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# Your Partner For Success

## PROFESSIONAL DEVELOPMENT WORKSHOPS

- ✓ A cost effective way to train a group of ten or more
- ✓ The convenience of having training conducted at a location of your choice
- ✓ To reinforce your organizations unique values and culture

- ✓ LEADERSHIP DEVELOPMENT
- ✓ MANAGEMENT SKILLS
- ✓ SUPERVISION
- ✓ COMMUNICATION SKILLS
- ✓ TEAM DEVELOPMENT
- ✓ INTERPERSONAL SKILLS

### WORKSHOP DESIGN

All workshops are highly interactive and include accelerated learning principles in there design.

### EXTENDED LEARNING AND REINFORCEMENT

Many times skills' training requires additional reinforcement in order to create the desired behavioral change. Several of our programs include asynchronous activities as a way to extend learnings beyond the classroom setting.

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## Who We Are

The Lyon Group is a successful company dedicated to workforce learning and management development. We have provided training to companies in a variety of industries including petroleum, chemical, medical, scientific, manufacturing, technology, financial, academic and government.

Training engagements have ranged throughout the United States, the Far East, Europe, Middle East, West Africa, Canada, Central, and South America.

## We Have Off-The-Shelf Products And Customized Products!

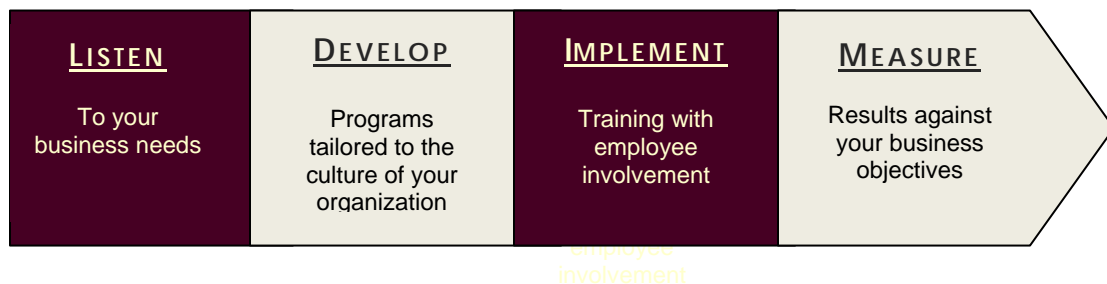
All courseware is designed to provide intensive and highly interactive learning. Accelerated learning techniques are used to improve retention and application of the skills. We work with your organization to acquire real world examples that can be imbedded in the workshop discussions.

## When Experience Matters

The Lyon Group focuses on building productivity and skills for business, both in training your staff and tailoring our training to fit the needs of your business.

## Quality

The Lyon Group incorporates a variety of methodologies and resources, such as diagnostic instruments, games, exercises, case studies, simulations, practice sessions, role-plays, and videos.



## 3-Tier Excellence Development Series

The *Excellence* series can be facilitated independently of each other, or together. Each program reinforces the concepts and terminology used throughout the series, making this a consistent and seamless strategy for developing a workforce.

**Executive Overview** is a mini-session to help decision makers understand the learning objectives for the three excellence programs and how they can support the attendees after training.

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**1 Leadership Excellence** is a twelve to eighteen month program, focused on developing leadership, team and individual talent by combining skill based learning with project assignments. This program utilizes an Action Learning format.

*What you will learn*

- Discovering the Leader Within
  - Leading With Passion
  - Creating a Results-Drive Organization
  - Building Powerful Relationships
  - Exhibiting Adaptability and Versatility
  - Leading Change in a Global World
- 

**2 Managerial Excellence** is a two day workshop focused on building skills within the manager level of an organization. Managers are recognized as a vital link between frontline staff and the executive team. The role is key in shaping the organizational performance and culture and leveraging processes and people that make continuity with change possible.

*What you will learn*

- True role of the middle manager
  - Understand the contribution to both strategic and operational direction
  - Why and how leading with passion is critical for progressive thinking
  - Accurate diagnoses of performance problems and what actions to take
  - Create collaborative relations that influence upwards, downwards and sideways
  - Manage difficult people and personal emotions under pressure
  - Why different personality styles require different strategies
- 

**3 Frontline Excellence** is a two day workshop focused on helping supervisors gain knowledge on how to plan the work, prioritize the work, develop employees, delegate, manage performance problems, and create relationships that more productive with other work groups. Individuals will learn the essential skills of supervision and leave with an action plan for improvement. Individuals will identify strengths and weaknesses in the five skills of:

*What you will learn*

- Understand the role of a frontline leader
- Learn how to build trust with your employees, colleagues and manager
- Manage relations across departmental lines and units effectively
- Demonstrate through practice the critical skills required for giving feedback to other
- Handle difficult coaching situations in an effective manner
- Demonstrate through practice the critical skills required for managing others
- Handle difficult coaching situations in an effective manner

## Leadership & Management

### Business Leadership – 3 Day

This workshop is a tool for your leadership development. It is designed to help you create and accomplish your personal best, and to help you lead others to get extraordinary things done. At its core, leadership means setting goals, lighting a path, and persuading others to follow. However, the responsibility entails much more. By accepting the challenge to lead, you come to realize that the only limits are those you place on yourself.

