



COURSE DESCRIPTIONS

2020
RISE&GRIND, LLC
Charlotte, NC

Training Programs

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DO NOT COPY

Administrative Skills

How to Be a Great Assistant

In the modern workplace, administrative assistants are asked to do much more than answer phone calls. To survive (and thrive) assistants require an extremely specific set of skills to complete the daily tasks that keep companies running smoothly. Communication, problem solving, and priority setting are paramount skills that any assistant must have. We will show you how to sharpen your skills with an advanced training seminar that goes beyond typical job functions.

Business Protocol and Etiquette

Conduct yourself in the proper manner with confidence in any setting in any nation around the world. Good presentation gives you the competitive edge in business and people will remember you for your ability to work effectively in any situation presented to you.

Develop Effective Surveys & Questionnaires (2-3 days)

Surveying is essentially looking at life through others' eyes. So, if you are wondering what others are thinking or doing, surveying might be your ticket. Surveys are primarily used to gain information from people, about people, and are particularly useful to:

- Understand the history of a problem
- Highlight the human element of a success or failure
- Understand people's opinions on products and processes

Effective Meetings

In this one-day program participants will explore facets of meeting planning and facilitation. Participants will engage in discussion and activities to plan appropriate facilitation sessions, learn principles of effective communication, investigate group management, and meeting best practices. Learning Objectives:

- Review core components of effective facilitation
- How to prepare and plan an effective meeting
- Apply problem analysis and resolution techniques
- Demonstrate conflict management strategies
- Learn strategies to build group consensus that leads to agreement

First Impressions – The Receptionist

How you present yourself in the meeting of a new person. Most people look back on these and wish they had made a better one.

Plan a Master Event

Plan an event for any group, size, or occasion. This program teaches participants how to handle various logistics, plan, minimize potential pitfalls of large or small events, and to think on their feet to resolve problems that inevitably arise. Participants will be encouraged to think outside of their comfort zone to come up with unique event ideas, solve logistical problems, and create a satisfying program for all attendees.

Dress for Success

You seldom get a second chance to make a good impression. We judge others, and in turn, we are judged on appearance. The good news is this is one area of our lives where we can be pro-active and make significant changes that will positively impact our careers. Rise & Grind's Dress for Success training offers participants sound advice and simple steps they can take to immediately transform their professional image.

Managing Your Manager

Managers and employees have an important and critical relationship. Managers need to have cooperation and support from their employees. Employees need direction, vision, and resources from their managers. In every situation, both must communicate and work together to reach the organization's goals. Rise & Grind's Managing Your Manager program will show participants how to create a productive professional relationship with their managers by understanding their managers' leadership, behavior, and work styles, strengths and weaknesses, and how each side can benefit from each other.

Communication Skills

Interpersonal Skills

Rise & Grind's Interpersonal Skills training will teach participants how to effectively communicate within a team environment. Communication skills must be learned. Most often, poor communication and behavior styles need to be corrected and replaced with approaches that are more conducive to creating harmony in the workplace. Successful navigation of every scenario within a team environment is crucial to making sure that everyone feels accounted for and that as a team the message is clear.

Excellent Customer Service

This program will help participants deal with difficult people, identify the root of customer requests or problems, and develop a smooth process for resolving customer issues. Key modules include communication, creative problem solving and critical thinking skills, and conflict resolution to ensure satisfying customer service remedies.

Satisfaction Guaranteed Customer Service (2 day)

Satisfaction Guaranteed-Customer Service: One of the most important components of a successful business is maintaining customer satisfaction. This training, developed by experts with decades of experience, will teach your workforce the keys to keeping customers satisfied in person and over the phone, advanced techniques for dealing with angry customers, how to keep their cool under duress and many other trade secrets.

Interviewing Skills

Interviewing is an art. Participants will learn about facilitating open communication, understanding people and how we communicate, communicating with emotional intelligence and effective listening skills. This course will then teach how to prepare for an interview, do's and don'ts of questioning, and how to handle interviews in tense or conflict situations.

Dealing with Difficult People

We have all been there, having to deal with that insufferable co-worker in the next cubicle. Some people just have a talent for getting under your skin. But in a place of business, the worst thing you could do is lose your cool with that person. We have compiled a list of techniques guaranteed to help you deal with different and difficult personalities and diffuse potentially explosive situations.

Dealing with a Difficult Workforce

Sometimes an entire division or pocket of the workforce can prove difficult for managers and supervisors. What do you do when the problem extends beyond a single individual? Rise & Grind's trainers and coaches will help managers identify the root of the problem and the best ways to address it without inflaming tensions. This can lie in behavior clashes, unfair workload, communication problems, or other underlying issues. By taking a comprehensive approach, participants will learn how to uncover and meet the problem head on in a way that satisfies all parties.

