

COURSE LISTINGS

SSA CONSULTANTS

9331 BLUEBONNET BLVD · BATON ROUGE, LA 70810

PHONE: (225) 769-2676 · FAX: (225) 767-6802

WWW.CONSULTSSA.COM



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BASIC QUALITY MANAGEMENT

Intended Audience: Supervisors and Managers

Objectives:

- Determine what quality is and how to improve upon it
- Identify systems which impact quality
- Understand the benefit of implementing a quality management system
- Overview quality concepts including problem solving, continual improvement and customer satisfaction

Description:

Continuous monitoring and improvement of quality is essential to an organization's survival in competitive markets. Participants will learn basic statistical techniques for measuring quality with an emphasis on specific practical applications through various exercises.

BUILDING EFFECTIVE TEAMS

Intended Audience: All Employees

Objectives:

- Facilitate consensus decision making
- Process information gathered from team members to work toward common goals
- Evaluate and improve effectiveness of teams

Description:

Planning, goal setting, problem resolution and performance improvement are the hallmarks of consistently successful organizations. Transforming conventional work groups into productive teams requires an effective team. To create such a winning team it is important to maintain an environment which encourages open communication, trust, commitment, patience and honesty. Participants will learn how to facilitate consensus decision making and process information gathered from team members to work toward common goals.



COACHING A WINNING TEAM

Intended Audience: Supervisors and Managers

Objectives:

- Distinguish between coaching and counseling processes
- Identify signs or symptoms of poor performance
- Identify potential root causes for poor performance
- Apply effective coaching and counseling strategies to reduce or eliminate poor performance
- Practice reflecting and probing skills to respond to employees effectively

Description:

Helping employees become their best is one of the most satisfying aspects of a manager's job. This workshop teaches managers the four functions of coaching (counseling, mentoring, tutoring and confronting) and helps them understand a real-world model of coaching to enhance employee performance. Managers are also provided with specific feedback on their coaching performance.

THE ART OF COMMUNICATION

Intended Audience: All Employees

Objectives:

- Learn effective communication techniques
- Understand keys to effective listening
- Understand the value and effective techniques of facilitation
- Understand different types of communication and learning styles
- Develop individual action plans to improve communication

Description:

Participants will examine why communication is critical to individual and organizational success, as well as understand the communication process. Barriers to effective communication and the importance of gathering and giving feedback are explored. Specific emphasis is given to reflective listening skills.



CONFLICT RESOLUTION

Intended Audience: All Employees

Objectives:

- Assess participants' conflict style
- Discover how and when to use each style
- Learn how to apply effective conflict resolution skills in the workplace

Description:

Conflicts are a common and inevitable part of business life due to the fact that individuals have different backgrounds and competing goals. Participants will identify the causes of conflict and its possible outcomes and learn how they can most successfully resolve conflict within the organization.

DELEGATION INTEGRATION

Intended Audience: Supervisors and Managers

Objectives:

- Understand common barriers of delegation
- Describe several delegation style alternatives
- Learn the importance of adjusting your style according to your staff's needs
- Determine what should/should not be delegated
- Learn levels of delegation
- Learn the steps of delegation, including an analysis of how participants spend their time

Description:

Delegation is one of the most powerful tools available to a manager because it frees up time while giving employees the opportunity to take on more challenging tasks. Participants will explore what should and should not be delegated, to whom it should be delegated and how to follow up to ensure success.



POSITIVE AND PROGRESSIVE DISCIPLINE - NOT PUNISHMENT

Intended Audience: Supervisors and Managers

Objectives:

- Provide a progressive series of steps to handle everyday problems in the workplace
- Identify the gap between desired and actual performance without using generalities, judgments, accusations or “attitudinal” concerns
- Learn to conduct a performance discussion that results in an improved relationship and a genuine commitment to change
- Determine causes of performance and behavioral problems and how supervisors contribute to these problems
- Explore the discipline process

Description:

An important part of a manager’s authority involves disciplining employees. Effective managers must be able to discipline others in an appropriate and positive manner. Participants will discuss the barriers to discipline and learn techniques to improve their disciplinary efforts.

