

# RESOLUTION MANAGEMENT

## *Shift to a New Perspective*

Resolution Management (RM) is a New York based firm providing executive coaching and professional development to individuals and organizations who seek greater employee engagement that leads to optimal performance in the workplace.

**We tell you what you need to know** to get results that promote positive, lasting work culture change.

**We get to the root of the issues**, giving you the feedback and tools you need to move forward in the right direction.

**We are responsive** to the unique needs of our client base with the capacity to provide bilingual training.

- ▶ Professional Development Training
- ▶ Individual and Team Coaching
- ▶ Workplace Mediation and Problem Solving
- ▶ Needs Assessment and Tailored Programs
- ▶ Targeted Skills Development
- ▶ Staff Retreats and Interventions
- ▶ Keynote Speeches and Presentations
- ▶ 360 Assessment and Leadership Development
- ▶ Train-the-Trainer Programs

Productive relationships guide organizations to nurture highly successful leaders and teams. We strengthen your ability to accomplish this and more. With 20 years of corporate research, knowledge and expertise about human behaviors, RM is skilled in devising customized strategies that drive effectiveness in professional development.



## WORKFORCE DEVELOPMENT TRAINING

- Developing Positive Relationships at Work
- Dealing with Difficult People
- Effective Listening Skills
- Customer Service Excellence
- Attitude is Everything
- Leading Change at Every Level
- Emotional Intelligence
- Creative Problem-Solving
- Productive Work Habits
- Initiating Difficult Conversations
- Influencing without Authority
- Polishing Your Professional Image
- Resolving Conflict at Work
- Time Management
- Team Excellence



## MANAGEMENT & LEADERSHIP PROGRAMS

- Supervision for the 21st Century
- Leadership 101
- Remarkable Performance Evaluation
- Managing the Challenge of Change
- Skillful Communication and Collaboration
- Balancing Priorities & Developing Productive Work Habits
- Talk Like a Leader
- Delegating for Growth
- Coaching for Development
- Taking Control of Conflict
- Mastering Cultural Competence
- Essentials for the First Time Manager
- Developing Your Direct Reports
- Strategic Communication
- Motivating Employees to be Their Best
- Supervisor Communication Skills
- Transition to Supervision

For more titles, please visit our website.

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CONTACT US

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## OUR VALUE PROPOSITION

- We are a NYC and NYS Certified, Minority and Woman-Owned Enterprise
- Twenty-five years of curriculum development and facilitation experience
- Trained and skilled in adult learning theories, cutting edge behavioral change models and action learning teaching methodology
- Executed national launches and rollouts of new programs and training initiatives. Consistency in message delivered, sustaining quality of execution and building/creating momentum and interest
- Certified Master Coaches (CMC) leveraging a variety of 360 Performance Assessments and Leadership Tools
- Supplier of a variety of on-line training resources including DiSC, MBTI, etc.
- Programs and Facilitation available in Spanish

## CLIENTS



Cornell University

New York State School of Industrial & Labor Relations at Cornell University



UNITED STATES POSTAL SERVICE®



FORDHAM UNIVERSITY

THE JESUIT UNIVERSITY OF NEW YORK



## TESTIMONIALS

*“RM helped us focus on the challenges facing our office, and with your help we were able to come up with feasible goals, objectives and actions plans”*

- Vice Chancellor of Human Resources,  
City University of New York

*“Cutting edge performance in customized training”*

- Lt. Colonel, Salvation Army

*“Ouida's coaching provided me the assistance, guidance and encouragement I needed through transition to my senior leadership role. She offered excellent ideas and additional strategies and also challenged me to look at other areas of my life.”*

- Commissioner, NYC Agency

In today's challenging business environment, the most effective way to increase your success is by building on your most valuable resource – your leadership and your people. Let RM's expert team of facilitators help you shift to a new perspective of your organization.

*Shift to a New Perspective*  
**ResolutionManagement.com**