

DOES MY ORGANIZATION NEED TRAINING?

How Investment in Human Capital Rewards One and All

There are many warning signs that gaps exist in an organization's learning front. For example, there is often a tendency for people to resist new job duties or responsibilities. There may be a lack of perspective with respect to change events; marked by under-reaction or over-reaction. Increased levels of conflict and stress may be apparent. There is often a decreased customer focus. Increased operating cost is another indicator, as well as loss of speed due to a lack of concern about competitors. A stalled learning front is often associated with a reduction in innovation. There may also be capacity-to-act problems resulting from the belief or perception that people lack the tools, resources, or empowerment to make decisions. Mission, vision, goals, and objectives might be largely unknown throughout the organization. Finally, a noticeable lack of respect among peers and level-to-level in the organization may also be visible.

How Tailored Training Can Help

It is through training that people achieve results for themselves, their team-mates, and their organization. A robust training program can offer many benefits that ultimately support the bottom-line. For example, learning becomes a part of the organizational culture both in the training environment and on-the-job. Job content is enhanced by building in motivating factors, such as responsibility, achievement, and personal growth. The knowledge base is also expanded, allowing opportunities for associates to provide training to each other. Team performance is often enhanced as well. People feel appreci-

ated and respected as a result of management's commitment to them. Each person has a clearer understanding of their role in the organization and is better prepared to recognize and respond to radical change events. Stronger teams emerge that are cohesive, trusting, and enthusiastic. All in all, investing in human capital through education, training, and development:

- provides the opportunity to acquire and improve critical skills;
- offers opportunities to increase individual effectiveness as well as improve organizational performance;
- prepares people for the stress and uncertainty associated with change;
- is the cornerstone of long-term career development and growth; and
- will improve team relationships and professional interaction.

Secrets of Training Magic

The power of training is characterized by its ability to achieve results at the group and organizational levels while focusing on the individual. Experienced curriculum developers conduct an organizational training needs assessment with clients to design a comprehensive learning package. They use time-tested and proven methods for adult learning. They also rely on experts with the tools and techniques of training evaluation and results measurement.

Who Are the Training Experts?

These training secrets, combined with a keen attention to client needs, describe the TSI training approach. Our tailored training workshop curricula and customized programs are

designed, developed, and delivered to suit your organization's needs. Our comprehensive training services focus on three areas - individual, interpersonal, and organizational. The concentration on individual development recognizes that each person in your organization has special and unique attributes. We understand that any plan to move an organization forward must start with individuals and at the same time leverage the power of people working in teams. Our development programs are outcome-centric and aim to maximize effectiveness, efficiency, productivity, quality, quality of work life, innovation, and customer satisfaction.

At TSI, We're Committed To Results

Our leadership development programs have one primary, underlying intention - to develop and cultivate emotional intelligence in people, arguably the most valuable organizational resource. Our transformational skills training is a process that enables individuals to enhance their expertise in leadership, coaching, communication, accountability, and continuous improvement through attitude and behavior change. We help individuals recognize their limitations and learn how to better utilize the techniques of coaching and communications to optimize their working relationships with peers, subordinates, and clients. In addition, each workshop includes a unique "starter kit" filled with fun touchstones that serve as tangible retrieval cues to reinforce training content. TSI's approach is special in many other ways including:

- Training conducted in an interactive, workshop setting
- Use of auditory, visual, and kinesthetic methods to impart knowledge across individuals with different needs
- Resources that will be used time and time again for reference
- Material based on the latest literature and research findings

- Follow-up from workshop instructors to assess individual improvements

A Sample of TSI's Workshops

- Winning Strategic Planning
- Transformational Power
- Team Skills for Today
- Team Leader Workout
- Stress Less for Success
- Miraculous Meetings I & II
- Measuring Results...Painlessly
- Managing Personalities with MBTI
- Make Time to Get Things Done
- Live a Difference at Work
- Leading Transformation
- Gender Matters
- Flawless Facilitation
- EAGLE Leadership Program
- Critical Thinking and Decision Making
- Conflict Management
- Communicate, Cultivate, Captivate
- Business Protocol Advantage
- And Many More Tailored Offerings

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