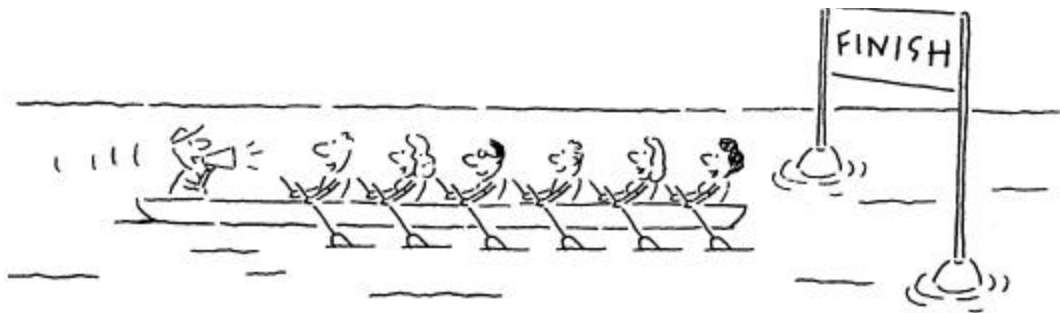

Leadership and Communications

Course Catalog



Training Courses -- Discovery Style

1. Creating A Unified Entrepreneurial Spirit
2. Leadership For Managers
3. Coaching and Accountability*
4. Developing Interactive Communication Skills
5. Management Communications – Using Technology
6. Optimizing Meetings
7. Time, Task and Priority Management*
8. Art of Conflict Resolution*
9. Team Building Skills – Working With Others
10. Achieving Business Excellence – Through Quality
11. Using Quality Tools – Problem Solving
12. Using Quality Tools – Customer Focus / Planning
13. Project Management Skills
14. Grant Writing – A Team Sport²

Coaching and Facilitation

15. Executive Coaching
16. Management Team Coaching
17. Team Facilitation

**Donna Rawady, Executive Coach
Partner of Shared Results International*

*²Claudia DeMarco, Grant Writing Consultant
Partner of Shared Results International*



Creating A Unified, Entrepreneurial Spirit

What topics will the course cover?

What limits the vitality and growth of your organization? How much organizational indifference is sabotaging its success? Imagine the power of a unified, entrepreneurial spirit where every day, every person is seizing new opportunities! Everyone has a role to play. This program helps you identify indifference and focus on three areas that are critical to organizational success: leadership, technological productivity and opportunity identification.

Who should attend?

Senior executives, managers, and employees, who have a vision for greater success.

Are there any prerequisites?

None.

Is this class for YOU?

Use the checklist below to determine how relevant this topic is to you.

Topic	Not Capable (0 Pts.)	Somewhat Capable (1 Pt.)	Very Capable (2 Pts.)
1. Know what is expected of me at work	_____	_____	_____
2. Have the equipment and materials to do my job well	_____	_____	_____
3. Am adequately trained to do my job well	_____	_____	_____
4. Use effective interpersonal communication skills	_____	_____	_____
5. Understand the organization's communication principles	_____	_____	_____
6. Feel inspired to help the organization grow	_____	_____	_____
7. Know the organization's core values and vision	_____	_____	_____
8. Give praise to someone at least once a week	_____	_____	_____
9. Know how to effectively express my opinions	_____	_____	_____
10. Know where my career is going and how well I'm doing	_____	_____	_____
TOTALS		_____ +	_____ = _____

Rate how *capable* you feel in helping the organization succeed. Place a check mark in the appropriate column. Total the columns to identify how well you scored. A score of less than 15 points indicates this class could be a good fit for you.

“We need this type of stimulation to motivate creativity and top performance . . . you showed us how we can work more productively to achieve our goals.”
R. Dunlap, Department of Labor, Job Corps



Management Leadership Skills

What topics will the course cover?

Learn how to be an effective leader – one who motivates others to achieve new heights. Develop skills in setting direction and defining responsibilities. Learn tips for giving praise and recognition. Discuss methods of handling reprimands and career development. Discover how to communicate as a leader to resolve issues before they become a problem and help the organization grow.

