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The MAP Program

Overview
Often described as challenging, inspiring, and life changing, the MAP Program is your blueprint for success. You will become a more effective leader and gain practical tools that produce immediate results. You will unlock the power of your team through goal alignment, accountability, and execution. And your MAP Consultant will be with you every step of the way, preparing, coaching and supporting you from planning to execution.

Information Gathering
360° Surveys:
- Participant
- Key Personnel
- Outside Influences

Company Information:
- Short and Long-Term Goals
- Organizational Structure
- Size/Number of Employees
- Trends, Financial Data
- Strengths and Weaknesses
- Vital Issues of Concern

2 ½ Day Workshop
Teams of 12-15 CEOs and Key Managers meet to create:
- Action Plan for Increased Personal Effectiveness and Productivity based on 360° Feedback and Analysis

Training and Coaching on:
- Functions of a Manager
- Effective Communication
- Goals and Controls
- Problem Solving
- Time Management
- Decision Making
- Productivity
- Teamwork
- Leadership
- Team Consulting
- Goal Setting
- Capitalizing on Strengths

Customization
Analysis of Input by Workshop Leader and MAP staff

Key Opportunities for Personal Improvement:
- Communicating
- Planning
- Controlling
- Organizing
- Staffing
- Leading

Follow-up
Two Weeks Following Workshop:
- Summary Feedback Report
- Performance Coaching
- Progress Review of Goals
- MAP Alumni Enrollment

The following formats available:
- 2.5 day public program for individual participants
- 1 or 2 day on-site program for management teams
- 1 day accelerated version for the busy CEO or Senior Executive
Vital Factor Team Implementation

Overview
Our time-tested Vital Factors® System powers some of the most successful companies in every industry. We can help you improve profit margins, accelerate employee performance, and create sustainable growth.

Key Takeaways
- Do you want a system that drives business plan execution?
- Do you want to align your team on the goals that really matter?
- Do you want to build a culture of accountability and execution?

- Improve productivity and profitability in the first 30 days
- Identify your Vital Factors and success measures
- Create strategic alignment by cascading Vital Factors down through your organization
- Negotiate monthly “Goals and Controls” with each team member to create accountability
- Implement monthly performance meetings that drive results
- Practice Team Consulting for problem solving and decision making
- Receive ongoing coaching for your management team

Who Should Attend?
Executives, managers, and entire management teams.

Duration: Monthly half-day meetings
Vital Factors® Workshop

Creating a Culture of Growth and Success through Accountability

Overview
This program will give you the tools and methodology to implement the Vital Factors® System in your organization. Learn how to be an accountability leader by creating focus and strategic alignment through a shared common language and goals. Implement a powerful system to improve productivity, execution and bottom-line profitability in your organization.

Key Takeaways
- Do you want to transform your business and take it to the next level?
- Do you want to learn the secrets of effective management and leadership?
- Do you want to create a culture of execution through accountability?

Overview
This program will give you the tools and methodology to implement the Vital Factors® System in your organization. Learn how to be an accountability leader by creating focus and strategic alignment through a shared common language and goals. Implement a powerful system to improve productivity, execution and bottom-line profitability in your organization.

Key Takeaways
- Create Vital Factors for your organization
- Identify Vital Factors that drive success
- Enhance your accountability leadership effectiveness
- Identify the “right players” on your team
- Create a sense of urgency with your team
- Create strategies to align your team to your Vital Factors
- Develop action plans for your team to improve execution
- Gain awareness from your individual accountability leadership profile

Who Should Attend?
Executives, managers, and entire management teams.

Duration: One-day
Overview
This dynamic program provides powerful management development for your first level managers and supervisors. Participants will discover proven methodologies to enhance their leadership effectiveness and drive results. Managers and supervisors will gain practical tools to do their job more effectively. Participants will learn how to implement the MAP Vital Factors® System to engage and align employees to common goals.

Key Takeaways
- Drive performance and accountability through a proven execution system
- Learn to manage the line between management and employees
- Gain greater personal awareness to capitalize on your unique strengths
- Learn how to get things done through effective delegation
- Leverage the power of teamwork through Team Consulting
- Improve time management skills
- Receive an individual 360° feedback to improve leadership

Who Should Attend?
First level managers, supervisors, and high-potential employees.

