



Prism's twenty-five years of experience, powerful facilitators and flexible designs make us a uniquely qualified resource for your curricular and facilitation needs.

For Information Contact:

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Prism Can Answer:

How can I design a curriculum for my organization?

How do I find programs to support our learning needs?

How do we build teamwork?

How do I develop leadership talent?

How could we solve a key problem in our organization?



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Prism Workshops Overview

Prism provides a broad range of off-the-shelf and tailorable training designs for leadership and personal skill development. With a twenty-five-year history of working with clients, the Prism library is extensive.

The workshops list is comprised of short, mostly 4-hour, modules on focused topics. Clients can select the modules which represent the greatest opportunity for development to support the organization. Prism can schedule facilitators to deliver the training to participants, or train client internal trainer resources for delivery. Each module has a facilitator guide and materials.

Managing and Leading Others

Emotional Intelligence

Emotional intelligence is the capacity to recognize and effectively manage emotions in ourselves and with others. Emotional intelligence increases our ability to make effective decisions, build relationships, deal with stress, and cope with change. Research has proven that our emotional intelligence (EQ) is more reliable in predicting success than our intelligence quotient (IQ). In this course, we explore the topic of EQ and how to develop our own EQ; thereby increasing our success with our career and relationships both inside and outside of work.

Magnetic Leadership DX

Magnetic DX is a one-day leadership simulation designed to grow the capabilities of executive leadership and includes a version for new or high potential leaders. This simulation emphasizes three important behaviors new leaders must adopt in order to achieve results from their team: Plan, Delegate, and Engage. There are multiple simulations during the program. After each simulation, leaders self-reflect and hear direct feedback from their team members on their strengths and opportunities.

Strategic Leadership Series

Managers participate in a four-part series beginning with a Foundations of Leadership Effectiveness Model and a 360 survey study and planning session. Three additional sessions are included on Strategic Thinking, Managing Relationships with Others and Coaching for Improved Performance. Modules in this series can be replaced with other Prism leadership modules.

Building Trust

Managers will prepare and plan for initiating and supporting trust in their workplace through the use of self and work group assessment information applied to a model for trust building. Communication and involvement techniques that sustain trust will be practiced as well.

Change: The Leader's Role

Participants will learn a model and specific skills/tools for leading and managing change. The model and tools will then be used in an applied case study of the participants' choosing. These skills and more will be learned and practiced during the module.

Coaching for Career Development

Managers will learn how to apply career coaching assessment tools and techniques to assist employees with their professional and career development. These proven tools contribute to both employee and organizational success and employee retention.

Coaching for Performance

The vast majority of managers' time is spent managing day-to-day performance. A continuum-coaching model is learned for addressing reinforcement, praise, development, and dead end performance. The client Performance Improvement Process model can be incorporated in this learning module.

**Conducting
Performance
Appraisal
Conversations**

Managers and employees both become anxious when it comes to the appraisal meeting. Participants will learn how to reduce anxiety, involve and energize the employee, provide constructive feedback in a positive way, identify future expectations and motivate the employee during the performance appraisal conversation. Participants will also learn how to deal with counterproductive behaviors that may arise during the appraisal conversation.

Interviewing Skills

Hiring high performers, who have the capacity to learn and grow, requires the interviewer to identify key job criteria, ask good questions, assess the capability and willingness of the candidate, and make a decision based on the job criteria; all skills that are covered in this module.

**Managing for
Excellent Customer
Service**

Participants will learn a three-step model—Plan, Educate, and Perform—for increasing the level of service their group provides to its customers. They will define service expectations of customers, assess service effectiveness and determine gaps. Finally, they will create their own service improvement plan.

**Moving from Manager
to Leader**

Transitioning from the operational world of making decisions about day-to-day utilization of resources to leading people to a new future state requires an expansion of existing skills. Enhancement or learning of interpersonal communication, influencing, energizing, and visioning skills will be practiced.

Project Management

This series of 4 half-day sessions (or 2-day workshop) presents a proven 8-step methodology, tools and techniques for project planning and control, including: definition of the customer's requirements, roles of the project team, determination and flowcharting of the project tasks, scheduling and costing, quality aspects of critical tasks, risk management and project communications. This workshop is helpful for anyone involved in project or event planning and execution.

Managing Managers

This introductory workshop is for higher level managers who lead other managers. The course examines differences from managing individual contributors and includes concepts and exercises on communicating direction and focus through vision and goals, setting a pace for management updates, handling the more complex issues in the role, problem solving, delegation, team management and employee engagement.

**Maintaining a
Respectful
Workplace
(Manager Version)**

Knowing how to create awareness and understanding in your workgroup about what discrimination and harassment is and is not can avert many potential problems. Handling incidents once they have taken place can deter future incidents from occurring and avert lawsuits.

Communicating with Others

Foundations of Effective Relationships

This workshop provides a focus on five characteristics of people who build and maintain great relationships. Models and exercises on positive communications, being assertive, listening and collaborating are key elements in fostering great work relationships.

