



LEADER DEVELOPMENT INSTITUTE

Presenting the hottest topics in professional development



UPDATED!



Developing Extraordinary Leaders

At work, at home, across the nation, and around the world



Catalog 2016

Supervision & Management ~ Administration ~ Innovation

Coaching & Team Building ~ MS Office ~ Safety

Communication & Writing Skills ~ Time Management

Fellow Professional,

Welcome to Leader Development Institute's Success Series Seminar™ catalog.

At Leader Development Institute (LDI) we firmly believe in the need for quality, effective course development and training for both the private and public sector. LDI is dedicated to developing the leaders of tomorrow - at home, at work, across the nation and around the world. Our goal is to identify the client's requirements and exceed them with the commitment - if we don't meet your needs, we don't deserve your business.

Each LDI trainer is well experienced not only in facilitating seminars, but employing those concepts as well. LDI trainers are chosen for their knowledge of subject matter, business experience, training and communication skills and above all their passion for what they do.

LDI clearly understands in today's environment, the importance for both government agencies and corporations to be competitive and self-sustaining. You deserve the best and latest in information and teaching techniques to ensure you walk away from each workshop, seminar or training session a better person and employee. Our goal is to provide you with a curriculum that will train as well as educate, recognizing that to educate is to increase one's intellectual awareness of a subject, whereas to train, is to make someone proficient at the execution of a given task. LDI creates opportunities for the participant to practice and experience the desired learning skills so as to have an improved awareness AND increased proficiency.

We apply proven adult learning principles of curriculum and training development to include a focus on "real world" problems; emphasis on how the learning can be applied; relate the learning to the participant's goals; and, allow for debate and the challenge of ideas. Recognizing adults are multi-sensory learners - visual, aural and kinesthetic - LDI incorporates each of the three types of learning into the curriculum to ensure the greatest opportunity for all participants to learn in the mode they are most comfortable with.

LDI's vision and long-term goals are three-fold. First is our commitment to meeting the immediate and long-term training objectives of our corporate and government clients through consulting and quality off-the-shelf and customized training programs. Second is to position ourselves as a national and international training company offering high impact seminars to the public throughout North America and its major markets. Third is for LDI to be the contractor of choice for government and corporate outsourcing of entire training departments or programs and other areas needing full time management and leadership.

We look forward to a long term relationship with you. Feel free to contact me any time.

My email is tormeya@LDIworld.com

Respectfully,



Anthony Tormey, President

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BUILDING THE EXTRAORDINARY LEADERSHIP TEAM (1-day Course)



How would you like to make dramatic progress towards becoming a more cohesive, high-performing Leadership Team? No matter where your organization is in the stages of team development, this dynamic two day event is designed to bring your team to extraordinary levels. If you aspire to work together more effectively, consider the following:

- What could get accomplished if you were all willing and able to engage in constructive and passionate debate as a means to greater understanding of differing viewpoints?
- How would it benefit your team if everyone could ask for help or provide constructive feedback when needed?
- Are assumptions about the intentions of others interfering with clear and meaningful communication, especially controversial topics that are critical to team success?
- What if decisions could be made more easily and there was follow up to actions, without the issues resurfacing again and again?
- How would your ROI change if you were on target with deadlines and key deliverables?
- What would maximizing communication do for work effectiveness and your bottom line?

HOW YOUR TEAM WILL BENEFIT

- Knowledge of other's strengths and challenges
- Improved trust in relationships leading to better team results
- More productive communication and meetings, including skills in having constructive conflict
- More ability to engage and be accountable as a team
- Outcomes are different for each individual team based on their stage of development, their history, needs, and expectations

WHAT YOU WILL COVER

Understand the requirements of a high performing team

- Build trust among team members
- Overview of the four DiSC styles
- Review of your personalized DiSC report
- Gain awareness of the benefits of constructive conflict
- Understand how to gain alignment and commitment among team members
- Create a sense of momentum and enthusiasm
- Have opportunities to practice and apply workshop concepts through experiential exercises and team challenges

SUPERVISOR'S FAST START (1-day Course)

Make your move into your new supervisor position smoother and more successful. Attend this one-day class and gain skills and insights you need to lead with confidence and conviction. In your previous position, you did a great job, so well in fact that you were promoted. Unfortunately the skills that got you promoted are not necessarily the skills you need to lead and supervise.

New supervisors have distinctive challenges as they move from the mindset of doing the work to supervising others. During this important transition, knowing what to do, and what not to do, is an essential part of his or her development and success. In this high-impact, interactive instructor led training new supervisors will learn to succeed in this role.

This one-day training will take a look at:

- Enhance your interpersonal skills
- Establishing the foundation of trust and confidence with your employees
- Apply common sensed inspirational principles to improve performance
- Build a solid team
- Create a clear team vision
- Learn the value in having values to drive performance
- Increase employee's accountability and responsibility
- Employ fair & consistent discipline guidelines
- Introduce and support change more effectively
- Ways to avoid the problems that sabotage many new supervisors
- What it takes to get productivity from people who aren't used to you being "the boss"
- How to increase your visibility and earn the respect your position deserves
- And much more!



SUPERVISOR'S SURVIVAL SCHOOL (2 or 3-day Course)



Soon to be, or have just been promoted to supervisor and wondering what you are getting yourself into? Have you been supervising for a while and still feel like you're one of the workers you are supposed to be supervising? Maybe you just need to feel reenergized. Supervisors Survival School is what you need not to just get your feet on the ground and start running, but it is designed to give you the skills to survive what is arguably sometimes a difficult journey. Learn how to lead your team so as to boost worker productivity, enthusiasm, and commitment to the mission. Navigate your way through projects, priorities and daily operations, communicating effectively to see them through fruition. Avoid the dangers associated with conflict, problem behavior and poor performance. Learn how to meet the needs of your direct reports and your leadership. Sometimes it just seems like a jungle out there. Let Supervisor's Survival School help it seem like a walk in the park.

WHAT YOU WILL COVER:

- Leadership and Management qualities you need
- How to "Set the Stage"
- Seven key elements in building trust
- Seven steps to establishing credibility
- Two questions to ask about motivation
- Learn the "Hot Stove" rule of discipline
- Which decision making process is best
- How to conduct productive meetings
- Eight characteristics of an effective delegator

HOW YOU WILL BENEFIT:

- When/How to coach – When/How to discipline
- Understanding new and old relationships
- Better manage priorities and deadlines
- The importance of values, vision, mission and goals
- Earn the respect and confidence of those you lead
- How to delegate more effectively
- Avoid the pitfalls of being a new supervisor
- Create an environment of success and winners

LEADERSHIP GOES TO THE MOVIES (1-day Course)

Grab your popcorn; get cozy in your seat. Leader Development Institute is taking you to the movies. Learn about leadership from some of your favorite movies, TV shows and commercials. In this entertaining and informative workshop, you'll discover how to motivate and inspire others to peak performance. Aimed at helping managers cope with difficult situations and improve day-to-day performance. This Success Series Seminar uses the cinematic moments to facilitate the learning objectives.

Scenes from "Nixon – The Movie", "The Lorax", "Invictus" and "Moneyball" are just a few to help managers sharpen their leadership skills, train their staffs to lead, think through key leadership issues and enliven their business presentations. After participating in this workshop don't be surprised if you are nominated for "Best Leader" Award



WHAT YOU WILL TAKE AWAY:

- Watch different leadership styles in action, when, where and how to use them
- Watch how to apply principles of persuasion to influence others
- Be inspired by visionary leaders
- How to motivate
- When to be firm and when to be nice
- Extraordinary leaders set the stage-and so should you
- How the words you use will inspire your organization
- Earn the undying loyalty of employees
- What you can learn from Pocahontas about your team
- See the impact values on the success or failure of an organization
- See how extraordinary leaders use P.O.W.E.R.

SETTING THE STAGE FOR MANAGEMENT SUCCESS

Avoiding Management Mistakes!

(1-day Course)



Becoming a successful leader takes years of study, practice, and most importantly, learning from your mistakes. It is a fact that every significant leader has not only made mistakes, but they have learned from those mistakes to become even stronger leaders! *Setting the Stage for Success* is a collection of 12 of the greatest lessons learned to help prevent you from experiencing the pitfalls, or if you have already encountered any of them, will help you overcome them and move forward more successfully. Either way, *Setting the Stage for Success* is an interactive, one-day seminar designed to enhance your leadership journey!

HOW YOU WILL BENEFIT

Errors waste valuable time, money, and talent. The goal with *Setting the Stage for Success* is to show you how to recognize problems—and avoid them before they happen—so you can save time, money, and talent! This seminar is an essential guide to ensure you are getting the best from your workers, your organization—and yourself! Here are the 12 management mistakes we will focus on avoiding:

1. Failing to accept personal accountability
2. Failing to develop people
3. Trying to control results rather than influencing thinking
4. Joining the wrong crowd
5. Attempting to manage everyone the same way
6. Concentrating on problems and not the objective
7. Becoming a buddy not the boss
8. Failing to set standards
9. Failing to train people
10. Condoning incompetent behavior
11. Recognizing only top performers
12. Attempting to motivate people

WHAT YOU WILL COVER:

Failure is painful, right? Not for successful leaders. The most successful leaders don't consider failure to be a particularly painful experience – because they think about it differently: FAIL (First Attempt In Learning). This seminar will help you learn from the following...and more. Are you, or have you been guilty of:

- Becoming too friendly with people who work for you?
- Never admitting that you are accountable for mistakes?
- Managing different people the same way?
- Failing to set common organizational goals?
- Trying to control people instead of influencing their thinking?