Duration: One-day

Do you want to accelerate the performance of your team?
Do you want to give your team practical tools that will produce immediate results?
Do you want to build your team’s leadership skills?
Overview
Participants will learn a powerful problem solving process that solves company issues. Save time and money by aligning and engaging your team to be part of the solution. Accelerate team performance by improving communication, cooperation and trust. Increase productivity and focus on the issues that matter most by leveraging the power of your team.

Key Takeaways
- Create focus on your most important goals
- Identify your vital management or business issues
- Create an action plan with due dates
- Improve productivity and profitability in the first 30 days
- Enhance communication through a structured plan of implementation

Duration: Half-day
Overview
Unlock the power of your team by maximizing the benefits of the proven MAP Management System™. You will learn how to execute faster with better results supported by MAP’s accountability system, Vital Factors®. Revisit learnings from the MAP Program, such as effective leadership, empowering your team, implementing accountability and delegating effectively.

Key Takeaways
- Understand the difference between managing versus leading
- Empower your team to drive results
- Enhance your leadership effectiveness
- Implement a proven accountability system
- Create focus on results versus tasks
- Practice effective delegation
- Learn effective coaching techniques
- Create an onboarding plan for new employees

Who Should Attend?
Refresher for MAP 2 ½ day Program graduates.

Duration: Half-day
The F.I.R.S.T. Method® Workshop

Overview
Unveil the secrets and power of effective communication for managing all your important and challenging relationships. Learn communication and persuasion techniques that are logical, practical, and shockingly effective. From cutting edge approaches to selling, to creating unbeatable negotiation techniques, to winning strategies for interviewing, this program will give you the skills and tools to do it!

Key Takeaways
- Receive a 360° view of your communication and interpersonal skills from your personal and professional contacts
- Be more effective in the communications that affect your career and the important events and relationships in your life
- Learn how to create a winning plan to achieve your communication goals 100% of the time
- Techniques that instantly put others at ease, establishes rapport and allows you to discover their motivations and desires
- Learn how to guide others through their decision making process to a result in your favor

Duration: 2 days

Unleash your power in professional and personal communications
Overview
In business, the ability to be an effective negotiating can make the difference between success and failure. Creating strong agreements build business relationships and support achievement of key goals. This program will help you become more effective at managing direct reports. You will learn techniques to better influence key staff members, peers, and your boss. Learn a proven step by step negotiation process that you can easily implement when you return to work.

Key Takeaways
- Negotiate for success through a systematic step by step process
- Use proven negotiating strategies that get results
- Learn common attributes of effective negotiators
- Recognize different communication styles during negotiations
- Manage conflict to a successful outcome
- Defeat negotiation ploys
- Prepare in advance to negotiate
- Avoid the barriers to effective negotiations
- Practice effective communication techniques during negotiations
- Learn the “Do's & Don’ts” of negotiations
- Interpret body language during negotiations

Duration: One-day
Communicate with Style Using DISC

Overview
Learn how to communicate more effectively with people who act, think and work differently from you. Using the leading personal assessment tool, DISC, you will improve productivity, teamwork and communication. Maximize your performance and eliminate costly mistakes, wasted resources, and time.

Key Takeaways
- Learn proven strategies for communicating with people with different styles
- Manage professional and personal relationships more effectively
- Minimize and prevent misunderstandings
- Gain awareness of personal behavior style
- Enhance teamwork and reduce conflict

Duration: Half-day
Powerful Communication for Business

Overview
The ability to communicate effectively can make or break your career. Learn how to drill down to the core of your message - and how to convey that message in a way that optimizes results. Effective communication creates solid relationships and builds leadership credibility. Learn how to avoid communication breakdowns that cause frustration, wasted time, misunderstandings, unproductive meetings and ineffective teamwork.

Key Takeaways
- Adapt your communication style for your audience
- Recognize communication and behavioral styles of others
- Break down the barriers that affect communication
- Create rapport, build trust and establish your credibility
- Practice active listening using the communication loop
- Develop personal goals and an action plan to improve communication skills

Duration: Half-day

Master the “art of communication” and become a powerful communicator
Customer Service Excellence

Overview
You will learn practical, hands-on techniques to quality customer service and satisfaction. Learn the behaviors of a customer service superstar and discover how to turn every customer into an advocate. Outperform competitors and improve customer relationships and retention.

