



Work with Me Professional Services

Work with Me Professional Services

TRAINING & WORKSHOP SERVICES CATALOG



Work with Me Professional Services provides high-quality training services, as well as the motivation and inspiration, needed to help individuals, teams and groups realize their personal and professional development potential.



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Work With Me Professional Services

Successful companies understand the importance of creating and sustaining a top performing organizational culture. Paramount to developing top performing individuals and teams is investing in the personal and professional development of your employees. Your return on investment will garner an increase in employee loyalty by making employees feel valued and appreciated. It will also help lower company costs by reducing employee turnover and increasing productivity.

The services offered by **Work With Me Professional Services** are designed to help build higher-level soft skills that will improve the performance of your frontline staff as well as your managers and executive leaders. Work With Me Professional Services can also help your organization create the professional framework to manage and sustain a customer-centric service culture by providing quality customer service training, coaching, employee development (management and frontline staff) programs and performance improvements workshops. We will provide the training and guidance necessary to build a positive and productive culture of learning that will help lead to success.

About Us

Work With Me Professional Services has been around, meeting the personal and professional needs of its clients, since 1990. Ms. Cathie Garner, the Founder and CEO, is a certified and experienced Facilitator and Trainer. She is a lifelong learner with a history of study in organizational leadership, change and communication. She is a business owner and an active community supporter. She has delivered training and facilitated workshops for all levels of the U.S. Army, large and small businesses, school districts, health organizations and ministries. She has coordinated conferences and events that seated over 400 or more attendees.

Mission Statement: The mission of Work with Me Professional Services is to provide the right high-quality services, as well as the motivation and inspiration, needed to help individuals and teams enhance their personal and professional development to support their vision of reaching their full potential. We are committed to our mission and take pride in becoming a strategic partner here to help you meet your objectives.



WORK WITH ME PROFESSIONAL SERVICES TRAINING/WORKSHOP CATALOG

Professional Development – Targeted training for a specific group audience (ex, frontline, management or executive levels). The purpose is to enhance the knowledge, skills and abilities (KSA) as well as soft skills needed to improve professional performance and advancement.

1. Creating an Ideal Organizational Culture
2. Empowering the Team
3. Multi-Generational Workforce
4. Dysfunctional Teams
5. Working with Different Styles in Your Team
6. Employee Engagement
7. Change Management: Understanding and Accepting Change
8. Can We Talk? Effective Communication in the Workplace
9. Managing Conflict: Overcoming Difficulties in the Workplace
10. Customer Service Training / Serving Customers
11. The Making of a Great Manager

Personal Development – Our personal growth and development trainings and workshops are aimed at developing the personal qualities in an individual. They focus on achieving individual goals, self-awareness, self-discovery and self-improvement.

1. Who Am I, Really?
2. What's My Motivation?
3. What Type of Leader Am I?
4. Beyond the Vision Board

Build-A-Team Workshops – Group or team workshops that focuses on building top performing teams and relationships.

1. Teambuilding Workshops
2. Performance Coaching
3. Employee Development Coaching
4. New Member Orientation and Onboarding

Ministry Leaders Workshops – Our church leadership workshops seek to educate and provide help to Ministry leaders as they develop and improve themselves and their ministries.

1. Getting the Most from your Ministry Volunteers
2. Who "I Am"
3. Servant Leadership



WORK WITH ME PROFESSIONAL SERVICE PERSONAL & PROFESSIONAL DEVELOPMENT TRAINING

WORKSHOP DESCRIPTIONS

Professional Development

Creating an Ideal Organizational Culture

Every organization has its unique style of working which often contributes to its culture. The shared beliefs, ideologies, principles and values of an organization form its culture. The culture of the workplace controls the way employees behave amongst themselves as well as with people outside the organization.

This workshop will look at what it takes to build the ideal organizational culture. It will examine the responsibilities (such as taking ownership and accountability) of the individual as well as the organization.