EFFECTIVE LEADERSHIP

Intended Audience: Supervisors and Managers

Objectives:

- Learn and apply the principles of high-performance leadership, as well as the characteristics of effective leaders
- Learn leadership styles and determine which is appropriate
- Learn what it means to be a dynamic, effective leader and acquire the skills necessary to lead continuous improvement efforts
- Understand how employee perception reflects a leader’s effectiveness

Description:

Strong leadership is what drives organizations toward future success. A culture that fosters the development of an effective leadership mindset begins at the executive level and permeates through the entire organization, reinforcing frequent and consistent communication and feedback. Participants will develop a personal leadership style that



fits them and their work environment by learning the various leadership styles and techniques, and determining the effectiveness of each style in achieving organizational goals.

SUCCESSFUL SALES STRATEGIES

Intended Audience: Sales Staff

Objectives:

- Understand the basics of customer-centered selling
- Learn the sales process, including reviewing beneficial features and trailing closes
- Develop a structured “conversation” to help identify customer needs and wants
- Explore the benefits of cross-selling
- Learn how to handle objections

Description:

This program is designed to improve the skills and attitudes of salespeople. During this interactive workshop, participants are introduced to activities required to gain and maintain customers. They will learn what makes a salesperson great. All aspects of conducting a sales call are covered, including call reluctance, listening skills, need identification, probing, benefit selling, handling objections and closing skills.

EFFECTIVE TIME MANAGEMENT

Intended Audience: All Employees

Objectives:

- Recognize key components of effective goal setting through time management
- Discover time management strengths and self-management opportunities
- Manage multiple priorities based on validity and urgency
- Identify ways to deal with distractions and eliminate interruptions
- Set appropriate goals and priorities
- Learn strategies to improve concentration and increase efficiency

Description:

If you are doing more and enjoying it less, it is time to get out of the trap and back to productive management. Everyone has an equal supply of time, but how that time is used, is the vital factor in increasing productivity. Participants will learn practical



techniques for controlling time and making it a manageable resource, as well as how to analyze how their time is spent, how to prioritize activities and how to increase productivity by delegating tasks.

CRITICAL WRITING SKILLS

Intended Audience: All Employees

Objectives:

- Understand the advantages of effective writing
- Understand the components and stages of the effective writing process
- Identify common mistakes
- Improve your effective writing skills

Description:

Business writing skills are crucial for individuals at all levels of the organization. This workshop will provide participants with the opportunity to improve written communications, and workshop exercises that will allow them to practice their new skills to assure transfer back to the job. Participants learn to convey ideas and information with clarity and precision in memos, letters, reports and other business correspondence.

FAIR MANAGEMENT PRACTICES

Intended Audience: Supervisors and Managers

Objectives:

- Review various federal employment laws that affect the workplace
- Understand employee rights and supervisor responsibilities regarding employment law
- Understand the law as it relates to sexual harassment and its impact on the workplace

Description:

Managers unfamiliar with the extensive federal legislation governing fair employment and equal employment opportunity have cost organizations millions in lawsuits. In this session, participants will learn about a manager's personal liability for hiring, assigning work, promoting, disciplining and firing. The development of fair and consistent management practices will be discussed, and employee rights and management responsibilities will be defined. Sexual harassment in the workplace is also addressed.



VALUING DIVERSITY

Intended Audience: All Employees

Objectives:

- Understand the aspects of workplace diversity and inclusion, and how each impacts your organization
- Explore your own cultural prejudices
- Understand and recognize the value of basic human differences
- Identify the different dimensions of diversity
- Recognize the synergistic effect possible when people with diverse skills, motivations and values work together
- Utilize a method to assess personal skills, abilities and motivations
- Illustrate how cultural differences may impact behavior
- Increase awareness of the impact of culture in the workplace
- Demonstrate skills for managing a culturally diverse workforce

Description:

Today's managers face an increasingly diverse workforce with more women, minorities and immigrants. While diversity can be a rich source of new perspectives and novel approaches to old problems, it also presents challenges to employees. Participants will address issues related to understanding and capitalizing on diversity.