Studies show that 80% of executives believe that their companies deliver excellent value and superior customer experience, but only 8% of their customers agree.

Key Takeaways
- Learn the 12 steps to improving your customer service
- Master effective communication techniques
- Increase the ROI on your customer service costs
- Avoid the mistakes that cause most customer conflicts
- Handle angry customers with diplomacy and tact
- Turn unhappy customers into repeat customers
- Become a master in the art of listening
- Build rapport and win respect
- Build customer loyalty

Duration: Half-day
Overview
Email remains the primary channel for business communications, yet most of us are frustrated by it. Whether it’s an overflowing inbox, inappropriate content or vague calls to action, email can be both a time waster and a diversion from our priorities. Learn how to master this communications conduit and gain control by adopting new processes and best practices. Turn email into a personal, team, and organizational advantage.

Key Takeaways
- Explore and recognize typical email behaviors
- Conduct a self-assessment of personal email habits
- Understand the radiating consequences of poor email messages
- Reap the rewards of effective email management
- Deconstruct challenging messages in a series of case studies
- Relate email styles to organizational culture and branding
- Evaluate proven strategies, tools, and tips for implementation

Like it or not, email remains an essential communications channel. Make it work for you rather than against you.

Duration: Half-day
Overview
Whether you are selling a client, persuading colleagues, or energizing a team, the power of your presentation makes the difference between success and failure. Take action and become a top performer through powerful communication. Learn how to plan and prepare your presentation for the best outcome.

Key Takeaways
- Learn the key components for a successful presentation
- Set the tone that captures your audience's attention
- Learn the “Do's & Don’ts” for your opening statement
- Deliver presentations with sincerity, conviction and confidence to establish credibility
- Leverage your audience’s expectations to achieve your presentation goals
- Master “content” – what you say and “style” – how you say it

Duration: 2 hours
12 Steps to Successful Conflict Resolution

Overview
Disagreements are part of the workplace. Conflict can cause mistrust, poor teamwork, and low productivity. Learn how to stay composed and handle difficult situations confidently. These 12 steps will help you resolve issues quickly and build positive relationships.

Key Takeaways
- Learn tools and techniques to become more effective in conflict resolution
- Mitigate the risk of damaging relationships in the workplace
- Adopt a professional communication style that prevents escalation of issues
- Utilize effective communication that aligns to corporate HR policies and practices

Duration: 2 hours
Executive Coaching

Expect *action*. You might hear about strategy and vision, but few management consultants can offer coaching in execution. But that’s exactly what MAP provides.

Overview
MAP Senior Consultants set the standard of excellence as Executive Coaches. Your MAP coach will provide insight, advice, and practical tools to meet your individual needs. They’ll help you implement key strategies and will stay with you until the job is done. As your personal coach and mentor, they’ll be a source of new ideas and techniques that save you time and money.

Key Takeaways
- Enhance self-awareness through a comprehensive 360° analysis
- Determine your strengths and opportunities for improvement
- Develop action steps and timelines
- Receive ongoing mentoring to reinforce continued growth
- Become a more effective leader through mentorship
- Partner with an experienced MAP Senior Consultant who cares about your success
- Adopt new strategies that save you time and money
- Learn new ideas that are practical and actionable
Strategic Business Planning

Overview
Successful companies are driven through an effective strategic business plan. Learn to develop a roadmap to execution and results. Create employee alignment that increases productivity and ultimately drives bottom line results. Take control of your future with this proven planning process that provides a blueprint for success.

“A vision without a plan is a dream, but a plan without effective execution is a nightmare.”

Key Takeaways
- Develop your organization’s SWOT Analysis
- Identify strategic options for long-term competitive advantage
- Create alignment with your organization’s mission, vision and values
- Identify your Vital Factors and the strategies to achieve them
- Implement strategies to maximize employee performance
- Create a formal written business plan
- Receive a formal presentation for communicating the plan to your organization

Duration: 1-2 days
Overview
Take control of your life and improve the overall quality of your relationships, family, health, business and more! This session will give you tools to better manage your overall life by creating a plan to focus on your highest priorities.

