



ORGANIZATIONAL TRAINING DESCRIPTIONS

Are you looking to develop well-rounded, high performers or just great task masters?

Professional development, soft-skills training can improve the intangible results of behavior modification, confidence, morale and self-motivation, which ultimately do have a tremendous impact on the bottom line. To increase and improve communication, initiative, flexibility, problem-solving, decision-making, people and interpersonal skills, changes in behavior and changes in patterns of thinking are necessary. These changes evolve with practice, time and of course, professional development training. They begin with awareness. They end with results.

Silver Lining Solutions® offers organizational training workshops in six different areas of expertise. The content, length and cost of each workshop vary according to the scope and needs of our clients. We customize each workshop to help clients achieve the performance results they want. Empower your workforce to evolve and grow. Give us a call today if you want to develop well-rounded, high performers!

Adversity and Change

Are you and your organization prepared for society's fast-paced continuous adversity and change? Employees who can better manage change and handle adversity mean a strong and resilient company. One that is capable of effectively changing directions midstream and quickly reacting to its environment.

Work and life are hard for everyone. Adversity and change are constant scenarios, which are often met with fear and resistance. How we react to our circumstances, is the difference between success and failure. When we practice effective change management strategies, we can get through even the toughest times much easier and bounce back with vigor.

Whether it's getting everyone on the same page for new restructuring or managing daily crisis's, these workshops will inform you about the nature of adversity and change, as well as provide tools for employees to better manage your particular organization's changes. They can help you personally and professionally. As always, each workshop will be tailored to fit your particular situation; your real-life scenarios will be used and a self-assessment tool will be provided.

Assertiveness and Conflict Resolution

Do you work and live with difficult people? Do you continuously lose your cool and disrespect other people's feelings and opinions? Or, do you let people take you for granted and treat you like a doormat? Imagine your work and personal lives with fewer "my way or the highway" or "he said, she said" disrespectful conflicts. It is probably peaceful and drama-free without feeling like you are walking on eggshells. You have a choice!

While we must be certain to pick and choose our battles, we must stop avoiding conflict and begin appropriately speaking up for ourselves and holding people accountable. Contrary to popular opinion, assertiveness is not aggressiveness or self-centeredness. In fact, assertiveness puts forth the healthy boundary setting necessary for effective conflict resolution. It seeks win-win-wins. Both assertiveness and conflict resolution are skills everyone needs to learn, and can learn. Assertive, aggressive and passive behaviors are learned from our environments; they are not genetically inherited. Success and happiness in work, and in any area of our lives, is directly dependent on our ability to assert ourselves and effectively resolve conflicts.

Nancy Stampahar, founder of Silver Lining Solutions®, is an author, consultant, speaker and trainer. Her business provides professional development training and keynote speaking services.

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These workshops address behavior patterns and conflict resolutions skills in tandem while honing in on your organization's performance management requirements. There will be focus on individual, team and management roles within the conflicts, as well as providing strategies and techniques applicable to professional and personal lives. As always, each workshop will be tailored to fit your particular situation; your real-life scenarios will be used and a self-assessment tool will be provided.

Empowerment and Personal Leadership

You can be the boss of your job even if you are not the boss. Leaders are created. To get a true head start, you must realize that leadership is a work style, a lifestyle, a way of being. Personal leadership is critical if you want to enthusiastically work and live. When we feel empowered to make our own choices by not accepting the status quo, we seek opportunities. We are no longer complacent; we grow. You have a choice; take the lead!

A leader is goal-guided and results-oriented. A leader takes initiative and implements action. The capacity for leadership exists in everyone, but most people never take the time to develop it. Leadership is courage, determination, perseverance and the ability to effectively respond to situations in a manner that brings positive results.

These workshops are for any organization that wants to cultivate leadership qualities within all employee levels. As always, each workshop will be tailored to fit your particular situation; your real-life scenarios will be used and a self-assessment tool will be provided. Quite often, we utilize the Emotional Intelligence Map® in our empowerment and personal leadership workshops and retreats.

Leadership and Supervisory Development

Did you ever have a bad boss? According to Gallup Poll surveys, people leave bosses not organizations; moreover, employee turnover costs an organization anywhere from 1 ½ to 2 times an individual salary. A supervisor serves as a strong link between an organization's goals and the people who must produce them. Their actions and skills affect employee turnover, customer service, quality assurance, productivity and ultimately profits.

