Advanced Resolution Management™

914-268-0772 | **Ouida@ResolutionManagement.com**
ResolutionManagement.com

Shift to a New Perspective

2022-23

Professional Development
Programs & Services

For further information on any of
our programs, please contact:
info@ResolutionManagement.com

914-268-0772

Table of Contents

Our **standard virtual training sessions** are 90 minutes to two hours in length. Held live via the Zoom platform, these sessions are interactive and include a workbook and desk reference to sustain learning beyond the session. Maximum enrollment: 16 participants.

We work with you to ensure critical improvement areas are defined, key priorities set, and solid implementation plans are put in motion. That's our Total Team Approach (TTA). Every program is tailored to the exact needs of your business and its people. Every program is full of tried and true strategies. At ARM our goal is to transform both your staff and the future of your business.

Advanced Resolution Management (ARM), LLC. (DBA Resolution Management) is a training and consulting firm located in Westchester, New York. We specialize in providing professional services in the areas of leadership development, team building, conflict management, mediation and diversity for staff at all levels. We are a certified minority and woman owned business (M/WBE). Our mission is to develop skills and provide assistance to individuals and organizations who seek to become more effective in resolving disputes, managing relationships and improving interpersonal effectiveness.

Established in 1991 our client list has grown to include the United States Postal Service, NYC Department of Mental Health & Hygiene and the Administration for Children's Services. Known for our creative and highly experiential curriculum, ARM was utilized to develop the American Society for Training and Development's Trainer Development Program. For the last ten years Advanced Resolution Management has secured a training contract with the City of New York Department of Administrative Services, facilitating programs such as Dealing with Difficult People, Management and Leadership Skills and Performance Management for 1000 plus employees and management professionals. Through these customized training programs and interventions, including one-on-one coaching, we have strengthened our client's ability to build productive workplace relationships that lead to highly productive work teams, effective problem solving and reduction of the legal and financial cost of workplace disputes.

In the field of mediation and conciliation, we have been recognized for our ability to lead collaborative labor/management training with clients such as Consolidated Edison, Verizon, Blue Cross/Blue Shield, UAW Local 2500, and various other institutions. Our consulting firm has never defaulted on a contract, or failed to complete work awarded.

Advanced Resolution Management is comprised of a diverse team of highly experienced facilitators who have the capability of providing professional training resources and expertise to support the execution of national and global projects. We have the capacity to provide bilingual training and are responsive to the unique needs of our client base. We stand ready to provide all necessary resources to support the scope, time frame and execution of your professional development needs.

TRENDING NOW: OUR BEST-SELLING PROGRAMS

HOW TO BE AN ALLY:
A Courageous Response to Bias

An ally is someone who educates themselves about issues around inclusiveness, strives to find common ground with others and actively supports individuals from different groups. This course will explain the multi-faceted and complex role of being an ally and provides examples of how it can differ based on the level of circumstances that are being experienced. The reaction of an ally does not have to be "fight" or "flight" only. The goal of this training will be to arm participants with knowledge on all the different ways an ally can engage and take an active role to address or call attention to a wrongdoing they have witnessed. Allies are an important component of a successful diversity & inclusion (D&I) initiative and can help organizations ensure the effectiveness of their programs.

- Define Types of Bias
- Understand the Role of an Ally
- Differentiate Between Types of Allies
- Identify the Characteristics and Skills of an Ally
- Develop a Personal Action Plan to Become an Effective Ally

Audience: All Levels

MULTIGENERATIONAL WORKPLACE

Five generations are working side by side now. This is an unprecedented workplace transformation that has brought both benefits and challenges. With each generation comes a distinct set of skills but also different expectations that must be managed. This has become more than evident now as a result of COVID-19, which has forced many changes upon us. We now have to work in a more flexible environment and employee accountability has been established in a different way. Virtual engagement has been viewed by some favorably as they've learned to make connections through a device, whereas, other generations have experienced difficulty in adapting to this change as they have been taught to make connections face-to- face.

This course will evaluate how our multi-generational workforce has reacted to the changed environment caused by the pandemic and how they can work together to leverage each other's talents. In addition, it will provide guidance for leadership on how they can tap into this and still maximize productivity despite our current climate by understanding that this may vary across the different generations they are managing.

- Identify potential challenges when interacting with the different generations.
- Demonstrate techniques that foster respectful communication with different generations.
- Develop an action plan to connect to all generations in your workplace.

Audience: All Levels

TRENDING NOW: OUR BEST-SELLING PROGRAMS

MICRO-INEQUITIES:
Shifting Our Perspective and Behavior

This program addresses the daily messages we send one another at work that cause us to feel:

- included or excluded
- engaged or discouraged
- valued or overlooked

The insights you get will improve your relationships both at work, home, and in the community. It will also show you how to make significant breakthroughs in your organization – by learning to engage and value people.

