-making. Participants will practice basic management and leadership skills with an emphasis on open communication and effective delegation.

***(2 Days)***

### **Strategies to Enhance Work Group Morale and Better Working Relationships**

Supporting the vision and exploring the rapid changes in the workplace, this workshop is a learning vehicle towards understanding in-house politics. The focus is on how well individuals deal with co-workers and how well they adapt to change. Assessing how to effectuate better working relationships with emphasis on higher productivity and encouraging work group harmony, the course will surface ways to create more dialogue between peers. Morale "Helpers" will be explored that help maintain mutual respect and humility and promote work group effectiveness. Encouraging open communications and exploring non-threatening reengineering initiatives will also be assessed.

***(3 hours to 2 Days)***

### **Federal EEO for the Work Force**

This workshop is designed to present participants with clear information on understanding EEO procedures in the workplace. The goal of the course is to empower participants and to give them appropriate tools that will enhance workplace morale and eliminate most EEO complaints and grievances. Our approach is to facilitate and demonstrate ways to avoid related complaints by providing assistance and guidance to both employees and management for seeking and encouraging open communications. Lectures, group discussions, role-plays, and case studies will be used during this workshop.

***(4 hours to 2 Days)***

### **Sexual Harassment Prevention**

This workshop is designed to provide both management and employees with a sound working knowledge of what constitutes workplace sexual harassment and offers strategies on how to proactively prevent these complaints. It is designed specifically to educate and inform employees of the legal definition of sexual harassment and explain their legal rights and responsibilities. Emphasis will be placed on ways to clarify the business rationale for preventing these issues and to inform participants of the agency's policy and complaint procedures. A questionnaire will be used to cover most issues surrounding both workplace and sexual harassment. Lectures, a video, case studies and role-plays will be used during this workshop.

***(3 hours to 2 Days)***

### **Surviving The Panel Interview: Interviewing for Impact**

This workshop is designed to provide employees a sound and effective way to enhance their respective career development opportunities through the interview process. Along with understanding what the interviewer or panel is looking for in a candidate, the course explains how to prepare for the interview and assist participants in learning the type of questions to ask in an interview. Emphasis will be placed on behavioral type questions and ways to communicate their value and skills that will assure self-confidence in the process. In addition, the workshop will explain how to follow up with an interview. Lectures, group discussions and practical application will be used during this workshop.

***(3 hours to 2 Days)***

### **Work Group Effectiveness: Enhancing Professionalism, Communications and Team Building Skills**

Building on participants' existing skills, this workshop develops awareness and skill in the areas of professionalism, communications and team dynamics. With a focus on behavioral skills and promoting cooperation in the workplace, it focuses on developing "win-win" relationships that lead to organizational effectiveness. The instructional approach will encompass various learning methods, including presentation, exercises and discussion groups.

***(4 hours to a Full Day)***

**Work Group Effectiveness: Perspectives on Communicating and Valuing Differences**

This purpose of this workshop is to provide your organization with the ability to identify and solve problems that may surface because of differences in culture, race gender, physical or mental abilities and skills. Focusing on better teamwork, participants are required to look individually into their work ethics and explore better ways to deal with conflicting situations and valuing differences. This workshop brings together diversity awareness training and encourages openness, supportive communications, change and collaboration.

***(4 hours to 2 Days)***

**Green - Energy Facilitation Standards Training For Federal Employees \*\*\*\*(Pending)**

In an effort to comply with the President's "Green" policy, new standards are being raised.

***(4 hours to 1 Day)***