Who should attend?

Executives, Managers and Supervisors

Are there any prerequisites?

None.

Is this class for YOU?

Use the checklist below to determine how much you know about this topic.

Topic	Not Comfortable (0 Pts.)	Somewhat Comfortable (1 Pt.)	Very Comfortable (2 Pts.)
1. Communicate the vision, direction and responsibilities	_____	_____	_____
2. Define responsibilities and empowerment latitudes	_____	_____	_____
3. Monitor tasks of others in a respectful manner	_____	_____	_____
4. Give praise and recognition on a regular basis	_____	_____	_____
5. Actively listen to the ideas and concerns of others	_____	_____	_____
6. Follow through on employee's ideas and suggestions	_____	_____	_____
7. Make decisions quickly, decisively and fairly	_____	_____	_____
8. Handle mistakes and conduct disciplinary actions	_____	_____	_____
9. Discuss career development opportunities	_____	_____	_____
10. Motivate people to achieve new heights	_____	_____	_____
TOTALS		_____ +	_____ = _____

“You were able to grasp the important issues . . .with your help we were successful . . . the staff now believes we can accomplish our goals.”

R. Lawson, Brooklyn Public Library



Developing Skills in Coaching & Holding People Accountable

What topics will the course cover?

How would you like to coach employees in a way that helped them maintain their motivation and productivity? Learn tips for creating an environment where people want to succeed and are accountable. Discover ways to get employees involved in setting their own goals and objectives and plans of action. Encourage meaningful dialogue and become a better listener.

Who should attend?

Executives, managers and supervisors interested in improving their coaching skills ability to activate accountability.

Are there any prerequisites?

None.

Is this class for YOU?

Use the checklist below to determine how much you know about this topic.

Topic	Not Comfortable (0 Pts.)	Somewhat Comfortable (1 Pt.)	Very Comfortable (2 Pts.)
1. Demonstrate strong leadership	_____	_____	_____
2. Create a motivating environment	_____	_____	_____
3. Set and maintain consistent standards for excellence	_____	_____	_____
4. Offer feedback regarding performance	_____	_____	_____
5. Effectively probe and encourage meaningful dialogue	_____	_____	_____
6. Accept differences in each individual's capabilities	_____	_____	_____
7. Activate accountability in day-to-day discussions	_____	_____	_____
8. Activate accountability during scheduled conversations	_____	_____	_____
9. Support action towards improvement	_____	_____	_____
10. Know how and when to follow up	_____	_____	_____
TOTALS		_____ +	_____ = _____

“The tools you offer have made a huge difference in how I coach and involve employees . . . the best part is that we're on the same page with our expectations for progress . . . a very powerful session!”

Donna Rawady Workshop Evaluations



Developing Interactive Communication Skills

What topics will the course cover?

How would you like to converse with colleagues in a way that is both pleasant and productive? Learn tips for disagreeing with an idea without attacking the person. Find ways to get everyone on the team involved in the discussions. Learn verbal communication skills and terminology that will make meetings and group effective.

Who should attend?

Anyone who is interested in improving how they interact with colleagues.

Are there any prerequisites?

None.

Is this class for YOU?

Use the checklist below to determine how much you know about this topic.

Topic	Not Comfortable (0 Pts.)	Somewhat Comfortable (1 Pt.)	Very Comfortable (2 Pts.)
1. Know and model good communications principles	_____	_____	_____
2. Communicate with respect	_____	_____	_____
3. Use two-way communication to involve others	_____	_____	_____
4. Understand what it takes to be an active listener	_____	_____	_____
5. Be able to identify and use different types of verbal skills	_____	_____	_____
6. Know the best way to disagree with an idea	_____	_____	_____
7. Identify the number of shut-outs you do in meetings	_____	_____	_____
8. Know how to involve quiet / hesitant colleagues	_____	_____	_____
9. Use empathetic (reflective) listening	_____	_____	_____
10. Know when to initiate, clarify and summarize ideas	_____	_____	_____
TOTALS		_____ +	_____ = _____

“The territorial walls have definitely come down . . . our ability to work together has substantially increased.”

