

## *Coleman Management Consultants*

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### **CMC Available Courses**

The courses listed below will be tailored to directly reflect your internal organization's mission, themes and language.

#### **Diversity:**

- ▲ "Managing And Valuing Diversity"
- ▲ Executive Forums on Diversity
- ▲ "A World of Diversity"
  - Ten part video series
  - Eight part CD Rom version

#### **Empowerment:**

- ▲ "Empowering Yourself"
- ▲ "The Success Formula for Minority Professionals and Managers"
- ▲ "The Real World For Professional and Managerial Women"
- ▲ Skill building on a variety of Management Development Topics

#### **Mentoring:**

- ▲ Training for Mentors
- ▲ Training for Mentees/ Protégés

**Teambuilding:**

- ▲ “Managing Winning Teams”
- ▲ “Winning . . . Maximizing Individual Contributions to the Team”

**Note:** Train-The-Trainer programs available for all courses.

## ***Overview of Courses and Specific Services***

### **Managing and Valuing Diversity**

This course builds the business case for valuing and managing diversity effectively. It allows participants to examine and compare their value system to those of their peers and the values of their organization. It contains modules on both awareness issues and discusses the skills necessary to positively impact a changing and diverse world.

### **Empowering Yourself**

This course is designed for anyone in the organization who is upwardly mobile. It introduces participants to PIE<sup>(R)</sup> (Performance, Image and Exposure) and discusses in depth the part each plays in career success within the organization. It provides students with the skills necessary to take personal responsibility for their own career success. Topics such as the unwritten rules and how to avoid “glass ceilings” will be discussed. This course is offered in a 1,2 or 3 day version.

### **The Success Formula for Minority/Women Professionals and Managers**

This is a course that is ideal to fulfill the mission of your minority and women Resource Groups whose aim is to grow future leaders that was raised outside of mainstream America. The sharing of the “unwritten rules” and an opportunity discuss how to observe them and still hold onto the richness of your individual culture will be examined. This is great training for the leadership of Resource Groups to be able to effectively lead their membership.

### **Tailored Programs**

CMC will tailor all programs in agenda and course length to specifically address your challenges and can help implement and/or enhance your current initiatives.

### **Mentoring**

Should you decide to initiate a Formal Mentoring program, CMC offers one and two day courses for both Mentors and Mentees (or protégés). Additionally, we can help



you organize such a program. It will spell out the responsibilities of each group, establish guidelines for the program and help begin the communication process between the pairings.

## *Other CMC Services*

### **Environmental Studies**

CMC has the capability to conduct a complete cultural audit. The study includes tailored questionnaire responses that are computerized to obtain specific demographic groups' responses, focus groups, as well as a review of the current human resource systems effectiveness. A final report would include our recommendations.

### **Diversity Councils/Committees**

CMC can re-energize Diversity Councils by helping in the development of a strategic diversity plan, train council members, suggest topics for monthly meetings and help committees achieve their goals and mission.

### **Skills Development**

We have developed numerous skill modules for either inclusion in our tailored diversity courses or as follow-up training once awareness has been achieved. We also have numerous management and employee effectiveness skill classes.

These subject areas may be presented in a two (2) or four (4) hour format or blended into diversity, empowerment, or team courses. As requested, tailoring will be done.

BUSINESS IMAGE

CAREER ASSESSMENT AND PLANNING

CHANGE MANAGEMENT

COACHING

CONFLICT MANAGEMENT

CULTURAL SENSITIVITY TRAINING

BEHAVIORAL STYLES AND VALUES PERSPECTIVES

EFFECTIVE COMMUNICATIONS

LEADERSHIP

LISTENING SKILLS

MENTORING



NEGOTIATION SKILLS

TEAM BUILDING

TIME MANAGEMENT

PERFORMANCE PLANNING & EVALUATION

PLANNING SESSIONS

PRESENTATION SKILLS

READING THE BUSINESS ENVIRONMENT

RECRUITING/EMPLOYMENT TRAINING

STRESS MANAGEMENT



### **One-on-One Counseling**

CMC staff is qualified to help executives, managers and employees that have specific challenges in the areas of diversity management, career barriers, leadership deficiencies peer and boss relationship issues, etc., that should be addressed individually.

## *Diversity Course Learning Points*

- ▲ Highlight the major business and demographic changes that are taking place in the workforce.
- ▲ Identify the impact these changes are having on organizational dynamics and team productivity.
- ▲ Understand why diversity can be a unique and valuable asset.
- ▲ Broaden the definition of diversity beyond race and gender.
- ▲ Identify individual core beliefs as they relate to people differences.
- ▲ Recognize how core beliefs drive automatic behavior patterns in the workplace and how they affect personal relationships.
- ▲ Recognize the power of the self-fulfilling prophecy.
- ▲ Learn how not to base opinions on the unchangeable physical or cultural differences of people.
- ▲ Examine characteristics assigned by societal stereotyping and their impact on personal relationships and teamwork.
- ▲ Identify steps to overcome stereotyping and its negative effect.
- ▲ Understand the power of nonverbal messages and their power.
- ▲ Learn how to examine your own nonverbal messages and evaluate their impact on the people around you.

