# MOANEY WRIGHT & ASSOCIATES, LLC

## The Training and Human Resources Solutions Company

**ARE YOU SEEKING GREATER EMPLOYEE POTENTIAL?**
IF SO, WE'LL HELP YOU MAXIMIZE YOUR EMPLOYEES' PERFORMANCE.

**Call us for an Exploratory Chat @ (404) 422-1626**

# ABOUT US

Moaney Wright & Associates, LLC is a systems-oriented Training and HR Consulting Organization that helps its clients train and motivate staff, solve problems, and improve operations through several approaches.

Our approach considers interrelated elements of clients' business systems:  Training, Performance Improvement and HR Processes.

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**Are you looking for ways to help your employees grow to their fullest potential?**

**Do you need help in developing your organization in meeting global challenges?**

*IF YOU ANSWERED YES TO ANY OF THOSE QUESTIONS, WE HAVE THE RIGHT SOLUTION FOR YOU!*

## CALL US FOR AN EXPLORATORY CHAT!

**Moaney Wright & Associates, LLC, is the answer to your training and professional development needs! We are continually updating our catalogue that will include additional classes for your convenience!**

*Please contact us for: customized training, skills gap analysis/needs assessments and preparation for public speaking*

Training and development help companies gain and retain top talent, increase job satisfaction and morale, improve productivity, and earn more profit.

Therefore, Moaney Wright & Associates, LLC periodically updates and add new courses to this catalogue to keep clients abreast of changes with new technology through their workshops that will enhance their staff's skills and empower them to be the best they can be!

## Delivery Options

### Onsite or Virtual

### On-Demand

### *Retreats

### (Contact us concerning Retreats for your organization)

# PIZZAZZ:  Embody your Signature Style of Speaking- 2 days, *or shortened version 1.5 days*

If you are looking for a comprehensive, hands-on approach to learning skills for delivering a powerful presentation…look no more! This course is for you!  Spend TWO (2) action packed days learning and practicing the techniques for delivering successful presentations.

Participants will:

- Learn how to recognize presentation strengths and weaknesses
- Plan presentation content and delivery style
- Learn how to incorporate stories and quotes into your presentation

# Customer Service the RIGHT Way © 1 day

In this ONE (1) day course, you will be introduced to the customer's expectations. A learning activity will be conducted in class that will help you understand the FIVE categories of customer expectations and to recognize how the expectations are formed.

- Effective listening skills
- Positive language
- Problem solving
- Fantastic service equation

Participants will:

- Gain skills and knowledge of outstanding service excellence
- Learn how to be proactive with customers instead of reactive
- Communicate the overall philosophy of an image of the organization as it relates to customer service

# Work the Room: The Power of Networking – 1/2 day

Imagine being in a conference ballroom filled with people. How do you start a conversation with a total stranger? Before you even begin, think of what you can offer…charisma, confidence, and maybe chemistry? Develop these characteristics of winners!

Participants will:

- Discuss the barriers of networking
- Learn how to "work" a room successfully
- Improve conversational skills

# Teamwork into Dream Work – 1 day

Synergy is everywhere in nature…why not with teams?    This workshop will provide the tools needed to synergize and energize your teams and make teamwork into dreamwork!

Participants immediate takeaways:

- Learn how to develop a mission and vision statement for your team
- Enhance communication skills

# Persuasion:  The Art of Influencing without Authority – 1 day

This workshop focuses on the key elements of influencing others when there is lack of authority—personal power, persuasion, and negotiation.  In this workshop you will learn how to influence people by flexing your communication style, understand exchange and reciprocity (the first steps in the influence process), adapt behavior patterns that build credibility, and the framework of discovery, preparation, and dialogue.

Participants will:

- Learn how to project self-confidence without seeming arrogant
- Discover and understand your personal power
- Practice influencing techniques

# Business Writing*:  Getting to the Bottom Line – 1 day

Poor writing and bad grammar can sink your career.    Writing tackles everything from basic writing skills to editing techniques.   Don't sink because you don't have the necessary skills leading to a successful career.  This course is interactive, fast-paced, fun, and full of tips and techniques you can use immediately.