Communicating with Tact & Professionalism

Most experts agree, to get ahead in life you need that certain something. Call it what you will, charisma, confidence, a combination of both. Every top operator, from CEOs to presidential candidates, has one thing in common – the ability to relate easily to everyone. Communicating well is a skill that will take you far, perhaps even farther than you imagined. Our instructors will arm you with every tool in their arsenal, so you too can go out there and communicate effectively.

Skillful Listening

There is a difference between hearing and listening. How often do you listen to someone only to realize you do not have a clue what they just said? This seminar teaches you the skill of true listening. You will be able to recall information like never with a series of mind exercises and tricks that lead to results.

Emotional Intelligence (2 day)

Rise & Grind's Emotional Intelligence training will teach you how to grow your personal emotional intelligence and change your behavior towards others in a way that helps you understand others and improve your communication channels.

Crucial Conversations (2 day)

Could a conversation (or avoiding one) be keeping you from getting the results you need? Whatever the issue—from declining quality to strained relationships—it is likely that you are experiencing the effects of a poorly held crucial conversation. A crucial conversation is a discussion between two or more people where stakes are high, opinions vary, and emotions run strong. These conversations, when handled poorly or ignored, cause teams to get less than-desirable results. This workshop will show you how to achieve effective dialogue at all levels in your organization and reduce deference and defiance.

How to Communicate & Collaborate on a Team

No matter who you are, no matter how powerful or productive you might be, you are nothing without a team behind you. An effective team will not only empower you and your project, but it will increase your abilities many times over. Teams must work as a well-oiled machine if they are going to be productive. This training will help you communicate and collaborate with team members to get the results you need. This training is totally interactive. Participants will work in teams competing against each other using the dynamics of leadership, teamwork, communication, and collaboration. Through planned exercises and challenges each team will compete against the other to complete the challenges.

Terrific Telephone Skills

Talking on the phone can be an acquired and highly valuable skill. Whether you work in customer service, sales, or management, sounding confident and knowledgeable during a telephone conversation will project competency to whoever is on the other end of the line. This program will give your staff the skills to speak using clarity and confidence. Active listening skills will help them quickly address the issue and satisfy the conversation.

Diversity Inclusion & Discrimination (DID)

Promoting Respect in the Workplace

This program includes all types of diversity including gender differences, age, technology, physical disabilities, culture, and religion. There are self-assessments and exercises that may surprise long-term employees as well as those that are new to the workplace. One test will help participants to understand that we put people into categories almost immediately upon meeting them. Some categories include: Appreciation, Acceptance, and Tolerance. This has been designed to help people to recognize their differences and understand that I am not different from you, but I am different like you.

Working in a Multi-Cultural Workplace

Many challenges face our workforce amid our ever-changing demographics. However, these challenges can be turned into opportunities to provide exceptional service to the community by becoming more culturally and Diversity aware. In this training, participants will gain information to better prepare them in a culturally sensitive fashion, become aware of biases and how to address them, gain tools to better communicate with people of different backgrounds, and strategies for mitigating conflict.

Diversity in the Workplace

Commitment to diversity awareness is a vital strategy for both positive personal growth and productive business growth. In this dynamic, one-day program, your employees will develop their own awareness of and sensitivity to the wide variety of people that surround them every day.

Generational Blending in the Workforce

A comprehensive course that covers the four main generations in the current workforce. This involves identifying various communication, conflict resolution, and work styles, and the incentives each require to perform as they should. A competent manager will be able to draw on this knowledge and facilitate an even flow between each generational group for the maximum productivity, team cohesion, and output.

Sexual Harassment Training for Employees

This program covers the definitions of sexual harassment, the consequences, what to do if you are the victim of harassment, and how to deal with internal and external pressure. This program is designed to prevent possible incidents of sexual harassment, but also to empower those who may become victims.

Sexual Harassment Training for Managers

Managers must be aware of the types of harassment going on within their workforce. This involves identifying different types of harassment, including various forms that can take place on the internet and via email. The program will aid managers in developing or refining comprehensive sexual harassment policy that protects the organization and the victims, facilitates easy reporting of harassment, and outlines the legal repercussions of violation. Managers will also come away with an understanding of the steps necessary to prevent harassment before it begins and how to respond to situations that have the potential to turn toxic.