- Raise awareness and recognize that the way we treat each other at work—the little things we do—has a big impact.
- Start talking about this issue: define diversity, micro-inequities, and micro-affirmations
- Learn to respond effectively to negative messages (micro-inequities) that can undermine our success.
- To equip you with simple tools and strategies you can use to encourage others and make the workplace more inclusive.

Audience: Managers & Supervisors

LEADERSHIP FROM HOME:
How to be an Effective Remote Manager

Remote managers face several common challenges that threaten to undermine productivity and engagement. As a remote leader you can offset these challenges and enhance responsibility/ownership and results.

- Learn how to develop a new context about accountability – one in which team members and managers welcome responsibility and deliver agreed-upon results
- Eliminate the blame game/citing confusion/uncertainty for inaction
- Improve communication and listening skills.
- Implement effective strategies for Video Conferencing with a meeting structure that yields results
- Increase your ability to provide routine encouragement and support
- Build stronger, more positive & productive relationships with direct reports, and your leadership team

Audience: Managers & Supervisors

STRATEGIC COMMUNICATION

Being a manager means taking on a lot of responsibility. Delegating, disciplining, moving the company forward and promoting key workers just scratches the surface of a manager's responsibility. Therefore, if there is a disconnect between a manager and his or her employees, there is a huge cost to pay in productivity, team building and communication. This course will teach you how to be a relatable, respectable and dependable manager who is able to keep all aspects of your team in-check. As a result, you will be able to have a clear direction, meet your employee's needs, handle difficult conversations with ease, and boost your assertiveness as a leader.

- Best practices for communication in the virtual workplace
- Practical techniques for planning and initiating difficult conversations
- Identify the characteristics of assertive behavior and include them in your interactions
- De-escalate strong emotions appropriately
- Manage your team in times of political unrest

Audience: Managers & Supervisors (Employee version also available)

NAVIGATING DIFFICULT CONVERSATIONS
Deliver Your Message with Poise, Empathy and Resolve

Difficult conversations are inevitable in any workplace. Those conversations can create unhappiness, stress, and tension. They can also impair and even destroy relationships. When handled poorly, they are likely to result in serious problems that interfere with productivity and leave everyone involved feeling frustrated and dissatisfied.

You can't avoid these kinds of conversations, but you can learn how to handle them more effectively. Developing the ability to handle these challenges virtually will pay off in terms of reduced stress, increased confidence, improved teamwork and higher productivity.

Objectives:

- Understand the nature of difficult conversations and what it takes to handle them.
- Identify the seven stages of handling difficult conversations.
- Use empathy in a way that minimizes negative responses and strengthens relationships.
- Apply best practices for preparing, initiating, and delivering the conversation.
- Discover how to generate solutions and bring the conversation to a close.

Audience: Managers & Supervisors (Employee version also available)

EMOTIONAL INTELLIGENCE

The workplace can be an emotional place. It is critical to learn how to manage your own emotions and communicate effectively with others, even when they are spinning out of control. Emotional intelligence is an essential element in the business world, especially in high-stress environments. If you are unable to control your emotions, they can preoccupy your thoughts and interfere with your ability to evaluate a situation objectively. Factor in the pandemic we are all facing, and the virtual work environment we're still adjusting to, emotional stress has become a reality for many.

This program is designed to provide you with the knowledge and tools to develop your emotional intelligence. You will learn how to avoid self-sabotaging outcomes by altering how you perceive and respond to emotionally-charged situations.

Receive your Everything DiSC® Agile EQ™ Profile and discover valuable insights that help you explore the concept of emotional intelligence and take an agile approach to workplace interactions.

Objectives:

- Manage your emotions by recognizing how thoughts and emotions are connected
- How to develop more positive relationships with others at work through empathy.
- Keeping your composure and staying focused in stressful or high-pressure situations.
- Explore how to use emotional intelligence to bounce back from setbacks.
- Learn how to use assertive communication to express your needs and feelings appropriately

Audience: Managers & Supervisors (Employee version also available)

DiSC MANAGEMENT STRATEGIES:
Techniques and Tools for Managers

Everything DiSC® Management is virtual training that uses online pre-work, engaging facilitation with contemporary video, and online follow-up to create a personalized learning experience. Using a research-validated learning model, participants recognize and understand the styles of the people they manage.

The result is managers who adapt their styles to manage more effectively. You will discover:

- Your DiSC Management Style

- Directing and Delegating Techniques

- Motivation Strategies

- Developing Others

- Working with Your Manager

Participants learn about their strengths and challenges as managers and how to adapt to meet the needs of the people they manage—making them more effective managers.

