

# **JOHN EVANS AND ASSOCIATES**

## **NSPS TRAINING COURSES**



## **EMBRACE THE TIGER**

Proprietary Information

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## **1. NSPS CORE COMPETENCY TRAINING COMMENTS**

John Evans and Associates have studied your Mission and Function Requirements for NSPS. We have Designed our Courses to accomplish Results for your Managers, Supervisors and Employees to learn and successfully apply transition skills to thrive in the new environment:

John Evans and Associates will be Flexible to the Commands Needs at the Level of the Installation and Activity. We will work with Dates Group Sizes Facilities along with Combinations of Courses to produce the most Cost Effective and Customized Versions of the Required NSPS Core Competency Training that is available. We have carefully studied and designed these Courses to accomplish your Goals.

John Evans and Associates Courses have been tested and proven to ensure that Managers, Supervisors and Employees will learn and possess the Core Competencies needed to successfully transition to and thrive in the new NSPS Environment.

## **1.1 Four New NSPS Competencies Defined**

- 1. The ability to deal with change**
- 2. Skill in interpersonal communications**
- 3. The ability (for managers / supervisors) to coach and counsel employees**
- 4. The ability to achieve results and/or manage performance**

**A. The ability to deal with change:** Change Management, Leaders must be able to express need for change, develop a communications plan to address the various phases of the change and address employee reactions. Employees are responsible for preparing for the change on a personal level, understanding the change, choosing to participate fully and learning new behaviors or skill needed for success.

- 1) Transitional Behavior, Employees**
- 2) Mastery of Change, Managers and Supervisor**
- 3) Strategic Planning In Government, Managers and Supervisors**

**B. Skill in interpersonal communications:** Interpersonal Communications, The ability to develop and sustain effective working relationships by building and maintaining understanding, collaboration, mutual trust and respect and meaningful cooperation to achieve individual and organizational goals. This competency includes the skills of speaking, writing, listening, managing difficult communications and understanding conflict.

- 1) Personal Communications Power, Employees**
- 2) Responding to the Differences in People, Managers, Supervisors and Employee**
- 3) Listening: How You Do Part I, Managers, Supervisors and Employee**
- 4) Listening: How You Should Part II, Managers, Supervisors and Employee**
- 5) Creating a More Communicative Climate, Managers, Supervisors and Employee**
- 6) Blending with Others Better, Managers, Supervisors and Employee**

**C. The ability (for managers / supervisors) to Coach and Counsel employees:** Coaching and Counseling, The ability to equip employees with the tools, knowledge and opportunities they need to become effective in achieving organizational goals and objectives. Coaching is a partnership. Leaders are responsible for cultivating employees' capabilities and shaping a developmental culture in the workplace. Employees are responsible for understanding themselves, building new competencies, changing old habits and putting new behaviors into action and seeking coaching and feedback on a continuous basis to achieve organizational and individual goals.

- 1) Coaching For Improved Performance, Managers, Supervisors**
- 2) Managers to Mentors, Managers and Supervisors**
- 3) Strategic Personal Planning, Managers, Supervisors and Employee**
- 4) Selecting Goals That Motivate, Managers, Supervisors and Employee**
- 5) Seven Steps to Effective Planning, Managers, Supervisors and Employee**

#### **D. The ability to achieve results and/or manage performance**

Performance Management, Performance appraisal is a three-stage process, the planning stage in which business goals are communicated, the developing stage in which employees carry out plans and track progress. This stage includes regular reviews, coaching, and feedback. The evaluating stage is the end of year assessment followed by a forward-looking discussion that focuses what the employee learned, what strengths can be built on and what areas need development.

- 1) Solving Problems on the Spot, Employee**
- 2) Tapping Your Natural Potential, Employee**
- 3) Guidelines to Effective Decision Making, Managers, Supervisors and Employee**
- 4) Top Team Performance, Managers, Supervisors**
- 5) What do You Believe In? , Managers, Supervisors**
- 6) The Role of Manager versus Leader, Managers, Supervisors**
- 7) Master Stress for Success Managers, Supervisors**
- 8) Time: The Ultimate Resource, Employee**
- 9) How to Make Progress on Purpose, Employee**

## **1.2 Index NSPS Competencies & Courses**

### **A. The ability to deal with change:**

- 1) Transitional Behavior Employees
- 2) Mastery of Change Managers and Supervisor
- 3) Strategic Planning in Government, Managers and Supervisors

### **B. Skill in interpersonal communications**

- 1) Personal Communications Power, Employees
- 2) Responding to the Differences in People, Managers, Supervisors and Employee
- 3) Listening: How You Do Part I, Managers, Supervisors and Employee
- 4) Listening: How You Should Part II, Managers, Supervisors and Employee
- 5) Creating a More Communicative Climate, Managers, Supervisors and Employee
- 6) Blending with Others Better, Managers, Supervisors and Employee