Cultural Competency

In this training, participants will gain information to better prepare them for serving the public in a culturally sensitive fashion, become aware of biases and how to address them and gain tools to better communicate with citizens of diverse backgrounds. Objectives:

- Learn strategies for working with various populations in the community by becoming more culturally aware.
- Gain working knowledge of diversity and how it influences people's values, self-image, and expectations
- Address personal biases by understanding their sources, and strategies to overcome bias
- Improve familiarity with behaviors that are specific to various cultures to gain a better understanding and foundation to improve interactions
- Practice effective conflict resolution and collaboration strategies when working within a multicultural context Participants will walk away with techniques to better communicate respectfully in diverse communities and strategies to foster and build trust within target communities

Entrepreneurship

Entrepreneurship

Positions the organization or individual for future success by identifying new opportunities; builds an organization by developing or improving products or services. Takes calculated risks to accomplish organizational objectives. • Problem Solving - Identifies and analyzes problems; weighs relevance and accuracy of information; generates and evaluates alternative solutions; makes recommendations.

Innovation

The ability to innovate—to problem solve, experiment, create ideas, drive growth, collaborate, and add value—is not just the responsibility of a select few in your agency. We are all capable of innovating every single day—if we simply adopt the innovator’s mindset. Develop critical thinking strategies that promote innovative approaches to new and existing problems that will prompt your workforce to see issues in a new light that can lead to enhanced productivity, creative thinking, and problem solving.

Financial Education

The Secrets to Financial Success

In today’s economy we must manage our money smartly, maximize it wisely, and take control of our entire financial life so we can be rich on any income. If we can eliminate financial stress, we will be more productive in our jobs and in our life. This program teaches:

- How to get out of debt and live within your means without sacrificing your quality of life
- How to create and keep more wealth with the money you already earn
- How to maximize your savings for your future
- How to plan for a bright future

Financial Literacy

Participants will gain a new perspective about money strengths and weaknesses, how to prioritize spending, manage liability and assets and set aside enough for an emergency. Objectives: Understand the basics of the philosophy of money.

- Financial Decision Making
- 9 Money Personalities Model
- Set SMART Goals for financial security
- Types of Savings
- Expect the unexpected!

Learners will walk away with the tools to create a personal budgeting plan and a better understanding of how money works.

Leadership Skills

Team Building & Coaching

In today’s business world the occasional “good job” to your employees just does not cut it anymore. Research has shown that progressive managers who employ coaching techniques to motivate their employees not only boost productivity, but also overall workforce happiness. We will show you all the tips and tricks in our arsenal so you can move forward with these incredible new tactics to inspire your employees for great things.

Effective Teams

Rise & Grind's Effective Teams training will teach participants how to grow employees into highly driven individuals dedicated to getting results. Participants will:

- Learn how to foster cooperation in their teams
- Learn decision-making tools for their teams
- Learn how to inspire and motivate their teams
- Go from conflict to resolution
- Learn how to spot potential conflict and put out the fires
- Learn how to do collaborative problem solving

Crucial Accountability (2 days)

When coworkers make promises do you sigh in relief or start biting your nails? When co-workers break promises, violate expectations or behave in irritating ways, we have a choice. We can assume they are underperforming because they lack ability; we can assume they lack motivation; or we can assume both. Research has shown that 3 in 4 employees quickly attribute coworkers' bad behavior to lack of motivation while only 1 in 10 consider ability deficits. As a result, they avoid holding problem colleagues accountable, engage in costly workarounds and perpetuate the very problems they detest. In this workshop, you will learn tips for holding coworkers accountable by correctly diagnosing their bad behavior and a step by-step process to enhance accountability, improve performance, and ensure execution.

Developing Your Employees

Employee development requires producing an effective, well-incentivized team. This requires the ability to inspire high-quality work, build an environment of trust and mutual respect, identify areas for improvement, and develop critical skills. Employee development can take on many dimensions, but central to every approach is the concept of employee ownership and development plans for continued improvement.

Developing a Younger Workforce

Young people in the workplace view things differently than other generations. They have a different style of communicating, working, even end-goals and incentives. This program will teach managers how to mold this growing and capable section of the workforce into a valuable tool using personality style assessments, conflict resolution skill and communications skills building, and preparation for them to seize on opportunity within an acceptable framework.

Managing a Younger Workforce

Different generations have different communications, conflict resolution, and critical thinking styles. To effectively manage a young workforce, a supervisor must understand each aspect of their staff as well as themselves. By focusing on the strengths and common ground of each, this program will enable management to avoid potential conflict, streamline, and harness the abilities of a young workforce.

Leading When Not in Charge

John Maxwell sums up his definition of leadership as "leadership is influence - nothing more, nothing less." Some people are leaders because they are tasked to be leaders. But you do not have to be in a position of leadership to be a leader. Leadership is a learned technique. In this program you will learn your purpose and your personal power. You will learn to motivate, persuade, inspire, and influence others to realize their potential. Make a difference no matter what the position you are in by putting the leadership skills of the great leaders into practice.