THE HARD SKILLS OF LEADERSHIP

(1 or 2-day Course)



This course focuses exclusively on hard skills that will improve the manager's workday and the effectiveness of the team they supervise, with skills they can implement the next day after class. No matter where a task comes from, managers will understand how to track it and accomplish it; no matter how much email arrives in their box, students will know what to do with it. Students will learn the basic tools to manage their teams and forums they can implement to drive real-time coordination and communication among team members without resorting to email or hours of meetings.

HOW YOU WILL BENEFIT

- You will walk out of this course with hard skills you can implement tomorrow
- Blow off the fluff: leadership has only one purpose
- Learn how to improve your email management so you end every day with a clean inbox
- You will learn how easy it is to gain control of all of your work tasks with an easy-to-implement system you or your administrative professional can run
- Learn how to set up basic, proven team management systems and forums to increase your odds of mission success

WHAT YOU WILL COVER:

- The Purpose of Leadership
- Improving Your Leadership Ability
- Organizing Yourself
- Organizing Your Team
- Continuous Learning to Hone Your Edge

NEW!

CONDUCTING PERFORMANCE REVIEWS FOR RESULTS (1-day Course)

Performance management can be one of the most time-consuming and dreaded tasks of a leader. While it's easy to deliver good news about an employee's performance, it can be challenging and uncomfortable to deliver messages about poor performance. In this workshop, learn how to master the art of delivering performance reviews by avoiding common errors and following best practices.

Learn how to plan and prepare each step. Typically seen as an administrative task accomplished once a year, successful leaders make it part of a process that is done intermittently throughout the year to prevent a large, arduous task waiting at the end of the year with big surprises to deliver.

In this highly interactive, engaging workshop, participants will have the opportunity to practice delivering and implementing what they've learned so that when they leave the classroom, they will have both the cognitive knowledge and also the experiential, hands-on practice of the skills to apply immediately back in the workplace.



WHAT YOU WILL COVER:

- The secrets to success for delivering yearly performance reviews in a way that inspires
- 11 common pitfalls to avoid when dealing with performance management issues
- Active listening: The most important tool to master when delivering performance reviews
- How to effectively deal with resistance and anger
- How to Co-create performance plans with your employees that are effective and results-oriented
- Techniques for drawing out employees who present with apathetic, cynical, or resigned behaviors
- When and how to follow up with performance throughout the year to prevent the yearly performance review from being so challenging

LEADER, COACH AND MENTOR: Excelling at Performance Management (1-day Course)

NEW!

Employee performance is based on results. Your ability to get others to achieve those results depends on how you answer these two questions. Have you ever met and unmotivated person? Are you a good motivator? If you answered yes to either question, this workshop is for you. As a leader, having excellent coaching and mentoring skills are crucial not only to help employees be effective at their jobs but also to motivate and inspire them to excel and grow. The traditional approach to motivation has been to increase compensation but the latest research studies show that more money or benefits isn't as effective at motivating employees as it was once believed. Learn what really 'drives' employees today and how to coach and mentor in a way that inspires and creates a positive work environment. In this highly interactive workshop, participants will learn tools and techniques to help them master coaching and then experience it hands-on in a safe and fun classroom environment.

WHAT YOU WILL COVER:

- How to inspire employees using leading edge approaches in a do-more-with-less environment
- Techniques to coach employees in a way that creates personal buy-in
- The 10 Best Practices to follow when dealing with challenging behaviors
- How to consistently create accountability and follow-through with employees
- The greatest secret to employee engagement
- How to implement graduated discipline practices that creates the highest probability for employee

NEW!

LEADERSHIP IN ACTION... Your Toolkit for Success (1 or 2-day Course)

Some say leadership is a natural trait and can't be learned. Well, much like a carpenter, we all have a leadership toolkit: Some of us have many tools while others have few. The main objective of the seminar is for you to enhance your leadership skills and motivate yourself to lead your team to higher levels of success by creating a more positive work environment.

Leadership in Action will help all front-line and mid-level leaders by ensuring you are using your existing tools to the best of your ability, while also introducing you to new tools helping you become a more successful leader. If you lead a team, this one or two-day seminar is for you!

HOW YOU AND YOUR TEAM WILL BENEFIT:

- Learn the importance of focusing on things within your control and on solutions instead of problems
- Impactful time management and planning tips that will aid your organizational skills and administrative tasks
- Key leadership characteristics to ensure you are setting the right example
- Understanding the major impact of body language on communication so you aren't sending mixed messages
- How to become a more effective listener to minimize misunderstandings
- Ensuring you remain open and are approachable to your team, so they feel comfortable coming to you for assistance
- Strategic goal setting and feedback concepts to set your team up for success and then help keep them on track
- Tips to create a more positive work environment; imagine everyone on your team actually looking forward to coming to work everyday
- Basic steps to help you resolve conflicts in a professional and constructive fashion

LEAD FIRST - MANAGE SECOND (1-day Course)

Your career success depends on LEADERSHIP, not management trends. The next "best seller" will come and go, but the need for exceptional leadership remains constant. How many times have you been to expensive conferences only to return with nothing but a binder and a coffee mug to show for it? Lead First tears down the management myth and rebuilds your most valuable human resource into a dynamic proactive leader.



WHAT YOU WILL COVER:

Six principles of Extraordinary Leadership

- How to delegate and empower more effectively
- Energizing people and teams into action
- Learn why you don't want to be a "Good Leader"
- How to get, and stay in sync with your boss
- The "Hot Stove" rule of discipline
- The ONE word you need to hold employees accountable

HOW YOU WILL BENEFIT

- Learn to "lead" your peers and employees, and "manage" your resources.
- Make more "Blue Card" decisions.
- Set the stage for being an "Extraordinary" leader.
- Learn how to handle difficult people and situations
- Increase your ability to influence others.
- Your business success depends on solid relationship, not management trends.

LEADERSHIP FOR LIFE - AN LDI LEADERSHIP LAB (5-day Total Immersion Program)



THE 5 PRINCIPLES

Character Traits are determined by leaders themselves. What do you value most in extraordinary leaders?

Core Competencies include those skills beyond the technical job description.

Mission focus is what we're paid for. It's all about RESULTS!!

People perform the mission. How well do we support them?

Change is a verb. It's something you do. Have you just been reacting to it?

THE COACHES

Extraordinary Leadership fosters more extraordinary leadership.

With this in mind, LDI not only develops great leaders, but we acknowledge the efforts of some of our top students by inviting them back to serve as coaches in subsequent programs.

Imagine the gratification you will feel when not only does your employees receive exceptional training, but are invited back to reinforce and share that training with others.

THE CONCEPT

Leadership for Life is designed as an "immersion" program for individuals and leaders wishing to make a significant impact within their organizations and/or industry. Structured as an in-residence program, the "Lab" is held at an off-site location with lodging and conference facilities.

Participants are formed into teams and are involved in leadership training and experiences from breakfast to bedtime.

Instruction and facilitation is provided by a course director and a cadre of coaches assigned to the participants on a 6 to 1 ratio.

(Although LDI believes the immersion aspect of this program is optimum, we will work with your representatives to customize this program to meet your training needs/schedule.)

THE MYPAC™

The foundation of Leadership for Life is a forward - looking new tool we call "My Personal Action Contract". The MYPAC™ puts the leadership lessons into practice.

With the support of their coaches, participants develop SMART goals supporting their desire to improve personally, professionally and in their communities.

The official "graduation" from the Leadership for Life program comes when the MYPAC™ is complete and the coach and participant both sign off.

One of the greatest challenges in determining training resources is a perceived return on investment for training dollars. The MYPAC™ answers this challenge by creating a desire in your people to continue to grow and improve in their leadership skills, and provide a tool to measure results



WORKPLACE MOTIVATION... Get More Wow with Less Pow! (1-day)

Workplace Motivation is for all front-line and mid-level leaders as it will help you get more 'wow' with less 'pow' by emphasizing the importance of getting to know your team members better and creating a more positive work environment. Doing these things will result in increased motivation and productivity (wow), thus saving you time dealing with poor performance and negative attitudes (pow). Leading a team will become more fun and fulfilling as a result of attending this one-day seminar!

In this workshop, you will learn how to manage change fluidly while getting buy-in and support from those around you. You will also learn techniques for implementing innovative strategies, to stay aligned with company-wide initiatives, without impacting your project deadlines and budgets.

Additionally, you'll find out what top managers today are doing to successfully inspire and motivate their teams, especially in this poor economic climate.

This high-impact, interactive session will give you hands-on tools and techniques that you can apply immediately following the workshop.



WHAT YOU WILL COVER:

- Myths About Workplace Motivation
- First Things First: Self-Motivation
- Elements of Workplace Motivation
 - a. Appreciation
 - b. Camaraderie
 - c. Communication
 - d. Trust
 - e. Respect
- Helpful Hints to Get Started Today and Sustain it into the Future

HOW YOU AND YOUR TEAM WILL BENEFIT:

- Proving or debunking myths such as 'I can motivate people' and 'money motivates people' will help you use the best techniques to get the most out of your people
- By using an activity, you will learn what motivates your employees, which will allow you to get to know them better and lead them more successfully
- Learn great methods to show appreciation and tips on how to provide it
- Understanding the benefit of building camaraderie, to get on the same wavelength as the rest of your team
- Team motivation will soar with tips on enhancing communication skills, building more trust, and showing more respect

MANAGING THE TELEWORKING EMPLOYEE (1-day Course)



The need for teams to operate remotely has become a core competency for many organizations. To function effectively, managers and their teams must learn to operate differently than their on-site based counter-parts. Over the years, many corporations have found that the benefits of having virtual employees far outweigh having only onsite employees.