### **C. The ability (for managers and supervisors) to Coach and Counsel employees**

- 1) Coaching For Improved Performance, Managers, Supervisors
- 2) Strategic Personal Planning, Managers, Supervisors and Employee
- 3) Selecting Goals That Motivate, Managers, Supervisors and Employee
- 4) Seven Steps to Effective Planning, Managers, Supervisors and Employee

### **D. The ability to achieve results and/or manage performance**

- 1) Solving Problems on the Spot, Employee
- 2) Tapping Your Natural Potential, Employee
- 3) Guidelines to Effective Decision Making, Managers, Supervisors and Employee
- 4) Top Team Performance, Managers, Supervisors
- 5) What do you believe in? , Managers, Supervisors
- 6) The Role of a Manager, Managers, Supervisors
- 7) Master Stress for Success Managers, Supervisors
- 8) Time: The Ultimate Resource, Employee
- 9) How to Make Progress on Purpose, Employee

## **2. CHANGE MANAGEMENT COURSE DESCRIPTION**

### **2.1 Employees**

#### **A. Transitional Behavior**

**COMPETENCY: CHANGE MANAGEMENT**

**TITLE: TRANSITIONAL BEHAVIOR**

**TARGET AUDIENCE: EMPLOYEES**

**Length: 3.5 Hours**

**Description:** A continuous climate of change can neutralize effectiveness and could injure careers of those who lack confidence to act in an indeterminate environment. Forced change has new rules that require new tools to minimize the circumstances that cause hesitation and inconsistent performance perhaps disengagement even lack of commitment. We have studied what it takes to create opportunity and transform ineffective, reluctant behavior into that which ensures superior performance and consistently exceptional results. Reprogramming your own habits for personal success is imperative.

Either you want results or you do not. Either you are getting results you need or you are not. A strong personal commitment is essential but even that is not enough. You must learn to trust yourself not others to apply resources you have that will neutralize stress and let you stay in front of change. The only ways you can be certain of yourself in uncertain times is to Master Change through relentless pursuit of achievement, commitment, initiative and optimism.

We provide you straightforward answers in Five Pivotal Dimensions of Transition:

- \* 5 MEGA REALITIES that can overwhelm performance
- \* 6 TRENDS that are changing how we will run organizations
- \* 5 COPING RESOURCES that lower stress and raise satisfaction
- \* 8 STAGE CYCLE of change that will neutralize stress
- \* FORMULAS TO REDUCE lack of Focus that creates Disengagement

## **2.2 Managers and Supervisors**

### **A. Mastery of Change**

**COMPETENCY: CHANGE MANAGEMENT**

**TITLE: MASTERY OF CHANGE**

**TARGET AUDIENCE: MANAGERS AND SUPERVISORS**

**Length: 3.5 Hours**

**Description:** The only constant in life is change; some for the good, some not so; sometimes traumatic, sometimes welcome. The trick is to master change - to cope with it, embrace it and prosper, and then move on in the stream of life.

When change such as reorganization, mergers, acquisitions, new leadership, major shifts in responsibilities, continuous success, relentless pressure, impending failure or other events that are unplanned for and not prepared for at all are thrust upon individuals or an organization there are two things you can be sure must happen. Either you take the changes by the hand or they grab you by the throat. You are responsible to make your part work to declare success.

We teach how to cope with and overcome the fear and uncertainty brought by change. This wealth of Knowledge and experience comes to the fore at this crucial time, for it provides groups, the military and civilian alike, with what they need to survive these changes.

For the higher placed managers, supervisors and key people, many of whom are full of apprehension regarding their future, our program explains the mechanics of change and shows them how to harness and direct the intense energy of change to work for them. Our program will motivate them to renew their commitment and effort in support of the organizations mission and direct their energy to the future view.

## **B. Strategic Planning in Government**

**COMPETENCY: CHANGE MANAGEMENT**

**TITLE: STRATEGIC PLANNING IN GOVERNMENT**

**TARGET AUDIENCE: MANAGERS AND SUPERVISORS**

**Length: 7.0 TO 15.0 hours**

**Description:** Structuring your strategic planning process and facilitating as well as documenting your plan to include strategic planning training for your role are essential must learn skills for managers and supervisors. The reality of setting your plan to assure the future is most probably the number one responsibility of management. The formula shows the higher you are in the organization that as much as fifty per cent of your time must be invested in planning. You are designing, implementing and maintaining the plan to assure that the promises made will be fulfilled and the goals reached. By the way there is another requirement to make your planning complete it must include the Government Performance and Results Act (GPRA)

The Office of Personnel Management shall, in consultation with the Director of the Office of Management and Budget and the Comptroller General of the United States, develop a strategic planning and performance measurement-training component for its management-training program and otherwise provide managers with an orientation on the development and use of strategic planning and program performance measurement.