#### *What you will cover*

- Leadership profile and competencies to highlight your strengths and challenges
- Directional and consequential thinking and how to develop these skills
- Strategies for influencing others through improved communication and interaction
- Your role in making meetings effective, both as a leader and as a participant
- Critical problem-solving skills and the tools and techniques you can use
- Strategic planning with a SWOT analysis to introduce change
- Ways to manage the change process effectively for sustainable growth

### Coaching: A Leadership Skill – 1 Day

Coach, Role Model, Counselor, Supporter, Guide...do these words ring a bell? Being a coach involves being a role model, sometimes a counselor or supporter and always a guide. Coaching is based on a partnership that involves giving both support and challenging opportunities to employees. Knowing how and when to coach is an

essential skill that can benefit both you and your organization.

#### *What you will cover*

- Characteristics of an effective coach
- The difference between feedback and coaching
- Stages and key elements of coaching
- How to apply the coaching stages to real life situations
- How to identify coaching situations
- How to recognize when an employee is falling short in his/her performance and what to do about it
- How to resolve problems that interfere with performance
- How to help employees be successful

### Motivating Your Workforce

#### 1 Day

It's no secret. Employees who feel they are valued and recognized for the work they do are more motivated, responsible, and productive. This is a busy one-day workshop to help supervisors and managers create a more dynamic, loyal, and energized workplace. This program is designed specifically to help busy managers and supervisors understand what employees want, and to provide them with a starting point for creating champions.



#### *What you will cover*

- Motivational theories
- The carrot, the whip, and the plant
- Fear and desire
- Setting goals
- The role of values
- Creating a motivational climate
- The expectancy theory

## Managing Performance — 1 Day

In our complex and competitive business world, we must continually improve the quality and productivity of our products and services to stay ahead of the competition. Yet we can effectively improve only that which we can effectively measure. For us to improve, we need a method to help us plan where we want to go and to tell us when we have arrived.

Setting and communicating clear goals with employees is one of the most powerful and valuable tools that managers have.

### *What you will cover*

- Understand the performance management cycle, purpose, and importance
- Align employee goals to the company's goals and why it is critical.
- Learn and practice how to write SMART goal statements and performance objectives with action plans
- Analyze and employee's performance and develop skills for giving feedback
- Plan for conducting an appraisal meeting

## Supervisory Skills

### **Making the Transition to Supervisor – 2 Day**



This two-day workshop is designed to help you overcome many of the supervisory problems you will encounter in your first few weeks as a boss, whether you are a team leader, a project manager, or a unit coordinator. Dealing with the many

problems a new supervisor encounters isn't easy but it doesn't have to lead to discouragement.

### *What you will cover*

- Getting started as a new boss
- Understanding your responsibilities
- Setting goals & Identifying priorities
- Communication skills you need
- Giving feedback
- Giving orders, requests, and suggestions
- Mistakes to avoid
- Dealing with difficult employees
- Managing conflict

## How to Delegate Effectively – 1 Day

Delegation is often one of the hardest skills for a manager to master. However, the skill can be learned. This one-day workshop will explore many of the facets of delegation: when to delegate, and who to delegate to. We will also go through the delegation process step by step, to see where the pitfalls lie, and what we can do about getting around them.

### *What You Will Cover*

- Advantages and disadvantages of delegation
- Levels of authority
- When and how to share the load
- Giving instructions
- Picking the right person for the job
- Communication skills
- Ingredients for good feedback
- Developmental checklist

## Supervisory Excellence

2 Days

In today's changing workplace, many new supervisors are unsure of their roles and responsibilities. They have little experience dealing with the challenges of managing work through others. They haven't had the opportunity to develop those critical skills of planning work, leading their group, and communicating with their employees, their colleagues and their manager. Learning these skills can have a tremendous impact on an organization's productivity.