Many supervisors have been promoted from their previous jobs---from super worker to supervisor without any supervisory development training and people skills. Their leadership and people skill set requirements to develop, direct, communicate, counsel, delegate tasks, train, empower and motivate their staff drastically jump. They need tools to develop their capabilities for driving positive change and results. They need to be able to create climates that allow people to utilize their potential and accept ownership for performances.

These workshops are results-oriented, open-ended with practical approaches to developing front-line supervisors so they can develop their staff. It is adapted to your supervisors, engaging them in a comprehensive process that results in personal and professional growth. As always, each workshop will be tailored to fit your particular situation; your real-life scenarios will be used and a self-assessment tool will be provided.

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Fundraising and Sales Development

Listen and you shall receive. Whether you are trying to cultivate donors for your not-for-profit mission or trying to make the next sale of your product or service, you must determine your prospects problems, interests, needs and wants if you want to succeed. It does not matter what you sell. It matters how you sell.

The fields of fundraising and sales are continually evolving and becoming more competitive. The need for both professions to stay informed and skilled is more critical, as donors and customers become more sophisticated, educated and business-savvy. It's o.k. to make a profit and sell the mission your not-for-profit organization. Both entities need to if they are going to be self-sustaining. One element that distinguishes revenue success is an organizations' ability to better develop their fundraising and sales staff. The result is a staff who sells because they want to excel and succeed. They understand why and how to utilize their skills and knowledge.

These workshops address all parts of the development process from creating fundraising and sales strategic plans, to prospecting through networking and cold calling, to determining needs, to building relationships and customer service training and finally, to asking for the money! As always, each workshop will be tailored to fit your particular situation; your real-life scenarios will be used and a self-assessment tool will be provided.

Teambuilding

Are each of your team members aligned most effectively to achieve both their individual and the team's goals? Does your organization have an "us versus them" mindset where delegated tasks and blame for mistakes fall on another department? How responsive is each department to help one another? Each entity needs to work together to succeed, which is not always easy. Getting teams to share common purposes, goals and values along with a greater understanding of how each person's personality and job function affect a team is critical for success.

To increase productivity, employee retention and reduce costly mistakes and misunderstandings, effective teamwork is necessary. The potential of a team that works together by understanding each member's roles, expectations and unique performance dynamics can build a strong and collaborative environment, which achieves exceptional results. Team development is a continuous process where the mystical results of synergy and high performances come from a team in which every member has a sense of belonging, purpose and value.

These workshops bring teams together to look at your particular issues, be it fostering a spirit of teamwork, establishing working parameters for certain projects and tasks or simply creating an empowered, more unified team. As always, each workshop will be tailored to fit your particular situation; your real-life scenarios will be used and a self-assessment tool will be provided. Quite often, we utilize either the Myers-Briggs® Personality Instrument or the DiSC® Behavior Profile in our teambuilding workshops and retreats.

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WHAT SOME OF OUR PARTICIPANTS HAVE SAID

What did you think was effective in this workshop? “Brainstorming for solutions to problems. Your personality works well with this type of workshop. Very effective – think this would be great 2 times per year.”

Team Building Retreat, Family House Staff and Management

Retreat Comments: “I plan to use the Effective Explanations Worksheet when explaining something to my staff or teammates. It helped me to realize that I can boil something down even further to make it simpler to convey by addressing key questions and revising my explanation. I think the goals and action plans segment was important because I could see on paper how you can take one critical category and chart it.”

Team Building Retreat, The Progress Fund Staff and Management

What did you like best about this program? “It was based on what we wanted to learn. Groups working on problems and worked things out, have seen different ways of doing things. Made you think, not boring, apply things I knew about but someone to present in a different light.”

Leadership & Supervisory Training, Levin Furniture Warehouse Managers

What did you like best about this program? “Nancy has great energy! Loved the EQ test, learned or became aware of things with myself. Creative training techniques.”

Emotional Intelligence Training, PA Commission Crime & Delinquency Service Personnel

After taking this workshop I am going to change: “My interaction with difficult, demanding managers; review of DiSC. Trying to remember recognizing others personalities and how to approach each case. Communicate more consistently. My attitude towards coworkers (I will attempt to try not to take everything too personally. My attitude and my tendencies for jumping to conclusions. Try not to avoid issues. Become more aware of my own body language.”

Conflict Resolution Training, Robert Morris University PACE Participants

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