Participants are shown how to:

- Apply Strategic Planning Skills
- Develop and use Mission Statements
- Bridge Gap to the Budget Process
- Implementation guidance and application
- Connect your plan to the government Score Card

### **3. INTERPERSONAL COMMUNICATION COURSE DESCRIPTION**

#### **3.1 Employees**

##### **A. Personal Communications Power**

**COMPETENCY: INTERPERSONAL COMMUNICATIONS**

**TITLE: PERSONAL COMMUNICATIONS POWER**

**TARGET AUDIENCE: EMPLOYEES**

**Length: 3.5 hours**

**Description:** Communications with another person is more than using words.

Sometimes our unspoken communications can contradict or confuse our verbal message.

It does not have to be that way.

This course alerts the participants to the many ways in which they communicate and then gives them a checklist of practical principles that will assure clearer, more consistent communications in personal, face-to-face situations.

## **B. Effective Presentation Skills**

**COMPETENCY: INTERPERSONAL COMMUNICATIONS**

**TITLE: EFFECTIVE PRESENTATION SKILLS**

**TARGET AUDIENCE: SUPERVISORS AND EMPLOYEES**

**Length: 7.0 Hours**

**Description:** Upward mobility can be linked to a person's ability to express themselves and their ideas. To develop the ability to seize and hold the favorable attention of others until they can get their ideas and their point across. Learn how to express themselves and win others over to their way of thinking. Mastered; the communication tools I teach, when learned to be applied, will gain support for a cause and turn others on to want to join you and be a part of your success.

You will learn to apply the indefinable ability to inspire others to convince them to see things the way you see they should be done. Influence others to your way of thinking willing to march forward with you for a cause and together reach higher pinnacles of achievement and to seek the rewards that doing well can bring.

You will develop greater ability to stand before small or large groups and connect with them and communicate convincingly. To tell your story of the organization you represent and the value of your products goods and services. To appeal to them and stir their desires, wants, needs, motives and emotions so they will act.

You will Learn and demonstrate you have practiced and applied the critical ingredients and methodology to make powerful presentations. You have prepared yourself to build your reputation among customers, fellow employees, and management that you are ready to do bigger things.

## **3.2 Managers, Supervisors and Employees**

### **A. Responding to the Differences in People**

**COMPETENCY: INTERPERSONAL COMMUNICATIONS**

**TITLE: RESPONDING TO THE DIFFERENCES IN PEOPLE**

**TARGET AUDIENCE: MANAGERS SUPERVISORS AND EMPLOYEES**

**Length: 3.5 hours**

**Description:** Getting things done through others offers the managers, supervisors and employees of today their greatest challenges ever. To be effective in accomplishing results in the areas that affect their abilities to move others into action, they must first look within their selves. They must understand why they feel the way they feel, and promote the opportunity for them to better understand others as they perform their functions as managers, supervisors and employees. It is during this course where we examine these three vital areas:

**Intrapersonal - me about me**

**Interpersonal - me about you**

**Personal Functional - me about my job**

To gain the payoff of increased performance, managers, supervisors and employees need to have an ability to relate to others effectively. They must recognize their own behavior traits and how they impact and relate to others behaviors. That behavior will be shown by them asking and answering questions about themselves, questions such as:

- What is my individual style of interacting with people?
- How do I go about getting things done?
- In what type situation do I tend to lead most effectively?
- How will I tend to act when faced with strong opposition?
- How do I conduct myself as a member of a group?
- Do I feel more effective in dealing with a problem of a technical or human nature? Why?
- In carrying out leadership responsibilities, how well do I approach the motivation of people?
- What do I need to know for me to develop greater skills with which to be even more effective?

Candid answers to those are the basics for performance improvement.

## **3.3 Supervisors and Employees**

### **A. Listening: How You Do Part**

**COMPETENCY: INTERPERSONAL COMMUNICATIONS**

**TITLE: LISTENING: HOW YOU DO PART I**

**TARGET AUDIENCE: SUPERVISORS AND EMPLOYEES**

**Length: 3.5 Hours**

**Description:** “There is no such thing as a bad listener; there is only a person with inflexible listening habits.” This course is designed to help you to identify your predominant listening attitudes, attitudes that enable you to listen to communications more effectively. This applies to all facets of your life: job responsibilities, recreational diversions, and personal relationships.

The course assists you in identifying and comparing listening attitudes in task and human relations settings. Understanding these differences prepares participants to get the most out of their communications with others. Six different listening attitudes are described in detail. Each of these attitudes is used in gathering information from our communication with others. All of the six, combined, will help you understand how you can key into the listening style of others to maintain positive control in communication concerning human relations or specific tasks. Information provided in this module assists you in increasing the flexibility in your listening habits. This will help you to fill many of your varied needs in your progress through life-whether in work or personal settings.

## **B. How You Should Part**

**COMPETENCY: INTERPERSONAL COMMUNICATIONS**

**TITLE: LISTENING: HOW YOU SHOULD PART II**

**TARGET AUDIENCE: SUPERVISORS AND EMPLOYEES**

**Length: 3.5 Hours**

**Description:** Used conjunctively with HOW YOU DO (Part 1), this course helps to define the dynamics of the organization from a communications (listening) perspective. Both these courses provide your organization with the opportunity to enhance the growth productivity and interpersonal relationships of your organization. The course provides knowledge about your perception of how you listen on-the-job. This gives you significant advantages in your personal communications. You are shown how communications concerning listening behaviors can be discussed from a similarities and differences standpoint. This helps eliminate some of the barriers that stand in the way of a harmonious work environment. The major benefit derived from this module is that you write your own plan through self-evaluation to improve your listening skills. This makes you more effective as a listener with less conflict for an improved organizational climate.