## ***Diversity Course Learning Points (continued)***

- ▲ Learn about “trust gaps” and their affect on team performance.
- ▲ Identify the actions needed to bridge trust gaps.
- ▲ Understand the unwritten rules and their impact in gaining a promotion in the organization.
- ▲ Begin to develop a Personal Career Plan that will allow you to achieve your career goals.
- ▲ Become familiar with the coaching guidelines to help mentor peers and employees.
- ▲ Understand the need for giving and receiving feedback.
- ▲ Begin to master coaching techniques through practice.
- ▲ Identify methods by which each participant can best support diversity.



## ***Managing Diversity***

### ***Sample Course Agenda***

#### **Defining the Challenge**

- ▲ Focus on the changing competition, resources, and workforce.
- ▲ Study factors which impede and improve productivity.
- ▲ Discuss how to identify and accept changes.

#### **Early Messages**

- ▲ Discuss personal values and how they are established.
- ▲ Identify what affect personal values have on behavior.
- ▲ Study how behaviors and values impact the organizational climate.

#### **Stereotypes**

- ▲ Identify obvious stereotypes and how they are reinforced.
- ▲ Discuss advantages and disadvantages of stereotyping.
- ▲ Determine resolution techniques regarding stereotyping.

#### **Communication**

- ▲ Explore nonverbal and verbal communication skills.
- ▲ Explore personal style issues.
- ▲ Examine the issue of gaining exposure.

#### **Perceptions**

- ▲ Examine how positive intentions may result in negative interpretations.
- ▲ Discuss the concept of a personal comfort level.

#### **Reading the Environment**

- ▲ Discuss realities of Performance, Image, and Exposure
- ▲ Determine successful coaching techniques for employees to reach their desired level.

#### **Managing Change**

- ▲ Understand the emotional stages of the change process.
- ▲ Identify the barriers to personal change

#### **Coaching**

- ▲ Examine barriers to effective coaching.
- ▲ Establish coaching guidelines.
- ▲ Discuss assertiveness techniques.

## ***” Empowerment Training”*** ***Course Description***

The makeup of the business environment is very different today than it was even ten years ago. Several new generations have entered the workplace, work schedules have changed, technology has affected all aspects of getting the job done and business priorities are different. These changes have created a multitude of adjustments in the workplace. Employee thoughts, goals, objectives, loyalty and contributions have taken unprecedented directions. The rules and parameters integral to the business climate have also changed.

Therefore, it is important for individuals who are actively participating in the business “game” to recognize and adjust to the required “rules” or at least the rewarded rules, in order to achieve his/her desired objectives. One of the unchanged rules is that “hard work” is necessary but alone will not be responsible for career achievement and success. There are still other factors to consider.

This course is designed to openly identify and discuss the other factors of success – in addition to “hard work”. The information will allow professionals to determine how and/or if he/she is willing to adjust to the areas of conformity required in the business environment or just how to evaluate the consequences of non-conformity. The discussions of a variety of topics will be highly participative and very lively – as a variety of opinions are usually expressed. The idea of the course is not to “convert” everyone but to realistically place information in front of each person so that an informed choice may be made which could affect the rest of their career life.

## *Empowerment Course Objectives*

- ▲ Establish career goals.
- ▲ Discuss how to deal effectively with professional and personal change.
- ▲ Identify the unwritten rules of the organization.
- ▲ Understand success factors required for goal attainment.
- ▲ Discuss the impact of personal lifestyle activities on career success.
- ▲ Determine individual behavioral and values style within the context of the natural work team.
- ▲ Practice selling ideas and making presentations.
- ▲ Clarify leadership qualities.
- ▲ Distinguish formal and informal mentoring.
- ▲ Learn the advantages and disadvantages of giving and receiving feedback.
- ▲ Identify effective networking strategies.
- ▲ Define personal stressors and develop solutions.
- ▲ Create a career map with action steps to meet short term career objectives.

## ***Empowerment Training Course Agenda***

### **Dealing with Change**

- ▲ Professional
- ▲ Personal

### **The Business Environment**

- ▲ Success criteria beyond hard work
- ▲ The impact of lifestyle choices on career progress
- ▲ Short and long term advantages

### **Personal Style Assessment**

- ▲ The impact of experience on communication style
- ▲ Individual behavioral and value system strengths
- ▲ Effective team membership skills
- ▲ Selling ideas and making presentations

### **Understanding: Using and Keeping Power**

- ▲ Leadership and Influence clarified
- ▲ Personal leadership qualities

### **Mentoring, Coaching and Networking**

- ▲ Formal vs. informal
- ▲ Giving and receiving feedback
- ▲ Maximizing benefits

### **Stress Identification and Management**

- ▲ Recognizing symptoms
- ▲ Determining causes
- ▲ Applying solutions

### **Charting Your Own Journey**

- ▲ Creating a personal map
- ▲ Developing the plan
- ▲ Evaluating progress
- ▲ Enjoying the payoff!