Empowering the Team

Empowering gives authority to somebody; to give somebody power or authority; make more confident or assertive; to give somebody a greater sense of confidence or self-esteem (www.britannica.com/dictionary/empower). This session highlights the benefits of an empowered team in the workplace. It also illustrates the symptoms of a disempowered team. We conclude the session by identifying and creating an empowered environment. We will analyze empowerment and how empowering your team will sustain an environment where employees will thrive. We'll also briefly look at what makes a team dysfunctional.

Multi-Generational Workforce

Why are we the way we are? There are distinct behaviors that identify each generation. Each generation draws from their own experiences, influences and environment. We will identify each generation and describe their characteristics. We'll discuss the trends and misconceptions that shape the multi-generational workforce and learn how to better work together.

Dysfunctional Teams

This session was inspired by the book, *The 5 Dysfunctions of a Team* by Patrick Lencioni. The five dysfunctions are introduced along with a robust discussion and exercises about the importance of trust. We will discuss why teams become dysfunctional and how to remedy it. We will also discuss the best ways to build trust within our teams.



WORK WITH ME PROFESSIONAL SERVICE PERSONAL & PROFESSIONAL DEVELOPMENT TRAINING

WORKSHOP DESCRIPTIONS

Professional Development (cont)

Working with Different Styles in Your Team

There is no right or wrong working style – every workplace needs a lot of different types of workers in order to function efficiently. Just imagine if everyone was an independent, creative and visionary type. Nothing would ever get done. On the other hand, a workplace filled with detail-oriented planners would quickly get bogged down in minute. The key is to know your own style, so you can be more aware of how you're communicating with others.

Employee Engagement

How engaged is your team? What does it look like when your employees are engaged? How does it benefit the work environment, productivity and commitment? We will define the concept of employee engagement, behaviors and employee care. We'll discuss the top drivers of employee engagement.

Change Management: Understanding and Accepting Change

Understanding and accepting change is one of the most difficult things for an individual and a company to do. This workshop will introduce the change cycle model and ways to help facilitate change in the workplace.

Can we Talk? Effective Communication in the Workplace

Effective communication requires both active listening and speaking to be understood. In this workshop, we discover different styles of communication and how they can be interpreted. Is the other person decoding correctly what you are sending? We explore the different ways to communicate more effectively.

Managing Conflict: Overcoming Difficulties in the Workplace

Conflict is inevitable and isn't always bad. In this workshop, we will discuss the various types, levels and approaches to conflict in the workplace. Part of the workshop will reference the New York Times best seller, *The Five Dysfunctions of a Team* by Patrick Lencioni. Examining each dysfunction, we will discuss how to manage conflict more effectively in our workplace. We will also introduce the Grow Model for conducting those crucial conversations.



WORK WITH ME PROFESSIONAL SERVICE PERSONAL & PROFESSIONAL DEVELOPMENT TRAINING

WORKSHOP DESCRIPTIONS

Professional Development (cont)

Customer Service Training / Serving Customers

How would your customers rate the service you provide? This training defines what customer service is and the importance of going the extra mile. It focuses on providing quality service by developing a customer-centric culture. We will demonstrate how to properly interact with customers and deal with difficult ones.

The Making of a Great Manager

What makes a great Manager? This workshop takes a deep dive into the various management styles. We will discuss what a “bad” vs “good” manager looks like. We will discover what some experts believe are important tools towards becoming a great Manager. This workshop invites an open discussion on the subject. You are encouraged to share your ideas and experience.





WORK WITH ME PROFESSIONAL SERVICE PERSONAL & PROFESSIONAL DEVELOPMENT TRAINING

WORKSHOP DESCRIPTIONS

Personal Development

Who Am I, Really?

This is a workshop about self-exploration and gaining a deeper understanding of yourself. You will derive new insights about who you really are. You'll leave this session with a better sense of self-awareness, self-discovery, and personal growth. We discuss the various personalities traits and how they interact with others. We examine the four areas of the Johari Window model and how it impacts our lives. We will look at the results of your personality quiz.

What's My Motivation?