Prior management skills must be magnified to deal with the challenges of managing virtual employees. The critical skills you'll get from this seminar including managing remotely, communication, team-building, coaching, building trust, knowing when to 'step-back', project and performance management, etc.

HOW YOU WILL BENEFIT

- Implement an effective communication process
- Identify and address interpersonal issues including conflict resolution, coaching, listening, delivering feedback, etc....
- Identify and apply effective motivation techniques

WHAT YOU WILL COVER

- Identify the critical success principles for leading and managing virtual employees/teams
- Implement a road map to effectively manage employees in a virtual world
- Build a framework for performance and evaluation

HOW TO BE A SUCCESSFUL TELEWORK EMPLOYEE (1-day Course)

If you were teleworking, you could be at home right now. Enticing? Work is what you do – not where you do it.

More and more businesses and their employees are realizing the bottom-line benefits from structured telework programs. Becoming a telework employee offers a host of benefits, including reduced commuting time and expenses. It will allow you greater flexibility in balancing your personal and professional responsibilities – work/life balance. Provide greater focus on tasks or projects...and, during extreme weather conditions and emergencies, be able to continue operations.

This is an introductory course developed to help employees create a framework for entering into a telework agreement. The critical skills you'll get from this seminar include working remotely, communicating with your supervisor, co-workers, customers and suppliers, building trust, and knowing how to keep your career on track. Participants will receive a workbook with information and helpful links to resources, checklists and tools to help with personal preparedness and success within the telework environment.

Get the materials and advice that will help you start your successful telework experience. Find out how you can benefit from, and make telework, work for you, your supervisor and your office.

WHAT YOU WILL COVER

- Telework defined. What it is and what it isn't
- Separate the myths from the realities of teleworking
- Identify the critical success principles for working with management and co-workers
- Implement a road map to effectively work in a virtual world between you and your supervisor
- How to write a telework agreement
- Implement an effective communication process
- Determine if you are a good candidate for Telework
- How to make your case to telework
- Learn what equipment you will need
- How to communicate effectively as a teleworker



HOW TO DEAL WITH UNACCEPTABLE EMPLOYEE BEHAVIOR (1-day Course)

Wouldn't it be great if every employee did his or her job well? Wouldn't it be heavenly if every employee came to work with a great attitude? Well, we know this is wishful thinking. Some employees just don't do the jobs they are hired to do or exhibit the behaviors needed to build and sustain high morale. Most people are coachable and accept constructive feedback...others – well, let's just say they can be a challenge. Their behavior and performance affect productivity and morale.

How do we deal with these people? This 1 or 2-day workshops will give you the tools and tips necessary to deal with the performance and behavioral issues you are facing. By the end of the workshop, you will feel confident to take the appropriate actions with any associate who doesn't meet performance or behavioral standards.



WHAT YOU WILL COVER

- 6 standards that MUST be in place to deal with poor performance and behavior
- The world's best formula for dealing with any associate issue or conflict
- 5 beliefs needed to deal effectively with people
- How to deal effectively with the Blamer, Whiner, Defiant, Gossiper, and Early Retiree
- 10 coaching strategies to turn around poor performance and behavior
- How to give constructive feedback that brings results
- How to discipline an associate who just won't get his or her act together
- 3 top strategies for observing and assessing associate performance and behavior
- Step-by-step process in dealing with any associate challenge
- How to deal effectively with upper management

SECRETS FOR DEALING WITH DIFFICULT PEOPLE (1-day Course)



Most people do exactly the WRONG things in most situations when dealing with “difficult” people. In this Success Series seminar you will understand the forces that compel people to be difficult - and learn the RIGHT things to do about it. If you haven't an idea about how to handle a difficult person, and would like to clear up your situation effectively, this seminar will help you. If you already have fairly well-developed interpersonal skills, this seminar will make you better. You might be dealing with a difficult person *at work, at home* or somewhere *in the community.* Whatever your situation, this seminar will help you.

WHAT YOU WILL COVER

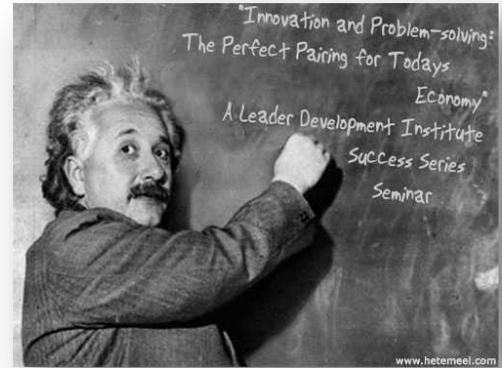
- Primary reasons conflicts occur - and how to see them coming
- How to break the cycles that lead to hostilities.
- How to stop a conflict from escalating.
- How to address conflict in a way that minimizes defensiveness and hostility.
- Giving and receiving criticism.
- Conflict resolution strategies
- Define and recognize the value of diversity
- Learn how to define common ground from which to develop solutions
- How to talk to someone when you are angry, hurt, frustrated or insulted
- How to decrease resistance and increase cooperation
- What you can do to reduce conflict and promote better understanding

HOW YOU WILL BENEFIT

- Define and recognize the value of diversity
- Learn how to define common ground from which to develop solutions
- How to talk to someone when you are angry, hurt, frustrated or insulted

INNOVATIVE PROBLEM-SOLVING The Perfect Pairing for Today's Economy (1-day Course)

Learn the secrets of how successful organizations are outscoring their competition. Continue practicing traditional thinking styles, and be ready for a roller coaster ride! Think outside the box and exceed past years' profits. The key to remaining resilient in today's world is to utilize brainstorming and mind mapping techniques with your teams. Add on proven problem-solving methods to re-engineer inefficient processes and you have the recipe for almost guaranteed success!



This class was truly excellent. I will take a host of information not only back to my organization, but I will apply it to my family life.

D.

WHAT YOU WILL COVER

- Learn the secret to continual, successful idea generation
- Best practices for brainstorming
- How mind mapping helps to transform ideas into concrete results
- Overcome negativity in the office
- Learn tried and true problem solving techniques that the entire team can use
- How to persuade others to embrace change
- How to increase your influence with your team and your superiors
- Understand the dual nature of creative problem solving: creativity and logic.
- How to break through blocks to creative problem solving.
- Gain strategies for jump-starting creative approaches to problems.
- Strategies and tools for logical problem solving.
- Integrate creative and logical approaches to problems.
- Step-by-step process in dealing with any associate challenge
- How to deal effectively with upper management

SUCCESSFUL PROJECT MANAGEMENT (2-day Course)



This two-day seminar is designed to get you up to speed fast on the latest, most effective tools, techniques and strategies necessary for today's program and project managers. The flow of information today is creating more projects and programs and increasing them in size and complexity every day. Those who manage their projects and programs more efficiently and effectively will be recognized as leaders within their organizations and the organizations within their industry. Participants will have a thorough understanding of the tools and techniques necessary to bring a project in on time, on budget and at the desired level of performance. Learn the phases of effective project management and how to plan so as to be more efficient. Learn how to use the same powerful tools top researchers, scientists and corporate managers use to plan and manage projects and processes - PERT, GANTT and CPM.

WHAT YOU WILL LEARN

- The five phases of project management – a miracle isn't one of them.
- What the foundation ALL successful projects are built upon?
- How to clearly define your projects' objectives.
- When do you WANT to make assumptions?
- How to maintain situational awareness about your project.
- How to implement and manage change.
- Why is it halfway through a project when you find out it's "not what the customer ordered"?
- Learn what the differences are between goals, objectives and metrics.
- How to apply an 11-step planning process that works.
- What you can do to prevent "things" from falling through the cracks.
- Practical exercises you can use with your own projects
- Reverse Planning – how it works.
- Deciding when to plan and when NOT to plan.
- Estimating your time line more accurately.
- What a CPA can do for you.
- Building enthusiasm into your team.
- How to conduct meetings that get results.
- Problem solving strategies.
- Capitalize on the five principles of leadership to maximize your team.
- What you can do to prepare for the unexpected.
- Build courses of action that will drive success.

COMMUNICATE WITH CONFIDENCE AND CLARITY (1-day Course)

You've proven your competence and your value. So why aren't you getting your point across? Look around you. The true leaders in your organization are the people who share a particular skill: the ability to communicate effectively. Regardless of upbringing, education, and talent – Extraordinary leaders share the same quality: superior communication skills. Through observation, trial and error, or schooling from mentors, extraordinary leaders have mastered the art of "connecting" with people in ways that almost always yield positive results. This Success Series Seminar focuses on analyzing barriers that inhibit the communication process. Identify skills in speaking clearly, directly, and strategize solutions to communication challenges. If you're committed to enhancing this skill, then this one-day seminar is designed for you!