MANAGING CHANGE

Intended Audience: All Employees

Objectives:

- Learn about the process of change
- Acknowledge why we resist change
- Achieve buy-in from employees to support change
- Think more imaginatively when planning for change
- Implement change plans efficiently and effectively
- Recognize your feelings about change at your organization

Description:

Today's competitive environment demands change – but most people are not comfortable with it. Participants will learn a methodology for managing change on an individual, departmental and organizational level, and why managing change is no



longer an option – it is a survival skill. In this session, participants are made aware of the factors which make change difficult in organizations. In addition, participants learn how resistance to change can be overcome through the use of effective managerial skills.

MEDIA MANAGEMENT

Intended Audience: Supervisors and Managers

Objectives:

- Learn fundamental rules for dealing with the media
- Examine and analyze corporate crisis case studies
- Learn how to anticipate media problems and address questions the media will ask
- Learn the benefits of properly preparing to meet the media
- Learn what you must do to get ready for an encounter with the press
- Learn how to get your point across convincingly and successfully
- Prepare participants for any media speaking engagement or other communication with the media

Description:

A workshop to provide participants with concise rules in dealing with the media and to improve their comfort level in handling the media. Role plays of real-world scenarios are videotaped and discussed. This workshop prepares participants to anticipate problems and questions the media will ask, and provides private- and public-sector managers the skills necessary to succeed when the questions are tough.

MEETING MANAGEMENT SKILLS

Intended Audience: Supervisors and Managers

Objectives:

- Learn key success factors for managing an efficient meeting
- Understand how to define and control meeting behavior
- Learn how to process and review meetings such that they have the most impact
- Understand common barriers for conducting meetings and learn strategies to overcome potential problems
- Keep content, process and structure on track to produce positive outcomes



Description:

Consensus decision making based on team interaction is central to employee involvement. Participants will focus on how to solicit and discuss input from subordinates. Special emphasis will be given to conducting efficient and effective meetings.

LEADERSHIP AND MOTIVATION

Intended Audience: Supervisors and Managers

Objectives:

- Understand the process of motivation
- Understand what motivates employees
- Learn the differences in how employees and supervisors rank common job factors, and how that can shape motivation
- Discuss different types of leadership styles
- Assess your own leadership style
- Learn how to apply principles of leadership to motivate employees

Description:

Understanding motivation requires an understanding of human needs. Participants will identify their own personal motivators and explore techniques to motivate others. Motivational myths are discussed, as well as ways that organizations kill motivation. Case studies will be interactively discussed to allow participants to work through real life scenarios.

SUCCESSFUL NEGOTIATION

Intended Audience: Supervisors and Managers

Objectives:

- Conduct a negotiation self assessment
- Learn the fundamentals of principled negotiation
- Learn how to negotiate positively and effectively
- Understand how to negotiate inside your organization
- Learn how to build better teams through negotiation



Description:

Managers often face different perspectives and conflicting goals which arise from personal, interdepartmental, corporate and vendor relationships. The resolution of these situations often requires negotiations between parties. Participants will learn the principles of negotiating and develop specific approaches for typical situations.

CONDUCTING EFFECTIVE PERFORMANCE APPRAISALS

Intended Audience: Supervisors and Managers

Objectives:

- Provide a foundation for the appraisal and ongoing management process
- Learn key skills, myths and facts for effective performance appraisals
- Understand what employees want from performance appraisals and how to make it a positive experience
- Work with effective performance appraisal tools
- Understand the full performance appraisal process – from planning to follow-up
- Learn how to give positive and constructive feedback
- Create a future performance plan

Description:

If conducted properly, ongoing performance appraisals can boost productivity and morale, decrease turnover and absenteeism and improve work quality and job satisfaction. In this session, participants will learn the best ways to give feedback, how to analyze and document individual performance, how to involve employees in the appraisal process and how to handle difficult appraisals.