### **C. Creating a More Communicative Climate**

**COMPETENCY: INTERPERSONAL COMMUNICATIONS**

**TITLE: CREATING A MORE COMMUNICATIVE CLIMATE**

**TARGET AUDIENCE: SUPERVISORS AND EMPLOYEES**

**Length: 3.5 Hours**

**Description:** The manager can do things that impair open, constructive communications in his/her group, or, he/she can do things that keep those lines of communications open and working well. In this course, the participants are helped to be more aware of what they are doing that can plug up communications. They are then given some practical tools and ideas that will help to unplug the situation and maintain a group climate that is more conducive to effective communications.

## **D. Blending With Others Better**

**COMPETENCY: INTERPERSONAL COMMUNICATIONS**

**TITLE: BLENDING WITH OTHERS BETTER**

**TARGET AUDIENCE: SUPERVISORS AND EMPLOYEES**

**Length: 3.5 Hour**

**Description:** “Human Alchemy” is our term for everything that happens between a person and all of *the other persons in* his or her life. Whether that “chemical solution” is positive or negative, healthful or poisonous, depends on the “elements” that are put into it by everyone concerned. We cannot be responsible for the attitudes and behavior of other people in our lives. However, we can be responsible for our own and what we put into it strongly acts on the other elements in the alchemy. This course includes an open discussion of the positive and negative elements that go into our human alchemy. Participants go through exercises designed to establish and reinforce specific, practical behaviors, both of which maximize the positive and minimize the negative elements in human relationships.

Knowledge of those elements, and how they interact, and provides the ability to get along with others more easily, both in professional and personal relationships.

## **4. COACHING AND COUNSELING COURSE DESCRIPTION**

### **4.1 Managers and Supervisors**

#### **A. Coaching For Improved Performance**

**COMPETENCY: COACHING AND COUNSELING**

**TITLE: COACHING FOR IMPROVED PERFORMANCE**

**TARGET AUDIENCE: MANAGERS AND SUPERVISORS**

**Length: 3.5 Hours**

**Description:** When an employee continually fails to do, what is expected in some aspect of his/her job, too many managers respond in one or both of the following ways:

- They ignore the problem, hoping it will go away
- They sometimes fill the gap themselves
- They put up with it longer than they should (calling themselves "patient") and then lose their temper, often compounding the problem instead of solving it.

In this course, the participant is introduced to, and given a chance to practice the following:

- A problem analysis that assures appropriate action
- Principles on which effective coaching should be based
- Specific steps of an interview that lead to longer-lasting results

## **B. Managers To Mentors**

**COMPETENCY: COACHING AND COUNSELING**

**TITLE: MANAGERS TO MENTORS**

**TARGET AUDIENCE: MANAGERS AND SUPERVISORS**

**Length: 3.5 Hours**

**Description:** Building People while achieving the pre determined desired results of your organization is not a catchy phrase. It is taking out the insurance assuring that in the future you have a resource of prepared and talented people. All organizations business industry and the government have fallen short in this responsibility. The government may pay the biggest price for they have taken the remedies that are the most costly and delayed facing realities longer about the aging of their workforce. BRAC, A76, Privatization, RIFS, Hiring Freezes and the War have taken a toll that will be difficult to overcome. You have an aging workforce and a huge gap of unprepared and less experienced people who are facing budgetary restraints that would paralyze most organizations. Unless a methodology to build people and prepare them for the bigger jobs is adapted not a philosophy merely adopted such as mentoring then you will have a lot of people under pressure who cannot get the job done. How else do you protect and ensure loyal employees they will received just rewards? There is no greater priority than understanding, training and developing your people in preparation to take over. WE have a program to do that. Managers and Supervisors will learn to practice the best methods for Mentors that include:

- **Roles and Responsibilities**
- **Key ingredients Defined**
- **Coaching Skills Taught**
- **Develop a Plan of Action**

### **C. Build Trust: Leadership's Requirement**

**COMPETENCY: COACHING AND COUNSELING**

**TITLE: BUILD TRUST: LEADERSHIP'S REQUIREMENT**

**TARGET AUDIENCE: MANAGERS AND SUPERVISORS**

**Length: 3.5 Hours**

**Description:** Transparency, Tolerance, Candor, Ethics, Honesty, Integrity, Honor, and Understanding

BUILD TRUST. All of these are ingredients of Leadership. All of these are straight from a list created in countless classrooms. Learn them all, at one time? That sounds a little unrealistic as an expectation, doesn't it?

Yet, in these very climates of forced change, where there are ten initiatives for change being required simultaneously, your relationship must be forged based on the willing enthusiastic cooperation of others.