WHAT YOU WILL LEARN

- Ten steps for speaking clearly and assertively
- How to keep the defensive walls down
- Learn about the feedback loop and communication cycle
- Three keys to providing feedback
- First impressions ARE lasting impressions
- Learn the language of success

HOW YOU WILL BENEFIT:

- Learn to build rapport and establish credibility
- Identify common communication barriers
- Eliminate destructive responses
- Learn how to handle difficult people and situations
- Know how to say "NO" without burning bridges



COMMUNICATE WITH STRENGTH AND PRESENT WITH POWER (2-day Course)

Have you ever watched someone who commands a presence in a room? In this workshop, you will learn how to create successful presentations while commanding 'presence'. You'll also learn how to write more powerfully with greater influence through the most common form of written communication: Email. You'll also learn how to navigate through difficult conversations with opposing views while maintaining control of emotions and effectively dealing with aggressive or unprofessional behavior. Finally, you'll learn how to adapt your style of communication when dealing with different generations as well as feminine vs. masculine approaches to communication and conflict management.

WHAT YOU WILL COVER

- Best practices for networking
- 8 speech habits to avoid when speaking in front of an audience
- 7 steps to successful presentations
- 5 steps to creating powerful and effective emails
- Comprehensive listening skills and how to de-escalate arguments
- Feminine vs. masculine communication and conflict styles
- Explore the 4 generations in the workplace and the new Gen-Z coming onboard

HOW YOU WILL BENEFIT:

- Learn how to create powerful presentations
- Learn to make great first impressions
- Master writing effective emails
- Practice the art of listening and learn how to do it during difficult conversations
- Learn to better communicate with both feminine and masculine styles
- Know the variety of 'world views' from different generations
- What to do when communication goes wrong

I will use what I learned daily
within my operation.

FROM CONFLICT TO COOPERATION Communicating With Diplomacy (1-day Course)



At some point in your career, you will work with someone you don't like. When we were in school, we each had a teacher whose class we hated to attend. We even have family members we don't get along with, so why wouldn't we work with someone we didn't like? IT'S INEVITABLE.

Fear not! It doesn't have to be a death sentence. Leader Development Institute will show you how to work effectively – EVEN WITH THOSE YOU DON'T LIKE.

Some may say, "You don't understand who I work with." You're right. However, just as we were able to go to school with the class bully, the tattletale, and the teacher's pet, LDI can show you strategies for working with the most annoying people in your office NOT YOU, OF COURSE ☺

IT'S EASY TO WORK WITH SOMEONE YOU ENJOY, BUT HOW DO YOU WORK WITH SOMEONE YOU DON'T EVEN LIKE?

HOW YOU WILL BENEFIT:

- Understand your personality type and how you can unwittingly rub others the wrong way
- Leave with an action plan to start improving your workplace relationships immediately
- Practice proven techniques for building rapport with the most challenging personalities
- Enhance your ability to think and react on your feet
- Identify cathartic ways to manage frustration and make room for creative solutions

This course offers you insight into such dilemmas on issues such as

- Working with the Bosses Pet
- Working with those who may not pull their share of the weight
- Co-workers who consistently show up late
- Individuals with no professional ethics
- The supervisor with little or no experience who supervises YOU
- Practice proven techniques for building rapport with the most challenging personalities
- AND MUCH MORE!



WRITING IT RIGHT Skills For Effective Business Writing (2-day Course)

This comprehensive one-day workshop delivers solid tools and techniques that will help you add clarity and power to all of your written documents. You will learn dozens of proven tips, techniques and shortcuts that will help you approach your writing projects with confidence. Ensuring that the message you send is the one your readers will receive.

HOW YOU WILL BENEFIT:

- Hone your unique writing style
- Discover how to take the aggravation and frustration out of writing,
- Learn to be a more compelling communicator,
- Eliminate embarrassing mistakes!
- Drive your message home with power and style — and get the results you need!
- Proofread like a pro to keep embarrassing errors from slipping into finished documents
- Organize your thoughts and information quickly with a systematic method

WHAT YOU WILL LEARN

- How to write from your reader's perspective
- How to get started when you know what you need to write, but don't know how to write it
- How to "cut the fat" from your writing
- How to "smooth out" a choppy message
- How to choose the right words
- How to follow the important grammar and punctuation rules
- How to ensure your emails get read
- How to take notes for yourself and for others

CONSIDER THE CUSTOMER FIRST...**Or They'll consider the competitor instead!**

Whether you realize it or not, each and every one of us serves customers. Maybe you're on the front lines of an organization, serving the people who buy/use your products or services. Perhaps you're an accountant, serving the employees by producing their paychecks and keeping the company running. Or maybe you're a company owner or executive, serving your staff and your customers. Regardless of your position, customer service is not about what you think will satisfy the customer; rather, it's about considering the customer by first understanding what will satisfy them - and then exceeding those expectations. Lazy customer service providers never figure this out and their customers consider the competitor first. This one-day seminar will equip you with the necessary skills to ensure you are always considering your customers first!

HOW YOU AND YOUR TEAM WILL BENEFIT

- By focusing on some 'must haves' of customer service you will gain a better understanding who your customers are and what will satisfy them
- Being nice is not enough: Learning how to focus on customers first will allow you to gain a better understanding of their situation so you can attract and keep customers for the long haul!
- Connecting with customers is probably easier in person, but what about your body language; do you understand the impact it has? What about providing service on the phone and written communication (email and chat)? We will discuss techniques to help you with all of these circumstances.
- It takes skill to de-escalate anger, establish common ground, and manage your emotions; however, doing so will make you a customer service all-star by treating difficult and emotional customers with respect and dignity.
- The bottom line: Satisfied customers! There is an indisputable link between better customer service and customer satisfaction; regardless of who your customers are, you stand to gain from considering your customers first!

WHAT YOU WILL COVER

- What customer service means in relation to all your customers, both internal and external
- Recognizing how your attitude affects customer service
- Identifying your customers' needs
- How using outstanding customer service can lead to lifelong customers
- Building good will through in-person customer service
- Providing outstanding customer service over the phone
- Connecting with customers through online tools
- Dealing with, and winning over, difficult customers



Finding talent is only half the story...
Spending corporate dollars on training is an investment in your company's most valuable asset - your people!

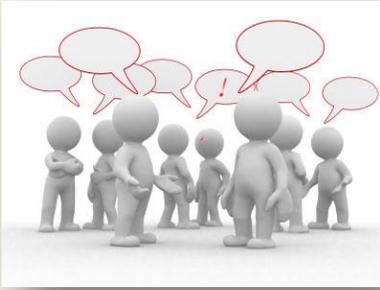


**Call LDI Today for a
 FREE Consultation and Book
 Your On-site Seminar Now!**

1-888-474-8534

HUMAN INTERACTION WORKSHOP

(1-day Course)



How you interact with others is crucial, whether it is a face-to-face, group, or virtual interaction, it must be effective. Participants attending this session will examine and analyze their approach and effectiveness in these interactions. LDI offers theory and practice, combined with knowledge that generates an enhanced skill set when interacting one-on-one or in groups. Perception is reality; learn how others perceive you, while engaging in an opportunity to enhance the effectiveness of interaction.

This course will change the way you see yourself through increased self-awareness, shifts in the way you think about your interaction versus others, and moving from the reactive to proactive block. It will raise the standard of interacting during conflict and beyond.

You will leave this workshop profoundly changed! Learn it! Apply it! Live it!

WHAT YOU WILL COVER

- Interact with others through Myers-Briggs Type Indicator (MBTI)
- Manage themselves when interacting with others who interact differently
- Persuade and influence out of their circle of influence
- Improve their communication style effectively
- View feedback as a 'gift' and gain an understanding of how to give and receive feedback

HOW YOU WILL BENEFIT

- Influence and persuade groups
- Manage conflict

At Leader Development Institute we know that one-size may not fit all needs.

Our Success Series Seminars can be tailored for your exact fit!

Call today to see how!

1-888-474-8534



PARTNERING FOR SUCCESS (2-Day Course)

(This course is limited to 15 participants.)



At the core of every successful organization is a team - a team whose members understands and trusts each other. To help build that core is LDI's Partnering for Success - a two-day, experiential, high impact program. Partnering for Success is designed to raise the individual awareness that an organization is a "Team of Teams" not only improving the relationship of current work groups, but eliminating barriers between individuals, offices and departments - who are all there for the same reason - to get the job done!

Partnering for Success is designed to promote and develop a wide range of critical principles.

WHAT YOU WILL COVER

- What is "groupthink" and why you want to avoid it
- Why partnerships are so much more effective
- How partnerships will increase productivity
- How partners working together improve performance and lead change
- How your personality style impacts the partnership

HOW YOU WILL BENEFIT

- Key traits of successful partnerships
- Recognize the stages partnerships go through
- Create teams and organizations that perform
- Build a culture that promotes trust, integrity and high performance
- More productive employees and programs
- Unleash the power of cooperation and collaboration
- Apply partnerships strategically to create vision and set direction.
- Members join together in the decision-making process, they build relationships, boost cohesiveness and increases productivity

TEAMBUILDING AND OVERCOMING BURNOUT in a Do-More-With-Less-Environment (1-day Course)

Employees are under more stress than ever before. With organizations making rapid and significant changes, downsizing, and requesting employees to do more work in less time, stress is at an all-time high. With everyone under more stress, burn out and higher levels of tension among staff are common place.

In this workshop, you'll learn tools and techniques for building and improving relationships with your co-workers. Through interactive discussions and hands-on exercises, you will explore personality style differences, generational differences, and how individual conflict styles affect the way you communicate with others. Finally, you'll learn what the most important step is to improving all of your relationships both, at work and at home.