J. Beeby, Iroquois Job Corps Center



Management Communications – Using Technology

What topics will the course cover?

Learn how to communicate effectively and efficiently using a variety of technology communication tools: email, voice mail, fax. Know when to use which tool. Match the appropriate tool to the message you are sending so you get the results you want.

Who should attend?

Anyone who sends out communications and wants to be more efficient and get quicker responses.

Are there any prerequisites?

None.

Is this class for YOU?

Use the checklist below to determine how much you know about this topic.

Topic	Not Comfortable (0 Pts.)	Somewhat Comfortable (1 Pt.)	Very Comfortable (2 Pts.)
Rate how <i>comfortable</i> you feel with each of the skills listed below. Place a check mark in the appropriate column. Total the columns to identify how well you scored. A score of less than <u>15 points</u> indicates this class could be a good fit for you.			
1. Choose the best communication tool for the type of message	_____	_____	_____
2. Keep the recipient in mind when selecting a communication tool	_____	_____	_____
3. Use several methods for minimizing phone tag	_____	_____	_____
4. Use techniques to reduce unproductive phone time	_____	_____	_____
5. Employ techniques for reducing time spent on email	_____	_____	_____
6. Know the best time and method for using email attachments	_____	_____	_____
7. Know how to keep from inadvertently offending with email	_____	_____	_____
8. Avoid costly and embarrassing email errors	_____	_____	_____
9. Use electronic Distribution Lists (DLs)	_____	_____	_____
10. Use email techniques to get quick and helpful replies	_____	_____	_____
TOTALS		_____ +	_____ = _____

“We look at communications from an entirely new perspective . . . technology now seems to be an asset instead of an imposition . . . the day flew by.”

J. McAdam, Brooklyn Public Library



Optimizing Meetings

What topics will the course cover?

Would you like to participate in meetings that accomplish what they set out to do? Learn tips for setting effective agendas. Get everyone involved and committed to achieving desired outcomes. Learn Quality tools and processes to help people gain consensus without endless conflict. Develop processes for recording decisions and action items that are quick and efficient. Organize and process complex issues effectively and quickly.

Who should attend?

Anyone who leads, or participates, in meetings.

Are there any prerequisites?

None.

Is this class for YOU?

Use the checklist below to determine how much you know about this topic.

Topic	Not Comfortable (0 Pts.)	Somewhat Comfortable (1 Pt.)	Very Comfortable (2 Pts.)
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Rate how *comfortable* you feel with each of the skills listed below. Place a check mark in the appropriate column. Total the columns to identify how well you scored. A score of less than 15 points indicates this class could be a good fit for you.

1. Set agendas that produce results	_____	_____	_____
2. Assign roles for staying on track	_____	_____	_____
3. Understand the role of meeting leader	_____	_____	_____
4. Use the Affinity Diagram to sort out complex problems	_____	_____	_____
5. Handle squabbles and prevent arguments	_____	_____	_____
6. Gain consensus from all meeting attendees	_____	_____	_____
7. Understand the role of meeting facilitator	_____	_____	_____
8. Identify the "no-no's" of a scribe	_____	_____	_____
9. Record decisions and action items effectively	_____	_____	_____
10. Prioritize and rank issues and action items	_____	_____	_____
TOTALS		_____ +	_____ = _____

"These ideas really work . . . this will make our meetings more organized and civil . . . everyone feels involved . . . we'll get much more done – and a lot faster than before!" Shared Results International Workshop Evaluations



Time, Task and Priority Management

What topics will the course cover?

How would you like to increase your efficiencies and productivity and decrease your stress? Learn strategies for “expecting and accepting” interruptions and maintaining control over your daily and long-term goals. Learn how to prioritize more realistically and plan more efficiently.

Who should attend?

Anyone interested in learning a proven, effective time management system that increases productivity and decreases stress

Are there any prerequisites?