Asserting Your Ideas

Assertion skills and behaviors are learned that enable participants to achieve his/her desired outcomes without infringing on others. An assessment, skill-building activities and job aids provide tools for carrying this skill to the workplace.

Excelling at Customer Service

Awareness of customer service behaviors and expectations are identified. Skills are learned that enable participants to engage customers in a mutual search for resolution of their needs. Positive and negative moments of truth are explored and application plans are prepared.

Handling Conflict

Participants will learn what conflict is and how to manage it by applying specific interpersonal and communication skills. An individual assessment instrument provides insight into conflict-handling techniques and relates them to specific, difficult, on-the-job situations.

Managing Relationships with Others

Participants will learn how to interact more effectively with others through self-assessment of their communication style preferences. A personal profile will assist with planning for improved communication as an individual. Tools and techniques will be learned and practiced that reduce tension and improve productivity in relationships.

Achieving Results Together

This one day workshop provides skills supporting and awareness to driving effective team behavior and commitment. The workshop can include use of the Team Health Audit, a measurement tool for team successes and needed improvements.

Working Effectively Across Cultures

Working in today's environment requires skills which enable successful interactions with people of many cultures and backgrounds. The workshop helps participants understand themselves and others in four cultural dimensions and provides practical guidelines for success.

Maintaining a Respectful Workplace (Employee Version)

Having an awareness of what constitutes discrimination and harassment can avert many potential problems. Knowing how to handle situations when they arise can deter future incidents from occurring and can avert lawsuits.

Personal Productivity

Understanding Diversity	Diversity is discussed from the positive, synergistic perspective of how it contributes to flexibility, decision-making, and a stronger workforce. Tools and processes for leveraging diversity are then learned and practiced. Client diversity policy and procedure statements can be added to this module if desired. Additionally, the topic of stereotyping will be explored.
Conducting Effective Meetings	This module provides a process, tools, templates and practice to help participants succeed in each of the five stages of a meeting— Planning, Opening, Conducting, Closing, and Following Up. Each participant will also receive pre-formatted meeting management tools for use on the job.
Meetings 2.0	This workshop is a more advanced meeting skill development session focused on out of the ordinary tools and tactics to gain the most from meeting situations. Participants will learn various processes to balance participation, get high volumes of ideas for problem solving, and create strong engagement.
Win-Win Negotiating	Negotiating with partners and individuals with whom we want to maintain an ongoing productive relationship requires a win-win approach. Learn how to use the FOUR processes— Framing, Openness, Understanding and Reciprocity to achieve outcomes that support all parties in the negotiation process.
Managing Stress	Stress is everywhere—especially with the challenges of job responsibility changes, departmental changes, acquisitions, leader shifts, etc. This module helps participants identify the root causes for their stress and then provides processes, strategies and tools for dealing or coping with them. Techniques for managing with both chronic and episodic stress are learned.
Managing Your Own Performance	Planning, organizing and controlling work requires many skills and tools. The fundamental techniques are taught from a personal performance perspective such that they can be carried back to the workplace in support of the performance management process.
Managing Your Priorities and Time	Participants will learn how to identify priorities within your own job and how to deal with inhibitors to managing those priorities. They will then identify personal timewasters and ways to overcome these timewasters. Finally, they will identify ways to open and close their day more effectively and create a plan to apply what they've learned.
Managing Your Work as a Project	Project management will be taught as it applies to personal accountabilities for accomplishing work outcomes—be they projects or ongoing activities. Forms, templates and tools will be provided. Application activities will prepare participants to use of these skills and tools back on the job.

Using Creative Thinking

This module enables participants use a methodology for creative thinking/innovation to identify new and different ideas for resolving work problems and/or opportunities. Participants also use a tool for prioritizing and selecting the best idea. Finally, they develop an application plan for using the new idea on the job.

Embracing Change

Participants will learn a model and specific skills/tools for accepting and taking an active role participating in change. The model and tools will then be used in an applied case study of the participants' choosing. These skills and more will be learned and practiced during the module.

Personal Takeover

This workshop contrasts the value and approach to positive thinking and optimism to victim thinking and "negathoughts." Originally designed by author Dr. Gary Gabel, it is a powerful module to address how our thinking creates our future.

Maximum Impact Presentations

Maximum Impact Presentations is a one-day workshop designed to benefit any individual who speaks in a meeting, group, or one-on-one setting regularly. This workshop gives participants the opportunity to learn and practice valuable tools and techniques that can be utilized in a variety of presentation situations. Video recording practice and review with feedback helps learners strengthen their presentations and group communications.

Write On! Better Business Emails, Letters and Grammar

The Write On! workshops enable participants to improve their written communication skills and avoid problems in correspondence with customers and team members.

Business Process Improvement

Basics of Lean Thinking

The techniques used for continuous improvement apply to both office and plant; Five S, Kanban, Preventive Maintenance, Teams, Process Improvement, Kaizen, NVA Activities, Quality Improvement, Scoreboards, Problem Solving, Setup Reduction, SPC. This module will provide an overview of the basic principles, as well as application activities and planning for on-the-job use.

