Organizational Development

Leadership and Management Skills Development

Developing leaders and managers for business today requires a wide range of knowledge and skills. The fast pace of change doesn't leave much time for trial and error. Proven programs and processes help to build-in the talent needed to meet the challenges of the 21st century.

Consulting and Training Processes	Description
Business /Long Range Planning Process	A facilitated process to create a long range plan for your organization. In this process the organization's vision and action plans are developed and linked to achieve the desired outcomes.
Competency-Based Management (CBM) Program	The Competency-Based Management (CBM) methodology identifies the competencies (i.e. skills, knowledge, abilities, and characteristics) that distinguish exceptional performers from the rest within a role. SDF offers a customized process for assessing the needs, determining alignment with the strategic direction, designing the structure, developing the model, implementing the process, and measuring its impact.
Consulting Skills Workshop	Successful consultants, both internal and external need to be able to influence the client organization without power and control. Participants in this workshop learn to: - Understand differences between the role of a Consultant and that of a Manager. - Identify personal skills and attributes that contribute to a successful consultant "profile." - Recognize the "goal" of a consulting engagement. - Identify possible consulting roles. - Understand Guiding Principles and behavior which contribute to successful engagements.
Decision Making Workshop	This workshop helps participants develop a clear understanding of the importance of decision making in a team environment. Upon completion, participants will be able to: - Explain the influences on the decision making process in organizations - Select the appropriate decision making option - Describe the role of the team in the decision making process and the purpose of developing criteria to guide decision making.

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Developing Management Skills Program	An innovative management development program designed for emerging leaders, department and business unit managers focusing on building personal, interpersonal, and group skills. Skill and knowledge transfers are accomplished through a series of self-assessments, highly participative classroom learning, skill analysis, case studies, and required skill application. The following topics are explored in this facilitated learning process. - Developing Self-Awareness - Managing Stress - Solving Problems Creatively - Communicating Supportively - Gaining Power and Influence - Motivating Employees - Managing Conflict - Empowering and Delegating - Building Effective Teams The program can be supplemented with specific communication skills development in the following areas: - Making Oral and Written presentations - Conducting Interviews - Conducting Meetings
Emotional Intelligence Program	Research has shown that Emotional Intelligence (EI) is the key factor in high peformance for almost every job. For leaders, EI competencies are 80-90% of the elements that distinguish the best performers from all the rest. Learn what Emotional Intelligence is, how it can improve the performance of your leadership team, and how to promote emotional intelligence in your organization.
Executive and Leadership Coaching Program	Often, when leaders rise to senior positions of responsibility, they find few people to turn to for advice and counsel or simply someone they trust to bounce off ideas. SDF has coached dozens of executives in 15 different countries across a diverse mix of industries on a wide range of topics. In most cases, we've "been there" and have practical experience to guide and direct clients to an appropriate solution or we can be just good listeners depending on your needs.
Senior Manager Join-Up Program	When an organization's energies are focused, and the ownership for the vision is broad, there is no limit to what can be achieved. The purpose of a Join Up Program is to rapidly establish the standards, expectations, and methodology for achieving this focus and ownership throughout the organization. SDF facilitates the development of the Senior Manager Join-Up Program to focus attention on the organization's priorities and provides coaching in such areas as: - Game Plan Develoment - Personal Management Philosophy - Expectations of Senior Management Team - Attributes of a Successful Manager - Performance Management - Career Planning

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Interpersonal Skills Workshop	Leaders are prepared to assume their role and function effectively by: - Understanding differences in thinking style preferences - Demonstrating how to use a flexible approach - Showing how to maximize the team's diversity
Join-Up Process	In a team environment, the effectiveness of bringing a new team member on board impacts the team's growth, development, and level of performance. SDF's Join-up Process guides the team through the development, planning, and execution of an effective on-boarding program that enables the team to fully integrate new members rapidly.
Leadership Assessment Process	The Leadership Assessment Process starts with an understanding of your company's culture and the leadership profile in the organization. Based on this understanding, SDF compares the results to a Best Practices model, recommends a course of action, and provides a preliminary implementation plan.
Leadership Development Program	The Leadership Development Program helps companies turn good managers who do things right into leaders who inspire their teams to do the right things. Organizations, whose culture already supports the practice of developing leaders, can be taken to new heights of individual and team performance. Those that don't can be transformed to create an environment that embraces this cultural shift. SDF has the experience and the tools to take your organization to where you want to go.
Mentor Program	The term "mentor" has almost a mystic aura to it, but quite simply it's someone who helps other people learn what they need to, faster and better, in a safe/ power-free environment. There are many ways to mentor, but effective mentoring requires specific competencies that can be applied in a variety of ways. SDF can teach you a mentoring process, explain the role and responsibility of the mentor, and facilitate the development of the core competencies… while modeling the role of a mentor along the way.
Operational Planning Process	An Operational Plan provides the basis for implementing a portion of the organization's strategic plan. Normally developed annually, an operational plan will determine the goals for that year and identify how these results will be achieved. Using a highly participative approach, SDF works with your Leadership Team and facilitates the planning process to: - Complete an Operational Analysis - Determine Key Results Areas and Indicators of Performance - Set Annual Objectives - Create an Action Plan - Integrate the annual budget