Key Takeaways
- Develop a personal blueprint for your future
- Create a legacy for your business and life
- Identify your life Vital Factors
- Set personal and professional goals
- Increase productivity at work and home
- Implement an accountability system to achieve your goals
- Take back control through proven strategies

Duration: One-day
Overview
Now, more than ever, succession planning should be part of every organization’s overall human capital plan. Quite simply, the development and retention of productive employees manifests in accelerated growth and higher profits. Discover proven methodologies to navigate generational differences, bridge competency gaps left by retiring employees, and affect culture shifts that build your brand and organizational staying power.

Key Takeaways
- Set realistic succession goals that translate to measurable value
- Identify succession Vital Factors® to leverage organizational strengths
- Recognize key generational differences that impact culture and succession
- Address gaps in competencies, skills, knowledge, values, and behaviors
- Outline succession pathways for key positions
- Design feedback channels to improve performance and retention
- Learn how to make accountability the springboard for succession

Duration: One-day
Building an Effective Advisory Board

Overview
Set your company up for success with a proven model that great leaders use to execute their Advisory Board strategy. Learn best practices for implementing an Advisory Board that supports your professional development and company growth.

Key Takeaways
- Create a well-structured Advisory Board
- Establish a recruitment process to select the right people
- Align each Board Member’s competencies to the company’s vision
- Measure the success of the Advisory Board through Vital Factors
- How to get the most out of your meetings
- Discover barriers to successful Advisory Boards

Duration: Half-day

Get the most value for your company
Overview
This workshop will give you the tools to create an effective plan that you can successfully execute. Through effective planning you will become proactive versus reactive and gain control of your time, projects and priorities. Learn the fundamentals of successful project management and start positively impacting daily productivity. Implement proven techniques to keep your projects on time and on budget.

"If you fail to plan, then you’re planning to fail.”
Adopt a successful project management strategy and start executing faster with better results.

Key Takeaways
- Define the general scope of work, goals and timelines
- Create alignment with the overall strategy
- Establish metrics and develop an accountability system
- Rebound quickly from surprises and setbacks
- Manage multiple projects more effectively
- Lead projects with confidence and discipline
- Improve team communication
- Become more productive while reducing stress

Duration: Half-day or One-day
Overview
If you are not completely sure how to interpret or use P & L Statements, balance sheets or cash flow, then this is the workshop for you. Gain greater confidence with a working knowledge of business financials and make better decisions that drive your organization’s bottom line.

Key Takeaways
- Learn the main components of a financial statement
- Understand key financial metrics that affect overall performance
- Analyze financial reports through the use of a powerful case study
- Improve business operations through effective budget management
- Use proven methods to forecast revenue and plan for growth
- Improve communication and build stronger working relationships

Duration: Half-day

Stop guessing and start learning. Learn how to make sense of financial statements and reports.
Overview
In today’s resource-constrained world, delegation is as much a survival skill as a leadership essential. In order to meet aggressive deadlines and retain talent, understanding the behaviors behind delegation and adopting the disciplines to improve effectiveness is vital to your success. Be a more effective delegator, so you can focus on what really matters.

Key Takeaways
- A proven four-step delegation process to get the result you want
- What the latest research tells us about resistance to delegation
- How to identify what to delegate and what to keep for yourself
- Ways to delegate effectively down, up, and across the organization
- How to reduce the risks inherent to delegation and improve the likelihood of success
- An understanding of different delegation styles and when each is appropriate
- A personal development plan to take your own delegation skills to the next level

Duration: One-day
Overview
Do you find yourself being the “answer guru” for all problems big and small? Learn proven techniques to effective delegation that gets things done while helping employees grow and develop. Build a successful team who steps up to daily challenges and drives results. Regain focus on your most important priorities while reducing stress from chronic work overload.

Key Takeaways
- Develop a discipline of working smarter not harder
- Find more time to focus on your critical priorities
- Improve execution and drive results
- Develop a culture of growth and success
- Demonstrate trust through empowerment
- Build team member’s self-confidence

Duration: Half-day

Unlock the power of delegation to maximize your time and optimize your leadership
Overview
Learn a time management system that will change the way you manage your projects, priorities, and time. Become more productive and end procrastination so you can focus on what matters most. Regain control of your time and conquer clutter by getting organized. You will learn how to plan each day, prioritize tasks, say “no”, delegate, eliminate distractions and manage multiple priorities more efficiently. Stop wasting time and get the clock working for you instead of against you.