Basics of Problem Solving (3 ½ hours)

Participants learn the types of problem solving and when each is applicable in a work situation. Class activities enable participants to experience the processes underlying each problem-solving tool and how they work. Tools that support future applications will be planned for and practiced during the session.

Making Decisions

Participants learn the types of decision-making and when each is applicable in a work situation. Class activities enable participants to experience the processes underlying each decision-making tool and how they work. Tools that support future applications will be planned for and practiced during the session.

Quality Systems Basics

This can be delivered as two half-day series or a 1-day workshop. It explores key aspects of QSB strategies including Error Proofing Verification, 5-S, visual management, standardized work, Layered Process Audits (LPA) and Fast Response and describes how to incorporate these strategies into the existing management system. QSB is a systematic approach that helps you achieve flawless launches, zero defects and a higher level of customer satisfaction by integrating manufacturing best practices to enhance your current management system. QSB complements your existing system by applying tools designed to reduce errors and improve productivity.

Process Mapping

This 2 half-day (or 1 full day) workshop explores how process mapping develops a visual roadmap of a work process -- including inputs, decision points and output requirements. Applying process mapping allows team members to understand how interrelated work tasks lead to current outcomes. Where those outcomes fall short of desired quality, cost or cycle-time requirements, strategies to improve the process are applied.

Understanding Budgeting Principles

This module will help participants understand the key principles and terminology of budgeting. Basic elements of product costing will be explored. Participants will also learn the effect of operating and other projections on cash flow. Participants will also identify ways they can help achieve budget-related goals.

Fundamentals of Business Finance

Understanding how money is made is important for everybody to understand. Financial reports are reviewed and explored relative to decision-making and business strategies. Financial ratios are explained, as are the ways in which participants can contribute to them.

Additional Programs and Special Services

Flawless Facilitation	A multi-day design to develop group facilitator skills and/or trainer skills. Participants will study various group development, problem solving and participation process models. Significant practice and feedback opportunities help participants prepare for their ongoing role in the organization.
Lean Studies	A process for deploying lean principles directly to an area of study. The deployment is designed to support the particular application and team in a way which will generate results and learning.
Profit and Cash	A workshop designed to increase the business finance knowledge of its employees. Enhance the business knowledge of employees to enable better budget and financial decision-making.
New Manager Assimilation	This is a meeting/workshop process to accelerate the introduction of a manager new to a work group and produce an effective, two-way “get to know” activity with sharing of key priorities and work style attributes of the work group. This acceleration takes the new manager to a traditional 6 month point in a couple weeks.
Assessments: Spectrum 360 Team Health Audit	Surveys and assessments for the study of leadership and team effectiveness. These highlight areas of strength and improvement potential for individual leaders. A similar process is used for team development. We also administer interpersonal style profiles which allow greater insight into personal behavior and working with others.
Coaching Services	Prism has several team members who are experienced in coaching one-to-one for the purpose of leadership development.

Prism Services Illustrations

An illustration of the deployment of these various development courses is our work with a Tier 1 automotive supplier. For several years, Prism has provided a series of development events to a selected group of key and high-potential managers. A leadership development curriculum is defined and scheduled over the course of an academic year, September to May. The components include beginning with a development day each month on successive topics including emotional intelligence, communication effectiveness, handling conflict constructively, leading teamwork, managing team dysfunctions, 360 feedback and coaching, leading change and the accelerated leadership experience. This curriculum is designed to prepare leaders for greater effectiveness in roles today and greater responsibility in the future.

Prism provides general curriculum service to two large county governments in southeast Michigan. These services include Prism designed training programs, providing facilitators for those programs and for other non-Prism programs. These programs are for open enrollment by county employees. We also provide special issue facilitation for problem solving and team development support.

Another illustration is a four-topic series for senior leaders in a leading manufacturing organization. In an effort to improve leadership effectiveness Prism administered a 360 survey and will deliver a series of four development programs to key managers. The topics were chosen as a result of an analysis of greatest needs for the audience, as identified in the survey process. An overview was developed to provide executive leadership with methods and tools to support the development process with their direct reports.

Prism Learning Solutions

Client References

Kris Munroe, Director of Human Resource, Roush Industries

Prism service:
Leadership development programs including 360 surveys.

Contact number: [734-779-7206](tel:734-779-7206)

Linda Wicks, Human Resources/Professional Development, Washtenaw County

Prism Service:
General curriculum support including “*Coaching for Performance,*” “*Change – The Leader’s Role*”, “*Lean Thinking,*” “*Preventing a Hostile Work Environment*” and “*Managing Stress.*”

Contact number: [734-973-4590](tel:734-973-4590)

Jennifer Russell, Human Resources - Training & Development, Oakland County

Prism Service:
General curriculum support including “*Problem Solving,*” “*Conflict Management*”, “*Lean Thinking*” and “*Managing Stress.*”
Special Issue Facilitation services for team development and conflict management.

Contact number: [248-858-7591](tel:248-858-7591)

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