Participants will:

- Understand the basics of effective business writing
- Pinpoint your purpose and desired results
- Create drafts that project the right tone
- Learn how to handle bad news and unpopular messages
- Develop an action plan to keep you growing as a writer

# Marketing Yourself to Get Results: A Résumés Writing Presentation – 1 day

This course was designed to help people strengthen skills their skills in preparation for employment through lecture, participant guide and hands-on exercises in preparing resumes and cover letters.

Participants:

- Learn about the different parts of a resume and their purpose
- Discover your own unique features and benefits
- Learn about resume rules and how they affect the development of a resume
- Learn about different types of resumes and discover the one best suited to develop your own individual resume
- Develop a cover letter and put the finishing touches on your resume

# Conflict Resolution: Managing Conflict to Enhance Morale and Teambuilding – 1 day

Conflict in business is all too familiar—particularly under increased business pressures. Still, most of us lack basic conflict management skills. Rather than react to conflict on a purely emotional level, you can learn how to manage disputes and disagreements in a positive manner, or even avoid them altogether. This conflict management training will show you how to recognize the causes of interpersonal conflict. It emphasizes skills to help you critically evaluate conflict situations and then choose the appropriate strategies and tools to manage and/or resolve these conflicts. You'll develop greater awareness of your emotional triggers and how to control them. In addition, you will learn how to continually action-plan around the implementation of your new skills.

Participants will:

- Recognize the underlying causes of conflict
- Identify ways to develop flexible responses to personal and professional conflicts
- Practice applying models, techniques and strategies to manage your interpersonal communication behaviors in conflict situations
- Implement strategies to improve your communication and effectively respond to conflict

# Developing Tomorrow's Leaders Today – 1.5 days

The move from completing your own personal tasks to managing the workload of others can often be daunting. This 1.5-day workshop give a thorough overview of the new skill and techniques you will need to master in order to succeed as a new leader/director or someone that is preparing for leadership and management.

Participants will:

- Understand what a leader is…and is not
- Project a more dynamic image
- Discover your own unique leadership style
- Determine which leadership attributes you already possess
- Find out what people expect and respect in a leader
- Learn how to motivate a team, including "difficult people"

# Partnering with your Boss:  Strategies for the Administrative Professional  - 1 day

A must-attend workshop!  Master techniques for effective goal setting, prioritizing, planning, decision making, and relationship building and listening. You'll return to work better able to support your organization's/boss's goals, adapt to various communication styles to successfully influence and work with your boss and others, establish trust, credibility and authority to strengthen your relationship with your boss.

Participants will:

- Consistently anticipate your boss's needs
- Gain the respect of your boss and be taken seriously
- Get what you need from others to accomplish your job and achieve your boss's goals
- Have the authority to make—and act on—decisions
- Confidently represent your boss
- Be seen by your boss and by others as a valuable professional resource
- Develop a trusting relationship with your boss
- Partner with multiple bosses and other office professionals
- Effectively use time and get more things done in a day

# Program Evaluation:  How Programs Really Work– 2 days

Organizations and internal stakeholders need to know what a program is to identify and write a proposal to evaluate it.  Most think government agencies are programs--they are not.  It is a system for governing.  A program is a set of specified activities designed for an intended purpose with quantifiable goals and objectives.

Participants will:
- Select a sample program to be the subject of this course
- Understand the purpose and role of program evaluation
- Develop a mission and purpose of the evaluation
- Develop outcomes
- Define the stakeholders

# Virtual Teambuilding and Management  -  ½ day

There were an estimated one billion virtual workers in 2020, and the number is expected to continue climbing well into the future. With a global workforce, you are provided with a cost-effective and talented pool of employees from which to draw. With a virtual team you are given a Follow the Sun production environment. With a virtual team you have the normal issues of a localized team, with the additional challenges of distance and cultural differences.  Virtual Teambuilding and Management will give participants the knowledge to work with these challenges and succeed in a growing global workforce.