None.

Is this class for YOU?

Use the checklist below to determine how much you know about this topic.

Topic	Not Comfortable (0 Pts.)	Somewhat Comfortable (1 Pt.)	Very Comfortable (2 Pts.)
1. Utilize a tight time management system	_____	_____	_____
2. Plan your days and weeks realistically	_____	_____	_____
3. Create and maintain a strong action plan	_____	_____	_____
4. Prioritize in a realistic manner	_____	_____	_____
5. Delegate effectively	_____	_____	_____
6. Easily retrieve information from the past	_____	_____	_____
7. Plan successfully for future meetings, deadlines and tasks	_____	_____	_____
8. Manage information overload	_____	_____	_____
9. Effectively manage email and voice mail	_____	_____	_____
10. Take time for creative and strategic thinking	_____	_____	_____
TOTALS		_____	_____ + _____ = _____

“The most significant benefit from the workshop is finally having my arms around what is pending in the short and long-term . . . I’m getting much better at planning . . . I’m actually using those spare 5 minutes here and there”

Donna Rawady Workshop Evaluations



The Art of Conflict Resolution

What topics will the course cover?

How would you like to address concerns and/or propose new ideas and increase your chances of being heard? Learn guidelines that will help you be a more effective communicator in the most difficult of circumstances. Learn a specific 4step preparation process that will raise your confidence and increase your odds for a positive outcome where conflict now exists.

Who should attend?

Anyone who is interested in effectively resolving conflict

Are there any prerequisites?

None.

Is this class for YOU?

Use the checklist below to determine how much you know about this topic.

Topic	Not Comfortable (0 Pts.)	Somewhat Comfortable (1 Pt.)	Very Comfortable (2 Pts.)
1. Sense / identify where conflict exists	_____	_____	_____
2. Be willing to collaborate where conflict exists	_____	_____	_____
3. Demonstrate confidence and assertiveness in a difficult situation	_____	_____	_____
4. Seek to understand the points of view of others	_____	_____	_____
5. Focus discussion on business impact	_____	_____	_____
6. Present solution-oriented proposals for change	_____	_____	_____
7. Listen empathetically and acknowledge another's position	_____	_____	_____
8. "Respond" versus "React"	_____	_____	_____
9. Know how and when to follow up	_____	_____	_____
10. Be open to applying new skills to real-life situations	_____	_____	_____
TOTALS		_____	_____ + _____ = _____

Rate how *comfortable* you feel with each of the skills listed below. Place a check mark in the appropriate column. Total the columns to identify how well you scored. A score of less than 15 points indicates this class could be a good fit for you.

"Your 4-step preparation process has allowed us to "respond vs. react" . . . what a difference - thank you!"
Donna Rawady Workshop Evaluations



Achieving Business Excellence – Through Quality Practices

What topics will the course cover?

How would you like to achieve business excellence? The key is through an understanding of “quality” and all that it entails. Learn what it means to be customer focused and gain customer requirements. Discover tools for solving problems, prioritizing, and planning. Get the most out of meetings. Create a quality environment.

Who should attend?

Executive and senior managers.

Are there any prerequisites?

A receptive and open mind for change.

Is this class for YOU?

Use the checklist below to determine how much you know about this topic.

Topic	Not Comfortable (0 Pts.)	Somewhat Comfortable (1 Pt.)	Very Comfortable (2 Pts.)
1. Understanding what “quality” is all about	_____	_____	_____
2. Recognizing how quality can improve performance	_____	_____	_____
3. Identifying customer requirements	_____	_____	_____
4. Creating a customer-focused environment	_____	_____	_____
5. Solving day to day problems	_____	_____	_____
6. Using quality tools for planning and prioritizing	_____	_____	_____
7. Recognizing the importance of supporting internal customers	_____	_____	_____
8. Using simple problem solving tools	_____	_____	_____
9. Getting the most out of meetings	_____	_____	_____
10. Setting the management tone for the organization	_____	_____	_____
TOTALS		_____ +	_____ = _____

Rate how *comfortable* you feel with each of the skills listed below. Place a check mark in the appropriate column. Total the columns to identify how well you scored. A score of less than 15 points indicates this class could be a good fit for you.