PLANNING FOR PROFIT

Intended Audience: Supervisors and Managers

Objectives:

- Improve financial knowledge and budgeting skills
- Improve the analytical and interpretive skills when evaluating a department's fiscal performance, resulting in an effective action plan
- Improve the manager's ability to communicate with the organization's financial managers, thereby fostering a team approach to financial management
- Understand benchmarking and variance, key elements that influence it and strategies to control variance



- Enhance the effectiveness of performance improvement initiatives by developing financial skills, which managers can apply to these projects

Description:

This course provides simple yet powerful financial tools for making profitable business decisions. Participants will learn how to structure their businesses for profitable performance by using product-mix, breakeven and cost-volume-profit analysis. Participants will also be able to quickly calculate the expected financial impact of their decisions as a result of this course.

PRESENTATION SKILLS WORKSHOP

Intended Audience: All Employees

Objectives:

- Identify and conquer anxiety when giving a presentation
- Prepare and practice to ensure peak performance
- Use proper voice tone and visual communication to gain attention
- Motivate adult audiences
- Gain group involvement and increase learning retention
- Plan openings, closings and content outlines
- Receive critical feedback for improvement

Description:

This program examines the keys of successful presentations and allows hands-on practice in a group setting for maximum learning impact. Participants will explore the common sources of speaker anxiety and learn how to prepare and practice to make a good impression with each speaking opportunity.

PROBLEM SOLVING AND DECISION MAKING

Intended Audience: All Employees

Objectives:

- Discuss the components of the problem-solving process
- Introduce the decision making process and principles
- Review the principles of team problem solving and group decision making techniques
- Determine the steps to effective brainstorming and discussion techniques



- Assess problem solving and decision making approaches
- Practice the decision making process and techniques
- Develop commitment for new ways to approach problems

Description:

Repetitive problems consume large amounts of financial and human resources. How an organization addresses problems can mean the difference between finding permanent solutions and suffering future headaches. A systemic approach to problem solving building upon consensus decision-making techniques will be presented, and participants will actively work to solve problems in this session.

SELECTION AND INTERVIEWING TECHNIQUES

Intended Audience: Supervisors and Managers

Objectives:

- Understand the various steps to successful recruitment and retention
- Review which interview and employment questions to avoid
- Learn to forecast the number of employees needed for your workplace

Description:

One of the most important decisions an employer can make is the selection of new employees. Consequently, the more you learn about the applicant during the selection process, the more informed and reliable the hiring decision will be. Participants will learn a six-step hiring process designed to select the best employees. Legal selection questions, reference checks and interviewing questions will be covered. Effective interviewing probes, and directive and nondirective techniques are included.

CUSTOMER SERVICE EXCELLENCE

Intended Audience: All Employees

Objectives:

- Identify your customers
- Discuss customer focus and customer satisfaction
- Learn how to manage customer expectations
- Discuss different types of service environments
- Discuss how to obtain customer feedback
- Develop a personal commitment to meet or exceed customer expectations



Description:

Excellence is a perception of the customer. Quality service will give you the competitive advantage, and providing better, faster service is what keeps customers coming back. In this session, participants will learn to manage customer service, develop service-oriented employees and create a customer-friendly system to meet and exceed expectations of internal and external customers.

SEXUAL HARASSMENT AWARENESS

Intended Audience: All Employees

Objectives:

- Prevent sexual harassment in the workplace by developing a clear understanding of what sexual harassment is and how it impacts people
- Explore the responsibility of each employee to help maintain an environment free from harassment by being aware of behaviors that can offend people and by clearly communicating that offensive behavior must stop
- Understand the role of the supervisor, manager or human resource manager in addressing sexual harassment in the workplace
- Develop an environment where employees respect and value each other as individuals

Description:

Public awareness of sexual harassment has increased; however, many organizations are still not properly equipped to deal with the issue. The purpose of this workshop is to explore the very real dangers of sexual harassment and how an organization can best be prepared to deal with it. Participants will review behaviors that can be considered sexual harassment, discuss actual cases and learn to investigate complaints fairly and confidently.