Participants will:
- Learn effective ways to communicate with team members
- Know how to manage a virtual team during any project
- Use tools to build trust and confidence among employees

# It's a Jungle Out There:  Managing Multiple Priorities© - 1 day

It seems there's never enough time in the day.  There are often so many competing demands and interruptions in life that it's easy to become busy-but not necessarily productive.  That means the important things get put off.  Things start to pile up. People get upset.  Eventually, your work, health, and even your relationships suffer.

Participants will:

- Identify positive outcomes from chaotic environments
- Clarify and leverage or eliminate chaos within your control
- Set priorities for all your activities
- Focus and act decisively when priorities shift
- Use tools to problem-solve and select a course of action
- Manage interruptions and conflicts with greater ease
- Communicate your needs strategically

# Crossing the Generational Divide – 1 day

This workshop has a wealth of information that will be presented through a very interactive format. Participants will walk away being able to identify the generations in the workplace; compare, and contrast values and the potential outcomes of generational interaction and offer strategies for effective cross-generational communication.

Participants will:

- Be able to articulate the cultural influences and life experiences of a generation different from your own
- Demonstrate how to work more collaboratively with a co-worker from a generation different from your own
- Respond more empathetically to conflict with an individual from a generation different from your own.
- Utilize the strengths of each generation to create a more positive and effective work culture

# Self-Awareness & Individual Communication Style: Increasing Interpersonal Success – 1 day

When an individual has a clear perception of their personality which includes their strengths and weaknesses – this leads to becoming self-aware (van Warmerdam, 2010). Self-awareness is defined as conscious knowledge of oneself; it's a steppingstone to reinventing oneself, learning to make wiser decisions, and helps you tune into your thoughts and feelings. This workshop focuses on developing self-awareness, and interpersonal skill building through effective communication.

Participants will:

- Increase knowledge of personal awareness
- Analyze various communication styles while recognizing your own
- Discuss strategies for interacting with communication styles different from your own

# Improving Performance through Constructive Feedback – 1 day

The agreed upon standards of behavior and performance, and two-way communication about what has gone right as well as what has gone wrong is considered constructive feedback according to Hamid 2010.  This workshop focuses on the essentials of effectively managing performance, communicating clear expectations through constructive feedback, and creating effective performance improvement plans.

Participants will:

- Learn how to apply the four key elements of constructive feedback to the performance discussion
- Clarify the connection between feedback and professionalism
- Be able to explain the skills for conveying constructive feedback

# Transitioning to Leadership:  The Fastrac Approach

# – 2 days

The landscape in today's workplace is constantly changing.  Preparing future leaders is a must!  This course is designed to help create and accomplish the personal best in prospective leaders.  At its core, leadership means lighting a path, "growing  and persuading others to follow", but the responsibility entails more.  By accepting leadership roles, participants will be that the only limits are those they place on themselves.

Participants will:

- Define the role of a leader
- Learn techniques to motivate staff
- Develop and action/performance plan
- Learn how to use tools in achieving success as a leader

# Achieving Success through Crucial Conversations – 1 day

Positive conversations can impact the organizations bottom line. Through these conversations employee can success and leadership can excel. This course is an adaptation of the Crucial Conversation workshop and is sure to achieve a spirited dialogue among its participants.

Participants will:

- Learn the seven (7) principles of crucial conversations
- Build alignment, agreement, and interpersonal communication skills

# Project Management Simplified – 1.5 Days

As the business world grows more competitive, organizations find it necessary to take on an increasing number of projects. Unfortunately, these same organizations often don't have skilled project managers to handle the work. In this workshop, you will learn and practice the critical tools and techniques that have been proven necessary for project management success. In lectures, discussions, and exercises, you'll cover the essential aspect of managing projects.

Participants will:

- Learn how to set-up a project
- Discuss the basics for effectively gathering and documenting requirements
- Understand the role of the project manager, and others in managing projects
- Develop an integrated project plan including realistic scope, schedules, budgets, and risks—and turn that plan into successful action
- Learn how to effectively track and report on project progress

# Grant-Writing:  The Basics - 1 day

It's no secret that grants are one of the best ways for nonprofits to fund their programs. But, for most of us, there is nothing straight forward about the grant seeking process.

In this workshop you will learn how to find the right grants for your nonprofit, write great grant proposals, and build strong relationships with your grantors so you can count on funding for years to come.