WHAT YOU WILL COVER

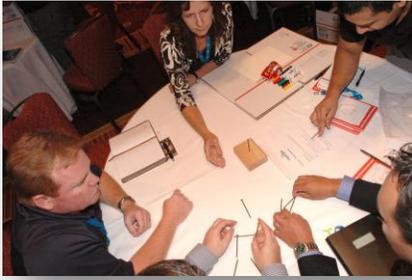
- Center and calm your emotions no matter what the circumstances
- Reduce negativity from others
- Raise your productivity level when you're stressed
- Improve and raise your energy
- Work more productively with different personalities, different generations and the opposite gender



HOW YOU WILL BENEFIT

- Use the 'Platinum Rule' to connect and work with others more effectively
- Identify conflict styles and work with other's style to effectively solve disagreements

BUILDING A HIGH PERFORMANCE WORK TEAM (1-day Course)



Team building is an essential skill that is required in today's workforce to achieve optimal outcomes. Good teamwork is often a result of hardworking managers, supervisors and human resource personnel striving to maximize the potential of all of their employees. Workplace challenges such as change and conflict can really test the strength of departments and teams. Leaders who fail to recognize the signs of disharmony run the risk of not meeting productivity goals and having employees run at less than their peak level of performance. This one-day seminar will help professionals learn how to make decisions, solve problems and settle conflict. Attendees will learn how to combat common stumbling blocks, such as difficult team behaviors, what to do when conflict is imminent and how to help employees cope with change.

Additionally, participants will learn how to grow their own leadership skills, how to give effective feedback to team members, determine who needs to be "mentored" and who needs to be "coached," and how to inspire workers to succeed. Attendees will leave this seminar with improved leadership skills and ready to turn their workplace into a more effective and productive organization.

WHAT YOU WILL COVER

- Discover how to build a team that gets results
- Identify how to help workers accept change
- Achieve positive outcomes when confrontation seems unavoidable
- Recognize fatal flaws of failed coaches-and how to avoid them
- Determine how to reward workers when raises are out of the question
- Outline how to inspire employees to reach high and succeed
- How to empower employees with delegation
- Identify how to sell your team on itself to build real pride and professionalism
- Assess how to clarify your team's mission to ensure a project's success
- Discover how to facilitate meetings that trigger action

HOW YOU WILL BENEFIT

- Outline how to inspire employees to reach high and succeed
- How to empower employees with delegation
- Identify how to sell your team on itself to build real pride and professionalism
- Assess how to clarify your team's mission to ensure a project's success
- Discover how to facilitate meetings that trigger action

MANAGING GENERATIONAL DIFFERENCES (1-day Course)

For the first time in history, 4 generations — Traditionalists, Baby Boomers, Generation X, and Millennials — are in the workplace and each come with its own style of communicating, values and attitudes.

These differences can cause misunderstandings and conflict on a daily basis and present new challenges for managers and co-workers alike. A definite lack of awareness exists among these four distinct generations. Typically, those of each generation feel they know best, better than those who came earlier, and certainly much better than the new kids on the block. This leads to management challenges, disruption and productivity issues there.

The Managing Generational Differences Success Series Seminar is the perfect tool to bridge the generational gaps, building awareness that will lead to better hires, happier employees, stronger teams, and healthier organizations. It helps participants understand what makes each generation unique, and how each adds its own perspective and value to the workplace.



HOW YOU WILL BENEFIT

- Understanding the differences between the 4 generations and what they want and need
- How to motivate and inspire each generation
- Making a business case to celebrate generational differences
- How to effectively manage a cross generational workplace
- Misconceptions about the younger generation
- How generational biases can harm productivity and morale
- What the generations have in common...its more than you think!
- Creating an organizational system that expects professionalism
- Why work must always be about the work
- Creating a harmonious work environment

VALUE IN DIVERSITY



In today's workplace, organizations increasingly are experiencing a diverse community of employees and customers. Diversity can give an organization a competitive edge. In this one day Success Series Seminar, employees will learn what diversity is and how it influences relationships with others. They learn to differentiate between-and overcome-stereotyping, prejudice, and discrimination. They acquire the communication skills they need to build on the advantages that a diverse workplace offers. Our goal is to reach participants, both emotionally and intellectually, while helping them uncover their unwitting preconceived notions about other cultures, backgrounds and experiences

WHAT YOU WILL COVER

- Be able to better define what diversity is – and what it isn't.
- Understand how diversity benefits you and the organization
- Go below the surface to understand diversity
- Discuss and Interpret the impact of your prejudgments
- Communicate to discover the hidden value of diversity
- Learn to adopt behaviors that promote and further inclusion
- Distinguish between diversity initiatives and the regulatory requirements that underlie them
- Recognize the difference between inclusive and exclusive methods of communication
- Recognize the benefits of being willing to overcome barriers to diversity

FIND YOUR FIRE: Tapping Into Passion and Creativity (1-day Course)

Have you ever had one of those “aha moments” sitting at your desk, driving, or even in the middle of a deep sleep? If so, you've tapped into the riches of your creative mind. “Find Your Fire” is a valuable session designed to connect with the unbridled smarts of the right side of your brain – the creative mother lode. With targeted activities designed to access innovative thought, this Success Series Seminar will ignite the spirit and inner fire of you, your coworkers and your staff. Participants will leave with a toolkit for how to access right minded thinking back at work. They can also expect clarity, mental refreshment, insight and productive fun.



WHAT YOU WILL TAKE AWAY

- Renewed energy and enthusiasm
- Unleashed creativity and vitality
- Team spirit, support and cohesiveness
- Innovative solutions
- Stronger alliances within the group
- Tips and solutions for creative thinking at work
- A newfound respect for your “right mind”
- Balanced perspective on projects and work issues
- A list of action items inspired by the session



TRAIN THE TRAINER

“Johnny is a great worker, so let’s make him a trainer.”

This may have happened to you or maybe you had a ‘Johnny’ that you made into a trainer. Hopefully you, or they, received the necessary training, but most likely not. It’s not enough to train the workforce; you also have to train the trainer.

“Train the Trainer” provides the practical platform skills and confidence for trainers to thrive and succeed. This powerful seminar puts the latest trends and techniques at your fingertips. Whether you have been training for a while or have never stepped onto a platform, this workshop will show you how to become a facilitator of learning, not just a presenter. You will build confidence, engage your audience from the beginning and leave your trainees praising your training abilities.

WHAT YOU WILL COVER

- Understand what a trainer is and some of the basic components of a successful trainer
- Identify how the acronym V-E-G-A-S will vastly improve your facilitation skills
- Comprehend how strong facilitation skills enhance trust and builds respect
- Learn how creating a positive and motivational environment will make training more impactful and longer lasting
- Discuss and apply performance (task) training



ETHICS IN THE WORKPLACE (1-day Course)

Employees are often grappling with the questions “is this ethical, is that ethical, is this an unethical business practice”? LDI has developed a one-day workshop that provides a foundation for answering those questions.

Making a business ethics decision not only impacts us as individuals, those decisions also have an impact on the teams and the organization. Right or wrong has become somewhat indiscernible – this session will increase your ethical awareness and provide a structure for gauging your moral compass.

During the session participants will explore issues of ethics in their day-to-day life, especially the challenges encountered in the workplace. We will look at personal integrity and character and their relationship to business and professional ethics; the practical implications of ethical decisions; and conflicts that arise between personal interest and moral imperatives.



HOW YOU WILL BENEFIT

- Employees understand the importance of not engaging in distasteful speech or practices.
- Collectively, employees strive to maintain a pleasant and friendly environment that customers and other employees can enjoy.
- When you and all of your workers set high expectations for personal responsibility, procrastination decreases and productivity increases.
- Employee morale rises in an atmosphere that promotes good behavior and honest interactions.
- Workers feel more valued and, in turn, value the work they are doing.
- Expect your workplace to be livelier and more work to get done when employees are trained in ethics.
- They will strive to maintain a pleasant and friendly environment that customers and other employees can enjoy.

THE DECOMPRESSION SESSION: Managing Emotions at Work (1-day Course)

In a bustling work environment, sound stress management practices are imperative to maintain momentum. "The Decompression Session" was designed to teach the practical skills that keep burn out at bay. In this valuable seminar, participants learn to monitor stress and respond in real time allowing for increased effectiveness throughout the workday. The result is a marked boost in productivity and satisfaction.



WHAT YOU WILL COVER

- Techniques to quickly find calm at any time
- Strategies to monitor stress levels
- Tips to gain big picture perspective
- Healthy ways to release tension

HOW YOU WILL BENEFIT

- Lower your blood pressure
- Learn powerful techniques for dealing with tough emotions
- Practice building rapport with challenging personalities
- Set goals to create positive change immediately



*Stress and Time Management go hand in hand.
Leader Development Institute can help with both!
Call today 1-888-474-8534*

MANAGING MULTIPLE PROJECTS, OBJECTIVES & DEADLINES (1-day Course)

Time management is an urban legend, a wives tale – it doesn't exist. We can't take moments when we have "extra time" on our hands and store them in a bottle; then on a day our hair is on fire, pull it off the shelf and crack it open for a few extra hours. One cannot manage time. Learn instead how to manage your activities and how to respond to the events around you. Establish priorities. Set and achieve your goals. Take proactive control of your time. Overcome time wasters and procrastination. A fast-start section to get you going NOW! This seminar is loaded with time saving tips.