Key Takeaways
- Identify where you are spending your valuable time
- Improve your job performance, productivity, and profitability
- Eliminate time wasters, time robbers, and bottlenecks
- Delegate more effectively
- Conduct more effective meetings
- Develop strategies to improve your time management

Duration: Half-day
Overview
Interviewing is one of the most important steps in hiring a new employee. It is an opportunity to evaluate a candidate’s work experience and review their specific skills and abilities. When it comes to finding the best fit for your company, resumes and references tell just part of the story. Learn how to conduct a successful interview and pick a winner every time. Recognize a potentially poor hiring decision before you extend an offer.

Key Takeaways
- Learn interviewing fundamentals
- Gain more confidence conducting the interview process
- Identify high quality candidates through skills assessment
- Learn best practices for reviewing resumes
- Avoid the #1 mistake made by most managers and leaders
- Eliminate the barriers to effective interviews

Duration: One-day
Hiring the Best

Overview
Recruiting the best employees for your organization is an ongoing challenge. If you are looking for best practices in recruitment and selection, this is the program for you. Gain valuable tools on how to land top talent from your pool of job candidates to create a winning team. Gain confidence in making great hiring decisions without fear, doubts and uncertainty.

Build a competitive advantage through talent acquisition

Key Takeaways
- Create a winning team that drives results
- Hire the future leaders for your organization
- Find the top 10% of available talent in the market place
- Select the right person through proven best practices
- Evaluate your current team and determine the “A”, “B”, and “C” players
- Identify, manage and deploy underperformers

Duration: One-day
Overview
Knowing that ill-prepared or weak managers can stifle innovation, erode trust and rapidly turn a healthy organization into a failure, the imperative to identify and nurture the next generation of leaders is critical. Explore best practices in the context of your current leadership pipeline and learn how to identify those with the potential to shepherd your team into the future. Develop the pathways, systems and tools to keep high potential employees in the fold, challenging them to excel and be organizational champions.

Key Takeaways
- Assess your current leadership readiness and bench strength
- Benchmark the leadership behaviors that underlie success
- Consider high potential employee perspectives
- Address the barriers that inhibit or stall development
- Leverage performance management tools and resources
- Develop an actionable framework for identification and growth

Duration: One-day
Onboarding New Employees

Powerful and Proven Strategies to Ensure Success for New Hires

Do you have an official strategy and process for onboarding new hires? An estimated 80% of companies today don’t have a definitive onboarding plan beyond their basic hiring, interviewing and training practices.

Overview
Successful organizations work extremely hard to recruit and hire the right person for the job. Discover a proven process that supports the success of your new employees. Implement a powerful onboarding process that includes a 90-day training plan, mentoring teams, and coaching techniques. Through a disciplined process you will accelerate the productivity of your new employees and successfully integrate them into your work culture.

Key Takeaways
- Accelerate the performance of new employees
- Support development of new employees through a 90-day training plan
- Set quality 90-120 day goals and monitor early results
- Form and conduct effective mentoring meetings for new employees
- Increase new employee retention and boost productivity
- Reduce costs through decreased turnover

Duration: One-day
Building a High Performance Management Team

The role you play in driving your team’s execution is critical to your success. Build relationships, ignite enthusiasm and gain buy-in for accomplishing team goals.

Overview
The most common reason why organizations fail at implementing new ideas is because they’re not capable of successfully executing them. The ability to build and lead high performing teams is crucial to an organization’s success. To successfully execute, companies need to get the right people, in the right positions who are focused on the right things. Successful organizations create alignment to their vision, mission and values and drive results through teamwork and accountability.

Key Takeaways
- Learn the 4 critical areas to successful execution
- Increase team productivity and collaboration
- Share leadership and build trust
- Learn team strengths and weaknesses through analysis and assessment
- Identify opportunities for productivity improvement
- Develop an implementation plan for key initiatives
- Create shared goals that build teamwork

Duration: Half-day
Overview
Finding the right talent for the job is challenging and time consuming. Now you can gain the highest level of confidence in your hiring decisions and eliminate the guesswork. Learn step-by-step how to implement and execute a proven job benchmarking process that assesses the job and talent to find the best match for your company. Invest in job benchmarking and you will secure the talent necessary for success.