EVERYTHING DiSC
MANAGEMENT ®

Management Profile
The Everything DiSC® Management Profile uses a research-validated learning model to create a highly personalized learner experience. The profile is management-specific with in-depth information, including tips, strategies, and action plans to help managers become more effective. Includes access to unlimited follow-up reports.

Participants deepen their understanding of themselves, their direct reports, and their own managers using the DiSC® model while learning how their management style influences their approach to decision-making, time management, and problem solving. Participants walk away with concrete strategies to help them adapt to the styles of their direct reports, enabling them to bring out the best in their people.

On-line per person assessment fee applies to this program

Audience: Managers & Supervisors
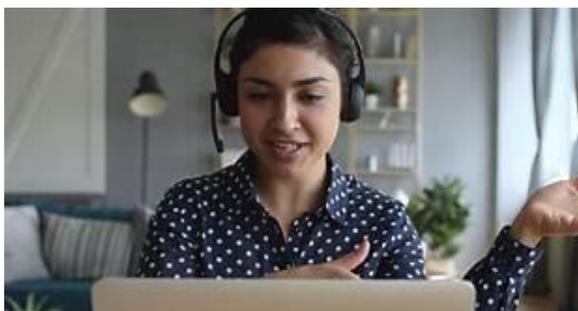
Develop Leaders Around You: COACHING FOR PERFORMANCE

The ability to coach helps you increase your employees' commitment and level of engagement, and helps you avoid and handle problems that interfere with working relationships and productivity. Coaching others can also make it easier for you to achieve your own goals and make you more valuable to your organization.

Course Objectives:

- Identify the value of providing timely, effective coaching with staff.
- Practice giving effective feedback and holding employees accountable.
- Strategies for coaching employees when poor performance is a problem.
- Complete the Coaching Skills Inventory to assess your current strengths and areas for development as a coach.
- Learn a step-by-step meeting model for coaching staff
- Discover effective strategies for managing employee challenges.
- Establish and maintain a successful coaching relationship with your employees.

Audience: Managers & Supervisors

PREPARING FOR SUPERVISION

New supervisors have a tremendous responsibility in today's diverse workforce. Developing good communication and people skills requires an investment of time and effort.

This virtual course will give them an introduction to the tools they need to make a smooth transition from employee to supervisor.

Concrete examples of communication tools that will help supervisors build a strong team, delegate tasks clearly, and keep employees engaged and productive will be covered.

Course Objectives

Successful completion of this course will increase your ability to:

- Identify supervisory responsibilities
- Explore the expectations of managers, co-workers, and subordinates
- Identify the elements of effective communication
- Discuss appropriate delegation and time management strategies
- Discuss the importance of managing performance
- Review and discuss case studies requiring critical supervisory skills.

This course explores the following subjects in depth:

- Defining excellence in your supervisory role
- How to communicate effectively on a daily basis
- Develop active listening techniques
- Explore ways to delegate tasks effectively
- Learn techniques on how to manage time well and identify time robbers
- How to give feedback constructively

Audience: Entry level Supervisors

Coaching helps you create a cultural change – in yourself and your organization. One-on-one coaching offers executives the best opportunity to grow, to feel more connected and confident and achieve higher levels of success in their field.

Leadership Coaching will help you:
- Become a better leader
- Communicate more effectively
- Meet your goals faster
- Focus on solutions instead of problems
- Deliver better results with less effort
- Increase productivity and job satisfaction
- Inspire employees to do their best work
- Encounter less conflict with staff
- Improve staff retention rates

Through a series of sessions, an ARM coach guides you through the steps to unlock your full potential by setting specific personal goals. These goals will bring about a shift in perspectives and ideas in your workplace. A leadership coach also gives you the energy, drive, and determination to succeed.

363® FOR LEADERS
Feedback Assessment

Everything DiSC 363® for Leaders isn't just any 360. It's a dynamic 360-degree feedback tool plus 3 personalized strategies for leaders to put into action immediately—a 360 + 3!

The richness of Everything DiSC® comes together with the research-based Eight Approaches to Effective Leadership framework to help any leader—emerging high-potentials and experienced executives alike—incorporate critical feedback from direct reports, peers, and bosses into a development plan to increase their effectiveness in a leadership role. Whether coaching one-on-one or working with small groups of aspiring leaders, this powerful set of resources includes tips, techniques, and step-by-step guidance to help you introduce Everything DiSC 363® for Leaders into an organization, get buy-in from senior leadership, determine the scope and timeline for implementation, and deliver a fully customizable 360-degree feedback and coaching offering that meets your client's specific leadership development needs. Sample report available upon request.