WHAT YOU WILL TAKE AWAY

- Take control of your day. Be the Ringmaster instead of the beast.
- Get off to a fast start every day.
- Manage and control email.
- Train others to be more efficient, so they stop wasting your time.
- Be more proactive and less reactive.
- Work on one thing at a time, instead of having attention deficit disorder.
- Meet deadlines and goals consistently.
- Find the top of your desk.

Anthony
Thanks for your efforts and
contributions to developing
effectual leaders in our society.

C.S.

MANAGING CHANGE, BURNOUT AND NEGATIVITY (1-day Course)



Do you feel overwhelmed with the amount of changes your organization is implementing? Do you or your team struggle with fear of change, negativity, and high stress? Combine any of these and your projects suffers, while you and/or your team ultimately loses productivity.

Companies today encourage innovation, but this often hinders the administrative professional who already has too much on their plate, very tight deadlines and limited budgets. Who has time to be innovative?

WHAT WE WILL COVER & YOU WILL TAKE AWAY

- Understand the correlation between change and the grieving process.
- How to communicate change effectively.
- Understand your stress habits and how to change them.
- How to prevent negativity from occurring in the first place.
- Learn to identify the symptoms of negativity, before it damages your workplace.
- How creating an environment of inclusion versus exclusion reduces negativity.
- The relationship between Change, Burnout and Negativity

At the end of this course, class participants will know how to:

- Manage change effectively and turn them into successful results. Transform traditional thinking habits into innovative thinking to stay ahead of the curve
- Motivate teams and reduce negativity to specifically increase productivity and raise morale
- Implement innovative strategies tailored to your unique team culture using brainstorming and mind-mapping techniques with real-world application.

WORK-LIFE BALANCE Restore Harmony and Reduce Stress (1-day Course)



Stress...the Silent Killer, can destroy the people we often times refer to as our ..."Human Resources". All of us, whether in our work lives or personal lives, are under stress to produce, abide by rules, and exist compatibly, both on and off the job. Learn to balance and deal with the stresses in our lives, so as to be healthier and more effective. The demands on government employees are some of the highest in the workplace - the demands of the public, changes in administration and organization, changes among multiple priorities, job rotations and more. Although the boundary between workplace and personal stress can be difficult to pinpoint, workplace stress can aggravate personal stress and vice versa. Caring about and taking steps to improve you and your employees' overall well-being can help reduce stress in the workplace

WHAT YOU WILL COVER

- Learn about the lighter side of stress.
- Take a burn out assessment survey.
- Know the difference between good stress and bad stress.
- Recognize the symptoms of stress and burn out.
- Understand how stress affects our productivity

HOW YOU WILL BENEFIT

- Learn nine steps to keep stress under control and to revitalize you.
- Learn the three questions to ask yourself to control your stress.
- Understand ten easy steps to avoid the morning

NEW!

HOW TO GET MORE DONE IN LESS TIME (1-day Course)

Is it possible get more done in less time? This question can only be answered yes, if you are motivated to make positive changes and improvements to your routine. These changes require planning before taking action. Well, you have come to the right place: Regardless of your position at your company or organization, *How to Get More Done in Less Time* will increase your chance of success in every area of your life. Following the advice in this one-day course will help increase your productivity and assist you in achieving your goals and dreams!



WHAT YOU WILL COVER

- Overcoming procrastination: Procrastination hinders your long-term success. With the proper skills, you can overcome procrastination.
- Managing time effectively: You will learn simple tasks to improve your chances of completing tasks and staying on track and reducing stress levels.
- Accomplishing important tasks: The urgent/important matrix will help you identify which tasks are urgent and which ones are important, so you can best focus your time.
- Self-motivate: You will learn motivation techniques that will help keep you focused and positive as you work towards your goals.
- Creating SMART goals: SMART goals are Specific, Measurable, Attainable, Realistic, and Timely. When you combine the elements of SMART goals, you have a greater chance of success.

HOW YOU WILL BENEFIT

The *How to Get More Done in Less Time* workshop will cover strategies to help you manage your time and set tangible goals.

- The time management and goal setting characteristics will translate into increased satisfaction in your professional and personal lives.
- Time management methodology will enhance your organizational skills while helping you become happier and more productive at home and work.
- Goal Setting strategies will provide you the knowledge and skills to complete more tasks and get more things done in less time!

NEW!

THE P.O.W.E.R. OF ONE (1-day Course)

Are you good at what you do? How would you like to be extraordinary? With "The P.O.W.E.R. of One", you can be!

While some are leaders of others, each of us is a leader of at least one, ourselves. By learning how to be the best you, you will experience greater personal and professional success, as well as become more valuable to those around you. Through examining the power we each possess and taking control of our lives, we can have a more positive effect on the lives we touch, both on a professional and personal level. This dynamic seminar will show you how to have the extraordinary character you need to be an extraordinary leader of one.



One person can make a difference and that person can be you!
Be Extraordinary!

WHAT YOU WILL TAKE AWAY

- How to go from Good to Extraordinary
- Learn to be proactive for positive change
- What it truly means to be open minded
- Where wisdom comes from
- How to be enthusiastic, when you don't feel it
- What it means to be responsible 100% of the time
- Motivation from within

NEW!

YOUR TIME IS NOW! (1-day Course)



We tend to live such fast-paced lives that we hardly ever seem to have time to stop and catch our breath. We also seem fixated on the past, or the future. Though going fast, the past, and the future are all important, all we have right now is this moment, the present: Your Time is Now! This seminar is for you, all of us, and attending will provide you information to apply to your personal and professional life right now, to ensure you are living every day to its fullest, which in turn will set you up for success into the future. The time to attend or bring this inwardly focused seminar to your conference or organization is now!

WHAT YOU WILL COVER

- Mirror Moments: Who am I, and what is My mission statement?
- Puzzle Pieces: Where do I fit in, and when do I act?
- Crystal Clear: Why do it, and how to achieve it?

HOW YOU WILL BENEFIT

- Who am I? Learn the importance of looking at yourself in the mirror first, when things don't go as well as planned. To enhance your productivity, we will discuss focusing on solutions to problems, rather than the fact a problem exists.
- What is my mission statement? You will create your own personal mission statement, to help ensure your energy is always focused on your sense of purpose.
- Where do I fit in? We will discuss the small things each of us should be doing every day, to positively influence our customers, colleagues, friends, and communities. Further, we'll look into being proactive vs. reactive and flexible vs. rigid.
- When should I act? This will help you focus on the here and now, by actually getting things done, instead of talking about getting things done, through a method aimed at ending, or at least minimizing, procrastination.
- Why do it? Here is where you'll discover more about your passions, motivations, and strengths. The key goal is to focus on your strengths, more than your shortcomings.
- How to achieve it? How to achieve your mission statement that is. You will get to practice ART (Attitude, Realist, Teamwork) by painting your picture of success and adjusting your mindset to expect success, rather than hope for it!

SUCCESS – IT'S EVERYTHING YOU THINK IT IS (1-day Course)

This Leader Development Institute Success Series Seminar© is most beneficial to employees and individuals who aspire to do better at their jobs, have more gratifying relationships, or simply want to accomplish more and leave a legacy.

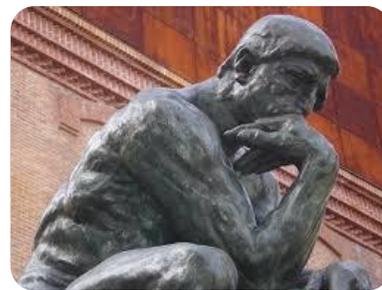
This is an extremely unique and powerful one-day program, where individuals and teams can realize their true potential.

WHAT YOU WILL TAKE AWAY

- Three elements you need to create new habits
- Creating balance between productivity and capability, while working independently
- The theory of determinants
- Six elements of life affected by thought
- The eight benefits of a personal mission statement
- A six step process to effectiveness
- Key traits of successful partnerships
- Eight powerful Techniques that create success

HOW YOU WILL BENEFIT:

- Understand the difference between Natural Laws and Social Laws and which ones to obey
- Taking responsibility for your own success
- Expand your circle of influence
- Understand the effect of thought on circumstances
- Learn to schedule your priorities, versus prioritizing your schedule
- Fulfilling your four human needs
- How to apply the Google® effect to reach success



Success Has Rules! Find them at www.LdiWorld.com today!

WOMAN TO WOMAN (1-day Course)



The Women-to-Women workshop was designed by women for women. The workshop focuses on providing tools, tips, and proven strategies, that are guaranteed to make you a more empowered woman. This workshop allows you to learn from the developer(s) of the workshop; in addition, sharing stories, ideas, and life experiences of other women, only enriches your experience and provides inspiration, motivation, and empowerment!

The workshop provides a unique opportunity to meet, mingle, and network with a very diverse group of women, who will inspire you beyond imagination. Their compassion, experiences, accomplishments, and strengths propel other women to – go beyond where they thought they could go! Bring your business cards and lets start growing.

WHAT YOU WILL COVER

- Understand Myers Briggs Type Indicator (MBTI) and how it helps you recognize why you do what you do and how it affects others – it is not wrong – it is just different!
- Focus on the three keys for being successful – passion, goals & objectives, and relationships
- Recognize that you are not alone in the managing of the day-to-day situations
- Recognize how your attitude determines what you get in life or not
- Feel empowered, rather than guilty, when saying 'No'

HOW YOU WILL BENEFIT

- Feel good about yourself starting from the inside and learn how others interpret what you display
- Appreciate the 104,000 reasons for having a passion about your career or job
- Recognize that a career or job is not who you are, it is what you do – separating the two and feeling good about both
- Define your behaviors and determine if you live in a passive, passive aggressive, aggressive, or assertive world

BREAKTHROUGHS IN NEUROSCIENCE

Techniques for the Seasoned Leader

(1-day Course)



This Leader Development Institute Success Series Seminar© is specifically geared toward seasoned managers and supervisors.