Key Takeaways
- Learn how to conduct an effective job benchmarking process to ensure the best job fit
- Eliminate biases that interfere with job matching
- Discover key strategies for job matching to ensure maximum performance
- Understand the importance of a candidate’s behaviors, values, personal skills, and task preferences

Duration: Half-day

With TTI's patented job matching system, clients have achieved a retention rate of 92%
Overview
A disciplined leader is one who identifies and focuses on the Vital Few: the 20% of activities that will drive 80% of the results. This exciting program is based on MAP’s newest book, “The Disciplined Leader.” Learn how discipline can improve productivity, execution, and bottom line profitability of your organization.

What do the best leaders have in common?
The answer is one word: discipline

Key Takeaways
► Leading yourself
  Make a personal commitment to change
  Use values to improve decision making
  Improve productivity through better planning and time management

► Leading your team
  Align your company through accountability leadership
  Create a competitive edge through team development
  Improve communication effectiveness

► Leading your organization
  Stay the course on execution
  Keep your company focused on the Vital Few
  Make an impact to your customers and beyond

Duration: Half-day or One-day
Overview
The MAP Leadership Academy is a customized program that develops bench strength and future leaders of an organization. Through effective leadership and management, companies experience higher levels of productivity, profitability and teamwork.

The Academy Curriculum is customized to meet specific organizational needs and is delivered by a MAP Senior Consultant who coaches and guides participants through the process.

Curriculum topics include:
- Management Fundamentals
- Finance for the Non-Financial Manager
- Strategies for Successful Delegation
- Hiring, Developing and Retaining the Best
- Effective Coaching and Conflict Resolution
- Effective Time Management
- Superior Customer Service
- How to Conduct Effective Meetings
- Effective Project Management
- Critical Thinking and Decision Making
- Teamwork and Effective Communication
- The 12 Attributes of Effective Leadership

Duration: Half-day or One-day
Overview
Achieve clarity and alignment on the leadership behaviors that sustain winning strategies and capabilities. This organization specific program uniquely surfaces and considers the personal attributes, characteristics, and style of purpose-driven leaders. With guided interactive case studies and exercises, participants agree on the behavioral skill set required to shepherd teams at all levels, execute strategic plans, and strengthen organizational development.

Key Takeaways
- Identify behaviors and habits that fuel leadership success
- Analyze the current leadership team culture, strengths, and gaps
- Expand organizational vision to foster talent development and retention
- Consider best practices of the most admired leadership teams
- Evaluate talent management and succession tools
- Source strategies to perpetuate greatness and discourage distractions
- Develop a leadership framework and competency model

Duration: Half-day or One-day
Overview

Whether you are trying to energize a long-tenured staff, elevate the skills of new managers and supervisors or create a magnetic culture, leadership will make or break your success. Harness the power of using the right language and behavior to inspire and energize others. Build your relationships to promote positive actions and productive mindsets. What you say, really matters.

Key Takeaways

- Recognize the difference between management and leadership
- Identify and internalize the hallmark characteristics of great leaders
- Identify and learn how to avoid the 10 most common leadership sins
- Understand the ways language influences individual and team biases
- Know when and how to put on the leadership “game face”
- Choose words that turn challenging discussions into favorable results
- Evaluate leadership communication tools for real-time implementation

Duration: Half-day or One-day
Overview
Great organizations develop a culture of mentorship and coaching for their employees. You will learn proven coaching techniques that drive employee development and growth.

Key Takeaways
- Measure employee performance and coach for improvement
- Build a results-driven development plan using a powerful peer coaching process
- Adapt your coaching style to individual styles and circumstances
- Take your employees’ skills to the next level through mentoring
- Get solutions to your toughest leadership problems
- Establish a more positive, energized work environment
- Empower employees to tap into their personal strengths
- Build rapport, trust and mutual respect

Duration: Half-day
Overview
The effective transition of a new leader to a team or organization is crucial for long-term success. Orchestrating a structured transition support process will mobilize resources and assist leaders with high-impact activities. Be confident that the new leader will be able to handle the unique challenges that come with making the transition.

Studies show that at least 90% of teams who are led by a leader who was well-supported through a transition process meet their short and long-term goals.