The need to build stronger, more positive and productive relationships with direct reports, colleagues and managers is now more important than ever before.

ARM's unique approach to live virtual team building is customized, interactive and addresses the specific needs of the team leader and staff. The result: lasting positive change- quickly and effectively.

EVERYTHING DiSC WORKPLACE®

WORKING APART-TOGETHER

Everyone has their own style and tendencies. When working virtually, we need to become more aware of our strengths and weaknesses and how to manage them. We don't have our peers, leaders and other influencers around us to help point out when we need course-correction. Time and priority management is key.

Everything DiSC Workplace® delivers a comprehensive, easily customizable workplace development solution to engage every employee—regardless of title or position, department or function—in building more productive and effective relationships at work.

With Everything DiSC Workplace®, your employees will gain valuable insights about themselves AND others, discovering actionable ways to build more effective relationships with one another.

Combining virtual classroom training with online pre-work and follow-up tools, we can create a personalized learning experience to help participants understand and appreciate the different priorities, preferences, and values each individual brings to the workplace, and how they can learn to adapt to the style of others.

Workplace Profile
The Everything DiSC Workplace® Profile provides participants with valuable insights that will help them better understand themselves AND others, all while offering actionable ways to strengthen their relationships in the workplace.

Using a research-validated learning model, the profile offers personalized insights for participants, helping them discover how to better connect and effectively work with each other. Everything DiSC Workplace® can be used with people at any level in an organization, ultimately improving the quality of the workplace.

WORK/LIFE INTEGRATION: PRODUCTIVE WORK HABITS

This course will offer strategies for coping with the strain of balancing work with family demands and interruptions. Learn how to build transition in and out of work, manage stress and fatigue, and become more productive working from home.

- Learn time management strategies working from home that limit distractions and keep you focused

- Identify priorities and prioritizing workflow

- Refining workspace and work time

- Understanding your energy cycles for greater efficiencies

- Understand how to maximize an effective home-office space and environment

- Define a work/life balance strategy and how to integrate it into daily life

Audience: Managers and Front-Line Staff

What does your virtual workspace look like?

SMALL GROUP PERFORMANCE COACHING

Just as the best athletes hire coaches to maximize their potential and meet tough goals, ARM can do the same for the staff and team members of an organization. ARM coaches deliver highly effective training content to show teams how to make the most productive use of their time and talents. Performance team coaching is invaluable for:

- Solving personality clashes
- Enhanced teamwork
- Reversing negative mind-sets

ARM helps companies get focused on what their team needs are, empowering them with the necessary tools to adapt and execute efficiently. Your team will focus on doing the things that matter with a clearer understanding. We help you build an environment where the individual's work is aligned with the goals of the department and the company. Fostering a workplace where individuals can flourish will:

- Increase creativity and productivity
- Promote staff retention and recruitment
- Create greater efficiency and effectiveness

THE FIVE BEHAVIORS OF A COHESIVE TEAM®

The Five Behaviors of a Cohesive Team® is a unique learning experience that prepares individuals for success in teams. The New York Times best-selling author Patrick Lencioni and the power of industry-leading workplace assessment tools come together in a breakthrough program proven to deliver business results.

The single most untapped competitive advantage is teamwork.

To gain this advantage, teams must:

- Trust one another

- Engage in Conflict around ideas

- Commit to decisions

- Hold one another Accountable

- Focus on achieving collective Results
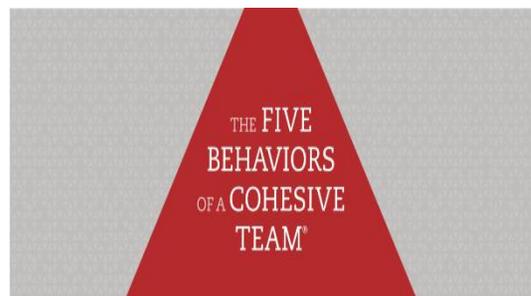
What does this program do?
The program helps teams understand how they score on the key components of The Five Behaviors model: Trust, Conflict, Commitment, Accountability, and Results. Individual team members will learn about their own personality style and the styles of their team members—based on the Everything DiSC® model—and how their style contributes to the team's overall success. There are several different Five Behaviors tools to choose from such as:

- **Virtual Teams**
- **Team Development**
- **Personal Development**

CALL FOR PRICING AND TO SCHEDULE A FREE CONSULTATION

FIND OUT HOW THESE PROGRAMS CAN BE TAILORED TO YOUR NEEDS

Advanced Resolution Management Team

Ouida Vendryes
President

Lisa Montalbano
Administrative Support

Phone: (914) 268-0772
Email: Info@ResolutionManagement.com
Website: https://ResolutionManagement.com