“What a difference it makes . . . the whole IT team is now customer focused on the *internal* customer.”
K. Allard-Mendelson, Brooklyn Public Library



Using Quality Tools for Problem Solving

What topics will the course cover?

How would you like to solve problems in record time and gain consensus in the process? You can with quality tools. Discover a variety of tools to brainstorm, sort, prioritize and

Who should attend?

Top level managers.

Are there any prerequisites?

None.

Is this class for YOU?

Use the checklist below to determine how much you know about this topic.

Topic	Not Comfortable (0 Pts.)	Somewhat Comfortable (1 Pt.)	Very Comfortable (2 Pts.)
Rate how <i>comfortable</i> you feel with each of the skills listed below. Place a check mark in the appropriate column. Total the columns to identify how well you scored. A score of less than <u>15 points</u> indicates this class could be a good fit for you.			
1. Identifying grant opportunities that support your mission	_____	_____	_____
2. Developing relationships with grant funders	_____	_____	_____
3. Understanding different types of funding sources	_____	_____	_____
4. Developing a compelling needs / problem statement	_____	_____	_____
5. Knowing the importance of detailed, realistic activities	_____	_____	_____
6. Identifying your target population	_____	_____	_____
7. Framing the proper budget to support and sustain the project	_____	_____	_____
8. Understanding the importance of the evaluation component	_____	_____	_____
9. Recognizing weaknesses in grant proposals	_____	_____	_____
10. Knowing your role in supporting the grant writing process	_____	_____	_____
TOTALS		_____	+ _____ = _____



Using Quality Tools for Customer Focus and Planning

What topics will the course cover?

How would you like to .

Who should attend?

Top level managers.

Are there are any prerequisites?

None.

Is this class for YOU?

Use the checklist below to determine how much you know about this topic.

Topic	Not Comfortable (0 Pts.)	Somewhat Comfortable (1 Pt.)	Very Comfortable (2 Pts.)
<p>Rate how <i>comfortable</i> you feel with each of the skills listed below. Place a check mark in the appropriate column. Total the columns to identify how well you scored. A score of less than <u>15 points</u> indicates this class could be a good fit for you.</p>			
1. Identifying grant opportunities that support your mission	_____	_____	_____
2. Developing relationships with grant funders	_____	_____	_____
3. Understanding different types of funding sources	_____	_____	_____
4. Developing a compelling needs / problem statement	_____	_____	_____
5. Knowing the importance of detailed, realistic activities	_____	_____	_____
6. Identifying your target population	_____	_____	_____
7. Framing the proper budget to support and sustain the project	_____	_____	_____
8. Understanding the importance of the evaluation component	_____	_____	_____
9. Recognizing weaknesses in grant proposals	_____	_____	_____
10. Knowing your role in supporting the grant writing process	_____	_____	_____
TOTALS		_____	+ _____ = _____



Project Management Skills

What topics will the course cover?

How would you like to .

Who should attend?

Top level managers.

Are there are any prerequisites?

None.

Is this class for YOU?

Use the checklist below to determine how much you know about this topic.

Topic	Not Comfortable (0 Pts.)	Somewhat Comfortable (1 Pt.)	Very Comfortable (2 Pts.)
Rate how <i>comfortable</i> you feel with each of the skills listed below. Place a check mark in the appropriate column. Total the columns to identify how well you scored. A score of less than <u>15 points</u> indicates this class could be a good fit for you.			
1. Identifying grant opportunities that support your mission	_____	_____	_____
2. Developing relationships with grant funders	_____	_____	_____
3. Understanding different types of funding sources	_____	_____	_____
4. Developing a compelling needs / problem statement	_____	_____	_____
5. Knowing the importance of detailed, realistic activities	_____	_____	_____
6. Identifying your target population	_____	_____	_____
7. Framing the proper budget to support and sustain the project	_____	_____	_____
8. Understanding the importance of the evaluation component	_____	_____	_____
9. Recognizing weaknesses in grant proposals	_____	_____	_____
10. Knowing your role in supporting the grant writing process	_____	_____	_____
TOTALS		_____ +	_____ = _____



Team Building Skills – Working With Others

What topics will the course cover?