An extremely unique and powerful one-day program where individuals learn the latest in neuroscience breakthroughs, in developing advanced leadership skills and taking them to a higher level.

During this event the participant will discover four levels of leadership as they correlate to brain physiology and learn how to lead and operate from the most advanced part of the brain.

In this workshop, participants will learn how both positive and negative aspects of their teams and projects may be tied back to their own projections, affinities, and subconscious thoughts and behaviors. Participants will explore how to uncover their own hidden potential and remove barriers that otherwise prevent them from leading from their full potential.

This workshop is highly experiential and interactive. Participants will walk away with a greater understanding of themselves and their teams, as well specific actions steps to take their leadership to the next level.

HOW YOU WILL BENEFIT

- Discover how to 'wake up' the most advanced yet most dormant part of the brain
- How roles can create permanent limitations for ourselves and our teams
- Learn the differences between 'being' a leader vs. 'doing' as a leader
- How to mitigate them our determinants and the limitations they place on us
- Understanding how consequences & transparency impact other's perceptions of us as leaders
- Knowing how what we say and express ourselves can subtly point to our challenge areas without us even knowing it
- Learn to 'listen deeply' and notice what is 'not' being said while listening for underlying unspoken word

RAISE YOUR EQ

(1-day Course)



You needed IQ to succeed in school...but you need emotional intelligence or EQ to succeed in life.

If you look at the most successful people on the planet, it's their EQ that helps them to rise to the top. There are many people with the same IQ as Oprah Winfrey and Bill Gates but it's their EQ that separates Bill and Oprah from others.

The good news is, that while your IQ remains pretty constant throughout your life, you may improve your EQ substantially. EQ is measured in 5 major areas.

WHAT YOU WILL COVER

- How to identify the root cause of your feelings, de-escalate your emotions and prevent them from interfering with your day
- What subtle body language and tone can unknowingly cause conflict with others
- Methods for beating procrastination
- How to reframe your thoughts and feelings about the 'hard' tasks
- Gracefully exit when you're feelings are out of control

HOW YOU WILL BENEFIT

- Calm yourself down in the presence of someone who is annoying you
- De-escalate an argument and transform it into a discussion.
- Feminine and Masculine style differences and how to communicate most effectively with both styles
- Generational differences (learn the different values and styles of radio-agers, baby boomers, Gen-Xers, and Gen-Yers so you can be a 'star' with all your co-workers!)
- Tools for working successfully with individuals from other cultures
- How to approach someone regarding an issue in such a warm, positive, non-combative way, that they don't even know



THE INDISPENSABLE ADMINISTRATIVE PROFESSIONAL (1-day Course)

More and more, administrative professionals are being given managerial duties and responsibilities. Keeping the boss or office organized, on time, and on track is often a challenge. By the end of this program, participants will understand (in addition to good technical skills) what it takes to be a first-rate administrative professional. Often times you are called upon to communicate, plan, organize, negotiate and participate in the decision making process for your boss or office. This course is especially designed for administrative professionals to master techniques for goal setting, prioritizing, planning, decision-making, relationship building and listening. The Indispensable Administrative Assistant – keeping those around you organized, on time, and on track, is the ideal program for those needing to improve their administrative professional skills or for those looking for that extra business edge. When it comes to being a vital part of the office team, you'll have the skills for the job.

WHAT YOU WILL TAKE AWAY

- Understand the barriers to listening and how to overcome them
- Rephrase blunt messages such as “I’m busy” for better communication
- Apply techniques for dealing with angry, upset or difficult people
- Learn how to anticipate your boss’s needs
- Gain the respect of your boss and be taken seriously
- Get what you need from others to accomplish your job and achieve your boss’s goals
- Confidently represent your boss and your organization
- Be seen by your boss and others as a valuable resource
- Develop a trusting relationship with your boss
- Partner with multiple bosses and other office professionals
- Effectively use time and get more things done in a day

It was enjoyable and educational.
G.

LEADERSHIP SKILLS FOR ADMINISTRATIVE PROFESSIONALS (1-day Course)



Administrative Professionals are crucial yet sometimes overlooked contributors to the success of an organization. This empowering course develops key leadership skills and attitudes that inspire growth and unleash potential. Developed specifically for advanced professionals, your administrative staff will never again consider themselves “just assistants.”

WHAT YOU WILL COVER:

- Techniques for being a powerful, positive influence
- Strategies for turning hopes into concrete accomplishments
- Diplomatic ways to delegate and train others
- Tools for giving quality feedback to peers and the boss
- Tips for keeping confidential information safe

HOW YOU WILL BENEFIT

- Learn strengths and values
- Identify the look of leadership
- Set attainable goals with built in accountability
- Tap into the honesty and integrity of true leaders
- Build rapport and trust with bosses and colleagues

**NEW!**

CONFERENCE FOR ADMINISTRATIVE PROFESSIONALS

(1-day Course)

Presented in 4 modules, Conference for Administrative Professionals is dedicated to the success of anyone who wishes to go from Good to Extraordinary in their position as; Administrative Assistants, Office Managers, Executive Assistants, Secretaries, Receptionists, Front Desk Professionals and more.

Module 1 – Owning Your Career And Why It Matters

- Understand the importance of taking charge of your career destination
- Identify the differences between a job and a career
- Determine what needs to be done if you are in a job that was once a career
- Recognize the three elements necessary for succeeding in your career
- Develop an action plan for career success

Module 2 – Assertiveness Skills

- Getting What You Need
- Identify the different ways that people can relate to one another and the behaviors associated with each (Passive, Passive Aggressive, Aggressive, and Assertive)
- Identify the link between self-esteem, competence, confidence, and assertiveness
- Say 'No' and still sound like a team player
- Outline the four step process for asking for what you need and getting it
- Address behavior that is negatively impacting you, the team, or the organization (using a sound model for success)

Module 3 – Communicating Like a Pro

- Speak it, Write it!
- Identify the reasons for communicating
- Identify your communication style and understand how to adapt to others' communication preferences
- Identify the types of communication
- Understand to communication cycle
- Identify ways to improve communication skills

Module 4 – Leading Yourself and Others

- Understand how it is possible to lead without the title of Leader, Manager, or Supervisor
- Recommend and get buy-in for changes
- Plan how to support others through change
- Plan how to become a 'Partner' vs. 'Worker'
- Find ways to create a more value-added role
- Develop a strategy for standing out from the crowd

Leader Development Institute is aware of the ever changing need for up to date applications training. With these "heads up" training session, you can learn how to navigate through the ribbons and menus, to get the exact result you are looking for. Our trainers will show you time saving shortcuts and no fail solutions, to assist you and your team, in preparing up to date reports, documents, presentations and databases.



ACCESS (1-day Course)



Learn how to build a solid, secure & scalable database from start to finish with Microsoft Access 2007 and hit the ground running! Even if you've just started with Access, this workshop will bring you up to speed faster than you ever thought possible ... without the frustration and mistakes! Even if you've been using Access, but you know you've only scratched the surface of its powerful possibilities. In this one day Success Series Seminar, you'll grasp advanced Access tools that are just waiting to be used. You'll get beyond the basics and learn how to accomplish countless functions, faster and easier ... with greater clarity and understanding. So stop working harder, instead of smarter. There are easier and better ways to use Access ... if you don't have the time or knowledge to sift through and find the tricks and shortcuts yourself. This seminar is for you! You'll discover the real magic of Access — including innovative features you thought only the experts used!

EXCEL (1-day Course can be expanded to include Advanced Excel)



Excel Essentials -In this session, you will learn how to easily navigate Excel 2010's confusing ribbons and tabs. You'll learn the 2 best-kept secrets to execute any command in Excel quicker than you ever knew you could. We'll show you how to make changes to cells, ranges, and sheets instantly as well as many other Excel essentials!

In this jam-packed session, you'll also discover how to use Excel to organize and rearrange data to easily spot trends. You'll learn how to drill down to specific sets of data and create sub-reports with a simple click of your mouse.

POWERPOINT (1-day Course)



In a hurry? In this Success Series Seminar learn 3 ways you can create a presentation quickly. We'll address printing basics and then show you how to create customized handouts that work for your audience every time! You'll learn the easiest step-by-step method for building your presentation from scratch. PowerPoint has many dynamic elements you can add to any presentation. In this session, we'll focus on the best ones to enhance your message – while still maintaining a professional image. We'll wrap up with the end result. In this invaluable session, you'll learn the insider secrets for mastering live-delivery of a presentation. You'll also learn methods for sharing your presentation beyond standing in front of a live audience. We'll take a look at creating interactive websites from your work, as well as how to wrap up any presentation for flawless use in any other location!

WORD (1-day Course)



Yes, you can make your text look EXACTLY like you want in Word 2010. You'll start with tricks to quickly select just the text you want to change. You'll learn how to master tricky formatting issues ,such as indents, line spacing, and tabs. From there, you'll move on to more advanced techniques that the professionals use, such as pull-quotes, drop caps and more! Finally, you'll learn how to bring your documents to life, with Word's new stunning 3-D, shadowed and textured graphics and graphics tools.