Participants will:

- Learn basic principles of grant-writing
- Discover how to use databases and conduct research for grant-writing
- Examine the stages of the grant writing process

# Project Management for the Administrative Professional – 1 day

Whether you realize it or not, as an admin professional, you're a natural born project manager. *Think about it...* taking care of deadlines, deliverables, people, and reporting is what you do best. It's why so many admin professionals find themselves managing projects, strict schedules, and tight budgets without any formal training. This one- day workshop provides the tools and techniques to tackle problems, resolve conflicts and make decisions with the confidence you need to get the job done.

Participants will learn:

- Top project management tools to keep projects on time and budget
- Creating team synergy — guidelines that guarantee greater success
- How to effectively delegate tasks *even if you never have before*
- Decision making in a team environment and steps for making faster, better decisions
- Dealing with team conflict — simple, step-by-step strategies that work
- Problem-solving under pressure — staying calm, cool and confident

# Critical Thinking – Think About It! – 1 day

Critical Thinking provides you with the skills to analyze and evaluate information. With these skills you can obtain the greatest amount of knowledge from a piece of data. It provides the best chance of making the correct decision and minimizes damages if a mistake does occur. This workshop will lead you to be a more rational and disciplined thinker. It will reduce your bias which will provide a greater understanding of their environment.

Participants will:

- Form basic concepts of critical thinking, understanding in general why it is essential to the mastery of content and effective day-to-day problem solving
- Form a basic concept of the affective and cognitive principles & strategies essential to critical teaching
- Practice using critical thinking in the solution of some everyday problems as well as in the redesign of instructional units.

# Moving from Inclusion to Belonging: How to Shift from Intent to Impact – 1 day

If you've ever worked for an organization driven by camaraderie, collaboration, and purpose, you know the magic of belonging. A sense of belonging enables all these things, while its absence exacts a cost. This workshop teaches how belonging is an invaluable next step for organizations creating diverse, inclusive, and equitable workplaces. This science-based program explores current trends in belongingness and provides attendees with the framework for creating a "belongingness culture" that unlocks the individual and collective potential of employees and allows them to contribute their very best.

Participants will learn:

- To provide a clear understanding of what diversity, inclusion, and culture.
- To raise a greater awareness and sensitivity to diversity issues that go well beyond the assumed categories.
- To recommend behavioral tools for fostering a more cohesive workplace.

# Leading in a Diverse, Equitable and Inclusive Culture – 1 day

A diverse team with unique individual perspectives can deliver exceptional results. Having such a team calls for a leader with an arsenal of inclusive leadership practices and keen self-awareness.

This course gives you deeper insights into yourself, your team, and the benefits of inclusion at all levels in your organization. Through self-assessments, case studies, and proven hands-on activities, you'll develop competencies and get tools to create an environment fueled by engagement and innovation. In addition, you'll learn to apply a roadmap that ensures that all are heard, recognized, and appreciated—so productivity can soar.

Participants will:

- Recognize the issues and value of D&I at the personal, team, and organizational levels
- Become a more inclusive leader by recognizing strengths and growth opportunities for yourself and for others
- Communicate effectively and inclusively in a diverse environment
- Articulate how operating from biases impacts innovation, productivity, and engagement
- Analyze diversity and cultural competencies in the context of talent management
- Harness the power of differences to boost team performance and collaboration
- Manage disagreements, misunderstandings, and conflict

# What's Your Point? - Effective Communication Strategies – 1 day

In order to be a good communicator, you have to be skilled in awareness as well as communication strategies. How well you communicate can make or break your professional image. It directly influences how others view your work and performance—as well as your prospects for career advancement and mobility. Unfortunately, being diplomatic, tactful and credible doesn't always come naturally to people. Even when it does, such communication can easily be derailed.

This workshop will teach you how to choose and use the most appropriate words and emotional tone for every business interaction.

Participants will:

- Learn how to become more self-directed
- Discuss how to reduce stress in negative situations
- Learn strategies to effectively communicate with others
- Appreciate the differences in others through case scenarios
- Develop better listening skills