How would you like to .

Who should attend?

Top level managers.

Are there any prerequisites?

None.

Is this class for YOU?

Use the checklist below to determine how much you know about this topic.

Topic	Not Comfortable (0 Pts.)	Somewhat Comfortable (1 Pt.)	Very Comfortable (2 Pts.)
<p>Rate how <i>comfortable</i> you feel with each of the skills listed below. Place a check mark in the appropriate column. Total the columns to identify how well you scored. A score of less than <u>15 points</u> indicates this class could be a good fit for you.</p>			
1. Identifying grant opportunities that support your mission	_____	_____	_____
2. Developing relationships with grant funders	_____	_____	_____
3. Understanding different types of funding sources	_____	_____	_____
4. Developing a compelling needs / problem statement	_____	_____	_____
5. Knowing the importance of detailed, realistic activities	_____	_____	_____
6. Identifying your target population	_____	_____	_____
7. Framing the proper budget to support and sustain the project	_____	_____	_____
8. Understanding the importance of the evaluation component	_____	_____	_____
9. Recognizing weaknesses in grant proposals	_____	_____	_____
10. Knowing your role in supporting the grant writing process	_____	_____	_____
TOTALS		_____	+ _____ = _____



Grant Writing – A Team Sport

What topics will the course cover?

How would you like to increase the success of your grant writing efforts? You can, if you think, and act, like a team in the grant creation. Discover the elements of grant applications that are frequently overlooked. Learn how to create a problem statement that positions the request in a manner the funders will support. Identify different types of grants and various avenues for finding them.

Who should attend?

Top level managers.

Are there any prerequisites?

None.

Is this class for YOU?

Use the checklist below to determine how much you know about this topic.

Topic	Not Comfortable (0 Pts.)	Somewhat Comfortable (1 Pt.)	Very Comfortable (2 Pts.)
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Rate how *comfortable* you feel with each of the skills listed below. Place a check mark in the appropriate column. Total the columns to identify how well you scored. A score of less than 15 points indicates this class could be a good fit for you.

11. Identifying grant opportunities that support your mission	_____	_____	_____
12. Developing relationships with grant funders	_____	_____	_____
13. Understanding different types of funding sources	_____	_____	_____
14. Developing a compelling needs / problem statement	_____	_____	_____
15. Knowing the importance of detailed, realistic activities	_____	_____	_____
16. Identifying your target population	_____	_____	_____
17. Framing the proper budget to support and sustain the project	_____	_____	_____
18. Understanding the importance of the evaluation component	_____	_____	_____
19. Recognizing weaknesses in grant proposals	_____	_____	_____
20. Knowing your role in supporting the grant writing process	_____	_____	_____
TOTALS		_____	+ _____ = _____



Executive Coaching

What does this customized service offer?

Development of leadership skills through customized one-on-one executive training. Initial commitment of 5 – 8 sessions to work on areas of specific need. Popular skill categories include getting organized, managing multiple tasks and priorities, dealing with stress, struggling to communicate effectively, and how to coach subordinates.

Who should attend?

Anyone who is interested in improving or enhancing their ability to lead.

Are there any prerequisites?

None.

Is this class for YOU?

Use the checklist below to establish your level of interest or need.

Topic	Not Comfortable (0 Pts.)	Somewhat Comfortable (1 Pt.)	Very Comfortable (2 Pts.)
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Rate how *comfortable* you feel with each of the skills listed below. Place a check mark in the appropriate column. Total the columns to identify how well you scored. A score of less than 15 points indicates this class could be a good fit for you.