This one day seminar is designed to provide general users of all skill levels with the information they need to use the Microsoft Word more effectively in order to simplify work and maximize productivity. This lively seminar will demonstrate each tip and include a workbook listing the steps to repeat it. These shortcuts will help you become more proficient with MS Word. Learn the tips and tricks that will decrease your workload and increase your productivity



MICROSOFT® SHAREPOINT (1-day Course)

NEW!

WHAT IS IT?

SharePoint is a powerful content management system designed by Microsoft. It allows groups to set up a secure place to store, organize, share, and access information from almost any device. Documents can be stored, downloaded and edited, then uploaded for continued sharing.

WHAT YOU WILL COVER:

- Learn to navigate a SharePoint Team Site.
- Learn what SharePoint lists are and how to create them.
- Know when and why you should use SharePoint site templates and when you should not.
- Access, create, save, and manage document versions and synchronize data with Microsoft Office applications such as Excel and Access.
- Create SharePoint libraries that organize your data logically.
- Create SharePoint pages and dashboards to deliver reports
- Understand SharePoint list and library views.
- Successfully add sub sites using various SharePoint templates.
- Generate and edit Web page content easily with SharePoint.
- Design InfoPath forms mapped to SharePoint lists and libraries to collect information.
- Learn to create Site columns and content types.
- Manage basic permissions of SharePoint resources to secure your data.



MICROSOFT® PROJECT (3-day Course)

NEW!

Managing Projects with Microsoft Project

In today's business environment, managing projects effectively has become a key success strategy. The ability to manage projects is one of the most vital business tools you can have in your arsenal.

More people than ever are turning to Microsoft® Project to help them keep projects of all sizes on time, on track and on budget. Whether you're managing people, time or tasks, put the versatility of Microsoft Project to work for you today.

IN THIS 3-DAY TRAINING, YOU WILL LEARN:

- The essentials of project management
- Planning the project
- Creating and managing deadlines, constraints and task calendars
- Assigning resources—people, equipment and materials
- Tracking and managing your project
- Views and reports
- Integrating Project with other Office applications
- Working with multiple projects

**Job Safety
and Health**
It's the law!



OSHA TRAINING
10 and 30 Hour Certifications
(2-day and 4-day Courses)

OSHA has issued a new policy that limits all OSHA Outreach Training (classroom and online) to a maximum of 7.5 hours training per day in all OSHA 10-Hour courses. As a result, all 30-Hour courses must be delivered over a minimum of 4 days.



Assure the safety and health of your workers by providing training that will encourage continual improvement in workplace safety and health. This OSHA 30-hour General Industry and Construction Standards Outreach Training course is a comprehensive safety program designed to address the most commonly dealt with topics found in 29CFR1910 General Industry Standards or 29CFR1926 Construction Standards. The program provides complete information on OSHA compliance issues and establishes a foundation for the company safety program. Employers and employees alike will benefit greatly from information provided in this program. Ideal for newly hired employees to ensure that they are given a broad overview of the role that OSHA plays in the workplace as well as their own personal roles and responsibilities regarding safety. Each student who successfully completes the program will receive a completion card issued by the U.S. Department of Labor with no expiration date.

SOME OF WHAT YOU WILL COVER

- Where to locate and how to apply OSHA safety and health standards, policies, and procedures
- Utilize OSHA standards and regulations to supplement an on-going safety and health program
- Identify common violations of OSHA standards and propose abatement actions
- Learn to identify safety and health problems in the workplace
- Where to find safety and health resources
- Describe appropriate abatement procedures for selected safety hazards
- How to properly maintain health and safety records
- Know and understand employer responsibilities for providing PPE
- The proper display of safety signs

- *Participants of both courses will receive a participant's manual which also serves as an excellent field guide for future reference*
- *All courses are led by authorized OSHA trainers*
 - *29CFR1910 General Industry Standards or 29CFR1926*
 - *Construction Standards & Materials Furnished*



Who's responsible for safety in your organization? The right answer is everyone. Each year, more and more employers train their workers with the OSHA 10 hour General Industry and Construction Standards Outreach Training. This 10-hour course is intended to provide instruction on a variety of general safety and health standards. Employers and employees alike will benefit greatly from information provided in this program. Ideal for newly hired employees to ensure that they are given a broad overview of the role that OSHA plays in the workplace as well as their own personal roles and responsibilities regarding safety. Each student who successfully completes the program will receive a completion card issued by the U.S. Department of Labor with no expiration date..

SOME OF WHAT YOU WILL COVER

- Explain the importance of OSHA in providing a safe and healthful workplace to workers covered by OSHA
- Apply OSHA regulations for walking and working surfaces to avoid slips, trips, and falls
- Recognize safe work practices for installing, maintaining, and using stairs, ladders, and scaffolds
- Explain the OSHA requirements for exit routes and Emergency Action plans
- Describe OSHA requirements for Fire Prevention plans and portable fire extinguishers
- Identify safe work practices around electricity
- Proper use of personal protective equipment
- List the elements of the Hazard Communication Standard and its training program
- Outline requirements for Material Safety Data Sheets and hazardous chemical inventories
- Identify hazard warning labels
- Identify blood borne pathogens and common symptoms, and how to protect employees against exposure to them
- Identify the duties and responsibilities of confined space workers
- Describe proper lockout/tagout procedures
- Recognize safe operating procedures for forklifts



ON-SITE TRAINING THAT DELIVERS

Spending corporate dollars on training is an investment in your company's most valuable asset ... your people.



BRING A LEADER DEVELOPMENT INSTITUTE SUCCESS SERIES SEMINAR TO YOUR ORGANIZATION.

Bringing an LDI Success Series Seminar to your organization announces to everyone you are serious about talent management and providing your staff and employees the skills and tools to be successful throughout their careers.

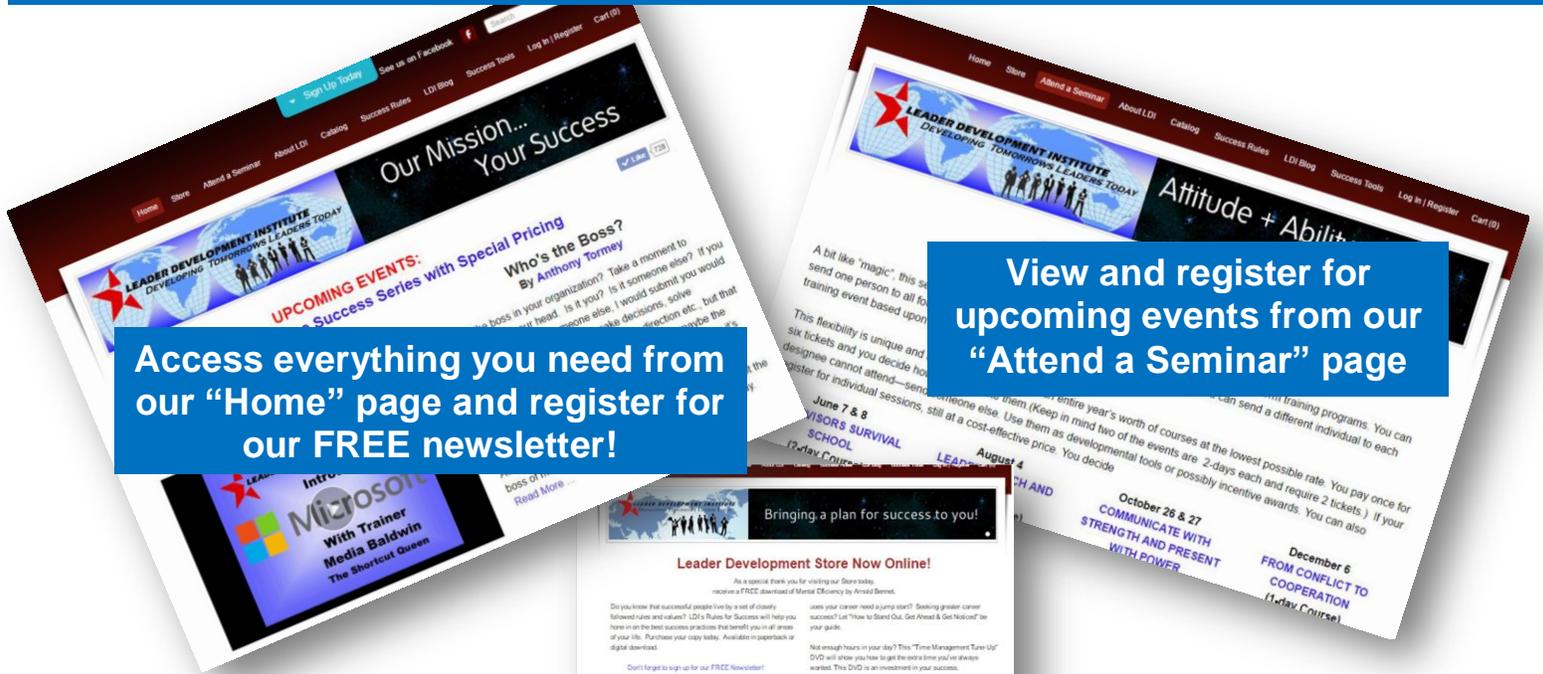
ONSITE TRAINING IS...

- ...A cost effective choice to train the entire team
- ...Tailored or custom developed to meet your needs
- ...Providing consistency throughout the organization
- ...Offering trainers that are experts in their field
- ...Providing top quality workbooks that reinforce and add value
- ...Hassle free



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Your catalog
for success
inside!