This session is loosely based on the book, Drive by Daniel Pink. It takes a deeper look at what motivates us. We will discuss the benefits of extrinsic and intrinsic motivators as well as the importance of AMP: Autonomy, Mastery and Purpose as key factors for achieving job satisfaction – not only within yourself but with your team. We will introduce various motivational theories and methods.

What Type of Leader Am I?

Are you a democratic leader, an autocratic leader or a transformational leader? Different types of leadership styles are presented and examined. Discussion is based on the results of a leadership style quiz taken by each class participant. By learning the various types of leaders, you can better understand why you lead the way you do and how you can improve.

Beyond the Vision Board

You've created your vision board and are wondering what the next step should be. The Beyond the Vision Board (BTVB) workshop is your next step. The BTVB workshop gives you an easy step-by-step roadmap for creating a winning plan of action to achieve your goals. Employing the BTVB planner (available for purchase) will take away the guesswork and the excuses. This workshop will provide you with the tools needed to bring your vision board goals to reality.





WORK WITH ME PROFESSIONAL SERVICE PERSONAL & PROFESSIONAL DEVELOPMENT TRAINING

WORKSHOP DESCRIPTIONS

Build-A-Team Workshops

Teambuilding Workshops

Our team-building workshops are great for any organization or group that would like to build a stronger level of trust and camaraderie. The goal of our workshops is to boost morale, strengthen relationships, improve communication and increase productivity. Our approach employs fun and creative activities to engage our participants, to stimulate creative thinking and remind them it's about the team.

Performance Coaching

To be an effective Manager, it is important to know how to get the best from your team (as a group and individually). A good Manager will have the ability to coach their team to not only reinforce positive behaviors, but to also correct ineffective behaviors. This workshop focuses on five performance coaching models that will give you the tools you need to recognize the unique skills of your team that drive results. We will also talk about the importance of developing Individual Development Plans (IDP).

Employee Development Coaching

Employee development coaching can help the participant grow and improve professionally. We take them through the process of creating their short-term and long-term individual development plan (IDP). We can provide constructive feedback and valuable resources to help meet many of their objectives. Employee development coaching will help create a roadmap to accomplish their goals.





WORK WITH ME PROFESSIONAL SERVICE PERSONAL & PROFESSIONAL DEVELOPMENT TRAINING

WORKSHOP DESCRIPTIONS

Ministry Leaders Workshops

Getting the Most from your Ministry Volunteers *(Spiritually based)*

Ministry leaders need the right tools to develop effective and productive ministry teams and to help them grow to their fullest potential. The goals of good Ministry leaders are to enhance the effectiveness of their ministries and to develop high performing volunteer teams. This session will help ministry members learn the skills needed to improve the effectiveness and productivity of their ministries. We will discuss what it takes to build a positive and cohesive team that focuses on the building up of God's Kingdom

Who "I Am" Workshop *(Spiritually based)*

Dr. Wayne Dyer said, "Anytime you start a sentence with I Am, you are creating what you are and what you want to be." Bevan Lee said they are "the most powerful words: for what you put after them shapes your reality." Jesus used the term seven times in the Gospel of John to describe who He is and to claim His identity to God. We'll explore and discuss the truth of those words and gain a better respect for these very potent words and how they can positively and powerfully impact your life.

Servant Leadership *(Spiritually based)*

Servant leadership is a leadership style that focuses on serving others by putting the needs of their team first. We'll discuss what that looks like and how it benefits the entire team (especially the leader).

Robert K. Greenleaf, founder of the Servant Leadership philosophy states, "a Servant Leader should be focused on, "Do those served grow as persons? Do they, while being served, become healthier, wiser, freer, more autonomous, more likely themselves to become servants?"





Work with Me Professional Services



“Employee training and development is an organizational activity in human resource management aimed at impacting the employees with skills aimed at bettering the performance of both the individual and the organization.” www.sixsigmaonline.org



Work with Me Professional Services

If you're looking for your next personal or professional workshop, training or coaching.... Contact Work with Me Professional Services!

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