Key Takeaways
- Gain greater knowledge of each individual's background and experience
- Create greater team effectiveness through transition and beyond
- Define new leader's expectations of team
- Define team's expectations of new leader
- Learn team members' behavior and communication styles
- Understand what motivates each individual team member
- Define team ground rules that build cooperation, teamwork and trust

Duration: Half-day
Change Management

Overview
Most organizations spend the majority of their resources and energy on the business process components of change, but greatest risk for failure is on the human side of the equation. Define the role of leadership to drive change and avoid the pitfalls that hamper progress. Define the role of management to surface and manage resistance.

Key Takeaways
- Understand the fundamentals of the change process
- Learn why resistance to change is normal and how to manage it
- Learn the reactions to a perceived negative change
- Create action plans to accelerate change
- Identify and avoid the barriers to change
- Accelerate change through rewards and recognition
- Identify personal behavior styles to enhance communication

Duration: Half-day
Overview
Strengthen the foundation of your team with this team building program. Accelerate team performance by improving communication, cooperation and trust. Discover how to unleash the contributions of your team toward your organization’s critical priorities. Positively impact your organization with a more aligned and engaged team.

Key Takeaways
- Evaluate your leadership style and the impact on teamwork
- Understand your team member’s communication and behavior style
- Develop “Do's & Don’ts” of communication for individual team members
- Rate your team on the elements of teamwork
- Identify and avoid the barriers to good teamwork
- Create an action plan to increase team effectiveness
- Create a win-win culture where everyone brings value

Create a culture of growth and success through motivation, inspiration, and leadership

Duration: Half-day
Overview
Create employee alignment and engagement through powerful leadership that drives results. Discover leadership best practices that engage and align employees on vital goals. Create a culture of growth and success through accountability. Adopt time management principles that save time and increase productivity. Empower team members to provide solutions and solve problems.

Key Takeaways
- Discover and avoid the #1 mistake of leaders
- Learn to focus on the vital few and ignore the trivial many
- Balance the empowerment pendulum to develop employees
- Manage the “In & Out” leader
- Transform from a preacher to a teacher
- Set your employees up for success
- Apply situational leadership – leading versus managing
- Confront difficult performance management issues
- Develop employees through asking the right questions

Duration: Half-day
The 12 Pitfalls of a Manager

Overview
You will identify the pitfalls that can get in your way from becoming a successful manager. Learn how to let go of the reins and empower teams to make their own decisions. Recognize and avoid common mistakes and become more productive and highly respected by team members. Unlock the power and potential of team members to become a more effective manager.

Key Takeaways
- Identify individual pitfalls and challenges
- Determine greatest opportunities for improvement
- Develop corrective actions to eliminate future mistakes
- Measure employee performance and take timely action
- Hold your team accountable to their assigned tasks
- Overcome obstacles that affect goal achievement
- Provide effective feedback to team members

Duration: Half-day
Overview
This workshop helps you identify root causes and make better decisions, solve problems and get better results. Making good decisions is a critical success factor for today’s managers and leaders. You will learn how to breakdown problems into manageable parts through a proven problem solving process.

Key Takeaways
- Learn the 12 keys to successful decision making
- Identify the most critical information needed to fully understand the problem
- Learn how to prioritize critical issues
- Identify roadblocks and land mines in the problem solving process
- Create an execution strategy to ensure positive results
- Weigh risks against potential rewards
- Articulate strategies to create buy-in
- Avoid costly mistakes using “what-if” thinking
- Align strategic decisions with critical goals

Duration: Half-day
10 Characteristics of ‘A’ Players

Overview
‘A’ Players are vital to an organization’s success. These top performers have a high achievement drive and consistently produce exceptional results. Better understand the attributes of ‘A’ Players and use this knowledge to select and develop top talent in your organization.

Key Takeaways
- Rate your team on the characteristics of ‘A’ Players
- Use ‘A’ Player attributes as a tool to assess, coach, and develop your team
- Make better hiring decisions that build a high-performing team
- Get practical tools to increase your personal and departmental productivity
- Create a professional development plan to increase your leadership effectiveness

Challenge the Status Quo

Duration: 2 hours
Overview
Implement key strategies that support team development and accelerate results. Unlock the power and potential of your team by getting everyone on the same page, focused on the right things.