1. Establish your new or evolving leadership role	_____	_____	_____
2. Set and maintaining standards for excellence	_____	_____	_____
3. Activate accountability: delegation with measurable outcomes	_____	_____	_____
4. Improve your listening / communication skills	_____	_____	_____
5. Develop your coaching skills	_____	_____	_____
6. Understand the power & reliability of intuitive decision making	_____	_____	_____
7. Customize time, task and priority management systems	_____	_____	_____
8. Make choices that drive professional and personal balance	_____	_____	_____
9. Take the time, and getting better at, creative & strategic thinking	_____	_____	_____
10. Develop the working relationship with your administrative assistant	_____	_____	_____
TOTALS		_____	+ _____ = _____

“Remarkably helpful . . . let me concentrate on being a better manager, a better person . . . my team really notices a difference . . . I’m more in control of my work life – and happy about it!” Shared Results / Donna Rawady
Feedback



Management Team Coaching

What does this customized service offer?

Development of leadership skills through customized one-on-one coaching for managers. Learn how to set strategic direction, develop supporting objectives and action plans. Identify the best way to communicate the organization's vision, mission and goals in a way that involves employees. Develop listening and coaching skills.

Who should attend?

Anyone who is interested in improving or enhancing their ability to lead.

Are there any prerequisites?

None.

Is this class for YOU?

Use the checklist below to establish your level of interest or need.

Topic	Not Comfortable (0 Pts.)	Somewhat Comfortable (1 Pt.)	Very Comfortable (2 Pts.)
Rate how <i>comfortable</i> you feel with each of the skills listed below. Place a check mark in the appropriate column. Total the columns to identify how well you scored. A score of less than <u>15 points</u> indicates this class could be a good fit for you.			
1. Ensure projects and employees are linked to strategic plan	_____	_____	_____
2. Identify, and focus on, an organizational super vision	_____	_____	_____
3. Define goals, objectives, targets and measurable outcomes	_____	_____	_____
4. Clarify and demonstrate the organization's core values	_____	_____	_____
5. Use effective interpersonal communication skills	_____	_____	_____
6. Develop listening skills to encourage employee involvement	_____	_____	_____
7. Inspire others to help the organization grow	_____	_____	_____
8. Ensure praise and recognition are abundant and consistent	_____	_____	_____
9. Develop and use organizational communication vehicles	_____	_____	_____
10. Coach employees on career development issues	_____	_____	_____
TOTALS		_____ +	_____ = _____

“Your advice and insight were invaluable. The Change Strategy has taken on new meaning.”

P. Shaffron, Xerox Business Services



Team Facilitation

What does this customized service offer?

Facilitation of retreats, problem solving workshops, and project team meetings.

Who should attend?

Executive management teams, departments / divisions, and project-focused groups.

Are there are any prerequisites?

None.

Is this class for YOU?

Use the checklist below to establish your level of interest or need.

Topic	Not Comfortable (0 Pts.)	Somewhat Comfortable (1 Pt.)	Very Comfortable (2 Pts.)	
1. Define meeting purpose and objectives	_____	_____	_____	
2. Understand underlying issues and opportunities	_____	_____	_____	
3. Create a focused agenda with desired outcomes	_____	_____	_____	
4. Ensure actions and agenda support strategic plan	_____	_____	_____	
5. Build bonded relationships within the team	_____	_____	_____	
6. Achieve consensus among meeting participants	_____	_____	_____	
7. Enable decisive decision making as a group	_____	_____	_____	
8. Facilitate ongoing prioritization of activities	_____	_____	_____	
9. Develop creative activities to support objectives	_____	_____	_____	
10. Provide evaluative measures for continuous improvement	_____	_____	_____	
TOTALS		_____	+ _____	= _____

Rate how *comfortable* you feel with each of the skills listed below. Place a check mark in the appropriate column. Total the columns to identify how well you scored. A score of less than 15 points indicates this class could be a good fit for you.

“... wonderful job in facilitating our management teamwork retreat... you went over and above... the work we did on the vision for the Center resulted in our being totally aligned.” M. Fagerlin, Satellite Services Inc.