



## Training Courses

**Dale Davidson is a Certified Master Trainer (CMT)  
These are his seminar and breakout session course offerings:**

### PROFESSIONAL DEVELOPMENT COURSES

#### *Group Dynamics*



*Group Dynamics* will assist working groups within your organization to recognize and resolve interpersonal roadblocks that cause decreased productivity and increased tension in the workplace. Using brainstorming techniques and outcome agreement strategies, participants learn how to quickly cut through non-productive behaviors and work as a functioning, results-oriented group. Participants will work from a text, through lectures and small group exercises. They will view video programs as well as take notes in their work books. They will also receive visual reminders to take back to the job.

#### *Conflict Management*

*Conflict Management* provides participants with the essential information and skills needed to help them deal with conflict in their personal and professional lives. This program helps them to respond to anger in others, especially when it is directed at them personally. They'll understand how to manage anger and learn to recognize and deal with someone who challenges a fundamental value such as fairness, trust, or integrity. They'll also learn what to do when someone sees the facts differently than they do. Participants will gain a basic understanding of how to manage conflict in others when they are in a third-party role. This course is designed for them to actively participate with their peers throughout the training workshop. They'll have fun while they learn!

#### *Influence Skills*

*Influence Skills* is designed to help employees become more effective at influencing co-workers, customers, and others who are crucial to the success of any important project. It is especially useful for employees who need cooperation from other departments but have no direct



supervisory control over key people. The course begins with the definition of influence and discusses how influence and persuasion are different skills that can be used effectively to help build a functioning team. The curriculum uses role-plays, small group projects, questioning, listening, and recruiting techniques.

### ***Team Dynamics***

*Team Dynamics* provides individuals and teams with the tools and skills to create and maintain exceptional, high-performance teams. This program encourages teams to closely examine how they currently function and to think about ways to continuously improve themselves. It also encourages team members to utilize a variety of leadership roles, communication skills, and team-building tools to achieve optimum performance. *Team Dynamics* is designed for them to actively participate with their peers in the workshop and encourages them to improve their knowledge and skills by integrating their “real world” work-related situations into the class.

## **PUBLIC SPEAKING COURSES**

***Facilitation Skills*** - Everyone learns best when they participate in the learning process. You'll learn four basic facilitation skills that will help in running a meeting, teaching specific material, or making a sales presentation to a large or small group. You'll learn how to deal with “problem” participants, how to use experiential learning methods, and how to incorporate visual aids to maximize meeting effectiveness. You and your classmates will break into small groups and practice these techniques.



***Presentation Skills*** - This seminar focuses on the platform skills and writing skills necessary for an effective presentation to a large or small group. It begins with instruction and modeling of proven and effective writing, designing, and speaking techniques. The latter part of the session is reserved for your practice in large and small groups. You'll learn specifics in preparation, speaking, gestures, handling questions, eliciting responses, along with overcoming stage fright.

***Training Skills*** - This course teaches you how to create, adapt and organize your material for delivery to adult learners. Practice in handling tough questions and difficult participants will prepare you for any audience. Participants will learn how to best use flipcharts, PowerPoint, music and video to create a compelling, integrated presentation. Small group exercises plus instructor and peer coaching and encouragement will help make you a polished and sought-after trainer.

## **SUPERVISORY SKILLS COURSES**

***Coaching*** – *Coaching* provides you with the essential information and skills needed to excel in your interactions with employees and peers. It enhances your ability to coach on a day-to-day basis rather than on a quarterly, semiannual, or annual basis. You will help others succeed in the organization by coaching to maximize job performance while enhancing the results of tasks and projects. You will learn to identify the behavior patterns essential for job success. You will also

understand how to assist employees who seek higher levels of responsibility. *Coaching* is designed for you to actively participate with your peers in the training workshop. It encourages you to improve your knowledge and skills by integrating your work-related situations into the workshop.

***Interviewing*** - *Interviewing* is a program that provides you with the key information and skills needed for you to excel as an interviewer. This program will assist in improving the quality of your workforce through more effective interviewing. You will use a field-tested framework to master the interviewing process. This will be accomplished by developing a system of behavioral questions that gather useful information and encourage candidates to discuss specific experiences and accomplishments. You will also learn to determine which questions to ask, and when to ask them. *Interviewing* is designed for you to actively participate with your peers in the training class. You'll enjoy the interplay!

***Mentoring*** - *Mentoring* provides you with the essential information and skills needed for you to excel in your interactions with the employees you have chosen to mentor.



It will also assist you in being an inspiring and competent mentor. You will discuss the power of mentoring and the positive consequences for both mentors and employees alike. You will learn to develop mutually beneficial expectations and objectives while focusing on your employees' needs and responsibilities. In addition, you will work on your listening and questioning skills needed to gain rapport with your employees.

***Practical Leadership*** - *Practical Leadership* provides you with the essential information and skills needed for you to excel as a leader. This program develops your leadership skills by using "followership" as a method to determine your leadership abilities. You will learn to identify and apply the skills of other effective leaders, work with negative emotions, deal with value challenges, while still gaining followers. You'll enjoy active participation and productive interaction with your peers throughout the course's duration.