Key Takeaways
- Learn the art and science of effective teamwork
- Create a culture of collaboration and pride
- Get practical tools to accelerate team performance
- Understand the value of each team member’s contribution
- Create team alignment that increases morale and focus

Maximize Team Performance

Duration: 2 hours
Overview
This workshop uses 17 scenes from the film, Twelve O’Clock High as the backdrop for powerful leadership lessons. Evaluate your leadership effectiveness and how it impacts morale and results. Become aware of how leadership styles impact employees. Leverage personal strengths to increase team pride, morale and productivity.

Key Takeaways
- Learn how to stop putting out fires and start preventing them
- Get the tools to practice and develop good leadership skills
- Identify different leadership styles to use in different situations
- Examine accountability issues and manage confrontation
- Recognize the controls of discipline and structure
- Use the energy of the group to emphasize the power of teamwork
- Evaluate the impact of “crossing the line” with employees

Duration: Half-day or One-day
Overview
Through this high-energy, interactive session you will learn classic principles for overcoming obstacles, solving problems and making the tough decisions. You will learn how these leaders cope with the challenges and succeed, so you can apply these valuable lessons to situations you’re facing today.

Key Takeaways
- Discover new solutions for overcoming difficult obstacles
- Develop solutions outside of perceived boundaries
- Accelerate your team’s performance through creativity, inspiration and pride
- Set goals against your Vital Factors
- Learn leadership techniques that drive results
- Display confidence in a crisis and set the tone for success

Duration: Half-day or One-day
Overview
This highly interactive workshop offers powerful lessons of teamwork, delegation and accountability. Learn how to improve your individual performance both as a leader and team player while studying the attributes of successful teams and leaders.

Key Takeaways
- Assess your current level of teamwork
- Discover barriers to effective teamwork
- Focus on the vital few and ignore the trivial many
- Identify your team’s Vital Factors
- Learn “The Golden Rule of Accountability”
- Understand the hallmark characteristics of a great team player
- Discuss the keys to motivating and inspiring others
- Review the attributes of an effective coach

Duration: Half-day or One-day
Overview
Packed with powerful scenes and pivotal breakthrough moments, you will analyze how the fundamental elements of ethics, character, integrity, loyalty and honor impact organizations. Examine the role that leaders play in creating a culture where conscience, loyalty and honor can successfully co-exist. Assess your level of precision, coordination and alignment within your organization and how it impacts overall execution.

Key Takeaways
- Learn effective leadership through character analysis
- Understand the importance of values in organizations
- Motivate team members through effective leadership
- Identify pivotal moments when group dynamics change
- Highlight the importance of conscience and values in decision making
- Examine the power of conviction in critical decision points

Duration: Half-day or One-day
Overview

Through this inspirational film, Miracle, you will learn what it takes to be a successful and powerful team. Evaluate the characteristics and behaviors of the 1980 USA Olympic Hockey team that won the Olympic gold medal. Discuss attributes of an effective coach and leader. Discover proven coaching techniques that motivate teams.

Key Takeaways

- Identify 4 stages of building and developing a team
- Learn how to be an effective coach with courage
- Understand how leadership and coaching work together
- Build a competitive advantage through a high-performing team
- Learn how to manage the line between manager and team

Duration: Half-day or One-day
Overview
In this film-based workshop you will analyze the critical elements of superior communication skills, and what it takes to get buy-in for your ideas. The workshop examines communication styles and places them in the real world of everyday business.

Key Takeaways
- Identify the “right place” to communicate
- Understand the impact of leadership on group dynamics
- Learn winning communication strategies
- Evaluate effective persuasion styles
- Build consensus on the decision making process
- Learn the barriers to effective communication

Duration: Half-day or One-day
Overview
The classic 2001 movie, Remember the Titans is the true story of two Virginia high school teams in 1971 undergoing desegregation. Two football coaches with very different leadership styles set out to win a state championship with players who hate each other. This film will move you to think about what you are doing on a daily basis. Learn how to use your strengths and overcome weaknesses to make valuable contributions to the team.

Key Takeaways
- Learn how to manage the line between manager and team
- Understand your behavioral and communication style
- Identify 3 situational leadership styles
- Learn the attributes of a leader
- Gain tools to improve teamwork, accountability and performance to win

Improve teamwork, hold people accountable, improve performance and win

Duration: Half-day or One-day