Mentoring Match

Mentoring is a power-free, mutually beneficial learning situation where the mentor provides advice, shares knowledge and experiences, and teaches using a low pressure, self-discover approach. Mentoring is a two-way street. By teaching using an adult-learning model instead of a teacher-to-student model, mentors can willingly question their own methods for self-discovery and freely share their own experience and skills with their mentee. The mentor is both a source of information and acknowledge and a Socratic questioner. Strong mentors breed strong mentees to carry on the tradition of mentorship to others. A mentor's role focuses on the person seeking help, their career, and their capacity for individual growth and maturity. A strong formal mentoring program strives for consistency, compatibility, support, and accountability. The formal mentoring procedures that are established for a mentoring program will greatly affect a program's quality and sustainability. This training course for mentees ensures that any mentorship program is successful and rewarding by teaching the mentee what to look for in a mentor, build a strong relationship, and put the mentor's knowledge to work. As skilled, educated, and motivated as you are, learning from someone who knows the ins and outs of your organization can be a powerful business asset. You need to find the right Mentor, build a strong relationship, and put your knowledge to work. The responsibility for a good mentor/mentee relationship is both with the mentor and the mentee. You must be willing to work hard and do your part. This training will help you create and maintain a mutually rewarding mentor/mentee relationship.

Time Management

Stress Management

This workshop helps increase employee productivity with stress management training tailored to meet the needs of your organization. Employees learn how to cope more easily with heavy workloads, demanding expectations, and the daily dramas that cause stress at work and at home. This workshop will give your employees the tools to increase their mental toughness and decrease the likelihood they will be distracted by negative emotions while under pressure. The members of your workforce will spend more time being focused and productive and less time feeling annoyed and frustrated.

Managing Multiple Priorities

As you know, rarely do you ever have just one project to work on. In the business world the ability to juggle multiple responsibilities and tasks is essential. At times it can get a bit overwhelming. Our seminar will show you how to cope with several demanding priorities at a time while giving them all the attention and care they deserve.

Community Outreach Programs

Boundaries and Confidentiality

Participants will learn the fundamentals of why professional boundaries and confidentiality are vital in social care work. Working with difficult issues can also be incredibly stressful and draining work, and professional boundaries help us to manage ourselves and our emotions. Objectives: Using Best Practices for setting professional boundaries and confidentiality.

- Types of Boundaries
 - Physical / Emotional / Relational
- Confidentiality
 - Within the agency
 - With other staff

- With other clients
- Outside of the agency in public & private Learners will walk away with a fundamental understanding of why professional boundaries are important and their responsibility to keep confidential the things that might damage or disenfranchise their clients.

Crisis Intervention & Non-Violent Crisis Intervention

This program is designed to teach participants how to effectively avert and handle a crisis. Using theory and practical application participants will learn strategies and techniques to recognize and de-escalate a crisis without the use of coercion. Gain a better understanding of applied crisis theory

- Understand crisis intervention from a historical and modern-day perspective
- Identify the three types of crisis and recognize what they look like in the workplace
- Identify the four phases of crisis and how they evolve
- Recognize the two types of crisis and how to respond
- How to utilize the cycle of non-violent intervention to deescalate a crisis Learners will walk away with a better understanding and foundational skills to respond to and identify crisis situations.

Emergency Preparedness

Participants will learn the fundamentals of Emergency Preparedness. They will learn best practices on how to develop a plan, how to prepare and train for emergencies and the hazards to be aware of when an emergency occurs. Objectives:

- How to prepare for emergency situations
- Psychological and stress response to emergencies
- Planning
- Training and Drills
- Assessment and Prevention Learners will walk away with a better understanding of how to develop and implement an Emergency Plan.

Motivational Interviewing

Participants will learn about facilitating open communication, understanding people and how to communicate with emotional intelligence and effective listening skills. This course will teach participants the skills needed to prepare for an interview, do's and don'ts of questioning, and how to handle interviews in tense or conflict situations. Learners will have the skills needed to conduct effective and successful interviews that will guide the client to the desired outcomes.

Sex Trafficking of Minor, Youth and Adults

Participants will learn the extent of the Sex Trafficking problem and the impact this type of trauma has on victims. This training provides best practices for identifying and engaging victims, discussion of services victims needs for healing, services received at homeless shelters and reintegration into mainstream society. Objectives: Dispel commonly held beliefs and stereotypes that promote Sex Trafficking

- Increase awareness and sensitivity
- Understand the various risk factors
- Understand the scope and prevalence of Sex Trafficking
- Methods of recruitment

Participants will learn common terms used to discuss the topic and have a better understanding of the issues of Sex Trafficking according to a philosophy that promotes a victim centered approach.