STRESS MANAGEMENT: A BALANCING ACT

Intended Audience: All Employees

Objectives:

- Conduct a self-evaluation to assess personal levels of stress
- Define and identify stress and its root causes
- Recognize personal patterns of stress reaction
- Learn practical tips and strategies to reduce and relieve stress



- Understand the correlation between performance and stress
- Develop new ways of dealing with stressful situations, people and attitudes
- Learn how to live more balanced and productive lives

Description:

Individuals faced with highly complex or changing work environments usually suffer from stress. Moreover, effective performance is often hindered by stress and this affects people on both a personal and professional level. Participants identify the sources of stress and develop techniques to begin to feel better and increase peak performance. This course provides practical, effective tools to avoid, reduce and manage stress.

TRAIN-THE-TRAINER WORKSHOP

Intended Audience: All Employees

Objectives:

- Discuss the characteristics of adult learners
- Understand the components of effective presentations
- Discuss on-the-job training techniques
- Discover how to handle difficult participants
- Practice your new skills

Description:

This workshop provides specific techniques to improve one's ability to make a group presentation. The class is designed to help "non-trainers" who, as part of their jobs, are required to train or to make presentations.

UNDERSTANDING THE AMERICANS WITH DISABILITIES ACT (ADA)

Intended Audience: Supervisors and Managers

Objectives:

- Learn practical approaches to the policies and procedures required under these statutes
- Learn about critical issues including who is covered and the consequences for non-compliance
- Understand how the Act interfaces with other mandated statutes



- Define “disability” and “individual mental or physical handicapping condition” in accordance with Federal guidelines and State law respectively
- Learn the historical background for the ADA
- Understand the employer’s obligation to provide reasonable accommodation

Description:

The Americans with Disabilities Act (ADA) is the most far-reaching civil rights legislation to be passed in 25 years and impacts virtually every employer in America. The workshop is geared toward anyone involved in the hiring process. Participants will learn the employment provisions of the ADA (Title 1), as well as practical solutions to ensure compliance and avoid litigation.

UNDERSTANDING FINANCIAL DOCUMENTS

Intended Audience: Supervisors and Managers

Objectives:

- Understand the information in balance sheets, profit and loss accounts and cash flow statements, and how this information relates to key variables and management decisions
- Analyze and interpret financial performance, including the analysis of ratios and trends to identify problems and make projections
- Learn the benefits of financial management, how to plan for success, collecting financial data, reading financial statements and how to use financial controls to secure assets
- Develop techniques to maintain inventory management excellence and understand how this impacts cash flow

Description:

Non-financial managers require a thorough understanding of accounting and corporate finance so that they are able to read financial statements and diagnose problems. This program will meet the needs of participants from non-financial backgrounds who must understand and evaluate financial information. Participants will learn how to use simple tools such as ratio analysis to spot problems and opportunities in their business. They will also learn “the lingo” to better communicate with their bankers and accountants.



UNDERSTANDING SELF AND OTHERS

Intended Audience: All Employees

Objectives:

- Understand the different personality types
- Assess your own personality type
- Identify with whom you are most effective
- Learn to improve effectiveness with others
- Become more effective in interpersonal relationships by understanding yourself and others in a more meaningful way
- Identify personality strengths and weakness, and learn techniques for adopting their style to deal more effectively with others in any setting

Description:

To be most effective in the work environment, employees must understand themselves and others better. Participants complete behavioral instruments that identify personality strengths and weaknesses. Techniques for adapting a behavioral style to deal with superiors, peers, subordinates and clients are explored.