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Personal Goal Setting Program	Personal goal setting is essential to your success and the success of your organization. It is a vital ingredient in actually achieving the results your desire. SDF's program is designed to help you: set goals, increase awareness, build goal-setting habits, and take constructive, goal-achieving actions.
Personnel Development Plan (PDP) Process	SDF designs and facilitates the Personal Development (PDP) process ensuring participants: - Understand the steps in the Personal Development (PDP) Process. - Demonstrate an understanding of the data gathering and evaluation tools. - Understand the use and importance of the Improvement Plan.
Problem Solving - Introduction	A two-day Problem-Solving workshop that introduces participants to a seven-step improvement process called the Continuous Improvement Wheel. This workshop also includes an introduction to 12 tools for problem solving: Affinity Diagram, Brainstorming, Cause and Effect Diagram, Check sheet, Evaluation Grid, Flow Chart, Histogram, Matrix Diagram, Pared Comparison, Pareto Diagram, Run Chart, and Scatter Diagram. *Putting It All Together* is a highly participative exercise that demonstrates how the probem-solving method and tools can be used together to solve a team problem.
Problem Solving – Continuous Improvement Workshop	A two-day workshop of highly participative exercises featuring the Continuous Improvement Wheel, problem solving tools, and thinking style preferences.
Problem Solving – Advanced Problem Solving I and II Workshops	In the Advanced Problem Solving I Workshop, the participants learn about measures of control tendency (mean, median, and mode) and measures of variation (range, frequency, distribution, and standard deviation).
	The second Advanced Problem Solving Workshop provides even more tools for your toolkit and a closer look at applications for the histogram, scatter diagram, stratification, run chart, and control chart.
Process Management Workshop	"94% of troubles and possibilities for improvement belong to the system and 6% to special causes." Dr. W. E. Deming Process Management is an activity that results in process simplification and improvement. In a three-part workshop, SDF defines Process Management, provides a model, teaches the tools, and demonstrates how to use the tools to simplify and improve your processes.
Recruitment and Selection Process	The Recruitment and Selection Process provides a step-by-step guide to: - Recruit for Excellence - Develop Selection Criteria - Structure and Conduct an Interview

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Situational Leadership ® Model	Dr. Paul Hershey, author of *The Situational Leader*, says that "managing people is one of the toughest challenges around" and we believe most would agree. His Situational Leadership ® model illustrates how to influence others… based on the readiness of the person you are attempting to influence. SDF works with client organizations to integrate the Situational Leadership® methodology, implement the process, and get the most out of the performance enhancement tools available.
Team Development Workshop	This workshop provides team leaders with a tool to help gather feedback on team issues and identify training/ development needs for the team. Data is gathered using a Team Building Instrument (TBI) and an action plan is developed.
Team-Based Work System (TBWS) Vision Process	The TBWS Vision Process begins with a facilitated one-day workshop that… - Continues the process of building management commitment and support to a TBWS way of working. - Evaluates the "forces" driving or opposing successful implementation of TBWS. - Links the TBWS Vision to the business objectives and goals. - Develops the Purpose, Values, Design, and Required Roles that will be characteristic of the TBWS environment. - Creates a draft TBWS Vision. Sub-team work and facilitated follow-up sessions result in the creation of a clear and vivid picture of what the organization seeks to become.
The Value of Peak Performance Workshop	This workshop describes a way to build the performance of individuals and teams toward sustained organizational success. Upon completion, the participants are able to describe the… - Purpose of Performance Management - Value of 360° Feedback - Steps involved in the process - Correct and incorrect use of the Performance Management Process.
Time Management Workshop	Managing time effectively is a key attribute of successful people. Participants learn: - Essential time management principles - The difference between "Important" and "Urgent" - How to manage time with an *effectiveness* approach - Nine time management tips
Training Techniques Workshop	As a result of this workshop, Leaders and Coaches are further prepared in their role as trainers by learning to construct an effective plan for accomplishing a training objective. Participants learn by practice, reinforcement, and maximizing learning styles.

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Train-the-Trainer Workshop	A four-day, highly interactive workshop to provide basic training techniques and skills. During this program, the participants learn how to … - Use adult learning principles - Evaluate the training requirement - Develop learning objectives - Outline the training content - Select appropriate training methods - Develop a training plan - Use facilitation skills Participants also develop and deliver a practice training session as part of this program.