Whom are they willing to follow? And why is that so? How does the loyalty and dependability that is essential to achieve success to lead others through forced change become a bond? The answers to these hard questions are learned within this course, and with the answers, there comes a critical and thorough understanding of all essential elements of the problems and solutions associated with one word: LEADERSHIP. And effective leadership requires great measures of TRUST. BUILDING TRUST: That is what this course is all about. During this course, I will lead you through a series of exercises that will indelibly impress you; not of any old way, but rather with "THE BEST WAY" to establish TRUSTING relationships with employees; employees you wish to keep. Within this course, you will review the impact leadership has had in your life and use those experiences to forge a more valuable, applicable and credible style to lead.

This method is not just something "good to know."

Rather, it is something that is required to be "put into place," at once, as it will very soon establish a TRUSTING bond with every person who reports to and supports you.

BUILD TRUST: A Requirement of LEADERSHIP.

## **4.2 Employees**

### **A. Strategic Personal Planning**

**COMPETENCY: COACHING AND COUNSELING**

**TITLE: STRATEGIC PERSONAL PLANNING**

**TARGET AUDIENCE: EMPLOYEES**

**Length: 3.5 Hours**

**Description:** You know that people are different. However, did you ever wonder what makes that difference? Do you know why life and work seems smooth and easy for some and not for others? Is a structured life a result of a special gift, or special knowledge? Do you know where confidence comes from and how to acquire the amount you need? How do you strengthen your own confidence, and how do you hold on to it? Then, how do you apply it in your professional and personal life? We speak to these questions and provide the answers in this segment for Strategic Personal Planning. We have a model for that, one that is full of knowledge, techniques and principles directed to the improvement of your own individual lifestyle both inside and outside the workplace. Conduct at work spills over into all other aspects of your life, family, recreational, and other personal interests. Most people do not have their own Strategic Personal Planning aid. Why you need your own strategic personal planning, you may ask. You need this for life focus because it provides you your own personal map to chart a path and guide you on a way to achieve initiative for you in your life. Strategic Personal Planning addresses all of these and provides the following benefits:

- **Career Direction**
- **Personal Vision**
- **Creating and taking advantage of opportunities**
- **Security and safety**
- **Sense of being in charge of your life**
- **Balanced Life Opportunity to involve others**

## **B. Selecting Goals That Motivate**

**COMPETENCY: COACHING AND COUNSELING**

**TITLE: SELECTING GOALS THAT MOTIVATE**

**TARGET AUDIENCE: EMPLOYEES**

**Length: 3.5 Hours**

**Description:** Many times, you may be asked what some of the goals in your life are. What is easy is to describe some of the things you would like to achieve. What is difficult is to be specific about how. When at critical points in our careers and personal lives we need to be decisive, we often procrastinate. The development of understanding how to go about developing adequate, realistic goals imbue the individual with new capabilities, new awareness and the awakening of talents strengthening the purposes of personal and professional life. This course provides the tools necessary to identify things of essential importance, and motivate you to apply them to your everyday plans and lifetime goals.

### **C. Seven Steps To Effective Planning**

**COMPETENCY: COACHING AND COUNSELING**  
**TITLE: SEVEN STEPS TO EFFECTIVE PLANNING**  
**TARGET AUDIENCE: EMPLOYEES**

**Length: 3.5 Hours**

**Description:** In this course, the fundamentals of professional planning are presented and are applied in a realistic simulation. Participants are given the opportunity to apply these same proven principles to a current project on his/her job.

## **5. PERFORMANCE MANAGEMENT COURSE DESCRIPTION**

### **5.1 Employees and Supervisors**

#### **A. Solving Problems On The Spot**

**COMPETENCY: PERFORMANCE MANAGEMENT**

**TITLE: SOLVING PROBLEMS ON THE SPOT**

**TARGET AUDIENCE: EMPLOYEES AND SUPERVISORS**

**Length: 3.5 Hours**

**Description:** Sometimes we can become a part of the problem instead of maintaining our objectivity so we can be a part of the solution. This course helps the participant look beyond the narrow confines of the problem and explore new, more innovative possibilities (This course combines easily with TAPPING YOUR NATURAL POTENTIAL (course 402) to form a thought-provoking workshop, which can lead to some useful ideas for current problems.)

## **5.2 Employees**

### **A. Tapping Your Natural Potential**

**COMPETENCY: PERFORMANCE MANAGEMENT**

**TITLE: TAPPING YOUR NATURAL POTENTIAL**

**TARGET AUDIENCE: EMPLOYEES**

**Length: 1.5 Hours**

**Description:** Abraham Maslow said that most of our adulthood is spent in uncovering the natural creativity with which we were born. In this module, some exercises and games are used to show the participant some easy, effective methods for releasing his/her own latent creativity. This module in conjunction with (course 401), SOLVING PROBLEMS ON THE SPOT forms a 90-minute course that can produce some new, useful ideas for the participants and the organization.