### *What You Will Cover*

- Your role as a supervisor
- The challenges you face and how to deal with them
- Finding time to plan
- Organizing & prioritizing
- What it means to be a leader
- Working with your team
- Communicating with your employees and your manager
- Your role in employee orientation and training
- Motivating your team
- Providing and accepting feedback
- Resolving conflict
- Problem solving

## Developing High Performance Teams

Your success as a manager can often depend on how well your team operates. How are their problem-solving skills? Are they enthusiastic and motivated to do their best? Do they work well together? There have been hundreds of studies demonstrating that human beings function better and learn better in groups. If you want to develop your team leadership skills and unleash the talent of your individual team

members, this workshop is a practical look at current leadership practices that work.

### *What you will cover*

- Team stages of development
- Obtaining team consensus
- Creative thinking techniques
- Team SWOT analysis
- Team norms
- Managing team conflict
- Team problem solving
- How to address obstacles going forward

## Leading Effective Meetings – 1 Day

Are you frustrated with the way your meetings work? Do they lack focus? Are there times some members of the group dominate the proceedings? Are you not always sure who should attend? Are you looking for a way to structure meetings to make them more effective yet at the same time maintain an open atmosphere?

### *What you will cover*

- The value of meetings
- Preparation before the meeting
- The role of the meeting chair
- The role of the meeting participants
- How to control meetings
- Communicating effectively in meetings
- Dealing with difficult dynamics
- What makes sustainable agreements
- After the meeting follow-up

*“Any training that does not include the emotions, mind, and body is incomplete; knowledge fades without feeling.”*

*–Anonymous*

## Behavioral Interviewing Skills

### 1 Day

The key to unlocking an organization's potential to achieve better performance and efficiency is people.



Effective behavioral based interview techniques and skills are the first vital step in building a winning team with existing colleagues.

#### *What you will cover*

- Understand the essential steps in the preparing conducting & evaluating interviews.
- Develop a consistent approach to interviewing using behavioral interviewing techniques.
- Enhance communication skills of listening, asking questions, and observing that are essential for a skilled interviewer.
- Use a scoring tool to evaluate applicants fairly.
- Understand the questions that are illegal to ask.

## Interpersonal Skills

### Managing Personal Excellence –

#### 2 Day

This two-day workshop is designed to help you improve your interactions with other people in your workplace or in your personal life. Participants gain the opportunity to improve their critical communication skills of

listening, asking questions, and being aware of nonverbal messages.

Techniques for those who are struggling to find that middle ground between being too aggressive and too passive, and how to counter the manipulative tactics of difficult people.

Participants also learn more about the six elements of our communication with others that help us reveal appropriate information about ourselves, and how to manage a professional image.

#### *What you will cover*

- Identify common problems that may be holding you back
- Develop skills in asking questions that give you information you need
- Learn what your non-verbal messages are telling others
- Develop skills in listening actively and empathetically to others
- Learn how to firmly stand your ground and make your feelings heard
- Enhance your ability to handle difficult situations without being manipulated
- Be aware of the five types of relationships
- Understand personality style differences

## Dealing With Difficult People – 1 Day

Edward Deming, the father of quality management, has said that people can face almost any problem except the problem of people. They can work long hours, face declining business, even the loss of a job, but they can't deal with the difficult people in their lives. This workshop will help you identify some of the ways you may be contributing to these problems and give you some strategies you can adopt, at work and in your personal life.

### *What you will cover*

- Recognize how your own attitudes and actions impact on others
- Find new and effective techniques for managing negative emotions
- Develop coping strategies for dealing with difficult people and difficult situations
- Identify those times when you have the right to walk away from a difficult situation

## Speaking Easy –Presentation Survival 2 Day

A great presenter has two qualities, appropriate skills and personal confidence. This confidence comes from knowing what you want to say, and being comfortable with your communication skills. In this workshop, you will master the skills that will make you a better speaker and presenter.



### *What you will cover*

- Identify ways to gain rapport with your audience
- Learn techniques to reduce nervousness and fear
- Recognize how visual aids can create impact and attention

- Develop techniques to create a professional presence
- Use practice techniques to really prepare

## What To Do When Conflict Happens – Half Day

What's the overall attitude in the workplace? Do people often seem to be at odds with each other?



Workplace conflict haunts organizations every day; it leads to lost productivity, diminished morale, and decreased performance. And, it's expensive. It can negatively affect the bottom line through employee absenteeism, health issues, legal problems, and poor customer service.

### *What You Will Cover*

- Become more aware of the signs of workplace conflict
- Recognize the negative impact conflict has on themselves and others
- Understand the responsibility to resolve a conflict lies with the individual
- Practice using the C.A.L.M. method to manage emotions and how to address conflict before it gets out of hand