DEALING WITH DIFFICULT PEOPLE

Intended Audience: All Employees

Objectives:

- Learn how to analyze conflict and assess your conflict style, as well as understand how you deal with conflict
- Learn uses and strategies for all conflicts styles
- Reinforce and enhance good communication skills
- Learn the stages of escalation and resolution
- Understand different personality types and develop strategies to minimize conflict by learning the skills necessary to handle each personality
- Increase effectiveness in all business situations when dealing with peers, subordinates and superiors
- Defuse confrontational situations and turn adversarial situations into opportunities to communicate openly and effectively
- Change your behavior and that of others by active listening



Description:

Deal effectively with difficult people by understanding what makes them act the way they do. Participants will be given specific techniques for handling each difficult personality type and learn strategies for meeting the challenges of dealing with difficult people. Conflicts and differences can be resolved positively if the techniques and tips discussed in this seminar are implemented.

LEADERSHIP SKILLS FOR WOMEN

Intended Audience: All Employees

Objectives:

- Discover your personal leadership style and understand the continuum of leader behavior
- Learn the habits of effective people and analyze your personal time profile
- Learn the levels of delegation and steps to appropriately and effectively delegate
- Improve your effectiveness as a female leader through improved interpersonal skills

Description:

The art of leadership comes from experience and a commitment to learning and listening. This course helps participants understand and develop the leadership skills required for business success. Participants will learn about communication styles, team building and differences between male and female leadership styles. Leadership skills for women is especially designed around the needs of women and will allow participants to develop the skills that every confident leader needs.

PROJECTING A PROFESSIONAL IMAGE

Intended Audience: All Employees

Objectives:

- Simplify image issues, eliminate negative image cues and stimulate a positive image attitude
- Create a wardrobe that includes a range of clothing styles appropriate for both individual lifestyle and personal style
- Increase confidence, credibility and productivity, thus contributing to continued professional success
- Recognize and understand the levels of professional and business casual dress



Description:

Dressing for success is dependent upon an understanding of organizational culture. Participants will discuss their particular cultures to determine what is professional or unprofessional in their work environments. Tips to promote individual improvement will also be provided. This course will provide strategies to dress for appropriate impact in all situations, and teaches participants to create a positive and lasting impression.

PROFESSIONAL TELEPHONE SKILLS

Intended Audience: All Employees

Objectives:

- Train telephone and other customer-contact personnel in professional telephone skills and customer awareness to ensure the quality and consistency of customer service provided by your organization
- Teach participants to turn internal and external customer encounters into opportunities for improvement
- Conduct a phone skills assessment and learn tools to improve upon participants' current skill set
- Learn how to be an active listener and successfully deal with complaints

Description:

The way employees handle every single phone call determines whether business is created or lost. Participants will learn professional telephone etiquette, including creating rapport with callers, taking messages properly, screening calls and dealing with complaints and questions.

ADULT LEARNING STYLES

Intended Audience: All Employees

Objectives:

- Learn the characteristics of various adult learning styles, how this affects performance in the workplace and strategies to effectively work with each style
- Understand the learning process
- Learn the value of a diverse workplace with multiple learning styles interacting
- Understand how learning can involve thinking, emotion and behavior, as well as the unique characteristics of adult learning



Description:

Because learning is a life-long process, it is important for adult workers to understand their preferred learning styles in order for them to make the most out of learning opportunities in the workplace. This module will explore the various dimensions of adult learning styles and will guide participants in identifying their own in the context of large and small group discussion.

BASIC PROJECT MANAGEMENT

Intended Audience: All Employees

Objectives:

- Learn to deliver smarter project solutions with higher quality, greater value and better accountability
- Analyze a project and develop a workable plan to complete it on time and practice using these tools to ensure they can be applied in participants' work environment
- Clarify project goals and understand roles
- Establish realistic project scheduling while anticipating project changes or issues
- Overview cost control and appropriate budgeting
- Learn to capture the lessons of each project to evolve as a better project manager

Description:

Basic project management consists of learning to initiate, manage and complete projects. Participants learn how to accommodate other work expectations, define tasks and document expectations. Skills taught are defining expected results, breaking projects into doable pieces, developing schedules, adjusting to changes, monitoring progress and communicating completed results clearly.