## **B. The Ultimate Resource Time**

**COMPETENCY: PERFORMANCE MANAGEMENT**

**TITLE: THE ULTIMATE RESOURCE TIME**

**TARGET AUDIENCE: EMPLOYEES**

**Length: 3.5 Hours**

**Description:** Alex Mackenzie says, "Managing time begins with managing yourself." For those who blame their circumstances for putting them in the hole time-wise, Shaw said, "Circumstances don't make the man, they reveal him to himself. " If we have persistent problems doing everything we want to do, we must first look at the attitudes that are causing us to use our time as we do. Second, we must establish those priorities that are most appropriate for us individually and third, develop the necessary skills for economizing our time use as much as possible. This course gives participants new experiences in each of the three areas mentioned above and results in timesaving conduct.

### **C. How To Make Progress On Purpose**

**COMPETENCY: PERFORMANCE MANAGEMENT**

**TITLE: HOW TO MAKE PROGRESS ON PURPOSE**

**TARGET AUDIENCE: EMPLOYEES**

**Length: 3.5 Hours**

**Description:** Even though growth is the fundamental principle of life, it is not always easy and sometimes it is even painful. That is why too many of us choose to stay nestled in our little comfort-zones. This course examines the four phases of personal growth and brings them to the conscious level. These phases prove that such growth can be both fun and exciting and start a cycle of growth that will lift people from the mediocrity of life. That cycle easily becomes a spiral, lifting us to ever-higher levels of personal effectiveness.

## **5.3 Manager, Supervisors and Employees**

### **A. Guidelines To Effective Decision Making**

**COMPETENCY: PERFORMANCE MANAGEMENT**

**TITLE: GUIDELINES TO EFFECTIVE DECISION MAKING**

**TARGET AUDIENCE: MANAGERS SUPERVISORS AND EMPLOYEES**

**Length: 3.5 Hours**

**Description:** How can we look beyond the obvious, be objective, and consider all the pertinent factors when making an important decision?

These and other questions are answered in this course.

The participant gets the chance to actually apply sound principles of decision-making in simulated situations, and then puts them to work on real problems in his/her life.

## **5.4 Managers, Supervisors, and Team Leaders**

### **A. Top Team Performance**

**COMPETENCY: PERFORMANCE MANAGEMENT**

**TITLE: TOP TEAM PERFORMANCE**

**TARGET AUDIENCE: MANAGERS SUPERVISORS AND TEAM LEADERS**

**Length: 3.5 and 7.0 Hours**

**Description:** Top Team Performance will enable your organization to foster sound and executable strategies that will not allow manpower and other resource waste. Costs cannot be inflated to cover gaps. Consistent quality, lower costs and high levels of productivity and performance are the mandates. This will only be accomplished with corroboration, collaboration, and working closely together as Top Teams.

Emulating the best commercial practices is not good enough. Streamlined engineering processes with the capability of early awareness of potential problems and examining the total impact of alternatives is critical. Any handicaps have to be compensated for by focused and highly committed teams. Clearly, the answer is interacting constructively in free and open discussions. To innovate and be the best is imperative. Creating a cooperative “give and take” mode fueled by management willing to apply teaming will give you the edge needed to build a future.

Management has the challenge to have enthusiastic followers focused on the customers with all of their personal resources dedicated to outstanding service that will assure your customers meet and exceed their goals. Your people will realize greater career opportunities and higher levels of job satisfaction through accomplishments that can be achieved through visions and commitment that Top Team Performance provides. Building strong teams is the right solution.

## **5.5 Managers and Supervisors**

### **A. What Do You Believe In?**

**COMPETENCY: PERFORMANCE MANAGEMENT**

**TITLE: WHAT DO YOU BELIEVE IN?**

**TARGET AUDIENCE: MANAGERS AND SUPERVISORS**

**Length: 3.5 Hours**

**Description:** “If I know what you believe, I can predict how you will act!”

What we could use at one time to motivate virtually everyone is now totally diversified. What works for one probably will not work with another even if the ages are only a few years apart. Managers have tried in many instances to normalize differences by treating everyone the same. This simply will not work today. The effective manager is able to recognize the differences and respond to the diverse needs of individuals in their area of influence. Textbook solutions are not working, so the strong managers are willing to make adjustments in their approach to produce results through people reporting to them. In this course, we will identify a factor, which is the "key to the kingdom" of understanding differences, the factor that guides the behavior of all humans.

That FACTOR is a gut-level value system. This course will help you follow a method to accurately examine the key to each generation's prejudices, values and ways of reacting to change and allow you to:

Create a clearer understanding of your era, family, friends and co-workers

Understand a new approach to values, significant emotional events and intergenerational programming, which unlocks your understanding of the influences of these factors on your own behavior and the behavior of everyone around you. Discover an opportunity to look into your own likes and dislikes, conflicts, emotional patterns and much more.

## **B. The Role of Manager Versus Leader**

**COMPETENCY: PERFORMANCE MANAGEMENT**

**TITLE: THE ROLE OF MANAGER VERSUS LEADER**

**TARGET AUDIENCE: MANAGERS AND SUPERVISORS**

**Length: 3.5 Hours**

**Description:** This course provides an overview of what it means to be in management. It identifies all the functions of management that require efficiency and skills of leadership that require effectiveness of managers. The discussion also involves the ways in which your relationships with others in the organization changes when you assume management responsibility. Emphasis is placed on the “management attitude,” best defined as an attitude of ownership responsibility, commitment and caring. Such attitudes are not the sole privilege of persons with management positions and can become contagious among non-management persons as well.

### **C. Master Stress For Success**

**COMPETENCY: PERFORMANCE MANAGEMENT**

**TITLE: MASTER STRESS FOR SUCCESS**

**TARGET AUDIENCE: MANAGERS AND SUPERVISORS**

**Length: 3.5 Hours**

**Description:** Change and stress are almost always synonymous. The truth is you are under stress right now and it is seriously affecting your performance, personally and professionally. When things go wrong, as they often do, you can bet that in most cases it was the result of a personal failing, not your own, but most often the failure of someone to take a routine action at a critical time. Examination of the facts usually reveals the culprit. Very close examination will probably show their personal lapse was due to stress. Moreover, the stress will most likely be of a personal, rather than professional nature.

The ability to recognize your own stress events and mitigate them will reduce your own personal anxieties and pressures and make you a better person to work with. That is great, and you will feel good about that for sure. However, such does little to increase your professional capability to lead and/or get the job done. You need people for that. People like you, people who are potentially top-notch professionals willing to get better. People who can take orders and run with them, make things happen quickly and correctly, the first time, every time. For that, you need to get stress identified ... alleviated ... under control.

This course identifies personal and professional stress factors and gives you the tools and methods to cope with these and bring them under control. You complete a personal and confidential profile on yourself that remains only in your possession. The profile examines stress factors in four intertwined life areas: Personal, work, couples and family. The profiles are needed to identify to each individual his/her own stress factors and create a personal action plan they can use to make specific changes to reduce stress and increase their personal satisfaction in life.

## **6. KICKOFF AND OUT BRIEFING TO PREPARE FOR NSPS INITIATIVE**

THESE ARE ALL AUDIENCE PRESENTATIONS TO PREPARE THE COMMAND FOR THE PROGRAMS PRESENTED TO ACCOMPLISH THE NSPS INITIATIVES. THESE WILL BE OPTIONAL AND DELIVERED UPON AS AGREED. SOME OR ALL THEMES TIED TOGETHER WILL BE PRESENTED AND/OR OUTBRIEFED WITH DISCRETION OF THE COMMAND.

### **A. Good is not Good Enough When Greatness can be Achieved**

Managers learn the dynamics of leadership. To be Leader you must have followers. Followers must be volunteers. A Leader must demonstrate to the followers the best methods to get what they want. A true leader practices those methods. Followers must know how to follow it's not enough for the leaders to say move out employees must seek the empowerment necessary to anticipate needs and demonstrate initiative in solving problems.

### **B. Top Team Building**

Challenge: Learn how to organize diverse individual efforts towards a unified purpose and create synergy. Shows how to motivate, manage and lead a team through highly interactive exercises, activities and strategies that keeps your team motivated, creative, committed and performing as a team. How to pick a great leader. What are the dynamics for high performance in a team environment. How to hold effective team meetings.

### **C. Performance Management Skills**

How to discern the qualities, characteristics and behaviors of top employee's then learn formulas that bring forth their best. The result is building people while achieving the organizations goals and objectives. Clear connectedness between activities and results that include adjusting the job to better fit the employee to the assignment. Link employee performance to organizational success.

### **D. Mastery of Change**

If you do not take change by the hand, it will grab you by the throat. Change overwhelms people. There are nine key elements to change that leaders must know to master change. Show others how to assess change and overcome employee resistance to seeing the positive side. Realize through a series of exercises that the FEAR of loss is greater than the love of gain. Identify the Five Mega realities that are effecting change in our lives

### **E. Managing a Stressed Out Workforce**

Learn how to neutralize or mitigate stress in your workforce. Why? Since 1994, more people bring problems from home to work than from work to home. Their problems can disengage employees from their work. Learn how to recognize their stress and re-engage them back into the workforce. Teach and coach them on coping resources.

### **F. Removing Barriers to Change Employees version**

Change can work for you when you understand what it brings you and how it ties into incentives connected with organizational goals, performance goals, and customer goals and making the contributions necessary to prepare career wise for what is next. The why is equal in importance to understand as what and how so how do you find the why is explained and becomes your responsibility. Using group participation and exercises, you will learn how to demystify the fear of change

### **G. Customer Sticky**

This is a unique opportunity to offer you a proven customer sustainment program that will have a permanent impact on your organization and its customers. It will allow you to monitor all customer encounters and sustain the best practices known to deliver them outstanding support. An action plan outline of a tested and proven approach to expand business with current customers is also included in the program. This includes a strategy to open up prospective new customers, to keep a steady flow of work and to have every customer support team working at maximum capacity. :

### **H. Interpersonal Communications Effectiveness**

Communication seems simple after all it is only what we say how we say it what we do how we do it and how we look, right? Reality is communication is the lifeblood of an organization, the greatest barrier between employees and supervisor's even managers and supervisors and the number one reason people fail to achieve their goals. Simply if you cannot get what you need then you need it you cannot or will not do what you can when you need to or must. We have to be able to gain the willing enthusiastic cooperation and support of others. The essential methods and skills to do that are taught through these workshops...

## **7. ITEMS TO BE DISCUSSED ON AN INDIVIDUAL COURSE BASIS**

### **On Site Location**

The value of a location, which provides an adult learning environment and minimizes interruptions, while encouraging the participants to maximize the experience, cannot be overstated. Protect participants from fewer interruptions distractions and establish an adult environment that fosters open-mindedness. If you have, Full Size designated classrooms that meet these standards then that is acceptable. Hotels in the area can provide a backup source if dates or facilities are not available. We will work with you to maximize use of your command location.

### **DRESS CODE: Business Casual**

Participants are not to wear jeans, shorts, or outdoor wear.

### **CLASS ROOM PHYSICAL SIZE**

### **CLASS ROOM SETUP**

### **REFRESHMENTS/BREAKS**

### **SELECTION OF PARTICIPANTS**

### **NUMBER OF PARTICIPANTS**

### **INVESTMENT**

### **DATES**

### **RECORDS/ROSTER**

### **REGISTRATION REQUIREMENTS**

### **ATTENDANCE FOR COMPLETION**

### **METHOD OF PAYMENT**

### **ENROLLMENT SURVEY**

## **7.1 Alternate Method of Payment GSA/MOBIS**

### **A. Alternate Method of Payment GSA/MOBIS**

- Schedule Title: Management, Organizational and Business Improvement Services
- FSC Group 874
- Industrial Class 8742
- Contract number GS-10F-0062L
- For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at [www.fss.gsa.gov](http://www.fss.gsa.gov)
- Contract period: 11/15/05 – 11/4/10
- Contractor's name: Quality Process Consultants, Inc.
- Contractor's address: 48 West Queens Way
- Contractor's phone numbers: 703 278 0892 or 800.589.4733 FAX: 703 278 0891
- Website: [www.qpcteam.com](http://www.qpcteam.com)
- Contract administration source: Ms. Kristin Arnold, Quality Process Consultant Inc., 11304 Megan Drive Fairfax, VA 22030, Business size: Small Woman-Owned

## **8. ABOUT JOHN EVANS AND ASSOCIATES, INC.**

*Author*



*Embrace the Tiger*

**JOHN EVANS, CSP**

**CERTIFIED  
SPEAKING  
PROFESSIONAL**

*An internationally respected expert in the fields of Leadership Development, Team Building, Performance management, Customer Service, and Employee Motivation, John Evans has spent the past twenty-seven years delivering leading edge presentations to business, industry, and government clients. John has received the highest earned designation for professional speaking, "The Certified Speaking Professional" which less than 2% of speakers in the world have received over the past 20 years.*

*In his profession, John has conducted more than 3000 Presentations, management and supervisory seminars and workshops worldwide. His individualized and customized programs range from groups as small as 10 to as large as 3500. Along with his experience, John provides some of the most advanced human resource assessment tools available in the industry. These tools have allowed organizations to measure and understand the human behavior aspects of virtually every department within their organization, providing them with personalized roadmaps that enhance and sustain human performance, increase productivity and promote harmony in the workplace.*

*John's recent book, "Embrace the Tiger" how to be certain in uncertain times, encapsulates his experience and theories for personal and professional success. John's book serves as a valuable guide for anyone, whether just starting a career, near or at the top of his or her profession, or anywhere in between.*

*John is a firm believer that organizations must continually explore, refine, and expand their horizons to keep pace with the ever changing social, cultural, economic and technological changes that challenge all of us in the ever expanding global marketplace. It is the application of that paradigm that makes his programs exciting, educational, informative and fun. John tailors his presentations to the specific needs of the customer and hones his programs to yield maximum results.*

*In recent years, John has concentrated much of his work on helping organizations, people cope with the stresses, and change brought about by fast-paced modern life and gives them the tools they need to survive personal or professional adversity and thrive through times of uncertainty. John maintains currency in the events affecting the public sector, i.e., Base Closure, Outsourcing, Privatization and Consolidation and maintains effective Integrity-Based leadership and management programs that help federal organizations maintain productivity and morale during adverse and chaotic times.*

*The vision of John Evans has always been to help people tap into their unlimited potential and use it to best advantage. This vision carries over in John's personal life with his altruistic work with families of children with life threatening diseases*

## **8.1 Contact Information for John Evans and Associates, Inc.**

**John Evans CSP**

**(703) 568-5642**

*Works with Government to Initiate Change  
and with Business to Build Leaders*

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